

# Employee Handbook

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## Employee Handbook Disclaimer

This Employee Handbook, along with the state law addenda, (collectively referred to as the “Handbook” or “Employee Handbook”) contains information about AHEAD’s employment policies and procedures and an overview of AHEAD’s benefits. For specific information about employee benefits, you should refer to the plan documents, which are controlling. To the extent anything in this Handbook conflicts with the terms and conditions of the plan documents, the plan documents control.

The policies and procedures in this Handbook are guidelines only. In addition, the policies and procedures are drafted in compliance with federal law. To the extent that anything in this Handbook conflicts with the terms of any applicable state or local law or regulation, the terms of that applicable law or regulation shall control. Except for the policy of at-will employment, which can only be modified by a written agreement signed by an Executive Officer, AHEAD, Inc. (“AHEAD” or the “Company”) reserves full discretion to change, modify or delete any provision in this Handbook at any time, and with or without notice. Oral statements or representations cannot supplement, change or modify the provisions in this Handbook.

Each employee should read and become familiar with the information contained in this Handbook. Failure to comply with AHEAD’s policies or procedures may result in discipline, up to and including termination.

The provisions in this Handbook are not intended to in any way create any contractual obligations with respect to your employment.

This Handbook supersedes all prior versions published or distributed by AHEAD, Inc. and all inconsistent oral or written statements.

On behalf of everyone at AHEAD, welcome to the team!

As a company, we strive to hire and develop top problem solvers at all levels and surround them with a rewarding and enjoyable environment built on our values of Collaborate, Innovate, and Drive.

Please read the information contained in this Handbook, including the state law addendum for the state in which you work, if applicable. These materials outline the policies, benefits, and expectations of AHEAD, along with other information that will help you succeed with us.

Thank you again for joining AHEAD. I am confident that you will play a pivotal role in our continued growth and hope you will take pride in being a member of our team.

*Kristin Supancich*  
Chief People Officer

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# **EMPLOYMENT POLICIES**

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## **At-Will Employment**

All employment with AHEAD is “at-will,” which means that your employment can be terminated at any time, for any reason, with or without notice by you or the Company, except as otherwise prohibited by law. Only an Executive Officer of the Company has the right to amend this at-will policy. Any amendments must be in writing and signed by the employee and an Executive Officer of the Company.

## **Equal Employment Opportunity**

AHEAD provides equality of employment opportunity to all employees and applicants for employment. In order to provide equal employment and advancement opportunities for all individuals, employment decisions at AHEAD will be based on an individual’s qualifications and ability and not on any legally protected category or classification.

Under no circumstances will AHEAD discriminate against an individual’s actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex, or gender (including pregnancy, childbirth, and related medical conditions), gender identity or gender expression (including transgender status), sexual orientation, marital status, familial status, veteran status, uniformed service member status, physical or mental disability, genetic information (including testing and characteristics), or any other class or characteristic protected under applicable federal, state, and local law. This policy applies to all employment practices including but not limited to hiring, promotion, demotion, transfer, recruitment/recruitment advertising, layoff or termination, discipline, rates of pay or other compensation, access to benefits and training, or any other term or condition of employment.

If you believe that you have been discriminated against in any aspect of your employment or there has otherwise been a violation of this policy, you must report your concerns immediately to your manager, a member of the Human Resources department, or another member of management with whom you feel comfortable discussing the issue. Upon receiving such a report, AHEAD will investigate in as prompt and confidential a manner as possible and will take necessary and appropriate corrective action.

Please note that AHEAD strictly prohibits retaliation. No adverse action will be taken against any employee who brings forward a complaint, expresses a concern or participates in an investigation related to this policy.

## **US Work Location**

All employees are required to reside permanently and conduct their work from within the United States. Failure to reside in the United States or conduct your work from within the United States will result in termination of employment.

An employee, who is not executing work on a client project prohibiting work outside the United States, may conduct their work outside of the United States temporarily if approved by their manager and HR Business Partner for the following reasons:

- to care for a family member or attend to family matters abroad, not longer than 2 weeks (14 days)
- to attend to AHEAD business matters while on a leisure trip abroad, not longer than 2 weeks (14 days)
- while traveling for AHEAD assigned business trips abroad

## **Employee Resource Groups**

AHEAD engages and supports its employees through Employee Resource Groups (ERGs), which are voluntary, employee-led groups that foster a diverse, inclusive workplace aligned with AHEAD's mission, values, goals, business practices, and objectives. More information on AHEAD's current ERGs can be found on the Intranet.

Employees can start new ERGs by taking the following steps:

1. Define your group's mission, goals, and leadership team
2. Share your ERG idea with HR
3. Present to the ELT for approval to proceed
4. Find an Executive Sponsor
5. Recruit Members
6. Schedule meetings and plan events

## **Policy Against Harassment, Retaliation, And Unprofessional Conduct**

AHEAD is committed to a workplace free of harassment of any kind. As such, AHEAD strictly prohibits harassment, including sexual harassment, based upon an individual's actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex, or gender (including pregnancy, childbirth, and related medical conditions), gender identity or gender expression (including transgender status), sexual orientation, marital status, familial status, veteran status, uniformed service member status, physical or mental disability, genetic information (including testing and characteristics), or any other class or characteristic protected under applicable federal, state, and local law. AHEAD also prohibits retaliation as defined below.

The behaviors prohibited by this policy are prohibited regardless of where they occur, be it at our office or outside of the workplace, including (but not limited to) during business trips and AHEAD-sponsored social functions, and regardless of whether the conduct in question is engaged in by a supervisor, co-worker, client, customer, vendor or other third party.

### **Harassment Defined**

For purposes of this policy, the term "harassment" is broadly defined. It includes all actions, words, jokes, comments, derogatory remarks and/or visual displays that affect an individual's work environment or employment status or tend to belittle, provoke or denigrate others, and that are based on an individual's actual or perceived status protected by applicable law. Harassment is not necessarily sexual in nature but may be based on any legally protected characteristic.

Such conduct is considered prohibited harassment whenever:

- Submission to the harassing conduct is made either explicitly or implicitly a term or condition of employment; or

- Submission or rejection of the harassing conduct is used as a basis for making an employment decision; or
- The harassing conduct interferes with the individual's work performance or creates an intimidating or offensive work environment.

### **Sexual Harassment Defined**

Sexual harassment, in particular, is defined as any unwanted or unwelcome visual, verbal, or physical conduct of a sexual nature. Although it is impossible to list all conduct that may constitute sexual harassment, examples of conduct that violates this policy include:

- Unwelcome flirtations, leering, whistling, touching, pinching, assault, blocking normal movement
- Requests for sexual favors or demands for sexual favors in exchange for favorable treatment
- Obscene or vulgar gestures, posters, or comments
- Sexual jokes or comments about a person's body, sexual prowess, or sexual deficiencies
- Propositions, or suggestive or insulting comments of a sexual nature
- Derogatory cartoons, posters, and drawings
- Sexually explicit e-mails, text messages or voicemails
- Uninvited touching of a sexual nature
- Unwelcome sexually-related comments
- Conversation about one's own or someone else's sex lives
- Conduct or comments consistently targeted at only one gender, even if the content is not sexual
- Teasing or other conduct directed toward a person because of the person's gender

### **Reporting Procedures**

All employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. As such, if you experience, witness, or otherwise become aware of harassment of any kind, you must report it immediately to your manager, a member of the Human Resources department, or another member of management with whom you feel comfortable discussing the issue.

If you would prefer to report an incident to AHEAD anonymously, you may use the anonymous reporting hotline via the website [www.lighthouse-services.com/thinkahead](http://www.lighthouse-services.com/thinkahead) or this toll-free number 833-442-8111. When reporting incidents to the hotline, please provide as many details as possible (documentation, videos, etc.) to aid in the investigation. Again, please note that you are required to report harassment whether it occurs in the workplace or off-site, and regardless of the identity of the alleged harasser (be it another employee, customer, vendor, or any other third-party in the workplace), even if you are not sure the offending behavior constitutes actionable harassment.

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

### **Investigation Procedures**

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

### **Retaliation Defined**

AHEAD prohibits retaliation in any form. This includes, but is not limited to, any form of intimidation, retribution, threats or acts of retaliation or harassment. Employees must be able to raise concerns and make reports of alleged harassment without fear of reprisal or retaliation. If you feel that you have been subject to retaliation of any kind for having made a complaint of harassment or having participated or assisted in a harassment investigation, you must report that retaliation pursuant to the reporting procedure detailed above.

### **Disciplinary Action**

Any employee, regardless of position or title, found to have violated this policy, including the anti-retaliation provision, will be subject to appropriate discipline, up to and including termination. This includes individuals engaging in discrimination, harassment, or retaliation, as well as manager who fail to report violations of this policy, or knowingly allow prohibited conduct to continue.

### **Other Resources**

In addition to the Company's internal complaint procedures, employees have the right to contact or to file a charge with the Equal Employment Opportunity Commission ("EEOC") or analogous state agency without fear of retaliation or reprisal.

### **Disabilities, Pregnancy and Reasonable Accommodation**

AHEAD is committed to ensuring equal opportunity in employment for all individuals who are able to perform the essential functions or duties of their job, with or without reasonable accommodation. As part of this commitment, AHEAD will make reasonable accommodations available to all qualified applicants or employees with known disabilities, as well as pregnant employees and employees recovering from childbirth, so long as such accommodation does not impose an undue burden on the operations of the Company.

Reasonable accommodations will be evaluated on a case-by-case basis and may include, but are not limited to: more frequent or longer breaks, physical accommodations such as some seating arrangements, modifications to job schedules, and/or reasonable time off work as may be required, to help the employee perform the essential functions of the employee's job. An accommodation is not reasonable if, even with the accommodation, the employee is unable to perform essential job duties in a manner that would not endanger the health or safety of the employee or others.

If you require an accommodation in order to perform the essential functions of your job, please contact a member of the Human Resources department to request such an accommodation. You may be required to submit supporting medical documentation and any other requested information as the Company reviews and analyzes if and what reasonable accommodation(s) may be provided. All such medical information will be maintained in a separate medical file and will not be shared

with anyone other than those who have a need to know for legitimate business reasons. You must cooperate fully during this process and a refusal to do so may result in a delay or denial of an accommodation.

## **Mental Health Pledge**

Overall employee mental health and emotional wellbeing are a critical priority for AHEAD. In accordance with this priority, AHEAD pledges to prioritize mental health in the workplace by undertaking the following core actions:

**Adopt a Comprehensive, Proactive and Education Approach.** AHEAD will make available resources, training and/or educational opportunities to employees to help them recognize the signs of possible struggles in themselves and their colleagues, as well as available tools and resources to address mental health and wellbeing issues when they arise. AHEAD will emphasize the important role of front-line managers in order to prioritize the mental wellbeing of all employees.

**Overcome Stigma.** AHEAD will work to reduce stigma related to mental health and emotional wellbeing by encouraging senior leaders to engage in open and healthy conversations. The Company's senior executives and front-line managers are key to these efforts, and the Company will leverage them as well as our business and community leaders to serve as role models in the fight to de-stigmatize mental health problems and encourage mental and emotional wellness.

**Build a Culture of Inclusion.** AHEAD will promote a safe, inclusive work environment and leverage employee resource groups to help drive awareness around mental health and emotional wellbeing topics, creating communities of support.

**Provide Access to Assistance and Services.** AHEAD will make behavioral health services such as Employee Assistance Programs (EAP) and/or mental health benefits available to support employees in need and to create a culture of health and wellbeing. AHEAD will encourage employees to use these confidential services, creating a culture of health that can help promote self-care along with multiple pathways to access behavioral health support and treatment.

## **WAGE & SALARY POLICIES**

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### **Employment Classifications**

In order to determine eligibility for benefits and overtime status and to ensure compliance with applicable law, AHEAD classifies its employees as shown below. The Company may review or change your employment classification as needed.

At the time of your hire, you will be classified as one of the following:

- **Exempt:** Employees who are exempt from the overtime provisions of the Fair Labor Standards Act and/or applicable state or local laws; or
- **Non-Exempt:** Employees who are eligible for overtime pay pursuant to the Fair Labor Standards Act and/or applicable state or local laws.

You will also belong to one of the following employment classifications:

- **Regular Full-Time:** Employees who are not in a temporary status and who are regularly scheduled to work a minimum of 40 hours per week.
- **Regular Part-Time:** Employees who are not in a temporary status and who are regularly scheduled to work fewer than 40 hours per week.
- **Temporary:** Temporary workers are generally hired for special projects, seasonal or short-term periods (e.g., summer internship). Temporary workers are not eligible for Company-sponsored benefits, unless specifically outlined in a particular benefit program or otherwise required by law.

All employees, regardless of their classification, are at-will. If you have a question about our employment classification, please contact your manager or a member of the Human Resources department for more information.

## **Work Week**

AHEAD's normal business hours are Monday through Friday during the times our clients are doing business. Staffing needs and operational demands, however, may necessitate variations in starting and ending times, as well as total hours that may be scheduled each day and week. Your manager will discuss your work schedule with you.

## **Pay Periods**

AHEAD pays its salaried employees semi-monthly on the 15th of each month and the last business day of each month for work performed during the current semi-monthly period, unless otherwise required by applicable law. Should a regularly scheduled pay date fall on a weekend or a Company holiday, employees shall receive their paychecks on the workday preceding the weekend or holiday.

AHEAD pays its hourly employees bi-weekly every other Friday. All hourly time, including overtime will be paid in arrears, on the appropriate pay period. All legally required deductions, as well as any deductions authorized by you, shall be automatically withheld from your paycheck.

## **Wage Payment/Direct Deposit**

Direct deposit is available as a method of wage payment to AHEAD employees. Employees may authorize AHEAD to deposit their paycheck directly into their bank account. Direct deposit guarantees that wages will be deposited in your bank account, even if you are absent or on vacation. Upon accepting employment at AHEAD, you will be invited to log onto the HR/Payroll system and provide your banking information under the direct deposit tab. Direct Deposit will be initiated one pay period following your entry into the HR/Payroll System.

Each payday, you can log onto the HR/Payroll System to access your direct deposit verification, similar to a pay stub, confirming the amount paid, deductions, and the amount deposited. Please review your pay stub for errors. If you find a mistake, you must report it to your manager or to a member of the Human Resources department immediately, so steps can be taken to correct the error.

If at any time your bank information changes, please log into the HR/Payroll System to make necessary changes and notify a member of the Human Resources department of the change. Please allow approximately one week for the requested change to take effect.

## **Taxation**

**Local Taxes** - While some employees have the flexibility to work from home, all employees are assigned to an office. Employees assigned to a brick-and-mortar office and residing within a reasonable distance, will be assessed any local worked-in taxes associated with the brick-and-mortar location.

**Gifts or Rewards** - Gift cards in excess of \$200 cannot be given to employees as a form of recognition. These are considered compensation by the IRS and subject to income tax. Any gifts or rewards over \$200 must be approved by your manager and processed through payroll.

## **Non-Exempt Time Records**

So that non-exempt employees are paid appropriately, non-exempt employees must enter all time worked into the Company's time-keeping system to ensure it accurately reflects all hours worked and excludes any time lost due to tardiness, early departures, or missed days. Any time not reported in the time-keeping system will not be paid until it has been entered. The Company will keep a record of all hours recorded by non-exempt employees.

Non-exempt employees are prohibited from working any hours outside of their scheduled workday unless authorized in advance by their supervisor. This includes starting work early, finishing work late, working during a meal break or performing any other extra or overtime work. Non-exempt employees are also required to take a 30-minute unpaid meal break away from their work area no later than five hours after the start of the shift or as otherwise provided by applicable law. Additional meal or other breaks will be provided to the extent required by applicable law. If a non-exempt employee must perform work during an unpaid meal break, such time must be recorded in the Company's timekeeping system.

Non-exempt employees are prohibited from performing any "off the clock" work, including checking work e-mails, voicemails, text messages, or other communications after regular working hours without advance permission from their supervisor. "Off the clock" work means work that was performed but was not entered as time worked. It is expressly forbidden for a manager to request or allow a non-exempt employee to work "off the clock."

All time worked by non-exempt employees must be recorded accurately and by the employee personally. It is a serious violation of Company policy for any employee to record or alter hours worked for another employee, or to instruct another employee to incorrectly or falsely report hours worked. If any other employee, including a manager, instructs you to incorrectly or falsely report your hours worked, do not do so. Instead, report the request immediately to a member of the Human Resources department.

## **Overtime**

Non-exempt employees are eligible to receive overtime pay at a rate of one and a half (1.5) times their regular rate of pay for hours worked in excess of forty (40) hours in a work week, unless otherwise specified by applicable law. For purposes of calculating overtime pay, "hours worked" means time actually spent working. It does not include hours away from work due to vacation, sickness, holidays, jury duty, or other absences. The work week is defined as the seven day period beginning on Saturday at 12:00 am and ending the following Friday at 11:59 pm.

Exempt employees are not paid overtime, even if their hours exceed the normal work schedule.

With proper planning and administration of daily work, non-exempt employees should be able to perform all necessary work during their regular working hours. However, there may be times when your manager requests you to work overtime so that AHEAD may successfully meet its business needs. When the Company determines that it is necessary for you to work overtime, you are required to cooperate as a condition of your continued employment. However, unless requested by the Company, all overtime work must be approved in advance by your manager. Except in the case of an unforeseen emergency, any non-exempt employee who works overtime without authorization, including but not limited to unauthorized overtime performed at home, or unauthorized work performed before or after scheduled hours, will be subject to discipline, up to and including termination.

### **Shift Differential Policy**

To ensure adequate coverage, AHEAD pays an additional 10% to base hourly compensation rate for non-exempt, position-qualified employees who are scheduled on a regular, rotating, or sporadic basis to work during the evening or night shift. Shift differential is paid on an hourly basis for all regularly scheduled hours worked during a night shift.

### **Lactation Breaks**

AHEAD will provide reasonable breaks to accommodate an employee's need to express breast milk. The break time should, if possible and permitted by applicable law, be taken concurrently with other break periods already provided. AHEAD will provide the employee with the use of a room or other location (in as close proximity as possible to the employee's work area), other than a restroom, where the employee may express milk in private. This room or location may be the employee's private office, if applicable. Arrangements for a refrigerator can be made upon request. If you have questions about or need to take breaks under this policy, please notify your manager or a member of the Human Resources department.

### **Salary Deductions for Exempt Employees**

If you are a salaried exempt employee, you will receive your full salary for any workweek in which work is performed. However, under applicable law, your salary is subject to certain deductions. The Company limits deductions to a salaried exempt employee's paycheck to the following instances:

- Full day absences for personal reasons;
- Full day absences for sickness or disability, if the sickness or disability is covered by, and taken in accordance with, a paid sick or disability policy maintained by the Company;
- Full day disciplinary suspensions for major safety violations or significant infractions of important written workplace conduct rules;
- To offset amounts received as payment military pay;
- The first or last week of employment in the event you work less than a full week; and/or
- Any full workweek in which you do not perform any work.

## **Pay Errors**

Each payday, employees must review their pay stub for errors. If you have questions about your pay or find a mistake in your pay stub, please contact a member of the Human Resources department immediately. Upon receiving your report, the Company will investigate the issue and correct any errors.

## **Commissioned Employees**

AHEAD employs salespersons who are eligible for commissions on sales made to customer accounts. The Company determines which salespersons will work customer accounts. No salesperson has exclusivity over a particular account or sales vertical, and in its discretion, the Company's management team may make adjustments to account assignments at any time, with or without notice to the employee. Commission eligibility and payments shall be governed by a separate Sales Commission Plan.

# **EMPLOYEE BENEFITS**

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AHEAD provides a range of company benefits to demonstrate a commitment to the well-being of its employees and their dependents. Some benefits (Social Security, Workers' Compensation, State Disability, where applicable, and Unemployment Insurance) are government-mandated, while others are provided at the discretion of AHEAD and may be modified from time to time as circumstances and needs require.

The following Handbook sections summarize AHEAD's benefits. The specific terms and conditions of AHEAD's benefit plans are governed at all times by the complete provisions of the insurance contracts or agreements under which the plans are administered. As such, should anything in this Handbook conflict with the plans, the terms of the plan will control. Plan Certificates are posted online in the AHEAD Employee Center.

## **Group Benefit Programs**

AHEAD offers eligible employees with a wide range of Company-provided benefits, including: a 401(k) retirement plan; group medical, dental and vision coverage; and accidental death and dismemberment, short-term and long-term disability, and life insurance. All regular employees who work a minimum of 30 hours weekly are eligible to participate in these benefits. A summary of the benefits the Company provides will be provided to employees upon their hire. Please note, however, that the Company reserves the right to modify, amend, or discontinue any of its employee benefits programs, at its sole discretion, with or without advance notice.

New employees are eligible to join AHEAD's benefit plans starting on the 1st of the month following their initial thirty (30) days of employment. Following new hire benefit elections, changes to such benefit elections/coverage can only be made during the annual open enrollment period or if the employee has a qualifying event, e.g., marriage, divorce, birth of a child, etc.

If you have questions or would like additional details about AHEAD's benefit plans, including enrollment instructions, please contact a member of the Human Resources department.

## **Flexible Paid Time Off**

We know our employees are dedicated professionals who work in the best interests of our customers, employees, and the Company in general. Thus, the Company allows all regular, full time, employees to determine, consistent with the employee's responsibilities and business necessity, when and how much paid time off time to take off. Paid time off ("PTO") is beneficial and employees are encouraged to take time away from work to refresh and revitalize. Accordingly, PTO is not limited, allocated, accrued or earned. As such, there is no specific amount of PTO time provided and there is no bank of time. Furthermore, eligible employees may use PTO for any purpose, including vacation, personal appointments, mental or physical wellbeing, and an employee's or other's illness, etc.

Employees may schedule PTO, subject to any department and/or position specific blackout dates as well as the approval of the employee's manager. Employees are expected to exercise good judgement about taking PTO and should anticipate important business activities, deliverables and deadlines when scheduling PTO. Any single period of PTO may not exceed two (2) consecutive weeks unless otherwise approved in advance by the employee's manager, or otherwise required by applicable law.

Employees should request PTO from their manager as far in advance as possible. For PTO of less than one (1) week in duration, employees are requested to give their manager at least two weeks' notice. For PTO of one (1) week or longer in duration, employees are requested to give their manager at least four weeks' notice. Every effort will be made to approve the request. Approvals generally will be granted on first-come, first-serve basis and according to the needs and requirements of the employee's position, department, and business continuity. Failure to follow Company procedures may affect employees' eligibility to take PTO.

Employees will be paid their regular base salary for any period of approved PTO. Use of PTO is not considered hours worked for purposes of calculating overtime.

Since employees do not accrue or earn PTO under this policy, employees will not be paid for any PTO upon termination of employment for any reason, unless otherwise required by applicable law. If you have questions about this policy, please contact a member of the Human Resources department.

## **Paid Sick and Safe Time (PSST) – (Temporary Workers Only)**

If required by applicable law, all temporary workers will be provided 6 days (48 hours) of paid sick and safe time ("PSST") at the beginning of each calendar year, subject to the terms and conditions below.

PSST may be used beginning on the 90th calendar day of active work for the Company. PSST may be used in no less than 30 minutes increments. Temporary workers may carry over up to 60 hours of unused PSST to the following year. However, workers may not use more than 60 hours of PSST in any calendar year. Use of PSST is not considered hours worked for purposes of calculating overtime. Unused PSST will not be paid out upon separation of employment.

Workers may use available PSST for absences due to the worker's own, or a family member's illness, injury or health, including preventative care; closure of the Company or a worker's place

of childcare; for care related to domestic violence/family offense/sexual offense; or any other reason required by any applicable paid law, regulation or ordinance. To the extent that an applicable law, regulation or ordinance provides greater benefits to a worker, the terms of that law, regulation or ordinance shall apply.

If the need for the use of PSST is foreseeable, a worker must provide seven (7) days' advance notice to a member of the Human Resources department. Where the need is not foreseeable, workers should provide notice as early as practicable.

If you have a question about this policy or paid sick time off, please contact a member of the Human Resources department.

### **Holidays**

AHEAD is generally closed for business on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, and Christmas.

Regular employees are eligible for holiday pay, consistent with the terms of this policy. To be eligible for holiday pay, you must work your scheduled shift the day before and after a Company-recognized holiday. If you are on unpaid status (e.g., leave of absence, etc.), you are not eligible for holiday pay. A Company-recognized holiday is not considered time worked for purposes of calculating overtime.

AHEAD recognizes that some employees may wish to observe, as periods of worship or commemoration, certain religious days that are not recognized as Company holidays. Employees may use PTO for this purpose. AHEAD shall accommodate such requests whenever possible.

### **Jury Duty**

AHEAD understands that jury duty is a responsibility of U.S. citizenship and supports that responsibility. Accordingly, the Company will act in compliance with applicable law and allow an employee who is asked to serve as a juror appropriate time off to fulfill this civic obligation. The employee must show the jury duty summons to their manager as soon as possible so that the employee may make arrangements to accommodate their possible absence.

### **Paid Parental Leave**

AHEAD believes that flexible and family-friendly policies are essential to cultivating an environment where employees can thrive professionally without sacrificing essential family obligations. The purpose of this policy is to give parents additional flexibility and time to bond with their new child and adjust to their family environment.

After 12 months of consecutive, active employment with AHEAD, full-time regular employees may take a total of up to six (6) weeks of paid parental leave, paid at 100% of the employee's base salary or hourly rate. Parental leave must be taken within twelve (12) months after the birth, adoption or placement of a child. If an eligible employee also qualifies for short-term disability or other paid benefits, the employee must apply for such benefits, and any paid leave under this policy will be offset against those benefits. Furthermore, any paid parental leave taken pursuant to this policy will run concurrently with any unpaid leave covered by the FMLA.

Employees seeking to use paid parental leave must provide notice of the intended leave to a member of the Human Resources department at least two (2) months in advance of the child's anticipated due date, adoption date or placement date. If two (2) months' advance notice is not possible under the circumstances, notice must be given as soon as practicable. Generally, paid parental leave will be taken on a continuous basis. However, upon written approval from the Company, paid parental may be taken on an intermittent or reduced schedule basis.

While an employee is on paid parental leave, AHEAD will maintain the employee's health insurance coverage under the same conditions that existed as if the employee were actively working. If the employee does not return from paid parental leave as scheduled, the Company reserves the right to seek reimbursement for its share of health insurance premium costs incurred during the employee's leave. The sole exception will be if the employee does not return to work because of a situation that would otherwise entitle the employee to a leave of absence as a form of reasonable accommodation. For the avoidance of doubt, any additional time off of work in excess of six (6) weeks, as afforded by this policy, will be unpaid by the Company.

Please note that AHEAD reserves the right to pro-rate any discretionary bonus or other variable compensation during paid parental leave, at AHEAD's sole discretion.

AHEAD reserves the right to request any appropriate documentation to verify an employee's eligibility for benefits under this policy. Additionally, the Company reserves the right to amend, reduce or terminate the benefits under this policy at its sole discretion.

If you have questions about or need to request a paid parental leave, please contact a member of the Human Resources department.

### **Pregnancy Disability Leave**

In addition to paid parental leave, expecting mothers may be eligible for up to eight (8) weeks of paid leave due to pregnancy, childbirth, or a related condition that precludes the employee from working for a period of time, as prescribed by a medical professional.

In all cases, employees must seek out and apply for all Company-provided and state-provided benefits which provide salary continuation, full or partial, during a pregnancy disability leave. If an employee receives partial salary continuation through a Company-provided benefit or a state-provided benefit during a pregnancy disability leave, AHEAD will provide salary continuation that, when added to the Company-provided benefit or the state-provided benefit, will equal 100% of an employee's regular base pay for up to eight (8) weeks. Furthermore, pregnancy disability leave will run concurrently with any and all unpaid leave of absence benefits, including but not limited to FMLA.

Employees who need to request a pregnancy disability leave should contact a member of the Human Resources department as soon as practicable under the circumstances. AHEAD reserves the right to request medical documentation to substantiate the need for a pregnancy disability leave, at its sole discretion.

## **Military Leave**

AHEAD recognizes that employees may need to be absent from work to serve in the US military. AHEAD also provides job-protected leave to eligible employees who have a family member (as defined by applicable law) that has been called to active military duty. AHEAD provides military service leaves of absence to all regular full-time and part-time employees in compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and applicable state laws.

If you need to take military service leave, you should provide advance notice to Human Resources. When possible, you shall provide at least thirty (30) days' notice of your request for leave. If thirty (30) days' notice is not possible because of military necessity or for other reasons, you should give as much advance notice as possible. When possible, please submit a copy of your military orders, training notice or order to active duty, along with an Absence Request Form, to a member of the Human Resources department, which is responsible for administration of this policy. Eligible employees will be reinstated from leave, in accordance with USERRA's return-to-work requirements.

The Company does not discriminate in employment or take any adverse employment action against past or present members of the uniformed service, individuals who have applied for membership in the uniformed service or individuals who are obligated to serve in the uniformed service.

If you believe you may need military leave or have any questions regarding this policy, please contact a member of the Human Resources department.

## **Voting**

AHEAD encourages employees to exercise their voting privileges in local, state, and national elections. However, since the polls are open for long periods, employees are encouraged to vote before or after regular working hours. If your work schedule precludes you from voting while polls are open, you may take up to two (2) hours of paid time off from work to vote.

In order to receive such paid time off, you must submit a request for time off under this policy to your manager at least twenty-four (24) hours in advance of the requested leave. The Company reserves the right to specify the hours you may be absent for these purposes, in accordance with applicable law. Time off to vote will not be counted as hours worked for the purpose of calculating overtime pay.

## **Emergency Responder Leave**

AHEAD provides a reasonable amount of unpaid, job-protected leave, up to fifteen (15) days per calendar year to eligible employees who need time off of work to serve as voluntary emergency workers (i.e. volunteer first responders, members of the Civic Air Patrol), consistent with applicable law. AHEAD does not discriminate, nor retaliate against employees who request or use such.

## **Crime Victim Leave**

AHEAD will provide reasonable unpaid time off work, up to twelve (12) weeks per rolling 12-month period, to address domestic violence and/or sexual assault issues being experienced by an employee, or their family or household members. Such time off generally may be taken for court

appearances, to seek medical attention for injuries caused by domestic violence or sexual assault, to obtain services from a domestic violence shelter, program or rape crisis center, to obtain psychological counseling or to participate in safety planning or other actions as a result of domestic violence or sexual assault.

AHEAD reserves the right to request reasonable certification of the need for an employee's leave pursuant to this policy such as: a police report indicating that the employee was a victim of stalking, domestic violence or sexual abuse; a court order; or a signed statement from a victim and witness advocate or a domestic violence counselor affirming that the employee or his or her family or household member is involved in a legal action related to stalking, domestic violence, or sexual abuse. Employees are also responsible for communicating with their manager during the leave, as necessary. Crime Victim Leave is unpaid, but employees may substitute up to seven (7) days of PTO during a Crime Victim Leave. The substitution of paid time off for unpaid Crime Victim Leave time does not extend the length of a Crime Victim Leave.

If you have questions about or would like to take a Crime Victim Leave, please contact a member of the Human Resources department.

### **School Visitation Leave**

Consistent with applicable law, employees with children under 18 years of age may take a reasonable amount of unpaid time off of work each calendar year to attend school conferences or meetings that can only be scheduled during working hours. To the extent possible, employees must make every effort to schedule school meetings before or after working hours.

If you have questions about or would like to take a School Visitation Leave, please contact a member of the Human Resources department.

### **Family and Medical Leave Act (“FMLA”) Policy**

Employees may be entitled to a leave of absence under the Family and Medical Leave Act (“FMLA”). If you have any questions concerning FMLA leave, please contact a member of the Human Resources department. To the extent that anything in this policy conflicts with the FMLA or analogous state law, the terms of that law will control.

#### **Employees Eligible for FMLA Leave**

To be eligible for FMLA, an employee must: (1) have been employed by the Company for at least 12 months (which need not be consecutive); (2) have worked for the Company for at least 1250 hours during the 12 month period immediately preceding the commencement of the FMLA leave; and (3) be employed at a worksite where 50 or more employees are located within a 75-mile radius. Employees who work remotely are considered part of the office to which they primarily report.

#### **Basic FMLA Leave Entitlement**

The FMLA provides eligible employees up to twelve (12) workweeks of unpaid leave for certain reasons during a rolling 12-month period, measured backward from the date a covered leave commences. Leave may be taken for any one, or for a combination, of these reasons:

- To care for the employee's child after birth, or placement for adoption or foster care;

- To care for the employee's spouse, son, daughter or parent (but not in-law) who has a serious health condition;
- For the employee's own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee's job; and/or
- Because of any qualifying exigency arising out of the fact that an employee's spouse, son, daughter or parent is a covered military member on covered active duty or has been notified of an impending call or order to covered active duty status in the Armed Forces. Such qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending counseling sessions, and attending post-deployment reintegration briefings.

For purposes of this policy, a “serious health condition” is defined as 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 healthcare provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Note that an employee may be given leave (which may be unpaid) in lieu of or in addition to FMLA-covered leave if such additional leave is needed as a reasonable accommodation for the employee's disability.

### **Injured Servicemember Leave**

In addition to the leave entitlement above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a covered servicemember may be entitled to take up twenty-six (26) weeks of leave during a single 12-month period to care for a covered servicemember with a serious injury or illness. Leave to care for a servicemember shall only be available during a single-12 month period and, when combined with other FMLA-qualifying leave, may not exceed twenty-six (26) weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured servicemember. For purposes of this policy, a “covered servicemember” means (i) members of the Armed Forces (including the Reserves and National Guard) who are undergoing medical treatment, recuperation, or therapy or who are otherwise on outpatient status, or are otherwise on the temporary disability retired list, for a serious injury or illness or (ii) veterans who were members of the Armed Forces (including Reserves and National Guard) during the 5-year period preceding the date on which they undergo such medical treatment, recuperation or therapy for an injury or illness incurred in the line of active duty with the Armed Forces.

### **Intermittent Leave and Reduced Leave Schedules**

FMLA leave usually will be taken for a consecutive period. However, employees may be entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered servicemember, provided that such a schedule can be accommodated by the Company without undue hardship.

### **Both Spouses Employed by AHEAD**

Spouses who are both employed by AHEAD and are eligible for FMLA leave will be limited to a combined total of twelve (12) weeks of FMLA leave during a rolling 12-month period if leave is requested:

- To care for the employee's child after birth, or placement for adoption or foster care, or
- To care for an employee's child or parent (but not in-law) who has a serious health condition.

And, FMLA leave will be limited to a combined total of 26 weeks during a rolling 12-month period if leave is requested:

- Because of any qualifying exigency arising out of the fact that an employee's spouse, son, daughter or parent is a covered military member on covered active duty or has been notified of an impending call or order to covered active duty status in the Armed Forces.

### **Protection of Group Health Insurance Benefits**

During FMLA leave, eligible employees are entitled to receive group health plan coverage on the same terms and conditions as if they had continued to actively work. However, employees may be required to pay their portion of the insurance premiums during periods of unpaid leave. AHEAD's obligation to maintain health care coverage ceases if an employee's premium payment is more than thirty (30) days late. If an employee's payment is more than fifteen (15) days late, the Company will send a letter notifying the employee that coverage will be dropped on a specified date unless the premium payment is received before that date. If employees do not return to work within thirty (30) calendar days at the end of the leave period (unless employees cannot return to work because of a serious health condition or other circumstances beyond their control) they will be required to reimburse the Company for the cost of the premiums AHEAD paid for maintaining coverage during their unpaid FMLA leave.

At the end of FMLA leave, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms.

### **Employee FMLA Leave Obligations**

Employees must provide thirty (30) days' advance notice of the need to take FMLA leave when the need is foreseeable. When thirty (30) days' notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide the Company with notice of the need for leave as soon as practicable under the facts and circumstances of the particular case. Employees who fail to give thirty (30) days' notice for a foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations, may have FMLA leave delayed or denied.

To trigger FMLA leave protections, employees must inform a member of the Human Resources department of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA leave specifically, or explaining the reasons for leave so as to allow AHEAD to determine that the leave is FMLA-qualifying. Please note that simply calling in "sick," without providing the reasons for the needed leave, will not be considered sufficient notice.

### **Notice of Eligibility for, and Designation of, FMLA Leave**

AHEAD will inform employees requesting leave whether they are eligible under the FMLA. If an employee is ineligible, AHEAD will provide a reason for the ineligibility. When eligible for FMLA leave, an employee is entitled to receive written notice of their rights and responsibilities

in connection with such leave; AHEAD's designation of leave as FMLA-qualifying or non-qualifying, and if not FMLA-qualifying, the reasons why; and the amount of leave, if known, that will be counted against the employee's leave entitlement.

AHEAD may retroactively designate leave as FMLA-covered with appropriate written notice to the employee, and provided that the failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee.

### **Employee Cooperation**

When planning medical treatment, employees must consult with the Company and make a reasonable effort to schedule treatment so as not to unduly disrupt AHEAD's operations, subject to the approval of the employee's health care provider.

If an employee takes an FMLA leave due to their own or a family member's serious health condition, the employee must contact AHEAD on a semi-monthly basis regarding the status of the condition and the employee's ability to return to work. In addition, employee must give notice as soon as practical (within 2 business days if feasible) if the dates of FMLA leave change, including a request to extend FMLA leave.

When employees take intermittent or reduced work schedule leave, AHEAD may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

### **Certifications**

If an employee is requesting FMLA leave to care for the employee's own serious health condition, or that of a spouse, child or parent, AHEAD may require a medical certification by a health care provider which states, at a minimum, the date the health condition commenced, the probable duration of the condition, and the appropriate medical facts within the knowledge of the health care provider. Periodic recertification supporting the need for leave may also be required.

In the case of military exigency leave, AHEAD may require proof that the military family member is on covered active duty or has been notified of an impending call or order to covered active duty and/or the existence of a qualifying exigency before such leave is granted. The Company may require additional information, at its sole discretion.

It is the employee's responsibility to provide AHEAD with timely and sufficient certifications. Whenever the medical certifications are requested, employees must provide the requested certifications within fifteen (15) calendar days, unless it is not practicable to do so despite an employee's diligent efforts. AHEAD shall inform employees if submitted medical certifications are incomplete or insufficient and provide employees at least seven (7) calendar days to cure deficiencies. AHEAD may delay or deny FMLA leave to employees who fail to timely cure deficiencies or otherwise fail to timely submit requested certifications.

Employees returning to work from an FMLA leave taken because of the employee's own serious health condition may be required to provide AHEAD with medical certification confirming they are able to return to work, with or without reasonable accommodation.

### **Substitute Paid Leave for Unpaid FMLA Leave**

FMLA leave is unpaid, except that employees are required to substitute any applicable paid disability leave (such as, e.g., pregnancy disability leave) toward FMLA, and employees also may substitute up to seven (7) days of PTO during an FMLA leave. The substitution of paid time off for unpaid FMLA leave time does not extend the length of FMLA leaves. Similarly, leaves of absence taken in connection with a disability leave plan or workers' compensation injury/illness will run concurrently with any FMLA leave entitlement.

### **Questions about FMLA Leave**

If you have questions about this FMLA policy please contact a member of the Human Resources department. The Company is committed to complying with the FMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA. Furthermore, to the extent that an applicable state or local law provides greater benefits than the FMLA, the terms of that state or local law shall apply.

### **Personal Leave of Absence**

AHEAD recognizes that employees who are not eligible for and/or have exhausted all other leave entitlements may nevertheless need to be absent from work.

Requests for personal leaves of absence that are not required by law, and not provided for by an AHEAD policy will be considered on a case-by-case basis. Employees must request a personal leave of absence from a member of the Human Resources department, which may be granted by AHEAD at its sole discretion.

Whenever possible, an employee requesting a personal leave of absence should give at least thirty (30) days' notice of the need for leave. If thirty (30) days' notice is not possible, employees should give as much advance notice to AHEAD as possible. AHEAD prefers, but does not require, written notice.

Employees will not be compensated during personal leaves of absences. Furthermore, all benefits provided under an employee benefit plan will be governed by the terms and conditions of the plan document, and in accordance with applicable law, during a personal leave of absence.

AHEAD will attempt to reinstate employees returning from a personal leave of absence to either their original job, or to a similar position, subject to prevailing business consideration. However, reinstatement is not guaranteed.

If you need to request or have questions about a personal leave of absence, please contact a member of the Human Resources department. Please note that if you are suffering from a disability, including a pregnancy-related disability, and require reasonable accommodation for this purpose, please speak with Human Resources to discuss a reasonable accommodation, as opposed to a personal leave of absence under this policy.

## **Rules Regarding All Leaves**

The following rules apply to all leaves of absence taken pursuant to AHEAD's policies:

- An employee who requests or obtains a leave of absence by misrepresenting the facts or who uses a leave for a purpose other than the reason for which it was granted or intended may be subject to discipline, up to and including termination.
- An employee may not engage in other employment while on a leave of absence, unless approved, in writing, by the Human Resources Department.
- If an employee does not report to work at the specified end of leave, the employee will be considered to have voluntarily abandoned his or her job with the Company.
- AHEAD reserves the right to pro-rate an employee's discretionary bonus to account for one or more leave of absences.
- Employees shall be eligible for all commissions related to deals booked in Salesforce with a close date prior to the leave start date or during any AHEAD approved leave up to twelve weeks ("Commission Eligible Leave"). Commissions earned prior to the leave shall be paid to employee while on leave in accordance with AHEAD's standard policy. Commission earned while employee is on Commission Eligible Leave shall be held by Ahead until employee returns to work and shall then be paid out on the next day commission is traditionally paid out by Ahead. In the event the employee's leave is longer than the Commission Eligible Leave, employee shall not be eligible for commissions related to deals booked in Salesforce with a close date booked during that time except as specifically agreed to by the Chief Revenue Officer or President. In the event employee does not return from leave, whether involuntary or voluntary, employee shall only be eligible for commissions based on the separation policy.
- As a result of the individual nature of many leaves of absence, AHEAD has discretion to amend the policies in appropriate circumstances.

## **EMPLOYEE CONDUCT POLICIES**

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### **Ethics Violations**

AHEAD's reputation for integrity is an enormously valuable asset in the business community and is invaluable in the Company's efforts to compete in the marketplace. This reputation is determined by the conduct of its employees. Each employee must conduct their affairs so that there is no opportunity for unfavorable reflection upon AHEAD, either express or implied.

The integrity of each employee in their professional and personal life is of utmost importance. Employees of AHEAD shall conduct their personal affairs in such a fashion that their duties and responsibilities to AHEAD are not jeopardized and/or legal questions do not arise with respect to their association or work with AHEAD. Should an employee be convicted of any crime (whether a felony or a misdemeanor, other than speeding tickets), it is required the employee disclose this information to a member of the Human Resources department immediately.

In addition, employees must not knowingly create or permit the creation of reports, documents, records, or other paperwork for Company use that contain materially incorrect, misleading, or fraudulent information. Similarly, employees must not knowingly cause or permit the creation of

invoices, reports, documents, records, or other paperwork that is or may be relied upon by customers, suppliers, auditors, accountants, financial institution or other outside parties which contains materially incorrect, misleading, or fraudulent information. Purposeful omission of material information is the same as including or permitting the inclusion of incorrect, misleading or fraudulent information.

All AHEAD employees share responsibility in observing a code of ethics requiring truthfulness, honesty, and integrity in all activities. If you are ever in doubt whether a situation or activity meets AHEAD's ethical standards or compromises the Company's reputation, or if you wish to report a violation of this policy, please email [ethics@thinkahead.com](mailto:ethics@thinkahead.com) and your message will be addressed by the AHEAD Ethics Committee. Any violation of this policy may result in corrective action, up to and including the termination of employment.

### **Code of Conduct**

To ensure orderly operations and provide the best possible work environment, the Company requires employees to follow rules of conduct that will protect the interests and safety of all employees and the Company. It is not possible to list all the forms of conduct that are considered unacceptable in the workplace.

However, the following is a non-exhaustive list of examples of conduct that AHEAD considers to be unacceptable and may result in discipline, up to and including termination:

- Theft of Company property or theft of another person's property
- Falsification of records or documentation, including employment applications and time records
- Insubordination or refusal to follow the reasonable direction or assignment of a manager
- The use of foul, obscene or otherwise inappropriate language or gestures
- Engaging in harassment, discrimination, or retaliation of any kind
- Unauthorized copying of the Company's confidential business records
- Violation of security or safety rules
- Negligence or careless action that endangers the life or safety of another person
- Being intoxicated or under the influence of a controlled substance during working time
- Engaging in violence or threatening behavior on Company premises
- Engaging in excessive absenteeism or tardiness
- Violation of information systems and security control policies
- Unauthorized tampering or modifications of AHEAD information systems and security controls
- Circumvention of controls and safeguards in place to prevent or minimize possibility of a data breach

As an at-will employer, AHEAD may impose discipline whenever and at any level it determines to be necessary or appropriate. Discipline may take various forms, including, but not limited to, verbal counseling, written warnings, suspension, demotion, transfer, reassignment, or termination. The discipline imposed will depend on the circumstances of each case; therefore, discipline will not necessarily be imposed in any particular sequence.

## **Confidential Information**

Confidentiality is an extremely important aspect of employment and is established to protect the privacy rights of vendors, clients, partners, and our Company. It is of utmost importance that employees do not discuss a vendor's, client's, or our Company's business with fellow employees or outsiders, except in the performance of official duties or with specific authorization to do so.

The protection of confidential information and trade secrets is vital to AHEAD's interests and success. Such information includes, but is not limited to., the following examples:

- Customer Lists
- Customer Preferences
- Financial Information
- Marketing Plans and Strategies
- Business Plans
- Medical Records
- Reports (Old and New)
- Bids and Quotations
- Pending Proposals
- Purchase Orders (Old and New)
- Contracts
- Studies
- Market Share Information
- Credit Reports
- Pricing Data
- Blank Checks
- Client and Debtor Information
- Meeting Notes

AHEAD employees must be responsible for securing all confidential information. This may mean putting sensitive information in locked drawers, password protecting documents and computers, shredding outdated documents, etc.

Confidential information should only be shared with those individuals who have a legitimate business need to know. Should an employee leave employment at AHEAD for any reason, all confidential information, documentary, electronic or otherwise, cannot be duplicated or removed and all copies in the departing employee's possession and control must be returned to AHEAD prior to the employee's last day of work. All files, documents and software are property of AHEAD.

## **Conflicts of Interest**

Employees should at all times act in the Company's best interest and use their best efforts to avoid the appearance of, as well as any actual, conflict of interest. For purposes of this policy a "conflict of interest" may exist whenever an employee's private interests interfere or conflict in any way with the interests of the Company as a whole. A conflict may exist when an employee takes actions or has interests that make it difficult to perform his or her work objectively and effectively, effectively and in the best interest of the company. Conflicts may also arise when an employee

receives an improper personal benefit or gift as a result of the employee's position in the Company, whether received from the Company or a third party.

All employees are expected to maintain their primary business loyalties to the Company, and employees are strictly prohibited from soliciting or performing work in competition with the Company's business. AHEAD prohibits the performance of outside work on AHEAD's time and also prohibits employees from using the Company's resources, property or confidential information outside the course of their employment with AHEAD.

Also, employees should not maintain any financial interest in competitors or in vendors or suppliers that would cause the employee to have divided loyalties, or even the appearance of divided loyalties. The degree of investment by the employee, as well as the degree of interest and participation by the employee in the investment will influence the determination of whether such investment may cause a divided loyalty.

All employees shall conduct themselves in accordance with the highest standards of honesty, integrity, and fair dealing. Employees shall strictly comply with all applicable laws and regulations, including those concerning payments and improper influence. AHEAD selects suppliers and subcontractors, and provides pricing and service to customers, based solely on legitimate economic and business reasons.

An employee's violation of this policy will result in may result in discipline, up to and including termination. If you have a question about whether an action constitutes a conflict of interest, please contact your manager or a member of the Human Resources department.

### **Employee Files**

The Company maintains a personnel file for each employee that is the property of AHEAD. The information contained in an employee's personnel file is confidential and only those individuals authorized (i.e., Human Resources and the employee) to view an employee file will be allowed to do so in accordance with applicable law. However, with reasonable advance notice, you may review the material in your personnel file, up to two (2) times per calendar year, at a time and location convenient to both you and the Company. Please contact a member of the Human Resources department to make such a request.

Furthermore, anytime your personal data changes, you must notify a member of the Human Resources department. Name changes, personal mailing addresses, telephone numbers, marital status, and number and names of dependents (to the extent it impacts benefits or tax withholdings), emergency contacts, educational accomplishments, and other such status reports should be accurate and current at all times. All inquiries by outside parties for the personnel file of any present and former employee must be directed to Human Resources.

### **Attendance and Punctuality**

Regular attendance is essential to AHEAD's efficient operation and is a necessary condition of employment. When employees are absent, schedules and customer commitments fall behind, and other employees must assume added workloads.

Employees are required to report to work as scheduled and on time. If it is impossible to report for work as scheduled, the employee must contact their manager or the executive assistant as soon as possible and preferably before their starting time. If neither the manager, nor the executive assistant is available, a voice message should be left. Employees must provide such notification on each day of an absence (unless the employee is incapacitated and unable to call).

Absences that are in excessive, either in duration or frequency, unexcused absences, unauthorized departures from work, and/or unreported absences may result in disciplinary action, up to and including termination. Absent a true emergency, an employee's absence for three consecutive workdays without notification will be considered job abandonment.

In evaluating employee attendance and otherwise administering this policy, the Company does not consider absences/tardiness/early departures protected by applicable federal, state, or local law.

### **Attendance Point Program (Managed Services – Tier 1 Only)**

The following policy is applicable for hourly employees in the Managed Services – Tier 1 team only.

An “Absentee Event” consists of being tardy, leaving early, or being absent as defined below:

- **Tardy** - Employees must ensure they are clocked in on the system immediately upon logging into their computer. Employees shall not perform any work at any time until they are clocked in. A tardy is defined as clocking in any amount of time after your assigned shift. Each Tardy equals ½ Absentee Event.
- **Leaving Early** - Leaving early is defined as leaving work for any amount of time before the end of your scheduled shift without prior management approval. Each Leaving Early equals ½ Absentee Event.
- **Absence** - An absence is defined as up to 3 consecutive partial (more than 1 hour) or full work day absences where the employee does not follow the required call-off procedure and the absence is not approved in advance. Each Absence equals 1 Absentee Event.

**Non-Absentee Events** - Absences will not be counted as Absentee Events when the required notice is given, proper documentation is provided, and the absence has been approved in advance and/or is taken in compliance with an applicable Company policy or applicable law.

An employee's accrual of Absentee Events in any 6-month rolling period will result in disciplinary action consistent with the schedule below:

Absentee Events in a rolling 6-month period	Corrective Action
1	Written warning
2	Second written warning
3	Final written warning
4	Termination

## **Courtesy to Customers and the Public**

AHEAD is in the business of serving other people. As such, it is critically important that all employees treat customers, vendors, contractors and other third parties with the utmost courtesy, respect and responsiveness. If any difficult situation arises, please refer the matter immediately to your manager and do not engage in any hostile behavior.

## **Dress and Appearance**

AHEAD expects its employees to present themselves to customers, vendors, and visitors in a professional manner. AHEAD encourages self-expression in regard to appearance as long as clothing is clean, neat, and appropriate for our industry and the job you are performing. Clothing is inappropriate if it distracts other employees, customers, vendors, or visitors.

If you have any doubt about what is appropriate dress for the work you are doing, please contact a member of the Human Resources department. An employees repeated violation of this policy may lead to disciplinary action, up to and including termination.

## **Visitor Office Access**

For safety and security reasons, visitors are not permitted on AHEAD property without first signing in at the front desk. Employees are responsible for escorting their visitor(s) around the facility and ensuring that they are properly signed in.

Visitors must always be accompanied by their employee sponsor when in common office areas. If an unauthorized individual is observed on AHEAD's premises, employees should immediately notify their manager, or if necessary, direct the individual to the lobby.

Visitors are not permitted to take photographs of, and/or inside of, AHEAD common office areas, unless they receive the prior written approval of AHEAD management. Unauthorized attempts to capture images or video of sensitive areas must be reported to AHEAD's IT department.

Visitors that require internet network access can freely access the AHEAD Guest Wireless Network. Visitors who require access to production IT networks must review the AHEAD Acceptable Use Policy and will need permission from an employee sponsor, who will arrange temporary credentials with AHEAD IT. Visitor use of employee credentials is not permitted under any circumstances.

Remote Access to AHEAD networks is governed by the AHEAD Remote Access Policy. Violation of any of the requirements in this policy by any visitor can result in similar disciplinary action against the sponsoring employee and can also result in termination of services with any associated consulting organization or prosecution in the case of criminal activity.

## **Solicitation and Distribution**

In order to upkeep productivity, 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.

This policy is not intended to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment or to otherwise interfere with employees’ rights under the National Labor Relations Act.

### **Company Property**

Certain positions within AHEAD require that the employee be issued AHEAD equipment and/or property to be used for work purposes either on-site at AHEAD premises or remotely. It is expected that such issued equipment or property will be utilized and maintained in an appropriate way according to product standards, and solely for work-related purposes. If an employee loses or damages any property that AHEAD has issued, they should report the loss or damage to their manager immediately.

Although in the employee’s possession, all such AHEAD property and equipment remains AHEAD property and can be inspected at any time. Employees should have no expectation of privacy with respect to AHEAD property and equipment (or any personal property or files kept on AHEAD property or equipment).

Immediately upon the earlier of separation of employment for any reason, or a request by an employee’s manager, all AHEAD equipment and property issued to the employee must be returned to the Company.

### **Communication Systems**

AHEAD maintains various electronic and computer communication systems, including computers, telephone, mail, e-mail, portable handheld devices, and other electronic communication systems including telephones, fax, and Internet access, both within the Company’s worksites and available via remote access from the Company’s or an employee’s own personal equipment (collectively, the “Systems”). Such Systems are business tools owned by AHEAD and are maintained for its employees’ use in conducting Company business.

As a condition of using the Company’s Systems, all employees must review and agree to the terms and conditions set out in the Company’s “Use of Company Information Systems” policy, which will be provided to employees upon their hire and available from a member of the Human Resources department at all times.

### **Social Media**

AHEAD understands that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established the following guidelines.

**Scope.** For purposes of this policy, “social media” includes all means of communicating or posting information or content of any sort on the internet, including to your own or someone else’s web

log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.

This policy is in addition to (i.e., it does not replace) the Company's other existing policies, including but not limited to the Company's Equal Employment Opportunity policy, its Anti-Harassment Policy, and its Communication Systems policy.

**Conduct Guidelines.** The same principles and guidelines found in all of the Company's policies and procedures apply to your use of social media. Ultimately, you are solely responsible for what you post online. As such, before creating online content, consider some of the risks and rewards that are involved and keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow coworkers, or otherwise adversely affects the Company's employees, customers, vendors, and/or legitimate business interests may result in discipline, up to and including termination.

All employees who utilize social media, whether or not during working time, must:

- **Protect confidential information.** You must maintain the confidentiality of the Company's private or confidential information.
- **Abide by the law.** The Company expects that you will not engage in activities that violate applicable federal and state law when using social media. You must also abide by the laws governing copyright and fair use of copyrighted material owned by others, including any Company logos, marks and other intellectual property.
- **Be respectful.** You must not use social media to harass, bully, threaten, or discriminate against the Company, fellow coworkers or others.
- **Be honest and accurate.** Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Company, your coworkers, the Company's customers, vendors, competitors, or others.
- **Don't forget your day job.** The Company's Systems are designed for business use. Thus, the Company expects employees to keep their participation in social media (as in other personal, non-work-related communications and activities) to a minimum while at work.
- **Expressing personal opinions.** You may not post anything in the name of the Company or in a manner that could reasonably be attributed to the Company without prior authorization. If you post comments online related to your work or the Company, you should make clear that you are not speaking on the Company's behalf.
- **Private accounts.** It is strongly recommended that all social media accounts are set as private or restricted settings. Employees are strongly encouraged not to follow, like, or friend other employees and/or Company clients to avoid actual or potential conflicts of interest.

Nothing in this handbook is intended to interfere with employee rights under any applicable federal or state laws, including protected concerted activities under the National Labor Relations Act.

Employees who fail to follow this policy may be subject to discipline, up to and including termination. If you have questions about this policy, please contact your manager or a member of the Human Resources department.

### **Smoking and Tobacco Use**

Smoking, including use of e-cigarettes, vaping devices, and similar electronic devices, is prohibited in all AHEAD offices at all times, including private offices. Individuals who smoke may do so only in designated outdoor areas, but no smoking is allowed within fifteen (15) feet of any doorway or such greater distances as required by applicable law. Smokers are also expected to observe common courtesy and maintain designated outdoor smoking areas litter-free.

Employees may only smoke during their breaks or meal period. These breaks or meal periods may not be broken into segments for the purpose of smoking. Employees are expected to coordinate time away from their work areas to ensure that all work-related tasks are covered during their breaks.

Compliance with this policy is mandatory for all employees and visitors, with no exceptions. Employees who violate this policy may be subject to disciplinary action.

### **Substance Abuse in the Workplace**

AHEAD is committed to providing a safe, healthy, and productive work environment, including by maintaining an alcohol and drug-free workplace. Being under the influence of alcohol or impaired by drugs (including marijuana) while on the job poses serious risks and issues.

Accordingly, AHEAD prohibits employees from distributing, buying, selling, possessing, using or working under the influence of drugs and/or alcohol at any time while: (1) on any Company premises (including parking lots); (2) driving on Company business; (3) conducting business on behalf of the Company; and/or (4) otherwise representing the Company. In addition, employees are prohibited from using alcohol or drugs during non-working time if such use adversely affects personal work performance or safety, or the work performance of safety of others.

For purposes of this policy, the term “drugs” means any substances that are illegal or controlled by federal law and/or the metabolites of such substances. The term also includes prescription drugs whenever such drugs are being used or handled outside of the lawful prescription for such drugs (i.e., prescription drugs that are taken in violation of their lawful prescription, such as in excess or taken by an individual other than the person for whom the drugs are prescribed, or that are unlawfully obtained). Nothing in this policy is meant to prohibit the legal use of medication to the extent that it does not impair an employee’s job performance or safety or the safety of others. In addition, this policy does not prohibit the use or consumption of alcohol at AHEAD-sponsored social or business-related events at which alcohol is served. However, if employees choose to consume alcohol at such events, they must do so in compliance with applicable law and conduct themselves properly and professionally at all times with colleagues and/or current or prospective clients.

Any employee who violates this policy will be subject to discipline, up to and including termination. If you have any questions about this policy or about workplace substance abuse that is not addressed in this policy, please contact a member of the Human Resources department.

## **Workplace Violence and Weapons**

AHEAD will not tolerate any threat or act of violence that is made toward or by an employee. Under this policy, employees are prohibited from engaging in any act that could cause another individual to feel threatened or unsafe, including but not limited to: verbal assaults, threats, or any expressions of hostility, intimidation, aggression or hazing. This policy applies equally to behavior on Company premises, as well behavior off-site while representing and/or conducting business on behalf of the Company.

AHEAD also prohibits the possession of weapons of any kind on Company premises. To the full extent permitted by state and local law, this prohibition extends to Company parking lots. In addition, to the extent that the Company provides desks, lockers, and other storage devices for the convenience of employees, these remain the sole property of the Company. Accordingly, AHEAD reserves the right to inspect these, and any vehicle brought onto Company premises, upon reasonable suspicion of a prohibited weapon therein.

All employees are responsible for notifying a manager of any actual or perceived threats that they have witnessed, experienced or are otherwise aware of. You must report such conduct regardless of the nature of the relationship between the individuals involved. You should also call 911 immediately, if outside emergency assistance is necessary. Upon receiving such a report, AHEAD will initiate a decisive and appropriate response, including, but not limited to, suspension and/or termination of any employment or business relationship, and/or seeking the arrest or prosecution of the person(s) involved.

## **Safety**

AHEAD is committed to providing a safe work environment for its employees. To that end, all employees are responsible for establishing safe working conditions and following proper safety procedures. All accidents, injuries, potential safety hazards, unsafe conditions or work practices, and/or any health- or safety-related issue, no matter how minor or severe and regardless of whether involving an employee or other third-party in the workplace, must be reported to a member of Company management immediately.

## **Performance Management Cycle**

The AHEAD Performance Management model consists of four key elements which focus on achieving AHEAD's strategic objectives through engaging, developing and rewarding our employees in a systematic, process driven method.

1. Planning: Establishing and aligning goals from organizational to individual.
2. Coaching & Developing: Identification and development of knowledge and skills gaps to support total achievement.
3. Reviewing: Self-assessment, manager assessment and feedback of performance in relation to goal achievement and work performance.
4. Rewarding: Compensation and career advancement considerations based on balancing talent against organizational needs.

Employees generally are evaluated on their performance on an annual basis, or more frequently as necessary. Performance evaluations may be used as the basis for discretionary pay increases or promotional opportunities, but such pay increases or promotions will be made at the sole discretion of the Company and are not guaranteed.

### **Driving for the Company**

From time to time, employees may be required to drive as part of their jobs. In this situation, AHEAD requires that the employee has a valid and current driver's license and automobile insurance. All employees driving on Company business must also conduct themselves in a safe and legal manner, including by obeying posted speed limits and observing state and local laws pertaining to cellular phone use. Although AHEAD strongly discourages use of mobile devices while driving, if permitted by applicable state law, employees must use a hands-free mobile device while driving.

Before beginning any business-related travel, you must notify your manager if you do not have a valid and current driver's license or automobile insurance so that your manager can make other travel arrangements. Please note that this policy does not apply to your regular commute to work, which also includes driving to and from an assignment in most cases.

### **Expense Reimbursement**

All employees will be reimbursed for the necessary and reasonable expenses incurred for business purposes, including, but not limited to, meals, lodging, and transportation. Employees are expected to use good judgment regarding all expenses incurred while conducting business for the Company. Such expenses must be reasonable under the circumstances, actually incurred, and necessary for the performance of the Company business involved. The Company will not reimburse any other expenses that, in the Company's discretion, are unreasonable, extravagant, or not business-related.

Employees must comply with the terms of AHEAD's Travel Guidelines and Expense Reimbursement Manual, available from the Human Resources Department. If you any questions or doubts as to whether a particular expense is reimbursable under the Travel Guidelines and Expense Reimbursement Manual, please should contact your manager or a member of the Human Resources department before incurring the expense.

### **Mobile Phone Stipend Program**

The Mobile Phone Stipend is intended to reimburse all regular full-time employees for the business use of their mobile device. The stipend is not intended to pay for the entire monthly bill. Employees are eligible for AHEAD's Mobile Phone Stipend Program based on their role, date of hire and compliance with security requirements on their mobile device. All stipends are paid in the last pay period of the month and are tax free. The stipend amount will follow the table below:

Roles	Stipend Amount
People Managers, Directors, Executives	
Advisory Consultants	
Client Solution Architects	
Client Solution Partners	\$100
Managed Services Engineer – Tier 3 & 4	
Project Managers	

Specialist Sales Engineers Solution Architects Technical Consultants Client Directors, Assoc Client Directors, BDMs IT IMO	
Managed Services Administrator – Tier 2 Procurement & Logistics Sales/Client Operations HR Business Partners Resource Management OA Team TSS Operations	\$75
Accounting/Finance EA's Lab & Briefings Legal Managed Services Analyst – Tier 1 Marketing Partner Relationship Team People & Culture Product Support Specialists	\$50

## **Termination of Employment**

**Voluntary.** In the event of an employee's resignation, AHEAD requests that the employee notify his or her manager, and submit a written and signed resignation letter indicating the intended last day of work and the reason for leaving the Company. The Company would appreciate receiving a resignation notice at least two weeks in advance.

Exit interviews are generally scheduled for employees after the notice of resignation has been received. The exit interview will provide the opportunity to discuss such issues as employee benefits, final pay, return of AHEAD property and any suggestions, complaints, and/or questions that the employee may have.

**Involuntary.** Involuntary employment termination is initiated by the Company. In the event of termination, the employee will be paid all final wages on or before the Company's next regular pay period, unless otherwise required by applicable law.

**References.** No detailed employment references will be given by AHEAD following an employee's separation from employment, for any reason. AHEAD will only verify position, salary level and dates of employment. All other outside requests (such as mortgage loans, credit, or reference checks) will be answered only if you have provided advance written authorization to release the information, or if otherwise required by law.

Employees are not authorized or permitted to give a written or oral reference on behalf of AHEAD. AHEAD disclaims any responsibility or authorization for personal references made by its employees or managers.

**Return of Company Property.** Upon termination of employment (whether voluntary or involuntary), all Company property (in any form, whether paper, electronic or otherwise) in the employee's possession, custody or control must be promptly returned no later than the employee's last day of work or immediately upon request, whichever occurs sooner. This includes but is not limited to any and all Company owned or provided equipment, supplies, work material, computers, laptops, tablets, hardware, software, telephones, printers, cell phones or other devices, handbooks, policies, personnel records and files, business records and files, client and/or potential client records and files, and any and all other property owned by the Company. A former employee's failure to timely return Company property may require the Company to take steps, including legal action, to recover the item(s) and/or cost(s).

## **Receipt & Acknowledgment**

This is to acknowledge that I have received a copy of AHEAD, Inc.'s Employee Handbook. This Handbook sets forth the terms and conditions of my employment as well as the rights, duties, responsibilities and obligations of my employment with the Company. I understand and agree that it is my responsibility to read, understand, and comply with all of the provisions detailed in the Handbook, including but not limited to the Equal Employment Opportunity Policy and Policy Against Discrimination, Harassment, Retaliation, and Unprofessional Conduct.

I understand that nothing in this Handbook creates or is intended to create a promise or representation of continued employment and that employment at the Company is at-will.

I further understand the Company has the right to amend, modify, rescind, delete, supplement or add to the provisions of this Handbook, as it deems appropriate from time to time, in its sole and absolute discretion.

Employee Name (Printed): \_\_\_\_\_

Signature: \_\_\_\_\_

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

## **CALIFORNIA SUPPLEMENT**

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The policies in this Supplement apply only to employees who work in California. Except as noted below, nothing in this Supplement modifies any of the policies set forth in AHEAD's Employee Handbook. To the extent any provision of this Supplement conflicts with applicable state or local law, the terms of the applicable law will control.

### **Harassment Complaints**

The following is added to the Policy Against Harassment, Retaliation, And Unprofessional Conduct:

Employees who believe that they have been harassed may also file a complaint with the local office of the California Department of Fair Employment and Housing ("DFEH"). The DFEH has authority to remedy violations and can award limited monetary damages and fines. The address and phone number of the local DFEH office can be found in the State Government section of your local phone directory or at [www.dfeh.ca.gov](http://www.dfeh.ca.gov).

### **Overtime**

The following is added to the Overtime Policy:

Non-exempt employees in California are eligible to receive overtime pay at time and one half (1.5 times) the employee's regular rate of pay for actual hours worked in excess of 8 hours in any one workday or 40 hours in one workweek, and at double time (twice the employee's regular rate of pay) for actual hours worked in excess of 12 hours in any one workday. Overtime pay is provided for hours actually worked. PTO, holidays, or any other absences do not constitute hours worked for purposes of calculating overtime.

Pyramiding of hours for overtime purposes is also strictly prohibited.

### **Rest and Meal Breaks**

Non-exempt employees in California who are scheduled to work 5 or more hours per day must take their meal break no later than 5 hours into the applicable shift. Non-exempt employees in California who are scheduled to work 10 or more hours per day are entitled to 2 separate meal breaks, and must take their second meal break no later than then 10 hours into the applicable shift.

### **Make-Up Time Policy**

Non-exempt employees in California are permitted, at their request, to make up certain worked time that is missed due to an employee's personal obligation, pursuant to the provisions of this policy. However, AHEAD neither encourages nor solicits employees to make up work time that is missed.

Requests to work make-up time must be made in writing and approved by the employee's manager in advance. Such requests can be made up to 30 days in advance of the intended time to be worked, but make-up work must be performed in the same week that the work time was missed. Employees

will not be entitled to daily overtime pay for hours worked in excess of 8 hours per day, if such hours are pre-approved make-up time. Under no circumstances may an employee work more than 11 hours in one workday or 40 hours in a workweek because of make-up time.

## **Pregnancy Disability Leave**

Employees in California who are disabled by pregnancy, childbirth or related medical conditions may be eligible to take a pregnancy disability leave (“PDL”). If affected by pregnancy or a related medical condition, employees also may be eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable and can be reasonably accommodated. Employees disabled by qualifying conditions may also be entitled to other reasonable accommodations where doing so is medically necessary. In addition, if it is medically advisable to take intermittent leave or work a reduced leave schedule, AHEAD may require a temporary transfer to an alternative position with equivalent pay and benefits that can better accommodate recurring periods of leave.

**Duration of Leave.** A California-based employee may be entitled to up to 4 months of PDL, per pregnancy, while disabled and unable to work because of pregnancy, childbirth or a related medical condition. For purposes of this policy, “four months” means time off for the number of days the employee would normally work within the 4 calendar months following the commencement of the PDL.

Please note that any Company-provided paid leave benefits that apply to pregnancy disability benefits will run concurrently with, and must be substituted toward pregnancy disability leave. These benefits may not be used to extend or otherwise expand pregnancy disability leave.

**Employee Notice Requirements.** To receive a reasonable accommodation, obtain a transfer, or take PDL, employees must provide sufficient notice so that AHEAD can make appropriate plans. Generally, 30 days’ advance notice is required if the need for the reasonable accommodation, transfer or PDL is foreseeable. Notice is required as soon as practicable in all other circumstances.

**Medical Certification.** Employees are required to obtain a certification from their health care provider regarding their need for PDL or the medical advisability of an accommodation or a transfer. At a minimum, this certification should include:

- A description of the requested reasonable accommodation or transfer;
- A statement describing the medical advisability of the reasonable accommodation or transfer because of pregnancy; and
- The date on which the need for reasonable accommodation or transfer became or will become medically advisable and the estimated duration of the reasonable accommodation or transfer.

**Leave is Unpaid.** Other than as provided in the Company’s Employee Handbook, the duration of PDL is unpaid. However, AHEAD also encourages employees to contact the California Employment Development Department (“EDD”) regarding eligibility for state disability insurance for the unpaid portion of leave (as explained in more detail below).

**Continuation of Health Insurance Benefits.** Employees who participate in AHEAD's group health insurance plan(s) will continue to participate in the plan while on PDL under the same terms and conditions as if they were actively working. Employees should make arrangements with the Human Resources department for payment of their share of the insurance premiums.

**Return to Work.** As a condition of returning from PDL, employees may be required to obtain a release to return to work from a health care provider stating that they are able to resume their original job duties with or without a reasonable accommodation. Upon returning from PDL, employees will be reinstated to their same position, in most instances. Employees who fail to return to work on the scheduled return date following a PDL, without advance notice to AHEAD, may be deemed to have voluntarily terminated their employment.

**Request for Additional Time Off.** Employees may request an extension of a leave of absence, under the Company's other leave-related policies, after the expiration of PDL benefits.

### **Disability Insurance and Paid Family Leave**

Employees in California who lose wages when they are unable to work due to a non-work-related illness, injury, pregnancy, or childbirth may be eligible for Disability Insurance benefits ("SDI"), including benefits paid under California's Paid Family Leave ("PFL") program.

PFL is a wage replacement benefit program provided by the State of California and administered by the EDD. It is not provided by or administered by AHEAD. PFL allows California-based employees up to 8 weeks of partially-paid leave per a twelve (12) month period, provided that the employee has met certain eligibility requirements, and is requesting leave for one of the following events:

- Bonding with a new minor child within his/her first year;
- Bonding with a minor child placed with an employee for adoption or foster care within the first year of adoption/placement; or
- Care of a family member (i.e. child, spouse or registered domestic partner, parent or parent-in-law, grandparent, grandchild, or sibling) who is seriously ill.

Employees may contact 1-877-BE-THERE or visit [www.edd.ca.gov](http://www.edd.ca.gov) to review additional information regarding SDI's and PFL's coverage, benefits and eligibility requirements, and to apply for PFL by completing the *Claim for Paid Family Leave (PFL) Benefits* (DE 2501F) form.

To the extent that an employee's SDI or PFL covered leave is also covered by the CFRA or the FMLA, all such leaves shall run concurrently.

### **California Family Rights Act ("CFRA") Leave**

AHEAD also provides family care and medical leave for up to 12 weeks per year in accordance with the California Family Rights Act ("CFRA").

**Eligibility.** To be eligible for family care and medical leave under the CFRA, an employee must: (1) have worked for AHEAD for at least twelve (12) months prior to the date on which the leave begins; and (2) have worked at least 1,250 hours in the twelve (12) months preceding the leave.

**Permissible Uses of CFRA Leave.** Leave under the CFRA may be requested for:

- The birth or adoption of an employee's child;
- The placement of a foster child with the employee;
- The serious health condition of an employee's qualified family member (defined as an employee's child, spouse or domestic partner, parent, sibling, grandchild, or grandparent);
- An employee's own serious health condition (excluding pregnancy or related conditions);
- A qualified exigency stemming from the covered active military duty (or call to covered active duty) of an employee's spouse, domestic partner, child, or parent.

A “serious health condition” is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least 2 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. Note that an employee may be given leave (which may be unpaid) in lieu of or in addition to CFRA-covered leave if such additional leave is needed as a reasonable accommodation for the employee's disability.

**Substitution of Paid Leave for Unpaid CFRA Leave.** Generally, CFRA leave will be unpaid. In addition, leaves of absence taken in connection with a Company-provided benefit, a disability leave plan or workers' compensation insurance shall run concurrently with any CFRA leave entitlement, to the extent permitted by law. Similarly, any CFRA leave will run concurrently with any FMLA-covered leave, as applicable.

**Leave's Effect on Benefits.** During an employee's CFRA leave, AHEAD will continue to pay for the employee's participation in the Company's group health plans to the same extent and under the same terms and conditions as would apply had the employee continued to actively work. However, employees may be required to pay their portion of the insurance premiums during periods of unpaid leave. AHEAD's obligation to maintain health care coverage ceases if an employee's premium payment is more than 30 days late. If an employee's payment is more than 15 days late, AHEAD will send a letter notifying the employee that coverage will be dropped unless the co-payment is timely received.

If an employee does not return to work within 30 calendar days at the end of the leave period (unless the employee cannot return to work because of a serious health condition or other circumstances beyond their control) they may be required to reimburse AHEAD for the cost of the premiums the Company paid for maintaining coverage during their unpaid CFRA leave.

**Amount of CFRA Leave.** Provided all the conditions of this policy are met, an employee may take a maximum of 12 weeks of CFRA on a rolling 12-month period, looking back 12 months from the date the leave is requested to begin. CFRA leave for the birth, adoption, or foster care placement of a child must be concluded within one year of the birth, adoption, or placement.

**Intermittent Leave.** Medical leave for the employee's own serious health condition and family care leave for the serious health condition of the employee's qualified family member, may be taken intermittently or on a reduced schedule when medically necessary. Where the intermittent or reduced schedule leave is for planned medical treatment, the employee must make an attempt to schedule the treatment so as not to unduly disrupt AHEAD's operations. Where the CFRA leave is to be taken in connection with the birth, adoption, or foster placement of a child, the minimum duration for each period of leave is 2 weeks, except that the employee may request leave of less than 2 weeks duration on any 2 occasions.

**Procedure for Requesting CFRA Leave.** Employees must notify AHEAD of their request for CFRA leave as soon as they are aware of the need for such leave. For foreseeable leave, the employee must provide 30 calendar days advance notice of the need for leave, if possible. For events that are unforeseeable 30 days in advance, the employee must notify AHEAD as soon as is practicable. If the leave is requested in connection with a planned, non-emergency medical treatment, the employee must make an attempt to schedule such treatment so as to avoid unduly disrupting the Company's operations, and may be requested to reschedule the treatment so as to minimize disruption of business.

All requests for CFRA leave should be directed to the Human Resources department and should include enough information to make AHEAD aware that the employee needs qualifying leave, and the anticipated timing and duration of the leave, if known. Sufficient information may include that the employee is unable to perform job functions, the qualified family member is unable to perform daily activities, or there is a need for hospitalization or continuing treatment by a healthcare provider. Employees also must inform AHEAD if the requested leave is for a reason for which CFRA leave was previously taken or certified.

**Certification.** Any request for medical leave for an employee's own serious health condition, or to care for a qualified family member with a serious health condition or serious injury, must be supported by medical certification from a health care provider. Employees generally must provide the required certification within 15 calendar days after AHEAD's request for certification. For foreseeable leaves, employees must provide the required medical certification before the leave begins. When this is not possible, employees must provide the required certification within 15 calendar days of AHEAD's request for certification, unless it is not practicable under the circumstances to do so, despite the employee's good faith efforts.

Failure to timely provide the required certification may result in the denial of foreseeable leave until such certification is provided. In the case of unforeseeable leaves, failure to timely provide the required certification may result in a denial of the employee's continued leave.

If AHEAD has a good faith, objective reason to doubt the validity of the medical certification provided by the employee, it may require the employee to obtain a second opinion from a doctor of the Company's choosing, at its expense. If the employee's health care provider providing the original certification and the doctor providing the second opinion do not agree, AHEAD may require a third opinion, at its expense, performed by a mutually agreeable doctor who will make a final determination. It is the employee's responsibility to furnish their health care provider with the necessary authorization for the disclosure of medical information to the doctor(s) who will provide

the second and third opinions. If the employee fails to provide the necessary authorization, the request for leave may be delayed or denied.

Upon expiration of the time period the health care provider originally estimated that the employee needed to take leave, the employee taking leave because of his or her own serious medical condition or the serious medical condition of a qualified family member may be required to provide AHEAD with recertification. For purposes of recertification, AHEAD may request the same information as allowed by law for the original certification. The employee must provide the requested re-certification within 15 calendar days of such a request, unless it is not practicable to do so despite the employee's diligent, good faith efforts.

**Return to Work Certification.** Where the leave is for the employee's own serious health condition, AHEAD may require the employee to provide medical certification that the employee is fit and able to return to work safely. However, the employee is not required to provide a release to return-to-work for each absence taken on an intermittent or reduced leave schedule, but may be required to provide a release to return-to-work for such absences up to once every 30 days if reasonable safety concerns exist regarding the employee's ability to perform the employee's duties. AHEAD may delay reinstatement of the employee or end the employee's employment without such certificate.

**Leave's Effect on Reinstatement.** Employees timely returning from a leave covered under this policy are entitled to reinstatement to the same or equivalent position consistent with applicable law. An employee has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. AHEAD will comply with all applicable laws pertaining to reinstatement of employees, including where required, the reasonable accommodation of employees who have been on an approved leave.

**Questions and/or Complaints about CFRA Leave.** Employees who have questions about this CFRA Leave policy should contact a member of the Human Resource department. AHEAD is committed to complying with the CFRA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the CFRA.

### **Organ Donor and Bone Marrow Leave**

AHEAD provides employees with paid time off of work, up to 30 days, plus up to an additional 30 days of unpaid time off of work, within a 1 year period, for purposes of organ donation. Employees will also be provided with up to 5 days of paid time off of work for purposes of donating bone marrow.

Time off of work for organ and bone marrow donations does not run concurrently with leave entitlements under the CFRA or FMLA. Upon conclusion of the leave, the employee will be reinstated to the employee's original position, or to a position with equivalent seniority status, employee benefits, pay, and other terms and conditions of employment.

## **COLORADO SUPPLEMENT**

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The policies in this Supplement apply only to employees who work in Colorado. Except as noted below, nothing in this Supplement modifies any of the policies set forth in AHEAD's Employee Handbook. To the extent any provision of this Supplement conflicts with applicable state or local law, the terms of the applicable law will control.

### **Overtime**

The following is added to the Overtime Policy:

Non-exempt employees in Colorado are eligible to receive overtime pay at time and one half (1.5 times) the employee's regular rate of pay for actual hours worked in excess of 12 hours in any one workday. Overtime pay is provided for hours actually worked. PTO, holidays, or any other absences do not constitute hours worked for purposes of calculating overtime.

### **Rest and Meal Breaks**

Non-exempt employees in Colorado are entitled to a paid 10 minute rest break per every 4 hours of working time per day.

## **CONNECTICUT SUPPLEMENT**

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The policies in this Supplement apply only to employees who work in Connecticut. Except as noted below, nothing in this Supplement modifies any of the policies set forth in AHEAD's Employee Handbook. To the extent any provision of this Supplement conflicts with applicable state or local law, the terms of the applicable law will control.

### **Paid Family and Medical Leave (“PFML”)**

The Connecticut Paid Family Leave (“PFML”) is a partial wage replacement program provided by the State of Connecticut which is funded through a Connecticut-specific tax, partially composed of employee contributions. PFML is not provided by or administered by AHEAD.

PFML provides partial wage replacement benefits to eligible Connecticut-based employees who are unable to work due to the employee's own serious health condition (including pregnancy), to donate organ or bone marrow, to care for a family member with a serious illness or injury, to bond with a newborn, newly adopted or newly placed foster child, or to attend to certain matters stemming from a family member's active duty service.

Generally, employees may be eligible for up to 12 weeks of leave per rolling 12-month period under the PFML. If an employee experiences a serious health condition in connection with a pregnancy that results in incapacitation, the employee may be eligible to receive up to 14 weeks of leave. The exact amount of leave provided under the PFML will depend on the employee's reason for taking such leave, and the documentation provided on behalf of the employee to substantiate the need for such leave.

Upon an employee's return from a PFML-covered leave, AHEAD will attempt to return the employee to the same or a similar job held prior to the leave, but reinstatement is dependent on the Company's legitimate business needs and is not guaranteed.

Interested employees should contact the CT Paid Leave Authority at (877) 499-8608 or <https://ctpaidleave.org/> to review additional information regarding coverage, benefits and eligibility requirements, and to apply for benefits.

## **HAWAII SUPPLEMENT**

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The policies in this Supplement apply only to employees who work in Hawaii. Except as noted below, nothing in this Supplement modifies any of the policies set forth in AHEAD's Employee Handbook. To the extent any provision of this Supplement conflicts with applicable state or local law, the terms of the applicable law will control.

### **Temporary Disability Insurance**

Employees in Hawaii who lose wages when they are unable to work due to a non-work-related injury, or illness, including pregnancy, may be eligible for benefits under the state's temporary disability insurance ("TDI") program. TDI provides weekly partial wage replacements to Hawaii-state based employees for up to 26 weeks per calendar year, provided that the employee has met certain eligibility requirements. Namely, to be eligible to receive TDI benefits, an employee must have been employed for at least 14 weeks out of the 52 weeks preceding the injury or illness, and have been paid for at least 20 hours of work during each week.

TDI is a wage replacement benefit only and it does not provide job protection. Accordingly, upon an employee's return from a TDI-covered leave, AHEAD will attempt to return the employee to the same or a similar job held prior to the leave, but reinstatement is dependent on the Company's legitimate business needs and is not guaranteed.

Employees must provide advance notice when the necessity for TDI is foreseeable. When advance notice is impractical, then notice must be provided as soon as possible.

To the extent a leave covered under TDI is also covered under the FMLA, such programs will run concurrently. Employees may learn more about TDI by speaking with the Human Resources Department or visiting the state's website: <https://labor.hawaii.gov/dcd/home/about-tdi/>.

## **MASSACHUSETTS SUPPLEMENT**

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The policies in this Supplement apply only to employees who work in Massachusetts. Except as noted below, nothing in this Supplement modifies any of the policies set forth in AHEAD's Employee Handbook. To the extent any provision of this Supplement conflicts with applicable state or local law, the terms of the applicable law will control.

### **Paid Family and Medical Leave (“PFML”)**

The Massachusetts Paid Family Leave (“PFML”) is a partial wage replacement program provided by the State of Massachusetts which is funded through a Massachusetts-specific tax, partially composed of employee contributions. PFML is not provided by or administered by the AHEAD.

PFML provides partial wage replacement benefits to eligible Massachusetts-based employees who are unable to work due to the employee's own serious health condition (including pregnancy), to care for family member with a serious health injury, to bond with a newborn, newly adopted or newly placed foster child, to care for a family member who developed or aggravated a serious health condition in the line of active duty while deployed to a foreign country, or to manage family affairs when a family member is on or has been called to active duty in a foreign country.

Generally, employees may be eligible for up to twenty-six (26) weeks of leave under the PFML. The exact amount of leave an employee will be provided under the PFML, however, will depend on the employee's reason for taking such leave, and the documentation provided on behalf of the employee by a medical professional.

Interested employees should contact the Department of Family and Medical Leave at (833) 344-7365 or <https://www.mass.gov/how-to/how-to-apply-for-paid-family-and-medical-leave-pfml> to review additional information regarding coverage, benefits and eligibility requirements, and to apply for benefits.

## **NEW JERSEY SUPPLEMENT**

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The policies in this Supplement apply only to employees who work in New Jersey. Except as noted below, nothing in this Supplement modifies any of the policies set forth in AHEAD's Employee Handbook. To the extent any provision of this Supplement conflicts with applicable state or local law, the terms of the applicable law will control.

### **Temporary Disability Insurance/Family Leave Insurance**

The New Jersey Temporary Disability Insurance ("TDI") and Family Leave Insurance ("FLI") are partial wage replacement programs provided by the State of New Jersey which are administered by the Department of Labor and Workforce Development and partially funded by employee contributions. TDI and FLI are not provided by or administered by AHEAD.

TDI provides partial wage replacement benefits to eligible New Jersey-based employees who are unable to work due to the employee's own injury, illness, or other disability, including pregnancy. FLI, on the other hand, provides partial wage replacement benefits to New Jersey-based employees, provided that the employee has met certain eligibility requirements, and is requesting leave to care for a seriously ill or injured family member, or to bond with a newborn, newly adopted or newly placed foster child.

Generally, employees may be eligible for up to 26 weeks of leave under the TDI and up to 12 weeks of leave under the FLI. The exact amount of leave an employee will be provided under the TDI or the FLI, however, will depend on the employee's reason for taking such leave, and the documentation provided on behalf of the employee by a medical professional.

Interested employees should contact the Division of Temporary Disability Insurance at 609-292-7060 or visit <https://myleavebenefits.nj.gov/worker/tdi/> to review additional information regarding coverage, benefits and eligibility requirements, and to apply for benefits.

## **NEW YORK SUPPLEMENT**

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The policies in this Supplement apply only to employees who work in New York. Except as noted below, nothing in this Supplement modifies any of the policies set forth in AHEAD's Employee Handbook. To the extent any provision of this Supplement conflicts with applicable state or local law, the terms of the applicable law will control.

### **Temporary Disability Insurance**

Employees in New York who lose wages when they are unable to work due to a non-work-related illness, injury, pregnancy, or childbirth may be eligible for benefits under the state's temporary disability insurance ("TDI") program. TDI provides weekly partial wage replacements to New York-state based employees for up to 26 weeks per calendar year, provided that the employee has met certain eligibility requirements.

TDI is a wage replacement benefit only and it does not provide job protection. Accordingly, upon an employee's return from a TDI-covered leave, AHEAD will attempt to return the employee to the same or a similar job held prior to the leave, but reinstatement is dependent on the Company's legitimate business needs and is not guaranteed.

Employees must provide at least 30 days' advance notice when the necessity for TDI is foreseeable. When advance notice is impractical, then notice must be provided as soon as possible.

To the extent a leave covered under TDI is also covered under the FMLA, such programs will run concurrently. Employees may learn more about TDI by speaking with the Human Resources Department or visiting the state's website: <http://www.wcb.ny.gov/content/main/forms/db271s.pdf>.

### **Paid Family Leave ("PFL")**

The New York Paid Family Leave is a wage replacement program provided by the State of New York which is funded through a New York-specific tax, partially composed of employee contributions.

PFL provides partial wage replacement benefits to eligible New York-based employees who are unable to work due to caring for a family member with a serious illness or injury, to bond with a newborn, newly adopted or newly placed foster child, or to attend to certain matters stemming from a family member's active duty service. PFL does not provide partial wage replacement benefits when an employee is unable to work due to his or her own serious illness or injury.

Generally, employees may be eligible for up to 12 weeks of leave per rolling 52-week period under the PFL. PFL will be paid at a maximum of 67% of an employee's average weekly wage. Employees may take the maximum benefit length in any given 52-week period. The 52-week clock starts on the first day the employee takes PFL.

**Intermittent Leave.** If an employee takes intermittent PFL in daily increments, then an employee who works at least 5 days per week may take up to 60 days of PFL per year. For an employee who works fewer than 5 days per week, the maximum number of days available is prorated based on his or her regular employment schedule. When an employee takes intermittent

PFL, AHEAD may require the employee to provide notice as soon as is practicable before each day of the intermittent PFL.

**Continued Benefits.** Employees who participate in AHEAD's group health insurance plan(s) will continue to participate in the plan while on PFL under the same terms and conditions as if they were actively working. Employees should make arrangements with the Human Resources department for payment of their share of the insurance premiums

To the extent that an employee's PFL covered leave is also covered by the FMLA, such leaves shall run concurrently.

**Employee Notice Requirements.** Employees must provide at least 30 days' advance notice when the necessity for PFL is foreseeable. When advance notice is impractical, then notice must be provided as soon as possible.

**Leave's Effect on Reinstatement.** Employees timely returning from PFL leave are entitled to reinstatement to the same or equivalent position consistent with applicable law. An employee has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. AHEAD will comply with all applicable laws pertaining to reinstatement of employees, including where required, the reasonable accommodation of employees who have been on an approved leave.

## **RHODE ISLAND SUPPLEMENT**

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The policies in this Supplement apply only to employees who work in Rhode Island. Except as noted below, nothing in this Supplement modifies any of the policies set forth in AHEAD's Employee Handbook. To the extent any provision of this Supplement conflicts with applicable state or local law, the terms of the applicable law will control.

### **Temporary Disability Insurance and Temporary Caregiver Insurance**

The Rhode Island Temporary Disability Insurance ("TDI") and Temporary Caregiver Insurance ("TCI") are partial wage replacement programs provided by the State of Rhode Island which are administered by the Department of Labor and Training and funded by employee contributions. TDI and TCI are not provided by or administered by AHEAD.

TDI provides partial wage replacement benefits to eligible Rhode Island-based employees who are unemployed, for at least 7 consecutive days, due to the employee's own non-work related injury, illness, or other physical or mental disability, including pregnancy. TCI on the other hand, provides partial wage replacement benefits to Rhode Island-based employees, provided that the employee has met certain eligibility requirements, and is requesting leave to care for a seriously ill child, spouse, domestic partner, parent, parent-in-law or grandparent, or to bond with a newborn child, new adopted child or new foster-care child. TCI leave to bond with a new child must be taken within the first 12 months of the birth or placement of the child with the employee.

Generally, employees may be eligible for up to 30 weeks of benefits under the TDI and up to 5 weeks of leave and benefits under the TCI. The exact amount of benefits an employee will be provided under the TDI or the TCI, however, will depend on the employee's reason for taking such leave, and the documentation provided on behalf of the employee by a medical professional, if/as applicable.

Employees who participate in AHEAD's group health insurance plan(s) will continue to participate in the plan while on TCI leave under the same terms and conditions as if they were actively working. Employees should make arrangements with the Human Resources department for payment of their share of the insurance premiums.

In addition, employees timely returning from TCI leave are entitled to reinstatement to the same or equivalent position consistent with applicable law. An employee has no greater right to reinstatement than if the employee had been continuously employed rather than on leave.

Employees must apply for TDI benefits within 90 days of the first week the employee is unemployed. Employees must apply for TCI benefits during the first 30 days after the first intended day of leave. Employees taking TCI leave must also give at least 30 days' written notice of the need for such leave to AHEAD, unless such advance notice is impracticable under the circumstances.

Interested employees should visit [www.dlt.ri.gov/tdi](http://www.dlt.ri.gov/tdi) or call (401) 462-8420 to review additional information regarding coverage, benefits and eligibility requirements, and to apply for benefits.

## **WASHINGTON SUPPLEMENT**

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The policies in this Supplement apply only to employees who work in Washington. Except as noted below, nothing in this Supplement modifies any of the policies set forth in AHEAD's Employee Handbook. To the extent any provision of this Supplement conflicts with applicable state or local law, the terms of the applicable law will control.

### **Paid Family and Medical Leave (“PFML”)**

The Washington Paid Family Leave (“PFML”) is a partial wage replacement program provided by the State of Washington which is funded through a Washington-specific tax, partially composed of employee contributions. PFML is not provided by or administered by AHEAD.

PFML provides partial wage replacement benefits to eligible Washington-based employees who are unable to work due to the employee's own serious health condition (including pregnancy), to care for a family member with a serious illness or injury, to bond with a newborn, newly adopted or newly placed foster child, or to attend to certain matters stemming from a family member's active duty service.

To qualify for PFML, employees must work 820 hours or more in the qualifying period. The qualifying period is the first four of the last five completed calendar quarters starting from the day the employee intends to take leave.

Generally, employees may be eligible for up to 12 weeks of leave per rolling 12-month period under the PFML. If an employee experiences multiple qualifying events in a given year, however, they may be eligible to receive up to 16 weeks of leave. Additionally, if the employee experiences a serious health condition in connection with a pregnancy that results in incapacitation, the employee may be eligible to receive up to 18 weeks of leave. The exact amount of leave provided under the PFML will depend on the employee's reason for taking such leave, and the documentation provided on behalf of the employee to substantiate the need for such leave.

Upon an employee's return from a PFML-covered leave, AHEAD will attempt to return the employee to the same or a similar job held prior to the leave, but reinstatement is dependent on the Company's legitimate business needs and is not guaranteed.

Interested employees should contact the Employment Security Department at [paidleave.wa.gov/workers](http://paidleave.wa.gov/workers) or [paidleave@esd.wa.gov](mailto:paidleave@esd.wa.gov) to review additional information regarding coverage, benefits and eligibility requirements, and to apply for benefits.