



PRIORITY CARE AMBULANCE SERVICE

PRIORITY CARE AMBULANCE SERVICE

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Core Policies

1.0 Welcome

1.1 A Welcome Policy

Welcome! You have just joined a dedicated organization. We hope that your employment with PRIORITY CARE AMBULANCE SERVICE will be rewarding and challenging. We take pride in our employees as well as in the products and services we provide.

The Company complies with all federal and state employment laws, and this handbook generally reflects those laws. The Company also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook.

The employment policies and/or benefits summaries in this handbook are written for all employees. When questions arise concerning the interpretation of these policies as they relate to employees who are covered by a collective-bargaining agreement, the answers will be determined by reference to the actual union contract, rather than the summaries contained in this handbook.

Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Company reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the work place.

If you have questions about your employment or any provisions in this handbook, contact Management.

We wish you success in your employment here at PRIORITY CARE AMBULANCE SERVICE!

All the best,

Robert & Anna Clay, President & Vice President
PRIORITY CARE AMBULANCE SERVICE

1.2 At-Will Employment

Your employment with PRIORITY CARE AMBULANCE SERVICE is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Company at any time, with or without notice and with or without cause.

Nothing in this handbook or any other Company document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the President & Vice President has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the President & Vice President.

If a written contract between you and the Company is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

This policy may not be appropriate in its entirety for employees working in Montana.

2.0 Introductory Language and Policies

2.1 About the Company

Priority Care Ambulance Service is a leading provider of basic and advanced life support services, specializing in emergent and non-emergent interfacility transport's both locally and nationwide. Our company is dedicated to providing high-quality care with a focus on personalized service, available 24 hours a day/7 days a week, with cutting-edge medical technology, and a compassionate team of experts. We prioritize the well-being of each individual we serve, ensuring that their journey is our top priority.

2.2 Company Facilities

Priority Care Ambulance Service is located at:

6 Oxbow Pond Road Unit #4
Canterbury, NH 03224

Mailing and Physical are the same address as above.

From the North: Take I93 south to exit 17W. Take a right. Stay on this road until you approach the roundabout, keep right and take the first road on the right. As you approach the "Y", keep left and follow it to 6 Oxbow Pond Road.

From the South: Take I93 north to exit 17. Take a right. Stay on this road until you approach the roundabout, keep right and take the first road on the right. As you approach the "Y", keep left and follow it to 6 Oxbow Pond Road.

2.3 Ethics Code

PRIORITY CARE AMBULANCE SERVICE will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to the Company.

We expect that officers, directors, and employees will not knowingly misrepresent the Company and will not speak on behalf of the Company unless specifically authorized. The confidentiality of trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) about the Company or operations, or that of our customers or partners, is to be treated with discretion and only disseminated on a need-to-know basis (see policies relating to privacy).

Violation of the Code of Ethics can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

2.4 Mission Statement

Our mission at Priority Care Ambulance Service is to provide exceptional medical transportation services that prioritize the safety and well-being of our patients. We strive to deliver prompt and efficient care, utilizing the latest technology and a team of skilled professionals to ensure the best possible outcome for every individual in our care.

2.5 Our Organization

PRESIDENT

VICE PRESIDENT

EMPLOYEE

2.6 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Priority Care Ambulance Service policies and procedures. The handbook is not a contract. Priority Care Ambulance Service reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on company bulletin boards.

3.0 Hiring and Orientation Policies

3.1 Accommodations for Pregnancy, Childbirth, and Related Medical Conditions

PRIORITY CARE AMBULANCE SERVICE recognizes the importance of supporting employees experiencing limitations related to pregnancy, childbirth, or related medical conditions by providing reasonable accommodations. We are committed to complying with the federal Pregnant Workers Fairness Act (PWFA) and any applicable state or local laws offering additional protections.

Examples of reasonable accommodation's include:

- Additional break time for restroom use, meals, hydration, and rest.
- Seating options allow for sitting or standing as needed.
- Schedule changes, part-time work, and paid and unpaid leave.
- Flexible work hours to accommodate medical appointments and physical needs.
- Closer parking spots to the workplace entrance.
- Making existing facilities accessible or modifying the work environment.
- Job restructuring.
- Temporarily suspending one or more essential functions of your job.
- Acquiring or modifying equipment, uniforms, or devices.
- Adjusting or modifying examinations or policies.

If you require accommodation, notify your Manager. In instances where the need for particular accommodation is not obvious, you may be asked to provide:

- The reason an accommodation is needed.
- A description of the proposed accommodation.
- Information on how the accommodation will effectively address your limitations.

Medical documentation will not be required in the following situations:

- When the limitation and need for an accommodation is obvious.
- If the Company is already aware of the limitation due to previous disclosures.
- When requesting accommodations such as additional restroom breaks, fluid intake, food breaks, or seating arrangements, which are considered presumptively reasonable.
- For any lactation accommodations.
- When a similar accommodation has been provided to other employees without requiring documentation.

The Company will engage in an interactive process with you to identify suitable accommodations. While we strive to accommodate all requests, certain accommodations may not be provided if they would result in undue hardship to the Company. Factors considered include the nature and cost of the accommodation, the overall financial resources of the facility, and the impact on operations, including safety and efficiency.

If leave is provided as a reasonable accommodation, it may run concurrently with leave under the federal Family and Medical Leave Act (FMLA) and/or any other applicable leave as permitted by law.

The Company strictly prohibits retaliation against employees who request or utilize an accommodation under this policy.

3.2 Conflicts of Interest

PRIORITY CARE AMBULANCE SERVICE is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to the Company, you must disclose it to your Manager. If an actual or potential conflict of interest is determined to exist, the Company will take such steps as it deems necessary to reduce or eliminate this conflict.

3.3 Disability Accommodation

PRIORITY CARE AMBULANCE SERVICE complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, the Company will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your Manager. You may be asked to include relevant information such as:

- The reason you need an accommodation.
- A description of the proposed accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, the Company will engage in an interactive dialogue with you to determine the precise limitations of your

disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the Company in connection with a request for accommodation will be treated as confidential.

The Company encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Company is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

Where state or local law provides greater protections to employees than federal law, the Company will apply the law that provides the greatest benefit to employees.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Company will not discriminate or retaliate against employees for requesting an accommodation.

3.4 Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with PRIORITY CARE AMBULANCE SERVICE. If you are currently employed and have not complied with this requirement or if your status has changed, inform your Manager.

If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the Company.

3.5 Employment of Relatives and Friends

We will not employ friends or relatives in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at PRIORITY CARE AMBULANCE SERVICE. It is your obligation to inform the Company of any such potential conflict so the Company can determine how best to respond to the particular situation.

3.6 Job Descriptions

PRIORITY CARE AMBULANCE SERVICE attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your Manager.

Job descriptions prepared by the Company serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, the Company may have to revise, add to, or delete from your job duties per business needs. On occasion, the Company may need to revise job descriptions with or without advance notice to employees.

If you have any questions regarding your job description or the scope of your duties, please speak with your Manager.

3.7 New Hires and Introductory Periods

The first 90 days of your employment is considered an introductory period. During this period, you will become familiar with PRIORITY CARE AMBULANCE SERVICE and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

3.8 Posting of Openings

PRIORITY CARE AMBULANCE SERVICE desires to promote qualified employees from within where it believes that is possible, consistent with the need to assure that all positions are staffed by highly competent individuals. New job openings will generally be posted on social media, as well as on our Internet site. You may be eligible for a referral bonus when you refer new employees.

3.9 Religious Accommodation

PRIORITY CARE AMBULANCE SERVICE recognizes the diversity of religious beliefs and is committed to providing equal employment opportunities to all employees, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, the

Company complies with Title VII of the Civil Rights Act of 1964 and all applicable state and local laws that prohibit employment discrimination on the basis of religion. The Company will reasonably accommodate the sincerely held religious beliefs of employees if the accommodations would resolve a conflict between the individual's religious belief or practice and a work requirement, unless doing so would create an undue hardship.

Requesting a Religious Accommodation

If you need an accommodation because of your religious beliefs or practices, make the request with your Manager or appropriate department. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need the accommodation.
- How the accommodation will help resolve the conflict between your religious beliefs or practices (or lack thereof) and your work requirements.

After receiving your request, the Company will engage in an interactive dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs or practices and work requirements. The Company encourages you to suggest specific reasonable accommodations. However, the Company is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

The Company will not discriminate or retaliate against employees who, in good faith, request a religious accommodation under this policy.

3.10 Training Program

In most cases, and for most departments, training employees is done on an individual basis by the department manager. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, consult your Manager.

4.0 Wage and Hour Policies

4.1 Attendance

PRIORITY CARE AMBULANCE SERVICE requires regular and punctual attendance by employees. You are expected to arrive at the workplace on time and ready to perform your job. Failure to comply with this policy may result in disciplinary action, up to and including termination.

If you are not going to arrive at work, you must notify your Manager as soon as possible but at least 120 minutes before your scheduled start time. If your Manager is not available, contact another member of management.

If you must miss work due to an emergency or other unexpected circumstance, notify your Manager as soon as possible. Notice should include the expected duration of your absence and your expected time or date of return. You may be required to provide documentation of the need for the absence, as permitted by applicable law.

If you become ill during your scheduled workday and need to leave before the end of your shift, notify your Manager immediately. If you are unable to perform your job at an acceptable level due to illness, you may be sent home until you are well enough to work.

Absences will be considered excused if you requested the time off in accordance with Company policies and received the required approval for the absence. Absences will be considered unexcused if you are absent from work during scheduled work hours without permission and do not receive retroactive approval. This policy applies to all absences, including full- or partial-day absences, late arrivals, and early departures.

Planned absences, such as vacations or medical appointments, should be arranged as far in advance as possible. If you need to be absent during the workday, attempt to schedule outside appointments or obligations so that your absence has the smallest impact possible on business operations.

The Company reserves the right to apply unused vacation, sick time, or other paid time off to unauthorized absences when permitted by applicable law. Absences resulting from approved leave, vacation, or legal requirements are exceptions to this policy.

If you fail to report to work for 3 or more consecutive days and have not provided proper notification, the Company will assume that you have voluntarily resigned your position and will proceed with the termination process.

4.2 Business Expenses

The purpose of this policy is to define approved nontravel business expenses and the authority for incurring and approving such expenses at PRIORITY CARE AMBULANCE SERVICE.

Approved business expenses are the reasonable and necessary expenses incurred by employees to achieve legitimate business purposes that are not covered by normal Company procurement processes.

Technical and Training Seminars

The Company pays for expenses associated with attendance at classes and seminars that enhance job-related skills. Prior approval must be obtained by your Manager.

Reporting

Report approved expenses on the general ledger form and include a description of the expense (which should include the date, vendor, business purpose, and a list of any attendees/participants) and a copy of the receipt.

4.3 Direct Deposit

PRIORITY CARE AMBULANCE SERVICE encourages all employees to enroll in direct deposit. If you would like to take advantage of direct deposit, ask Payroll for an application form. Typically, the bank will begin the direct deposit of your payroll within 30 calendar days after you submit your completed application.

If you have selected the direct deposit payroll service, a written explanation of your deductions will be provided to you on paydays in lieu of a check.

4.4 Employment Classifications

The Company designates all employees as either exempt or nonexempt in compliance with applicable federal, state, and local law:

- **Exempt Employees.** Exempt employees are generally paid a fixed salary and are not entitled to overtime pay.
- **Nonexempt Employees.** Nonexempt employees are entitled to minimum wage and overtime pay.

The Company also assigns each employee to one of the following categories:

- **Regular Full-Time Employees.** Regular full-time employees are normally scheduled to work at least 48 hours per workweek, except for approved time off. Full-time employees are eligible for most Company benefits.
- **Per-Diem Employees.** Per-Diem employees are generally hired on an as-needed basis, with either full-or part-time hours. Per-Diem employees are not eligible for most Company benefits. Per-Diem employees are required to work 24 hours each month, per month, to maintain active status as a per diem employee. If you have a leave of absence that prohibits you from fulfilling your minimum required shifts, please see policy 7.13.

You will be informed of your classification, status, and responsibilities at the time of hire and at any time your classification, status, or responsibilities change. If you have a question regarding this information, contact Management. These classifications do not alter your employment at-will status.

4.5 Introduction to Wage and Hour Policies

At PRIORITY CARE AMBULANCE SERVICE, pay depends on a wide range of factors, including pay scale surveys, individual effort, profits, and market forces. If you have any questions about your compensation, including matters such as paid time off, commissions, overtime, benefits, or paycheck deductions, speak with your Manager.

4.6 Paycheck Deductions

PRIORITY CARE AMBULANCE SERVICE is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt employees may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your

wage statement. If you have any questions about deductions from your pay, contact your Manager.

The Company will not make deductions to your pay that are prohibited by federal, state, or local law. Review your paycheck for errors each pay period and immediately report any discrepancies to your Manager.

You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday.

The Company will not retaliate against employees who report erroneous deductions in accordance with this policy.

4.7 Posting of Work Schedules

All work schedules will be posted within the Time and Attendance application system. The work schedules are done on a monthly basis, and are posted at least 7 days before the start of a new month. If, by the last week of the current month, you are uncertain of your next monthly work schedule, please contact your Manager.

4.8 Recording Time

PRIORITY CARE AMBULANCE SERVICE is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that the Company has complete and accurate time records and that employees are paid for all hours worked, nonexempt employees are required to record all working time using Company timekeeping application. Speak with your Manager for specific instructions.

You must accurately record all of your time to ensure you are paid for all hours worked, and must follow established Company procedures for recording your hours worked. Time must be recorded as follows:

- Immediately before starting your shift.
- Immediately after finishing your shift.
- Immediately before and after any other time away from work.

Time cards are to be confirmed with your Manager by Tuesdays of the following week.

If you are required to clock in, you should clock in no more than five minutes before the time you actually start working and clock out no later than five minutes after you actually stop working, when possible.

Notify your Manager of any pay discrepancies, unrecorded or misrecorded work hours, or any involuntarily missed meal or break periods.

Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records, or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination. Immediately report to your Supervisor or appropriate department any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or work off the clock.

4.9 Travel Expenses

The purpose of this policy is to define approved business travel expenses and the authority for incurring and approving such expenses at PRIORITY CARE AMBULANCE SERVICE.

Travel expenses are the reasonable and necessary expenses incurred by employees when traveling on approved PRIORITY CARE AMBULANCE SERVICE business trips. Travel is limited to business activities for which other means of communication is inadequate and for which prior approval from your Manager has been received.

Advances

The Company does not generally provide cash travel advances. Normally, you will be expected to use personal credit cards and/or your own cash and submit approved expenses on the standard Expense Report Form.

Travel Expenses

The Company pays the actual amounts incurred for appropriate expenses when you are on travel assignments. Examples of typical expenses include the following:

- Airline tickets.

- Meals and lodging.
- Car rental, bus, taxi, parking, ride-sharing.
- Telephone and fax.
- Laundry and dry cleaning (trips exceeding one week only, unless emergency).
- Business supplies and services.
- Associated gratuities.
- Other expenses necessary to achieve the business purposes.

Family Members

The Company will pay the travel expenses of spouses or other family members only when their presence is necessary to the business purpose of the trip and when approved in advance in writing by the President or Vice President.

Air Travel

Use economy or tourist class airfares when traveling on Company business. In addition, private, noncommercial aircraft or chartered aircraft is not to be used, and no more than two Company officers should travel together on the same flight.

Airfares are to be charged to personal credit cards and subsequently submitted for reimbursement on a monthly expense report.

Hotels

Neither in-room movies nor refreshment bars are approved Company expenses.

Insurance

The Company does not pay for personal travel insurance for employees.

Rental Cars

You are to use rental firms that are most cost-effective at the time of travel. Available reasonable transportation is to be used.

Personal Vehicles

When using your own vehicle for business purposes, you must maintain insurance coverage as required by law and may not have more than 2 points on your driving record. Travel between your home and primary office is not considered to be business travel. You may not use your personal vehicle for business travel without authorization. You will be reimbursed for vehicle use at the standard IRS mileage rate. The President or Vice President must authorize any deviation from this policy.

Reporting

Report approved expenses and include a description of the expense, its business purpose, date, place, and the participants.

Travel Reservations

Airline travel, rental cars, and hotels must be booked through the corporate designated travel agency in order to be reimbursed.

4.10 Use of Employer Credit Cards

All employees in the possession of a credit card issued by PRIORITY CARE AMBULANCE SERVICE will adhere to the strictest guidelines of responsibility for the protection and proper use of that card. Credit card purchases related to Company require prior approval.

Submit all sales receipts generated by use of the Company credit card daily to your Manager. Your Company credit card may not be used for personal reasons. Use of the Company credit card is restricted to approved business related expenses.

Any unauthorized purchases made with a credit card issued by the Company will be the cardholder's responsibility. You must reimburse any such purchase to the Company within 7 days.

Immediately report lost or stolen Company cards to your Manager. Failure to follow this policy may result in disciplinary action up to and

including discharge.

4.11 Workday/Workweek

PRIORITY CARE AMBULANCE SERVICE's workweek runs from Sunday to Saturday. The workday begins at 9am and ends at 9am. Employees may be required to come in early, work late, or work overtime from time to time, depending on various factors, such as workloads, staffing needs, and special projects.

5.0 Performance, Discipline, Layoff, and Termination

5.1 Criminal Activity/Arrests

PRIORITY CARE AMBULANCE SERVICE will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by the Company, whether on or off Company property, may result in disciplinary action including suspension or termination of employment.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

5.2 Disciplinary Process

Violation of Priority Care Ambulance Service's policies or procedures may result in disciplinary action, including demotion, transfer, leave without pay, or termination of employment. Priority Care Ambulance Service encourages a system of progressive discipline depending on the type of prohibited conduct. However, Priority Care Ambulance Service is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis consistent with applicable law. Note that the specific terms of your employment relationship, including termination procedures, are governed by the laws of the state in which you are employed.

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your manager will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while Priority Care Ambulance Service is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and, depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

5.3 Exit Interview

You may be asked to participate in an exit interview when you leave Priority Care Ambulance Service. The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist Priority Care Ambulance Service in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

5.4 Open Door/Conflict Resolution Process

Priority Care Ambulance Service strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the workplace to the attention of your manager and, if necessary, to Human Resource or upper level management. To help manage conflict resolution, we have instituted the following problem-solving procedure:

If you believe there is inappropriate conduct or activity on the part of Priority Care Ambulance Service, management, its employees, vendors, customers, or any other persons or entities related to the company, bring your concerns to the attention of your manager at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate manager. If you have already brought this matter to the attention of your manager before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to human resources or upper level management. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

5.5 Outside Employment

Outside employment that creates a conflict of interest or affects the quality or value of your work performance or availability at PRIORITY

CARE AMBULANCE SERVICE is prohibited. The Company recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to the Company should be reported to your Manager. Failure to adhere to this policy may result in discipline up to and including termination.

While on a leave of absence, you may not work or be gainfully employed either for yourself or by another employer unless express, written permission to perform such outside work has been granted by the Company. If you are on a leave of absence and are found to be in violation of this policy, you will be subject to disciplinary action up to and including termination.

5.6 Pay Raises

Depending on financial health and other company factors, efforts will be made to give pay raises consistent with company profitability, job performance, and the consumer price index. Priority Care Ambulance Service may also make individual pay raises based on merit or due to a change of job position.

5.7 Performance Reviews

PRIORITY CARE AMBULANCE SERVICE will make efforts to periodically review your work performance. The performance review is a tool used to evaluate employee performance over the review period by assessing:

- Your performance of assigned job duties and responsibilities.
- Your achievement or lack of achievement of specific targets and goals.
- Other aspects of your performance (e.g., communication skills, professionalism, ability to collaborate, reliability, willingness to take initiative)
- The performance review process will take place annually, or as business needs dictate.

The performance review process is intended to increase the quality and value of your work performance. The review process may be used:

- As a basis for employment decisions, such as promotions and demotions.
- To improve the performance of underperforming employees.
- To document employee growth at the Company.

A positive performance review does not guarantee a pay raise or continued employment.

5.8 Post-Employment References

PRIORITY CARE AMBULANCE SERVICE policy is to confirm dates of employment and job title only. With written authorization, the Company will confirm compensation information when permissible by applicable law. Forward any requests for employment verification to your manager.

5.9 Promotions

To match you with the job for which you are best suited and to meet the business needs of the PRIORITY CARE AMBULANCE SERVICE, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

All employees promoted into new job positions will undergo an introductory period as described in the New Hires and Introductory Periods policy. Unlike new hires, however, such employees will continue to receive Company benefits for which they are eligible.

5.10 Resignation Policy

PRIORITY CARE AMBULANCE SERVICE hopes that your employment with the Company will be a mutually rewarding experience; however, the Company acknowledges that varying circumstances can cause you to resign employment. The Company intends to handle any resignation professionally with minimal disruption to the workplace.

Notice

The Company requests that you provide a minimum of two weeks notice of your resignation. If you are a manager, you are requested to

provide a minimum of four weeks notice. Provide a written resignation letter to your Manager. If you provide less notice than requested, the Company may deem you to be ineligible for rehire, depending on the circumstances of the notice given.

The Company reserves the right to provide you with pay in lieu of notice in situations where job or business needs warrant.

Final Pay

The Company will pay separated employees in accordance with applicable laws and other sections of this handbook.

Notify the Company if your address changes during the calendar year in which resignation occurs to ensure tax information is sent to the correct address.

Return of Property

Return all Company property at the time of separation. Failure to return items may result in deductions from your final paycheck as state law allows. In some circumstances, the Company may pursue criminal charges for failure to return Company property.

5.11 Standards of Conduct

PRIORITY CARE AMBULANCE SERVICE wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, customers, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on Company property (including in Company vehicles), or on Company business.
- Inaccurate reporting of the hours worked by you or any other employees.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Company or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.
- Taking or destroying Company property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer.
- Disclosure of Company trade secrets and proprietary and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of the Company or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in nondesignated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on Company premises during working hours.
- Failure to dress according to Company policy.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at this Company.
- Gambling on Company premises.
- Lending keys or keycards to Company property to unauthorized persons.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

5.12 Workforce Reductions (Layoffs)

If necessary based upon business needs, PRIORITY CARE AMBULANCE SERVICE management may decide to implement a reduction in force (RIF). We acknowledge that RIFs can be a trying experience for all involved, and the Company will make its best effort to make sound business decisions while acknowledging the needs of its workforce.

6.0 General Policies

6.1 Bulletin Boards

PRIORITY CARE AMBULANCE SERVICE maintains an official bulletin board located in employee lounge for providing employees with official Company notices, including wage and hour laws, changes in policies, and other employment-related notices. At times, the Company may also post information of general interest to employees on the bulletin board. You are responsible for being informed about this material by periodically reviewing the bulletin board. Only authorized personnel may add and remove notices from the bulletin board.

6.2 Computer Security and Copying of Software

Software programs purchased and provided by PRIORITY CARE AMBULANCE SERVICE are to be used only for creating, researching, and processing materials for Company use. By using Company hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable Company policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the Company, or developed by Company employees or contract personnel on behalf of the Company, is and will be deemed Company property. It is the policy of the Company to respect all computer software rights and to adhere to the terms of all software licenses to which the Company is a party. The Manager is responsible for enforcing these guidelines.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the Company to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your manager's approval. All software acquired by the Company must be purchased by the President and/or Vice President of the Company.

You may not duplicate, copy, or give software to any outsiders, including clients, contractors, customers, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the Company.

6.3 Driving Record

All employees required to operate a motor vehicle as part of their employment duties at PRIORITY CARE AMBULANCE SERVICE must maintain a valid driver's license and acceptable driving record. The Company may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including but not limited to driving infractions, must be reported to the Company.

6.4 Employer Sponsored Social Events

PRIORITY CARE AMBULANCE SERVICE holds periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a Manager prior to the event.

6.5 Employer-Provided Cell Phones/Mobile Devices

PRIORITY CARE AMBULANCE SERVICE may issue certain employees a Company cell phone/mobile device for work-related communications and/or operations. If you drive a vehicle during your employment, you may not use any cell phone/mobile device or other communication device while driving unless the device is equipped or configured with a "hands-free" listening/speaking option, and you in fact utilize the hands-free device.

The Company owns and remains entitled to all cell phone/mobile devices issued to employees, including all passwords controlling access to them.

You may not change those passwords except with permission. At the time of employment termination, all such equipment and passwords must be returned to the Company in operable condition.

Violation of this policy may result in discipline, up to and including termination of employment.

6.6 GPS Monitoring of Employer Vehicles

PRIORITY CARE AMBULANCE SERVICE desires to strike the appropriate balance between today's technologies, your desire for privacy, and our interests in protecting Company vehicles, equipment, and drivers. Due to safety, efficiency, and other business purposes, the Company uses GPS technology to monitor the whereabouts of our vehicles at all times.

Questions concerning vehicle monitoring should be directed to the manager. Questions concerning the proper use of any vehicles should be directed to your Manager.

If you abuse the privilege of driving company vehicles, you will be subject to corrective action, up to and including termination of employment. If necessary, the Company will also advise law enforcement officials of any illegal conduct.

6.7 Mail Use

You are required to limit usage of the PRIORITY CARE AMBULANCE SERVICE mail service to business purposes only. You may not use the Company address to receive personal mail. Do not use the Company postage meter for your personal mail. Report any suspicious packages or envelopes to management immediately.

6.8 Nonsolicitation/Nondistribution Policy

PRIORITY CARE AMBULANCE SERVICE prioritizes a harmonious work environment that minimizes disruption to business operations and respects the focus of employees, visitors, and others. Our nonsolicitation/nondistribution policy aims to ensure a balanced approach to interactions within the workplace.

Solicitation

For the purposes of this policy, **solicitation** includes various activities such as selling items or services, seeking contributions, or seeking support for an organization. Solicitation, whether conducted verbally, in writing, or electronically, falls under this policy's scope.

During your assigned working hours, soliciting other employees is prohibited. **Working hours** refers to periods when either you or the employees you intend to solicit are expected to be actively engaged in work-related activities. You are permitted to engage in solicitation during authorized nonworking times, such as breaks, provided that the recipients of the solicitation are also on nonworking time.

Distribution

To ensure cleanliness, organization, and safety, the distribution of nonwork-related literature or items within working areas is prohibited at all times. Working areas do not include break/rest areas, lunchrooms, and parking lots. Electronic distribution of materials during work hours is also not allowed. Any literature that violates the Company's equal employment opportunity (EEO) and nonharassment policies, or knowingly spreads false information, is strictly prohibited. Nonemployees are not permitted to distribute materials on company premises under any circumstances.

Statutory Rights and Communication

This policy is not meant to curtail the statutory rights of employees, including their right to discuss terms and conditions of employment. Open communication remains a vital part of our workplace culture.

Reporting Violations

If you become aware of violations of this policy, report them to your Manager.

We appreciate your cooperation in maintaining a respectful and focused work environment.

6.9 Off-Duty Use of Employer Property or Premises

You may not use PRIORITY CARE AMBULANCE SERVICE property for personal use during your working time. You are responsible for returning Company property in good condition and repairing or replacing any property damaged as the result of personal use or as the result of negligence. This includes use of copy machines, computers, Company products, training supplies or office supplies for personal use without prior authorization.

It is Company policy to control off-duty and nonworking hour use of Company facilities either for business or personal reasons. You are prohibited from using Company facilities during off duty or nonworking hours without the written consent of your Manager.

6.10 Payroll Advances and Loans

PRIORITY CARE AMBULANCE SERVICE discourages employee requests for payroll advances or loans. If you need an advance or loan against your paycheck for emergency reasons, consult with your manager. Before the Company agrees to advance wages or loan money, you will be required to fill out a promissory note acknowledging the advance or loan and setting forth the terms for repayment, including any interest. You will also be required to authorize in writing deductions for repayment directly from future paychecks and to pay the full amount of the advance or loan upon termination of employment as permitted by applicable law.

6.11 Personal Appearance

Your personal appearance reflects on the reputation, integrity, and public image of PRIORITY CARE AMBULANCE SERVICE. All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. This may include wearing uniforms or protective safety clothing and equipment, depending upon the job. Use common sense and good judgment in determining what to wear to work.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

The Company, in accordance with applicable law, will reasonably accommodate employees with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on the Company. Contact your Manager to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

6.12 Personal Cell Phone/Mobile Device Use

While PRIORITY CARE AMBULANCE SERVICE permits employees to bring personal cell phones and other mobile devices (i.e. smartphones, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Company property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with Company policies regarding the protection of confidential and proprietary information when using personal devices.

While operating a vehicle on work time, the Company requires that the driver's personal cell phone/mobile device be silent. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

You may connect your personal device to the Company network or to Company equipment (computers, printers, etc.).

Nothing in this policy is intended to prevent employees from engaging in protected concerted activity under the NLRA.

You will be subject to disciplinary action up to and including termination of employment for violation of this policy.

6.13 Personal Data Changes

It is your obligation to provide PRIORITY CARE AMBULANCE SERVICE with your current contact information, including current mailing address and telephone number. You should also inform the Company of any changes to your tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. To make changes to this information, contact Payroll or the appropriate department, or person.

6.14 Security

All employees are responsible for helping to make PRIORITY CARE AMBULANCE SERVICE a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your Manager immediately. Refrain from discussing specifics regarding Company security systems, alarms, passwords, etc. with those outside of the Company.

Immediately advise your Manager of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the Company. Safety and security is the responsibility of all employees and we rely on you to help us keep our premises secure.

6.15 Social Media

PRIORITY CARE AMBULANCE SERVICE acknowledges that social media has become an integral part of modern life that provides us with unique opportunities to communicate and share information with others. However, we also want to educate employees that their social media use can:

- Pose risks to the Company's confidential and proprietary information, reputation, and brand;
- Expose the Company to discrimination, harassment, and other claims; and
- Jeopardize the Company's compliance with business rules and laws.

To minimize legal risks, avoid loss of productivity and distraction, and ensure that the Company's IT resources and communications systems are used appropriately, all employees must abide by the following policy regarding social media use.

Social Media

For purposes of this policy, **social media** refers to any means of posting content on the internet, including personal websites, social networking sites, blogs, chat rooms, and other online platforms, whether affiliated with the Company or not.

Use Good Judgment

While the Company respects your right to personal expression, you should assume that anything you do on social media—whether on a business or personal account—could be viewed by a colleague, supervisor, partner, supplier, competitor, investor, customer, or potential customer. As such, any social media activity, even from your personal account, reflects on the Company as well as on yourself. It is important to remember that anyone can see what you post (or what you posted five years ago).

Guidelines for Posting on Social Media

When posting:

- Protect trade secrets, intellectual property, and confidential information related to the Company.
- Do not make statements that are maliciously false or defamatory or would constitute unlawful harassment or discrimination.
- Do not make express or implied threats of violence.
- Avoid linking personal accounts to the Company as an official source.
- Respect copyright, trademark, and third-party rights.
- Do not use the Company's email addresses to register on social media platforms for personal use.
- If you identify yourself as an employee of PRIORITY CARE AMBULANCE SERVICE on your personal account and are posting about the Company, make it clear that your views are your own and that you are not speaking on behalf of the Company.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your Manager or consistent with policies that cover equipment owned by the Company.

Media Contacts

If you are not authorized to speak on behalf of the Company, do not speak to the media on behalf of the Company. Direct all media inquiries for official Company responses to your manager.

Retaliation

Retaliation against those reporting policy violations or cooperating in investigations is prohibited. Retaliatory actions may lead to disciplinary measures.

Violations

Violations of this policy may result in discipline, up to and including termination.

This policy does not limit employees rights to discuss wages, hours, or other terms and conditions of employment. All employees have the right to engage in or refrain from such activities.

6.16 Suggestion Policy

At PRIORITY CARE AMBULANCE SERVICE, we welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, produce or sell the products or services of our Company, or meet customer and client needs. Discuss your ideas with your Manager or another member of the management team.

We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to the Company.

Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with Company tools or property are considered to be the property of the Company.

6.17 Telephone Use

PRIORITY CARE AMBULANCE SERVICE phones are principally for work-related communications. Unless there is an emergency, limit long distance telephone calls to business purposes only. Limit personal use of Company telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Use of Company Technology Policy.

6.18 Third Party Disclosures

From time to time, PRIORITY CARE AMBULANCE SERVICE may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, you should not speak on behalf of the Company and should refer any call requesting the position of the Company to your manager. If you have any questions about this policy or are not certain what to do when such a contact is made, contact your manager.

6.19 Use of Company Technology

This policy is intended to provide PRIORITY CARE AMBULANCE SERVICE employees with the guidelines associated with the use of the Company information technology (IT) resources and communications systems.

This policy governs the use of all IT resources and communications systems owned by or available at the Company, and all use of such resources and systems when accessed using your own devices, including but not limited to:

Listed items, such as:

- Email systems and accounts.
- Internet and intranet access.
- Telephones and voicemail systems, including wired and mobile phones, smartphones, and pagers.
- Printers, photocopiers, and scanners.
- Fax machines, e-fax systems, and modems.
- All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.
- Closed-circuit television (CCTV) and all other physical security systems and devices, including access key cards and fobs.]]

General Provisions

Company IT resources and communications systems are to be used for business purposes only unless otherwise permitted under applicable law.

All content maintained in Company IT resources and communications systems are the property of the Company. Therefore, employees

should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on Company electronic information and communications systems.

The Company reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over Company IT resources and communications systems in accordance with applicable law. Any individual who is given access to the system is hereby given notice that the Company will exercise this right periodically, without prior notice and without prior consent.

The interests of the Company in monitoring and intercepting data include, but are not limited to: protection of Company trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or expectation of privacy regarding the receipt, transmission, or storage of data on Company IT resources and communications systems.

Do not use Company IT resources and communications systems for any matter that you would like to be kept private or confidential.

Violations

If you violate this policy, you will be subject to corrective action, up to and including termination of employment. If necessary, the Company will also advise law enforcement officials of any illegal conduct.

6.20 Use of Employer Vehicles

Company vehicles are to be used for PRIORITY CARE AMBULANCE SERVICE business only. Unless the use of the vehicle has been approved for personal use, personal or outside business use is strictly prohibited.

If you drive a Company vehicle, all infractions or violations while driving the vehicle and all restrictions, suspensions, or revocations against your driver's license must be immediately reported to your Manager.

When a Company vehicle cannot be operated, is unsafe for use, or has been damaged, notify your Manager immediately.

As the driver of a Company vehicle, you are responsible for the vehicle while in your charge and must not permit unauthorized persons to drive it. You are also responsible for the daily housekeeping of the vehicle; it is to remain clean and uncluttered.

You may not operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment. You may not operate a motor vehicle while texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

Multiple driving moving violations that appear on the annual state department of motor vehicle check will result in suspension of rights to drive a Company vehicle or drive a personal vehicle on Company business. Suspension of rights will continue until one year has passed with no infractions. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, you may be terminated.

6.21 Workplace Privacy and Right to Inspect

PRIORITY CARE AMBULANCE SERVICE property, including but not limited to lockers, phones, computers, tablets, desks, work place areas, vehicles, or machinery, remains under the control of the Company and is subject to inspection at any time, without notice to any employees, and without their presence.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Company premises including that kept in lockers and desks.

7.0 Benefits

7.1 401(k) Plan

Eligible employees may participate in the PRIORITY CARE AMBULANCE SERVICE 401(k) plan after completing any applicable waiting period as defined in the plan. Refer to your Summary Plan Description (SPD) for specific information.

The Company will notify you if you are eligible to participate in the 401(k) plan. Contact our manager to understand your eligibility

requirements. This benefit may be canceled or changed at the discretion of the Company, unless otherwise required by law.

7.2 Bereavement Leave

PRIORITY CARE AMBULANCE SERVICE recognizes the importance of taking leave when there is a death in the family. Where bereavement leave is not required by law, the Company will provide bereavement leave as follows:

All employees who have completed 30 days of service are eligible for 2 days of unpaid bereavement leave for the death of an immediate family member.

You may use accrued but unused vacation/sick leave/paid time off if additional time is needed. Additional unpaid time off may be granted at the discretion of the Company on a case-by-case basis.

For purposes of this policy, **immediate family members** include the following and apply both to the family of the employee and the employee's spouse: child (including foster child and stepchild), spouse, sister, brother, parents (including foster parents and stepparents), grandparents.

You must provide notice of your need for bereavement leave as far in advance as possible. The Company may require documentation supporting your need for bereavement leave.

7.3 Continuing Education and Tuition Assistance

We believe in the continuing education of our employees. If PRIORITY CARE AMBULANCE SERVICE sends you to a class or training program during normal working hours related to your employment, and you are nonexempt, you will be paid training pay for that time. If you are interested in attending an outside class and having the Company pay for your attendance, you are required to provide advance written notice describing the class, including the subject, length, and cost. Depending on the type of training, the Company may reimburse some or all of the fees, including materials expenses, meals, and transportation. If your Manager approves of your attendance at a class that is not sponsored by the Company, you will be reimbursed once you have attended, passed, and paid for the class. The PRIORITY CARE AMBULANCE SERVICE is affiliated with the Work Investment Program with the State of NH.

7.4 Dental Insurance

All regular full-time employees who have completed the plan's defined waiting period at PRIORITY CARE AMBULANCE SERVICE are eligible for the Company dental plan. Dental plan benefits are described in detail in the Summary Plan Description (SPD).

7.5 Employee Assistance Program (EAP)

PRIORITY CARE AMBULANCE SERVICE provides an employee assistance program (EAP) for all eligible employees and their family members/dependents after the plan's defined waiting period. The EAP provides confidential access to professional counseling services to help with personal concerns that may impact job performance.

Voluntary participation in the EAP will not jeopardize your opportunities for promotion or employment. You can contact the EAP directly. Any information about your contact, participation, or any recommended treatment is confidential and will not be disclosed to the Company.

In certain circumstances, you may be referred to the EAP by your Manager due to job performance issues.

EAP services can be initiated by contacting the EAP service provider.

Plan details are described in the Summary Plan Description (SPD).

If you test positive for an alcohol or drug test, you may be referred to the EAP for assessment and rehabilitation recommendations. Your decision to participate in the recommended treatment, successful completion of the program, and additional treatment recommendations may be communicated to the Company.

EAP services are available to eligible participants without charge. However, the cost of any treatment or rehabilitation services you are referred to outside the EAP is your responsibility if not completely covered by insurance.

Refer to the SPD for plan information and details.

7.6 Employer-Sponsored Disability Benefits

PRIORITY CARE AMBULANCE SERVICE offers the following employer-sponsored disability insurance benefits to eligible employees, after the plan's defined waiting period, when they miss work due to non-work-related disabilities.

Short-Term Disability Insurance

Short-term disability insurance generally pays a weekly benefit if you cannot work because of a covered illness or injury. The benefit replaces a portion of your weekly income, providing funds directly to you to help pay your bills and living expenses. Check your plan documents for details about benefit payments and duration.

Long-Term Disability Insurance

Long-term disability insurance generally pays a monthly benefit to you if you cannot work because of a covered illness or injury. The benefit replaces a portion of your income, thus helping to meet your financial commitments in a time of need. Check your plan documents for details about benefit payments and duration.

Additional Information

The terms and conditions for the disability insurance program are outlined in the Summary Plan Description (SPD). Contact your manager for a copy of the plan provisions, required forms, and additional information about these benefits.

7.7 Federal Jury Duty Leave

PRIORITY CARE AMBULANCE SERVICE encourages employees to fulfill their civic duties related to federal jury duty service. If you are summoned for federal jury duty, notify your Manager as soon as possible to make scheduling arrangements.

Time spent for federal jury duty service is unpaid. However, if you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. You may opt to use PTO in place of unpaid leave.

The company will not discriminate or retaliate against employees for missing work due to federal jury service. Upon return to work, you will be reinstated to your prior position without loss of seniority and will be treated as if you have been on a leave of absence or furlough.

7.8 Flexible Spending Account (FSA)

PRIORITY CARE AMBULANCE SERVICE provides flexible spending account (FSA) benefits for eligible employees after the plan's defined waiting period. Flexible spending accounts provide tax-free reimbursement to employees for healthcare expenses that are not reimbursed by any other insurance or reimbursement program.

A healthcare FSA provides eligible employees the opportunity to pay for medical expenses, on a pre-tax basis, that are not reimbursed by an insurance plan. Both the amount you contribute and the amount you are reimbursed from your healthcare FSA are income tax-free.

If eligible, you may elect an annual amount to contribute, which will be divided and deducted from your pay each pay period and may be used to pay for eligible expenses. Annual elections are limited by established plan maximums and are subject to applicable IRS forfeiture and rollover provisions. Eligibility and specific plan information is contained in the Summary Plan Description.

Contact your manager for a copy of the plan summary and for questions about this benefit.

7.9 Health Insurance

PRIORITY CARE AMBULANCE SERVICE offers group health insurance benefits to all eligible employees and their eligible dependents after the plan's defined waiting period. Health insurance benefits are described in detail in the Summary Plan Description (SPD), which may be obtained from your manager.

Your group health benefits are paid in part by the Company. The remainder of the costs are paid by you through deductions from your paycheck.

Benefits may be canceled or changed at the discretion of the Company, unless otherwise prohibited by law.

If you or a dependent become ineligible for benefits due to a change in work hours or through a life event, or you leave employment with the Company, you may have the right to continue your health benefits under federal or state law. In such an event, the Company will provide you with information about your rights to continue your coverage.

7.10 Holidays

PRIORITY CARE AMBULANCE SERVICE offers the following paid holidays each year:

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

PRIORITY CARE AMBULANCE SERVICE offers the following holidays CLOSED and/or observed 1/2 day each year:

- Christmas Eve - CLOSED @ 5pm
- Christmas - CLOSED
- Thanksgiving - CLOSED

Holidays are honored from 12:00am to 11:59pm. Full-time employees who would normally work a holiday when the company is closed will be compensated for the remainder of their shift at their regular wages.

You will be compensated for holidays in accordance with federal and state law.

7.11 Life Insurance

PRIORITY CARE AMBULANCE SERVICE provides life insurance to all eligible employees after the plan's defined waiting period. You will be required to notify the benefits administrator of your intended beneficiary. Refer to the Summary Plan Description (SPD) for details about the benefit.

7.12 Military Leave (USERRA)

PRIORITY CARE AMBULANCE SERVICE complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must submit documentation of the need for leave to your Supervisor or appropriate department. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your Manager of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact your Supervisor or appropriate department.

7.13 Personal Leave of Absence

PRIORITY CARE AMBULANCE SERVICE recognizes that you may need time off from work in special circumstances that other leave policies may not address. In such cases, you may request a personal leave of absence.

Eligibility

All employees employed for at least 60 days are eligible to apply for an unpaid personal leave of absence.

Requesting Leave

Requests for unpaid personal leave must be submitted to your Manager in writing at least 30 days in advance where practical. In emergency situations, a written notice must be provided as soon as possible. The request should include the reason for the leave as well as the dates you expect to begin and end the leave.

Job performance, absenteeism, and departmental requirements will be taken into consideration before a request is approved. Requests for unpaid personal leave may be denied or granted for any reason and are within the sole discretion of the Company.

Sick leave, PTO, vacation time, seniority, or other benefits will not accrue during an unpaid personal leave of absence. Holidays that occur during an unpaid personal leave of absence will not be paid.

If you are granted a personal leave of absence, reinstatement to your position or any position is not guaranteed.

Your Company-provided health benefits will be continued at the same level and under the same conditions as prior to the leave, for up to 2 months. You are responsible for payment of your portion of the insurance premium while on personal leave.

Extension of Leave

You are required to return from unpaid personal leave on the originally scheduled return date. If you are unable to return, you must request an extension of the leave in writing at least 14 days in advance of the return date. Leave extensions will be considered on a case-by-case basis. If the Company denies the extension request, you must return to work on the originally scheduled return date or be considered to have voluntarily resigned from your employment.

Return to Work

In advance of your scheduled return date, your Manager will arrange for you to resume your previous position, if available. However, the Company need to fill a position may override the ability to hold a position open until your return. Therefore, we cannot assure you our ability to reinstate you to any position after your leave. The Company retains the discretion to determine the similarity of any available positions and your qualifications. If we are unable to reinstate you, or you refuse the offer of reinstatement to a different position, your leave status will be changed to a voluntary termination.

Failure to Return from Leave

If you fail to return to work after an unpaid leave of absence, you will be considered to have resigned from your employment.

Alternative Employment

While on an unpaid leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the Company. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action up to and including termination.

7.14 Severance Pay

In its discretion, PRIORITY CARE AMBULANCE SERVICE may provide a severance pay benefit to exemplary employees who leave work for reasons other than involuntary termination or economic downturn. As a general rule, when severance pay is offered, an employee will be provided with one week of severance pay for every year of employment with the company. To be entitled to severance pay, the employee must have worked at least 3 years with the Company and be a regular full-time employee at the time of separation.

7.15 Sick Pay

PRIORITY CARE AMBULANCE SERVICE allows its regular full-time employees who have completed their introductory period of 24 hours sick time. Available sick time will increase based on years of employment with the company. See table below. Notify your Manager as far in advance as possible if you are going to take sick time off. There may be occasions, such as sudden illness, when you cannot notify your Manager in advance. In those situations, provide notification of your circumstances as soon as possible. You may also be requested to provide a certificate of illness to your Manager.

You may use sick leave benefits for dental or doctor visits or to care for immediate family members who are sick. There may also be state-mandated use of sick time. Unused sick days may not be converted to a cash payment and may not roll over to the following calendar year. You may be required to use available sick leave during family and medical leave, disability leave, or any other leave.

First year of employment: 24 hours

Second through fourth year of employment: 48 hours

Fifth through ninth year of employment: 72 hours

Over 10 years of employment: 96 hours

7.16 Unemployment Compensation Insurance

Unemployment compensation insurance is paid for by PRIORITY CARE AMBULANCE SERVICE and provides temporary income for employees who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Company.

7.17 Vacation

PRIORITY CARE AMBULANCE SERVICE provides employees with paid vacation.

Eligibility

All full-time regular employees are eligible to receive vacation time immediately after completing 365 days of employment (1 year).

Deposits Into Your Leave Account

The amount of vacation received each year is based on your length of service and is granted in a lump sum after completing 365 days of employment and available each year after your initial hire date.

First year of employment: 0 hours

Second through fourth year of employment: 48 hours

Fifth through ninth year of employment: 96 hours

Over 10 years of employment: 192 hours

Leave Usage and Requests for Leave

The Company encourages you to use your vacation time. You are eligible to begin using vacation time upon completion of first year employment.

You must request to use vacation time from your Manager as far in advance as possible, but at least 30-day notice in advance. The Company will generally grant requests for vacation when possible, taking business needs into consideration.

You must take vacation time in increments of at least 12 hours.

During a Leave of Absence

The Company may require you to use any unused vacation during disability or family medical leave, or any other leave of absence, where permissible under local, state, or federal law.

Carryover

The Company may elect to offer payment for the unused vacation time on or about your anniversary date of hire for employees with 10 (+) years of employment. The company will allow the employee to withdraw up to 75% of their vacation time in the form of a cash payment. The company requires a 30-day notice prior to approving the elected withdrawal.

You may not carry over unused vacation time to the following year. Any unused vacation will be forfeited at the end of your anniversary date of employment.

Separation of Employment

Upon separation of employment for any reason, you will forfeit any earned but unused vacation time unless state law dictates otherwise.

7.18 Vision Care Insurance

All eligible employees who have completed the plan's defined waiting period at PRIORITY CARE AMBULANCE SERVICE are eligible for the Company vision care plan. Vision care plan benefits are described in detail in the Summary Plan Description (SPD).

7.19 Workers' Compensation Insurance

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at PRIORITY CARE AMBULANCE SERVICE, no matter how slightly, you are to report the incident immediately to your Manager. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your Manager immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report. You will be required to submit a medical release before you can return to work.

8.0 Safety and Loss Prevention

8.1 Business Closure and Emergencies

PRIORITY CARE AMBULANCE SERVICE recognizes that inclement weather and other emergencies may affect your ability to get to work. In such situations, your safety is paramount.

Company Closure

Examples of emergencies when the Company may close include, but are not limited to, blizzard conditions, hurricanes, flooding, road conditions, etc.

Notification

In an emergency, the Company will make every effort to notify you of the closing by phone/text/email. These notification efforts assume that you have access to electricity and the internet and/or phone service.

When the Company is unable to notify you of the closure, use common sense to assess the safety and practicality of the situation. In a regional power outage, for example, the Company is likely to have no power. If there is reported flash flooding in your area, report to work only if you can make it safely.

Partial-Day Closure

If an emergency event such as inclement weather or a power outage occurs, the Company may decide to close at midday. When the Company closes at midday, you will be instructed to leave immediately so that the conditions do not further deteriorate and affect your ability to travel safely.

If you are exempt and are working at home with prior permission, or at the office on the day of the partial day closure, you will be paid your normal salary for the week. If you are nonexempt, you will be paid for the hours you worked and the remaining scheduled hours of your shift at your regular hourly base rate, unless state law dictates otherwise.

Notified of Closure Prior to Reporting to Work

If you are nonexempt and are notified of a closure prior to reporting to work, you will be paid your regular hourly base rate during the closure for the hours you were scheduled, unless state law dictates otherwise; see exceptions below.

If you are exempt, you will be paid your normal salary for the week.

This paid base rate will not be counted towards regular work hours and will not be included in overtime pay.

Exceptions:

Full-time employees who pick up additional shifts beyond their regular scheduled full-time shifts will not receive pay for those additional hours scheduled if the company closes. Ex: Your regular scheduled shift for the week totals 48 hours, and you're scheduled for 60 hours, but the company closes on the day of your extra 12-hour shift. The additional shift will not be paid.

Per Diem employees who pick up a shift 14 days prior to a closure will be paid their regular hourly base rate for that shift.

Benefits Coverage

Your health insurance coverage will be maintained by the Company during the closure on the same basis as if you were still working.

Extending Leave

When the Company closure ends, you are expected to report to work. Contact your Manager if you cannot return to work at the end of the closure. The Company recognizes that you may need additional time off to repair extensive home damage or for other emergency situations. These will be assessed on a case-by-case basis.

If You Cannot Get to Work

Unique circumstances may affect your ability to come to work even when the Company is able to remain open. The Company recognizes that in a severe national or regional disaster, all methods of communication may be unavailable; however, you should continue to try and contact your Manager, by any method possible.

Time missed under circumstances where the Company remains open, and you are unable to report to work is to be used as vacation

time, personal time, or is unpaid.

8.2 Drug and Alcohol Policy

PRIORITY CARE AMBULANCE SERVICE is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the Company to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others, and will not be tolerated.

Prohibited Conduct

The Company expressly prohibits employees from engaging in the following activities when they are on duty or conducting Company business or on Company premises (whether they are or not working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law. The Company does not discriminate against employees solely on the basis of their lawful off-duty use of marijuana. You may not consume or be under the influence of marijuana while on duty or at work. If you have a valid prescription for medical marijuana, refer to the Company Disability Accommodation policy for additional information.

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform your Manager if you believe the medication may impair your job performance, safety, or the safety of others if you believe you need reasonable accommodation before reporting to work while under the influence of that medication.

Employer-Sponsored Events

From time to time, the Company may sponsor social or business-related events where alcohol may be served. This policy does not prohibit the use or consumption of alcohol at these events. However, if you choose to consume alcohol at such events, you must do so responsibly and maintain your obligation to conduct yourself properly and professionally at all times.

The Company may assist you in seeking treatment or rehabilitation for drug or alcohol dependency. In such cases, the Company may consider your continued employment as long as concerns regarding safety, health, production, communication, or other work-related matters are adequately addressed. The Company may also require you to obtain a medical clearance and agree to random testing and a "one-strike" rule as a condition of continued employment.

Violations

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

8.3 Drug-Free Workplace

Drug-Free Workplace Act

As a federal contractor, PRIORITY CARE AMBULANCE SERVICE must comply with the requirements of the Drug-Free Workplace Act of 1988, which is a part of Public Law 100-690, Anti-Drug Abuse Act of 1988. The federal Drug-Free Workplace Act of 1988 (§ 5152) covers grants and contracts for the procurement of any service with a value of \$25,000 or more.

To comply with the act, federal agency contractors and federal grant recipients must provide a drug-free workplace. These federal contractors and grant recipients will:

- Publish a statement prohibiting the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs in the workplace and specify the actions that will be taken against employees for violations.
- Distribute a copy of the policy statement to employees engaged in the performance of a federal grant or contract.
- Notify employees that compliance with the policy is a condition of employment on such grant or contract and that employees must

abide by the terms of the policy statement. The policy statement includes the requirement that employees notify the Company of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.

- Notify the granting or contracting agency within 10 days after learning of a criminal drug statute conviction.
- Impose a sanction as required under this act on employees who are so convicted.
- Establish a program of drug-free awareness, informing employees about the organization's policy of maintaining a drug-free workplace, the penalties that may be imposed upon employees for drug-abuse violations, the dangers of drug abuse in the workplace, and any available drug counseling, rehabilitation, and assistance programs.
- Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

Americans with Disabilities Act

In addition to complying with the federal Drug-Free Workplace Act of 1988, the Company must comply with the requirements of the Americans with Disabilities Act of 1990 (ADA). Individuals who currently use drugs illegally are not individuals with disabilities protected under the ADA when an employer takes action because of their continued use of drugs. This includes people who use prescription drugs illegally as well as those who use illegal drugs. However, people who have been rehabilitated and do not currently use drugs illegally, or who are in the process of completing a rehabilitation program, may be protected by the ADA.

Drug-Free Workplace Policy

The Company, in compliance with the federal Drug-Free Workplace Act of 1988, has adopted the following policy that must be adhered to as a condition of employment:

- The unlawful use, possession, manufacture, dispensation, or distribution of controlled substances in all work locations is prohibited.
- Any employees convicted of a criminal drug statute violation occurring in the workplace must notify their Manager of the conviction within five days after the conviction. As required by the federal Drug-Free Workplace Act of 1988, the Company must inform contracting or granting agencies of such convictions within 10 days after receiving notification or otherwise receiving notice of a conviction.
- Upon receiving such notification, the Company, in conjunction with the location concerned, will take all steps necessary to assure the proper conduct of sponsored projects and programs. If a decision is reached to allow the affected individual to continue employment with the Company, the individual must participate in and satisfactorily complete an approved drug abuse assistance or rehabilitation program.

The Company will evaluate its obligations in accordance with state and other applicable laws where required, on a case by case basis.

8.4 General Safety

It is the responsibility of all PRIORITY CARE AMBULANCE SERVICE employees to maintain a healthy and safe work environment, report any health or safety hazards, and follow the Company health and safety rules. Failure to do so may result in disciplinary action, up to and including termination of employment. The Company also requires that all occupational illnesses or injuries be reported to your Manager as soon as reasonably possible and that an occupational illness or injury form be completed on each reported incident.

8.5 Workplace Tobacco Usage

PRIORITY CARE AMBULANCE SERVICE is concerned about the detrimental effects of smoking and secondhand smoke inhalation. Smoking (including the use of electronic vaping products such as e-cigarettes) is prohibited in the following:

- Entire building located at 6 Oxbow Pond Road, Unit #4. This includes, but is not limited to: Offices, Common Areas, Garage & Bathroom.

The Company also prohibits the use of smokeless tobacco (e.g., chewing tobacco, dip, and snuff) in such areas.

The Company will not discriminate against employees based on their off-premises, off-duty tobacco usage.

8.6 Workplace Violence

As the safety and security of our employees, vendors, contractors, and the general public is in the best interests of PRIORITY CARE AMBULANCE SERVICE, we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

The Company has a zero tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, customers, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on Company property or while performing Company business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your Manager, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to your Supervisor or appropriate department.

9.0 Trade Secrets and Inventions

9.1 Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, PRIORITY CARE AMBULANCE SERVICE employees are required to protect the confidentiality of Company trade secrets, proprietary information, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your Manager or appropriate department.

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.

10.0 Customer Relations

10.1 Customer, Client, and Visitor Relations

PRIORITY CARE AMBULANCE SERVICE strives to provide the best products and services possible to our customers and clients. Our customers and clients support this business and generate your wages. You are expected to treat every customer, client, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or

customer during your working time. If you are having problems with a customer, client, or visitor, notify your Manager immediately. If a customer, client, or visitor voices a suggestion, complaint, or concern regarding our products or services, inform your Manager or a member of management. Lastly, make every effort to be prompt in following up on customer, client, or visitor orders or questions. Positive customer, client, and visitor relations will go a long way to establishing our Company as a leader in its field.

10.2 Products and Services Knowledge

As a representative of PRIORITY CARE AMBULANCE SERVICE, you are expected to be familiar with the products and services we offer. Take every opportunity to learn the interrelationship between your department or division and the others of the Company. We consider our employees to be the best reflection of our business brand and company success.

New Hampshire Policies

Hiring and Orientation Policies

EEO Statement and Nonharassment Policy

Equal Opportunity Statement

PRIORITY CARE AMBULANCE SERVICE is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age, race (including immutable traits associated with race, which include, but are not limited to, hair type, hair texture, hairstyles, and protective hairstyles such as braids, locs, tight coils or curls, cornrows, Bantu knots, Afros, twists, and headwraps), color, marital status, national origin, ancestry, religious creed, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), crime victim status, veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. The Company is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Company will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. The Company will take appropriate corrective action, if and where warranted. The Company prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Manager or any other designated member of management.

Policy Against Workplace Harassment

PRIORITY CARE AMBULANCE SERVICE has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment, based upon an individual's membership in a protected class. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or another person's body;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Company or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults, or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion toward an individual because of the individual's membership in a protected class.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, or elsewhere on our premises, in emails or voicemails, or otherwise circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify any member of management.

The Company prohibits retaliation against employees who, based on a reasonable belief, provides information about, complains, or assists in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Company determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Company may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Company will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

Wage and Hour Policies

Accommodations for Nursing Mothers

PRIORITY CARE AMBULANCE SERVICE will provide nursing mothers reasonable break time to express milk for their infant child for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from coworkers and the public.

Expressed milk can be stored in company refrigerators. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator. You may also bring a personal cooler for storage.

You must make reasonable efforts not to disrupt Company operations.

You are encouraged to discuss the length and frequency of these breaks with your Manager.

The Company will not discriminate or retaliate against employees who express breast milk in the workplace in accordance with this policy.

The Company is not required to provide the above benefits if doing so would impose an undue hardship on the Company.

Meal and Rest Periods

PRIORITY CARE AMBULANCE SERVICE requires all employees to sign the "request to waive the lunch or eat period" form.

RSA 275:30-a Lunch or Eating Period. – An employer may not require an employee to work more than 5 consecutive hours without granting him a 1/2 hour lunch or eating period, except if it is feasible for the employee to eat during the performance of his work, and the employer permits him to do so.

Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your Manager.

At certain times PRIORITY CARE AMBULANCE SERVICE may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Vacation days, and sick leave days do not count as time worked for computing overtime.

Pay Period

At PRIORITY CARE AMBULANCE SERVICE, the standard pay period is weekly for all employees. Pay dates are Friday. If a pay date falls on a holiday, you will be paid on the preceding workday.

Review your paycheck for accuracy. If you find an issue, report it to your Manager immediately.

Reporting Time Pay

PRIORITY CARE AMBULANCE SERVICE provides reporting time pay to nonexempt employees in accordance with applicable law. If you report to work at the request of the Company and you are not needed to work, you will be paid for a minimum of two hours at your regular rate.

Speak with your Manager for more information regarding reporting time pay.

Wage Disclosure Protection

In accordance with New Hampshire law, PRIORITY CARE AMBULANCE SERVICE will not, as a condition of employment, require you to:

- Refrain from disclosing the amount of your wages; or
- Sign a waiver or other document that proposes to deny you the right to disclose the amount of your wages, salary, or paid benefits.

In addition, the Company will not discharge, formally discipline, retaliate, or otherwise discriminate against you for disclosing the amount of your wages, salary, or paid benefits.

However, if you have access to or knowledge of the compensation information of other employees as a part of your essential job functions, you may not disclose that information to individuals who do not otherwise have access to it, unless the disclosure is:

- In response to a formal complaint or charge;
- Part of an investigation, proceeding, hearing, or action, including an investigation conducted by the Company; or
- Consistent with the legal duty of the Company to furnish information.

If you believe that you have been discriminated or retaliated against in violation of this policy, immediately report your concerns to your manager.

Nothing in this policy will be enforced to interfere with, restrain or coerce, or retaliate against employees regarding their rights under the National Labor Relations Act.

General Policies

Access to Personnel and Medical Records Files

PRIORITY CARE AMBULANCE SERVICE maintains separate medical records files and personnel files for all employees. Files containing medical records are stored separate and apart from any business-related records in a safe, locked, inaccessible location. The medical file is the repository for sensitive and confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage. Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. If you wish to review your personnel or medical records file, you must give the Company reasonable notice. Inspection must occur in the presence of a Company representative.

All requests by an outside party for information contained in your personnel file will be directed to your manager, which will seek

permission from the President and/or Vice President to give out such information.

Benefits

Emergency Services Leave

If you are a member of a fire department, rescue squad, or emergency medical services agency and are called into service by the state or a political subdivision during an emergency declared by the New Hampshire Governor or legislature, PRIORITY CARE AMBULANCE SERVICE will provide you with unpaid leave to respond unless the Company certifies that you are essential to its own emergency or disaster relief action.

You may substitute your available PTO while on leave under this policy.

Employment Protections for Volunteer Firefighters and Emergency Medical Technicians

If you are a volunteer member of a fire or ambulance department, PRIORITY CARE AMBULANCE SERVICE will not discharge you or take any other disciplinary action against you for failing to report to work at your regular start time due to your responding to an emergency you witnessed or came upon while on your way to work. **Volunteer member** means a volunteer, call, reserve, or permanent-intermittent firefighter or emergency medical technician (EMT) but does not include any person who received compensation for over 975 hours of services rendered in such capacity over the preceding six-month period.

If you are or will be late or absent from work because you are responding to an emergency, you must make a reasonable effort to notify the Company of your expected late arrival or absence.

Time missed from work due to responding to an emergency will be unpaid.

You may be required to submit a statement signed by the chief of your fire or ambulance department certifying the date and time you responded to and returned from the emergency.

Jury Duty Leave

PRIORITY CARE AMBULANCE SERVICE encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Manager as soon as possible to make scheduling arrangements.

Exempt employees will receive their normal salary less payments received for serving as a juror. Nonexempt employees will not be compensated for time spent on jury duty.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

Paid Family and Medical Leave Insurance

PRIORITY CARE AMBULANCE SERVICE offers eligible employees paid family and medical leave benefits through the Company's New Hampshire Paid Family and Medical Leave (NH PFML) insurance plan. The plan provides participants employees with partial wage replacement benefits for up to 12 weeks per year if they are unable to work due to covered common life events.

Covered common life events include:

- Your own serious health condition when disability coverage does not apply, including childbirth.
- Your need to bond with a child during the first year following birth or placement for adoption or fostering.
- Your need to care for a family member with a serious health condition.
- Any qualifying urgent demand or need arising out of the fact that your spouse, child, or parent is a covered military service member on covered active duty.
- Your need to care for a covered military service member with a serious injury or illness if you are the service member's spouse, child, parent, or next of kin.

Your NH PFML benefit premiums are paid in part by the Company. The remainder of the premium costs are paid by you through deductions from your paycheck.

Upon return from leave, you will be restored to your prior position or an equivalent position consistent with the job restoration provisions of the federal Family and Medical Leave Act.

Benefits may be canceled or changed at the discretion of the Company, unless otherwise prohibited by law. To learn more about your NH PFML insurance benefits and how to file a claim, consult your plan documents.

Pregnancy Disability Leave

If you are unable to perform the essential functions of your job due to a temporary physical disability resulting from pregnancy, childbirth, or related medical conditions, PRIORITY CARE AMBULANCE SERVICE will permit you to take a leave of absence for the period of your disability. If you are also eligible for leave under the federal Family and Medical Leave Act (FMLA), such leave will run concurrently.

Upon return to work, you will be reinstated to your original job or to a comparable position unless business necessity makes doing so impossible or unreasonable.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

Veterans Day Leave

Priority Care Ambulance Service will allow eligible employees who are veterans to take paid leave on Veterans Day (November 11).

To be eligible for this holiday, you must be an honorably discharged veteran.

If you intend to take the Veterans Day holiday, provide reasonable advance notice.

The company may require you to provide evidence supporting your honorably discharged veteran status.

The company will not retaliate against employees who request or take leave in accordance with this policy.

Voting Leave

If your work schedule prevents you from voting on Election Day, PRIORITY CARE AMBULANCE SERVICE will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your Manager, consistent with applicable legal requirements. If you are required to be at work for the entire polling period, or are in transit to or from work during this entire period, you may apply to vote via absentee ballot.

Closing Statement

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Company and a safe, productive, and pleasant workplace.

Robert & Anna Clay, President & Vice President

PRIORITY CARE AMBULANCE SERVICE

Acknowledgment of Receipt and Review

By signing below, I acknowledge that I have received a copy of the PRIORITY CARE AMBULANCE SERVICE Employee Handbook (handbook) and that I have read it, understand it, and agree to comply with it. I understand that the Company has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the President & Vice President of the Company. I also understand that any delay or failure by the Company to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Company or affect the right of the Company to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by an authorized Company representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement (signed by an authorized Company representative) or a collective bargaining agreement that conflicts with the terms of this handbook, I understand that the terms of the employment agreement or collective bargaining agreement will control.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA). This handbook is not intended to violate any local, state, or federal law. No provision or policy applies or will be enforced if it conflicts with or is superseded by any requirement or prohibition contained in federal, state, or local law, or regulation. Furthermore, nothing in this handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to, or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (EEOC), National Labor Relations Board (NLRB), Securities and Exchange Commission (SEC), or any other federal, state, or local agency charged with the enforcement of any laws.

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by PRIORITY CARE AMBULANCE SERVICE.

If I have any questions about the content or interpretation of this handbook, I will contact Management.

Signature

Date

Print Name