



## TEAM MEMBER HANDBOOK

## **HANDBOOK DISCLAIMER**

We prepared this handbook to help Team Members find the answers to many questions that they may have regarding their employment with Hanna Interpreting Services LLC. Please take the necessary time to read the contents. We do not expect this handbook to answer all questions. Your Senior Leaders, Supervisors and Human Resources also serve as a major source of information.

Neither this handbook nor any other verbal or written communication by a management representative is, nor should be, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. Hanna Interpreting Services LLC adheres to the policy of employment “at will”, which permits the Company or the Team Member to end the employment relationship at any time, for any reason, with or without cause or notice.

No Company representative other than the President may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in a signed writing.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate Company documents. These Company documents are always controlling over any statement made in this handbook or by any member of management.

This handbook states only general Company guidelines. The Company may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified by an express written agreement signed by the Team Member and the President.

This 2021 version of the Team Member Handbook supersedes all prior handbooks

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## Section 1 - Governing Principles of Employment

### 1-1. Introduction

For Team Members who are commencing employment with Hanna Interpreting Services LLC ("Hanna" or "the Company"), on behalf of Hanna, let me extend a warm and sincere welcome.

For Team Members who have been with us, thanks for your past and continued service.

Headquartered in San Diego, we have a team of language experts covering more than 200 languages and dialects. We are a full-service language provider that enables and empowers individuals to communicate with ease. Hanna is committed to establishing valuable and long-term relationships based on reliability and trust between stakeholders and the community we service.

I extend my personal best wishes for success and happiness here at Hanna. We understand that it is our Team Members who provide the services that our customers rely upon, and who will enable us to create new opportunities in the years to come.

At Hanna Our Mission: We are people helping people, using language and technology to bring the world together!

Sincerely,

Tom Elias Hanna, President

## 1-2. Open-Door Policy

Our organization recognizes that in any Team Member group, problems, difficulties, and misunderstandings may arise. It is the desire of the company to see that every problem is handled promptly. To this end, the Company will endeavor:

- To invite our Team Members to talk frankly with their supervisors, or to anyone else in authority, when they have a problem of any kind, with the assurance that it will not be held against them by their supervisor or anyone else in management; and
- To provide an open door at all times for Team Members to discuss with upper management any decision they feel is unfair.

The Company is most sincere in encouraging any Team Member who feels he or she has not been treated properly, or who has a problem of any kind, to make it known to management through this Open-Door Policy.

The Company does not tolerate retaliation against Team Members who use the Open-Door process.

## 1-3. Equal Employment Opportunity

Hanna Interpreting Services LLC is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, national origin, ancestry, sex, gender, gender identity, gender expression, pregnancy, childbirth or related medical condition, religious creed, physical disability, mental disability, age, medical condition (cancer), marital status, veteran status, sexual orientation, genetic information, or any other characteristic protected by federal, state or local law. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, Team Member activities and general treatment during employment.

The Company will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified Team Members with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please let the President and/or VP of Operations know as soon as possible to begin the interactive process so that the Company and the Team Member can determine if a reasonable accommodation can be made.

The Company will endeavor to accommodate the sincere religious beliefs of its Team Members to the extent such accommodation does not pose an undue hardship on the Company's operations. If you wish to request such an accommodation, please speak to the President, the VP of Operations, or Human Resources.

Any Team Members with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the President, VP of Operations, or Human Resources. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If a Team Member feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of the President, VP of Operations, or Human Resources. To ensure our workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including discharge. All Team Members must cooperate with all investigations.

## 1-4. Discrimination, Harassment and Retaliation Prevention

Hanna Interpreting Services LLC does not tolerate and prohibits discrimination, harassment or retaliation of or against job applicants, contractors, interns, volunteers or Team Members by another Team Member, supervisor, vendor, customer or any third party on the basis of race, religious creed, color, age, sex, sexual orientation, gender, gender identity, gender expression, national origin, ancestry, marital status, medical condition as defined by state law (cancer or genetic characteristics), disability, military and veteran status, pregnancy, childbirth and related medical conditions, or any other characteristic protected by applicable federal, state or local laws and ordinances. The Company is committed to a workplace free of discrimination, harassment and retaliation.

### **Discrimination Defined**

Discrimination under this policy means treating differently or denying or granting a benefit to an individual because of the individual's protected characteristic.

### **Harassment Defined**

Harassment is defined in this policy as unwelcome verbal, visual or physical conduct creating an intimidating, offensive or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays or emails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this policy, even if it is not unlawful. Because it is difficult to define unlawful harassment, Team Members are expected to behave at all times in a professional and respectful manner.

### **Sexual Harassment Defined**

Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature.

Examples of conduct that violates this policy include:

- unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement;
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment;
- obscene or vulgar gestures, posters or comments;
- sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies;
- propositions or suggestive or insulting comments of a sexual nature;
- derogatory cartoons, posters and drawings; sexually-explicit emails or voicemails;
- uninvited touching of a sexual nature;
- unwelcome sexually-related comments;
- conversation about one's own or someone else's sex life;
- conduct or comments consistently targeted at only one gender, even if the content is not sexual;
- teasing or other conduct directed toward a person because of the person's gender.



## Retaliation Defined

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

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

The Company will not retaliate against individuals for filing a complaint or participating in an investigation and will not tolerate or permit retaliation by management, Team Members or co-workers. It is unlawful for an employer to demote, suspend, reduce, fail to hire or consider for hire, fail to give equal consideration in making employment decisions, fail to treat impartially in the context of any recommendations for subsequent employment which the employer entity may make, adversely affect working conditions or otherwise deny any employment benefit to an individual because that individual has opposed practices prohibited by the Fair Employment and Housing Act or has filed a complaint, testified, assisted or participated in any manner in an investigation, proceeding, or hearing conducted by the EEOC or DFEH.

If a Team Member believes that they have been retaliated against, they should submit a written complaint to the Human Resources Director as soon as possible after the incident.

**All discrimination, harassment and retaliation is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor or other third party.**

## Reporting Procedures

The following steps have been put into place to ensure the work environment is respectful, professional, and free of discrimination, harassment and retaliation. If a Team Member believes someone has violated this policy or the Equal Employment Opportunity Policy, the Team Member should promptly bring the matter to the immediate attention of Human Resources. Phone numbers are available through the Company directory. If this individual is the person toward whom the complaint is directed the Team Member should contact any higher-level manager in the reporting chain. If the Team Member makes a complaint under this policy and has not received a satisfactory response within five (5) business days, he or she should contact the VP of Operations immediately. Phone numbers are available through the Company directory.

Every supervisor who learns of any Team Member's concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to the Head of Human Resources.

Team Members also should be aware that the United States Equal Employment Opportunity Commission (EEOC) and the California Department of Fair Employment and Housing (DFEH) investigate and prosecute complaints of unlawful harassment in employment. If a Team Member thinks they have been harassed and feel the company has not addressed the issue to their satisfaction or that they have been retaliated against for resisting or complaining, the Team Member may file a complaint with the appropriate agency. The phone number of the DFEH is listed on the Discrimination and Harassment in Employment poster on our Team Member bulletin board(s). Upon proof of an unlawful practice, these agencies may fashion the appropriate remedy, including "make whole" relief, prospective relief and injunctive or other equitable relief.

## Investigation Procedures

Upon receiving a complaint, the Company will promptly conduct a fair and thorough investigation into the facts and circumstances of any claim of a violation of this policy or our Equal Employment Opportunity policy. To the extent possible, the Company will endeavor to keep the reporting Team Member's concerns confidential. However, complete confidentiality may not be possible in all circumstances.

During the investigation, the Company generally will interview the complainant and the accused, conduct further interviews as necessary and review any relevant documents or other information. Upon completion of the investigation, the Company shall determine whether this policy has been violated based upon its reasonable evaluation of the information gathered during the investigation. The Company will inform the complainant and the accused of the results of the investigation.

The Company will take corrective measures against any person who it finds to have engaged in conduct in violation of this policy, if the Company determines such measures are necessary. These measures may include, but are not limited to, counseling, suspension or immediate termination. Anyone, regardless of position or title, whom the Company determines has engaged in conduct that violates this policy will be subject to discipline, up to and including termination.

In addition to being a violation of this policy, harassment, discrimination or retaliation can also be against the law. Team Members who engage in conduct that rises to the level of a violation of law can be held personally liable for such conduct.

Remember, the Company cannot remedy claimed discrimination, harassment or retaliation unless Team Members bring these claims to the attention of management. Team Members should not hesitate to report any conduct which they believe violates this policy.

## **1-5. Drug-Free and Alcohol-Free Workplace**

To help ensure a safe, healthy and productive work environment for our Team Members and others, to protect Company property, and to ensure efficient operations, Hanna Interpreting Services LLC has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all Team Members and other individuals who perform work for the Company.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on Company premises, while on Company business (whether or not on Company premises) or while representing the Company, is strictly prohibited. Team Members and other individuals who work for the Company also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact the Team Member's ability to perform their job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the Team Member or individual to report to work. However, this does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent the Team Member is subject to any drug testing requirement, to the extent permitted by and in accordance with applicable law. This restriction does not apply to responsible drinking of alcohol at business meetings and related social outings.

Violation of this policy will result in disciplinary action, up to and including discharge.

The Company maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. However, Team Members may not request an accommodation to avoid discipline for a policy violation. We encourage Team Members to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs or jeopardizes the health and safety of any Company Team Member, including themselves.

## 1-6. Workplace Violence

Hanna Interpreting Services LLC is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to Team Members and damage to Company and personal property. This policy covers all Team Members, clients, visitors, contractors, and anyone else who may come in contact with Company Team Members or Independent Contractors.

Hanna Interpreting Services LLC does not expect Team Members to become experts in psychology or to physically subdue a threatening or violent individual. Indeed, Hanna Interpreting Services LLC specifically discourages Team Members from engaging in any physical confrontation with a violent or potentially violent individual. However, Hanna Interpreting Services LLC does expect and encourage Team Members to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Company policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; or demonstrating a propensity to behave and react irrationally.

### **Prohibited Conduct**

Threats, threatening language or any other acts of aggression or violence made toward or by any Company Team Member WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, Team Members and visitors are prohibited from carrying weapons on Company premises.

### **Procedures for Reporting a Threat**

All potentially dangerous situations, including threats by co-workers or domestic violence that has the potential to spill over into the workplace should be reported immediately to any member of management with whom the Team Member feels comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede Hanna Interpreting Services LLC's ability to investigate and respond to the complaints. All threats will be promptly investigated. All Team Members must cooperate with all investigations. No Team Member will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If the Company determines, after an appropriate good faith investigation, that someone has violated this policy, the Company will take swift and appropriate corrective action.

If the Team Member is the recipient of a threat made by an outside party, that Team Member should follow the steps detailed in this section. It is important for the Company to be aware of any potential danger in its offices. Indeed, the Company wants to take effective measures to protect everyone from the threat of a violent act by Team Members or by anyone else.

## Section 2 - Operational Policies

### 2-1. Employment Status and FLSA Classifications

For purposes of this handbook, all Hanna Team Members fall within one of the employment Statuses below.

- **Full-Time Team Members** - Team Members who regularly work at least 30 hours a week. Full-time Team Members who have completed their waiting period are eligible for Group Health Plans, Holiday Pay, Vacation Accruals and Sick Pay as described in this handbook. Full-time Team Members are eligible to participate in the Company's 401(k) plan on the first of the month following their date of hire.
- **Part-Time Team Members** - Team Members who regularly work fewer than 30 hours per week. Part-time Team Members are not eligible for Group Health Plans. These Team Members, after completing the waiting period, may be eligible for Holiday, Vacation Accruals and Sick Pay as outlined in this handbook. If a Part-time Team Member works a minimum of 20 hours per week they are also eligible to participate in the company's 401(k) plan on the first of the month following their hire date.
- **Temporary Team Members** - Team Members who are hired for a specific short-term project, or on a short-term freelance or temporary basis not to exceed one year (12 months). Temporary Team Members can work full-time, part-time hours or be seasonal. Full-time Temporary Team Members may become eligible for Company Group Health benefits if they work a minimum of 30 hours per week in a six-month period. No Temporary Team Members are eligible for Vacation Accruals. All Temporary Team Members who work 20 hours per week or 1000 hours in a year may be eligible for the Company's 401(k) on the first of the month following their date of hire. All Temporary Team Members will be provided Sick Leave which meets or exceeds the State and/or Local Sick Leave requirements.
- **Casual / Per Diem Team Members** - Team Members who are hired on an as needed basis with no guarantee of hours or duration of employment. Casual / Per Diem Team Members are free to accept or refuse work depending upon their availability. The maximum hours available to Team Members in this category cannot exceed 19 per week. Casual / Per Diem Team Members will be provided Sick Leave which meets or exceeds the State and/or Local Sick Leave Requirements.

Fair Labor Standards Act (FLSA) is administered by the Wage and Hour Division of the U.S. Department of Labor (DOL) and covers labor practices regarding minimum wage, overtime pay, hours worked, record keeping, and youth employment standards for Team Members both in the private sector and in federal, state, and local governments. This regulation also identifies employment status under two categories: "**exempt**" or "**non-exempt**". These groups are defined as follows:

- **Exempt** - Team Members classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. The Team Member FLSA classification is identified upon hire. From time to time evaluation of these categories may require changes to the classification dependent upon interpretations by the DOL.
- **Non-Exempt** - Team Members classified as non-exempt are protected by federal and California labor laws. This includes minimum wage laws, required rest periods, meal breaks, and overtime pay.

## 2-2. Team Member Service Credit

"Length of service" refers to the length of time that Team Members spend as active full-time or part-time Team Members with Hanna. Service begins on the day they become full-time or part-time Team Members. Should a Temporary Team Member be transitioned to regular employment, their initial hire date may be used in the calculation of vacation or sick accruals if approved by the President.

Length of service may be used in determining certain Team Member benefits, such as time-off benefits. Team Members will not lose credit for service with the Company provided their last day of service was within six months of rehire and becoming an active Team Member. Additionally, benefits as designated under California's Paid Sick Leave Laws entitles a Team Member who is rehired within one year to have their paid sick leave balance restored.

## 2-3. Your Employment Records

In order to obtain their position, Team Members have provided personal information, such as address and telephone number. This information is contained in their personnel file.

Team Member files are maintained by the Human Resources Department and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis. A manager or supervisor considering the hire of a former Team Member or transfer of a current Team Member may be granted access to the file, or limited parts of it, in accordance with anti-discrimination laws.

Personnel file access by current Team Members and former Team Members upon request will generally be permitted within three (3) days of the request unless otherwise required under state law. Personnel files are to be reviewed in the Human Resources Department. Personnel files may not be taken outside the department. Team Members who have separated from employment may only request copies of signed documents from their personnel file as these documents are property of the Company.

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

Team Members should keep their personnel file up to date by informing Human Resources of any changes. Team Members also should inform Human Resources of any specialized training or skills they acquire, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach Team Members in a crisis could cause a severe health or safety risk or other significant problem.

## 2-4. Working Hours and Schedule

Hanna Interpreting Services LLC normally is open for business from 6:30 am to 6:30 pm, Monday through Sunday. The Team Member will be assigned a work schedule and will be expected to begin and end work according to the schedule. To accommodate the needs of our business, at some point we may need to change individual work schedules on either a short-term or long-term basis.

### **Rest Breaks**

Non-exempt Team Members who work three-and-one-half (3-1/2) or more hours per day are provided one 10-minute rest break for every four (4) hours or major fraction thereof worked. For purposes of this policy, "major fraction" means any time greater than two (2) hours. For example, if a Team Member works more than six (6) hours, but no more than 10 hours in a workday, he or she is provided and should take two 10-minute rest breaks: one during the first half of a shift and a second rest break during the second

half of the shift. If a Team Member works more than 10 hours but no more than 14 hours in a day, he or she is provided, and should take, three 10-minute rest breaks, and so on.

Rest breaks should be taken as close to the middle of each work period as is practical. Team Members do not need to obtain their supervisor's approval or notify their supervisor when taking a rest break.

Team Members are encouraged to take their rest breaks; they are not expected to and should not work during their rest breaks. Non-exempt Team Members are paid for all rest break periods. Accordingly, Team Members do not need to clock out when taking a rest break.

### **Meal Periods**

The scheduling of meal periods at Hanna Interpreting Services LLC is set by the Team Member's immediate manager with the goal of providing the least possible disruption to company operations. When scheduling a meal period, departments should try to anticipate workflow and deadlines. All Team Members are encouraged to and should take their meal periods.

If a Team Member works more than 5 hours in a workday, they are provided an unpaid, off-duty meal period of at least 30 minutes. If six (6) hours of work will complete the day's work, they may voluntarily waive the meal period in writing. Team Members should see Human Resources if they would like to sign and submit a form that waives their right to a meal period if they work no more than six (6) hours in a day.

Team Members who work more than 10 hours in a day are entitled to a second unpaid, off-duty 30-minute meal period. If a Team Member works no more than 12 hours, the Team Member can waive his or her second meal period, but only if the first one was not waived in any manner. Any waiver of the second meal period must be in writing and submitted before the second meal period. Team Members should see Human Resources if they would like to sign and submit a form that waives their right to a second meal period, as explained above.

If they work more than 12 hours they may not waive and should take their second unpaid, off-duty 30-minute meal period.

Team Members meal periods should begin no later than the end of the fifth hour of work. For example, a Team Member who begins working at 8:00 a.m. must begin his or her meal period no later than 1:00 p.m. During meal periods, Team Members are relieved of all duty and should not work during this time. When taking a meal period, Team Members should be completely off work for at least 30 minutes. Team Members are prohibited from working "off the clock" during their meal period. Those Team Members who use a time clock must clock out for their meal periods. These Team Members are expected to clock back in and then promptly return to work at the end of any meal period. Those Team Members who record their time manually must accurately record their meal periods by recording the beginning and end of each work period.

Team Members do not need a supervisor's approval to take their meal period. The Company or the supervisor should be notified when a Team Members takes a meal period.

### **General Requirements for Rest Periods and Meal Breaks**

All rest breaks and meal periods must be taken outside the work area. Team Members should not visit or socialize with Team Members who are working while they are taking a rest break or meal period. Team Members may leave the premises during rest or meal periods.

Team Members are required to immediately notify their supervisor, manager, or Human Resources if they believe they are being pressured or coerced by any manager, supervisor, or other Team Member to not take any portion of a provided rest break or meal period.

Salaried Team Members, as they are paid a weekly salary regardless of the hours they work, may choose to take breaks as needed.

## **Impermissible Use of Meal Period and/or Rest Breaks**

Neither the lunch period nor the rest break(s) may be used to account for a Team Members' late arrival or early departure or to cover time off for other purposes-for example, rest breaks may not be accumulated to extend a meal period, and rest breaks may not be combined to allow one half-hour long break.

## **2-5. Timekeeping Procedures**

Team Members must record their actual time worked for payroll and benefit purposes. Non-exempt Team Members must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by management.

Altering, falsifying or tampering with time records is prohibited and subjects the Team Member to discipline, up to and including discharge.

Exempt Team Members are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence, sick leave or personal business.

Non-exempt Team Members may not start work until their scheduled starting time.

It is the Team Member's responsibility to sign time records to certify the accuracy of all time recorded. Any errors in the time record should be reported immediately to a supervisor, who will attempt to correct legitimate errors.

## **2-6. Overtime**

Like most successful companies, we experience periods of extremely high activity. During these busy periods, additional work is required from all of us. Supervisors are responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide Team Members with adequate advance notice in such situations.

Non-exempt Team Members generally will be paid overtime at the rate of time and one-half (1.5) times their normal hourly wage for all hours worked in excess of eight (8) hours in one day or forty (40) hours in one week, or for the first eight (8) hours on the seventh day in the same workweek.

Non-exempt Team Members generally will be paid double-time for hours worked in excess of twelve (12) in any workday or in excess of eight (8) on the seventh day of the workweek.

Overtime pay is based on actual hours worked. Time paid but not worked (e.g., vacations, sick leave, holidays, etc.) will not be considered "hours worked" for purposes of calculating overtime. Daily overtime hours are excluded from the calculation of hours worked for weekly overtime purposes.

Team Members may work overtime only with management authorization.

For purposes of calculating overtime for non-exempt Team Members, the workweek begins at 12 a.m. on Monday and ends 168 hours later at 11:59 pm. on the following Sunday.

## 2-7. Travel Time for Non-Exempt Team Members

California non-exempt Team Members are paid for travel time in accordance with state law.

## 2-8. Safe Harbor Policy for Exempt Team Members

It is Company policy and practice to accurately compensate Team Members and to do so in compliance with all applicable state and federal laws. To ensure Team Members are paid properly and no improper deductions are made, Team Members must review their pay stubs promptly to identify and to report all errors.

If the Team Member believes a mistake has occurred or if the Team Member has any questions, the Team Member should use the reporting procedure outlined below.

Exempt salaried Team Members receive a salary which is intended to compensate for all hours worked for the Company. This salary will be established at the time of hire or when the Team Member becomes classified as an exempt Team Member. While it may be subject to review and modification from time-to-time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under state law, salary is subject to certain deductions. For example, the Team Member's salary can be reduced for the following reasons:

- full-day absences for personal reasons;
- full-day absences for sickness or disability, if the available paid sick leave has been exhausted;
- intermittent absences, including partial-day absences, covered by the federal Family and Medical Leave Act, if <sup>other</sup> available paid leave has been exhausted;
- to offset amounts received as payment for jury and witness fees or military pay;
- during the first or last week of employment in the event the Team Member works less than a full week;
- and any work week in which the Team Member performs no work for the Company.

Salary also may be reduced for certain types of deductions, such as the Team Member portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or, voluntary contributions to a 401(k) or pension plan.

In any workweek in which the Team Member performed any work, the Team Member's salary will not be reduced for any of the following reasons:

- partial-day absences for personal reasons, sickness or disability;
- absence on a holiday when the facility is closed or because the facility is otherwise closed on a scheduled workday;
- absences for jury duty, attendance as a witness or military leave in any week in which the Team Member has performed any work;
- any other deductions prohibited by state or federal law.

If Team Members believe they have been subject to any improper deductions, they should immediately report the matter to their supervisor. If the supervisor is unavailable or if Team Members believe it would be inappropriate to contact that person (or if they have not received a prompt and fully acceptable reply), they should immediately contact Human Resources or any other supervisor in the Company with whom the Team Member feels comfortable. If Team Members are unsure of whom to contact if they have not received a satisfactory response within five (5) business days after reporting the incident, they should immediately contact the President, 10783 Jamacha Blvd., Ste. 8 Spring Valley, CA 91978, (619) 741-0000.



Every report will be fully investigated and corrective action will be taken where appropriate, up to and including termination for any Team Member who violates this policy. In addition, the Company will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the investigation of such reports. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including termination.

## **2-9. Your Paycheck**

Team Members will be paid bi-weekly on Fridays by 2:00 p.m. for all the time worked during the past pay period.

Payroll stubs itemize deductions made from gross earnings. By law, Hanna Interpreting Services LLC is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs also will differentiate between regular pay received and overtime pay received.

If there is an error in any Team Member's pay, the Team Member should bring the matter to the attention of the Head of Human Resources and/or VP of Operations immediately so the Company can resolve the matter quickly and amicably.

Paychecks will be given only to the Team Member, unless the Team Member requests that they be mailed or authorizes in writing that another person may accept the check.

## **2-10. Direct Deposit**

Hanna Interpreting Services LLC strongly encourages Team Members to use direct deposit. Authorization forms are available from the Head of Human Resources. You may also use your Payroll Dashboard to add your checking or savings accounts and initiate direct deposit.

## **2-11. Salary Advances**

Hanna Interpreting Services LLC does not permit advances on paychecks. Advance pay for vacation must be requested in writing at least two weeks prior to the vacation period.

## **2-12. Performance Review**

Depending on the Team Member's position and classification, Hanna Interpreting Services LLC endeavors to review performance annually. Upon hire, new Team Members are evaluated more frequently to ensure that the Team Member and their supervisor are comfortable in their new position. Hanna schedules Performance Reviews for New Hires at 30 days, 60 days and 90 days. Thereafter, Performance Reviews are conducted on the Team Member's anniversary of their date of hire.

The purpose of Annual Performance Evaluations is to provide feedback regarding the past years' performance of a staff member, to create goals mutually agreed on by the Team Member and the supervisor and to identify growth or training opportunities for the coming year. Performance Reviews are not necessarily tied to a salary increase, a promotion or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of management.

In addition to these formal performance evaluations, the Company encourages Team Members and supervisors to discuss job performance on a frequent and ongoing basis.

## **2-13. Record Retention**

Hanna Interpreting Services LLC acknowledges its responsibility to preserve information relating to litigation, audits and investigations. Failure on the part of Team Members to follow this policy can result in possible civil and criminal sanctions against the Company and its Team Members and possible disciplinary action against responsible individuals (up to and including discharge of the Team Member). Each Team Member has an obligation to contact the President to inform them of potential or actual litigation, external audit, investigation or similar proceedings involving the Company that may have an impact on record retention protocols.

## **2-14. Job Postings**

Hanna Interpreting Services LLC is dedicated to assisting Team Members in managing their careers and reaching their professional goals through promotion and transfer opportunities. This policy outlines the on-line job posting program which is in place for all Team Members. To be eligible to apply for an open position, Team Members must meet the following requirements:

- be a current, regular, full-time or part-time Team Member;
- have been in current position for at least six (6) months;
- maintain a performance rating of satisfactory or above;
- not be on conduct/performance-related probation or warning;
- meet the job qualifications listed on the job posting;
- provide their current supervisor with notice prior to applying for the position.

If Team Members find a position of interest on the job posting website and they meet the eligibility requirements, an on-line job posting application must be completed in order to be considered for the position. Not all positions are guaranteed to be posted. The Company reserves the right to seek applicants solely from outside sources or to post positions internally and externally simultaneously.

For more specific information about the program, please contact the Human Resources Department.

## **2-15. New Team Member Orientation**

For every new Team Member, the introductory period, or first ninety (90) days of your employment, is an important stage for both you and Hanna Interpreting Services LLC. During this time, you are able to learn about our Company, your job, and your new surroundings. All new Team Members must undergo orientation and training to become familiar with their co-workers, office policies, benefits, and other useful information. Throughout this period feedback is essential. Your new Supervisor will be providing you with a 30, 60, and 90-day training and goal plan; along with 30, 60, and 90-day Performance Reviews.

## **2-16. One to Ones**

Hanna Interpreting Services, LLC has adopted an internal method of communication known as the "one-to-one" meeting. These sessions, between a Team Member and their manager or supervisor, provide a channel to communicate information rapidly through the organization in both directions. One-to-ones also allow cascading of important issues and feedback to happen in real time. Forms and tools for one-to-ones are available from your Supervisor.

## **2-17. Final Pay**

According to California Law, Team Members who are discharged must be paid all wages due at the time of termination. (Labor Code § 201).

"All wages" include any earned, but unused vacation pay. (Labor Code §227.3) There is no requirement under California law that an employer pay accrued sick leave upon termination. An employer must pay a discharged Team Member at the place of discharge. (Labor Code § 208)

If a Team Member gives at least a 72-hour notice of his or her intention to quit, those wages must also be paid at the time of quitting.

If a Team Member quits without giving prior notice, they will receive their wages within 72 hours. A Team Member who quits will be paid at the office or agency of the employer in the county where the Team Member worked. Or, if a Team Member quits without a 72-hour notice, they may request that their final wage payment be mailed to a designated address. The date of the mailing will be considered the date of payment. (Labor Code § 202).

## **2-18. On-Call Pay**

An on-call Team Member (non-exempt) is a Team Member who is called back to work outside his or her normal work schedule. This Team Member will be paid for their time worked or a minimum of two (2) hours, whichever is greater.

Time worked while on-call will be calculated at the Team Member's regular rate of pay. If a Team Member is called back to work, he or she will also be paid for travel time.

If an on-call Team Member is not called back, no pay will be earned.

Overtime compensation is applicable only when total hours worked exceed eight (8) in one day or forty (40) hours in a work week.

## Section 3 - Benefits

### 3-1. Benefits Overview/Disclaimer

In addition to good working conditions and competitive pay, it is Hanna Interpreting Services LLC's policy to provide a combination of supplemental benefits to all eligible Team Members. In keeping with this goal, each benefit program has been carefully devised. These benefits include time-off benefits, such as vacations and holidays, and insurance and other plan benefits. We are constantly studying and evaluating our benefits programs and policies to better meet present and future requirements. These policies have been developed over the years and continue to be refined to keep up with changing times and needs.

The next few pages contain a brief outline of the benefits programs Hanna Interpreting Services LLC provides Team Members and their families. Of course, the information presented here is intended to serve only as guidelines.

The descriptions of the insurance and other plan benefits merely highlight certain aspects of the applicable plans for general information only. The details of those plans are spelled out in the official plan documents, which are available for review upon request from the Head of Human Resources. Additionally, the provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions ("SPDs") for the plans (which may be revised from time to time). In the determination of benefits and all other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs and this handbook.

Further, Hanna Interpreting Services LLC (including the officers and administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit terms, eligibility and entitlement.

While the Company intends to maintain these Team Member benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If Team Members have any questions regarding benefits, they should contact the Head of Human Resources.

### 3-2. Paid Holidays

All full-time and part-time Team Members who have completed their first 90 days of employment will be paid their regular rate equal to their normal scheduled hours for the following holidays:

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

Additional holidays may be recognized by the Company at the discretion of the President. However, other unlisted holidays are unpaid unless agreed upon in a separate agreement.

When holidays fall or are celebrated on a regular workday, eligible Team Members will receive one (1) day's pay at their regular straight-time rate. Eligible Team Members who are called in to work on a holiday will receive one (1) day's pay at their regular straight-time rate, and an additional payment of straight-time for the actual time they work that day.

Time off (unpaid, personal or vacation) may be granted to Team Members who desire to observe a religious holiday that is not recognized by the Company.

Team Members are eligible for holiday pay only if they are in a paid status the day before and the day after the holiday or if they have requested, in advance, for approved time off. The exception to this is when a Team Member is on an approved leave such as FMLA, CFRA, Paid Family Leave or Pregnancy Disability Leave. Team Members on these extended leaves are not eligible for Holiday Pay.

If a Team Member becomes ill and calls off work the day before or the day after a holiday and have sick pay available, they may use sick pay for these missed days and still be eligible to be paid for the holiday. However, if a Team Member does not have sick leave available for the day before or the day after; or they choose not to use sick pay for these days, then they will not be entitled to holiday pay.

If a holiday falls within an eligible Team Member's approved vacation period, or other approved paid time off, the eligible Team Member will be paid for the holiday (at the regular straight-time rate) in lieu of the approved paid time off, or the eligible Team Member will receive an additional holiday day at the option of the Company.

Temporary and Casual / Per Diem Team Members are not eligible for Holiday Pay.

### 3-3. Paid Vacations

Hanna Interpreting Services LLC appreciates how hard Team Members work and recognizes the importance of providing time for rest and relaxation. Hanna Interpreting Services LLC fully encourages Team Members to get this rest by taking vacation time. Full-time Team Members accrue paid vacation time as follows:

- **0-12 months (0-1 year) of employment:** A Team Member earns .0269 hours of vacation for each hour worked, up to a maximum of 7 days per year.
- **12-60 months (2-4 years) of employment:** A Team Member earns .0385 hours of vacation for each hour worked, up to a maximum of 10 days per year.
- **60+ months (5+ years) of employment:** A Team Member earns .0538 hours of vacation for each hour worked, up to a maximum of 14 days per year.

Vacation is accrued on a pro-rata basis throughout the year. The maximum vacation entitlement for part-time Team Members is prorated based on hours worked. Therefore, Holiday, Vacation, Sick or other paid time off not worked is not used to accumulate vacation pay.

Only full-time and part-time Team Members who have successfully completed their initial 90 days of employment are entitled to use vacation pay.

Every effort will be made to grant Team Members' vacation preference, consistent with the operating schedule. However, if too many people request the same period of time off, the Company reserves the right to choose who may take vacation during that period. Team Members with the longest length of service generally will be given preference. Vacation requests must be submitted to managers at least two (2) weeks in advance of requested vacation dates.

#### **Vacation Pay Out**

Hanna provides vacation to allow Team Members to take time for rest and relaxation. Accrued, unused vacation is paid out upon separation or on the pay period following the team members' work anniversary date.

Temporary and Casual / Per Diem Team Members whether full-time or part-time are not entitled to accrue vacation. In the event a Temporary or Casual / Per Diem Team Member's Employment Status changes to a regular full-time or regular-part time position, that Team Member's accruals will be based on the date of the change in status. No retro accruals are authorized unless approved by the President.

### 3-4. California Paid Sick Leave

#### Eligibility

Pursuant to the Healthy Workplaces, Healthy Families Act, the Company provides paid sick leave to Team Members who, on or after July 1, 2015, work for Hanna Interpreting Services LLC in California for 30 or more days within a year. For Team Members who work in California who are eligible for sick time under the general Paid Sick Time policy and/or any other applicable sick time/leave law or ordinance, this policy applies solely to the extent it provides greater benefits/rights on any specific issue or issues than the general Paid Sick Time policy and/or any other applicable sick time/leave law or ordinance.

#### Usage

Team Members can use paid sick leave hours beginning on the 90th day of employment. Team Members will accrue Paid Sick Leave at the rate of .03334 hours for every hour worked. Paid Sick Leave is available based on the following schedule:

Years of Services	Maximum Sick Accrual
1 <sup>st</sup> Year	24 hours (3 days)
2 through 5 Years	40 hours (5 days)
5+ Years	56 hours (7 days)

Paid sick leave may be used for the following reasons:

For diagnosis, care or treatment of an existing health condition of or preventive care for, the Team Member or the Team Member's family member (meaning a child, including biological, adopted or foster child, stepchild, legal ward or a child to whom the Team Member stands in loco parentis, all regardless of age or dependency status); spouse; registered domestic partner; parent (including biological, adoptive or foster parent, stepparent or legal guardian of the Team Member or the Team Member's spouse or registered domestic partner or a person who stood in loco parentis when the Team Member was a minor child); grandparent; grandchild; or a sibling; or For the Team Member who is a victim of domestic violence, sexual assault or stalking: to obtain or attempt to obtain a temporary restraining order, restraining order or other injunctive relief;

1. to help ensure the health, safety or welfare of the victim or the victim's child;
2. to seek medical attention for injuries caused by domestic violence, sexual assault or stalking;
3. to obtain services from a domestic violence shelter, program or rape crisis center as a result of
4. domestic violence, sexual assault or stalking; to obtain psychological counseling related to an experience of domestic violence, sexual assault or
5. stalking; or to participate in safety planning and take other actions to increase safety from future domestic
6. violence, sexual assault or stalking, including temporary or permanent relocation.

Team Members will be notified of their available paid sick leave on each itemized wage statement.

Unless the Team Member advises the Team Member's Supervisor and/or VP of Operations otherwise, the Company will assume Team Members want to use available paid sick leave for absences for reasons set forth above and Team Members will be paid for such absences to the extent they have paid sick leave available.

#### Notice and Documentation

Notice to the Team Member's Supervisor and/or VP of Operations may be given orally or in writing. If the need for paid sick leave is foreseeable, the Team Member must provide reasonable advance notification. If the need for paid sick leave is unforeseeable, the Team Member must provide notice of the need for the leave as soon as practicable. Documentation for the requested paid leave will be kept in the payroll files for no less than 4 years, pursuant to the Healthy Workplace Healthy Family Act of 2014 (HWHFA).

## **Payment**

Accrued but unused paid sick leave under this policy will not be paid out upon separation. It will be kept on record for up to twelve months after the date of separation and if rehired within that time frame the balance available previous to the separation will be restored.

## **Carryover and Payout**

Accrued but unused paid sick leave does not carry over from year to year.

Accrued but unused paid sick leave under this policy will not be paid on a team member's work anniversary date or at separation.

## **Enforcement & Retaliation**

Retaliation or discrimination against the Team Member, who requests paid sick days or uses paid sick days or both, is prohibited and Team Members may file a complaint with the Labor Commissioner against an employer who retaliates or discriminates against the Team Member.

If Team Members have any questions regarding this policy, they should contact the Team Member's Supervisor, VP of Operations or Human Resources.

## **3-5. Lactation Breaks**

Hanna Interpreting Services LLC will provide a reasonable amount of break time for the Team Member who wishes to express breast milk for the Team Member's infant child, to the extent required by and in accordance with applicable law. If possible, the break time must run concurrently with rest and meal periods already provided to the Team Member. If break time cannot run concurrently with rest and meal periods, it will be unpaid, to the extent permitted by applicable law.

The Company will make reasonable efforts to provide the use of a room or location, other than a bathroom, in close proximity to the Team Member's work area for the Team Member to express milk in private. This room or location may be the Team Member's private office, if applicable.

The Company may not be able to provide additional break time if doing so would seriously disrupt operations. Please consult the Head of Human Resources with questions regarding this policy.

## **3-6. Workers' Compensation**

On-the-job injuries are covered by Hanna Interpreting Services LLC's Workers' Compensation Insurance Policy, which is provided at no cost to Team Members. If injured on the job, no matter how slightly, Team Members should report the incident immediately to their supervisor. Failure to follow Company procedures may affect one's ability to receive Workers' Compensation benefits.

Any leave of absence due to a workplace injury runs concurrently with all other Company leaves of absence. Reinstatement from leave is guaranteed only if required by law. Team Members who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

## **3-7. Jury Duty**

Hanna Interpreting Services LLC realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All Team Members will be allowed time off to perform such civic service as required by law. Team Members are expected, however, to provide proper notice of a request to perform jury duty and verification of their service.

Team Members also are expected to keep management informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. If the required absence presents a serious conflict for management, Team Members may be asked to try to postpone jury duty.

Non-exempt Team Members on jury duty leave will not be paid for their jury duty service in accordance with state law; however, Exempt Team Members will be paid their full salary for any week in which time is missed due to jury duty if work is performed for the Company during such week.

### 3-8. Witness Leave

Team Members called to serve as an expert witness in a judicial proceeding on behalf of the State will be granted leave with pay. Team Members summoned to appear in court as an expert witness, but not on behalf of the State may use available vacation and personal time to cover the period of absence.

Team Members subpoenaed for witness duty must notify their supervisor as soon as possible.

### 3-9. Bereavement Leave

The death of a family member is a time when Team Members wish to be with their families. If the Team Member is full-time and loses a close relative, the Team Member will be allowed paid time off of up to three (3) days to assist in attending to obligations and commitments.

A Team Member who wishes to take time off due to the death of an immediate family member should notify his or her supervisor immediately. Bereavement leave will be granted unless there are unusual business needs or staffing requirements. Paid bereavement leave is granted according to the following schedule:

- Team Members are allowed three (3) days of paid leave in the event of the death of the Team Member's **spouse, child, father, father-in-law, mother, mother-in-law, brother, sister, stepfather, stepmother, stepbrother, stepsister, stepson or stepdaughter.**
- Team Members are also allowed three (3) days of paid leave in the event of death of the Team Member's **brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, grandparent, grandchild or spouse's grandparent.**
- Team Members are allowed up to four hours of bereavement leave to attend the funeral of a Team Member or retiree of the company.

Team Members are allowed up to two (2) bereavement leaves per year Team Members must inform management prior to commencing bereavement leave. If necessary, bereavement days may be split up or taken consecutively within a 12-month period following a death. In administering this policy, Hanna Interpreting Services LLC may require verification of death.



### **3-10. Voting Leave**

In the event Team Members do not have sufficient time outside of working hours to vote in a statewide election, Team Members may take off sufficient working time to vote. This time should be taken at the beginning or end of the regular work schedule, whichever allows the most free time for voting and the least time off from work. Team Members will be allowed a maximum of two (2) hours of voting leave on Election Day without loss of pay. Where possible, supervisors should be notified of the need for leave at least three (3) working days prior to Election Day.

### **3-11. Insurance Programs**

Full-time Team Members are eligible on the first of the month following sixty (60) days of employment and may participate in Hanna Interpreting Services LLC's insurance programs. Under these plans, eligible Team Members will receive comprehensive health and other insurance coverage for themselves and their families, as well as other benefits. Team Members are expected to pay a portion of their insurance costs as outlined in the plan descriptions. The Team member is responsible for all costs associated with enrolling their dependents in the Company's group plans.

Upon becoming eligible to participate in these plans, Team Members will receive summary plan descriptions (SPDs) describing the benefits in greater detail. Please refer to the SPDs for detailed plan information. Of course, feel free to contact the Head of Human Resources with any further questions.

### **3-12. Statutory Short-Term Disability Benefits**

Hanna Interpreting Services LLC also provides statutory short-term disability insurance. This insurance is administered by the Employment Development Department (EDD) in the State of California.

This is solely a monetary benefit and not a leave of absence. Team Members who will be out of work must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

### **3-13. Salary Continuation**

Hanna Interpreting Services LLC provides enhanced monetary short-term disability benefits to full-time Team Members. These enhanced monetary benefits are inclusive of any monetary workers' compensation or statutory short-term disability benefits.

This is not a leave of absence provision. Team Members who will be out of work must request a leave of absence. See the Leave of Absence sections of this handbook for more information. Team Members will be required to submit medical certification as requested by Hanna Interpreting Services LLC. Required medical certification under this policy may differ from the medical certification required for any leave of absence requested.

### **3-14. Team Member Referral Awards**

Hanna Interpreting Services LLC encourages all Team Members to refer qualified job applicants for available job openings. Other than managers in the line of authority and all Human Resources personnel, all Team Members are eligible to receive Team Member referral awards. When making referrals, instruct the applicant to list the Team Member's name on their employment application as the referral source. If the referral is hired and completes 6 months of service and the Team Member is still the Team Member of the Company, the Team Member is eligible to

receive a monetary award. The reward is currently a gross amount of \$150 for regular part-time hires and \$200 for regular full-time hires.

### **3-15. Retirement Plan**

Team Members who work at least 20 hours per week and 1000 hours in a year are eligible to participate in Hanna Interpreting Services LLC's retirement plan. Plan participants may make pre-tax contributions to a retirement account.

Upon becoming eligible to participate in this plan, Team Members will receive an SPD describing the plan in greater detail. Please refer to the SPD for detailed plan information. Of course, feel free to speak to the Head of Human Resources if there are any further questions.

### **3-16. Paid Family Leave Benefits**

Team Members who are off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law or registered domestic partner, with a serious health condition, or to bond with a new child, may be eligible to receive benefits through the California "Paid Family Leave" (PFL) program, which is administered by the Employment Development Department (EDD).

These benefits are financed solely through Team Member contributions to the PFL program. That program is solely responsible for determining if the Team Member is eligible for such benefits. As of July, 1, 2020, qualified Team Members may receive up to 8 weeks of paid benefits. Please request a meeting with Human Resources if you are interested in taking this leave. The Company requires that Team Members notify the Company in advance of taking such leave.

If Team Members need to take time off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law or registered domestic partner with a serious health condition or to bond with a new child, they must advise Hanna Interpreting Services LLC, and they will be given information about the EDD's PFL program and how to apply for benefits. Team Members also may contact their local EDD Office for further information. Team Members should maintain regular contact with the Company during the time off work so the Company may monitor the Team Member's return-to-work status. In addition, the Team Member should contact the Company when ready to return to work so the Company may determine what positions, if any, are open.

Team Members taking time off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law or domestic partner with a serious health condition or to bond with a new child are not guaranteed job reinstatement unless they qualify for such reinstatement under federal or state family and medical leave laws.

Any time off for Paid Family Leave purposes will run concurrently with other leaves of absence, such as Family and Medical Leave/California Family Rights Act Leave or California New Parent Leave, if applicable. Please see the "Family and Medical Leave/California Family Rights Act" and/or the "California New Parent Leave" policies in this handbook for eligibility requirements, if applicable.

### 3-17. Requesting Time Off

**How to Request:** To request vacation/time off, Team Members should submit a completed *Time Off Form* to their supervisor for approval. Once approved at the department level, the HR Director will verify if paid time off is available and whether any other forms are required for extended time off under applicable protected leaves. Once verified, the form is submitted to the VP of Operations for approval.

If you are requesting 4 days or more off, you must provide at least three weeks' notice before the requested leave. If you are requesting 3 days or less off, you must provide at least two weeks' notice. If for any reason you cannot provide notice within the timeframe outlined above, please document the reason on the *Time Off Form*.

**Restrictions:** Prior to requesting time off, please review the guidelines below to determine whether you are eligible to submit a time off request:

- Team Members must have worked past the 90-day introductory period.
- No more than **one person** per department can request the same day(s) off.
- Time off will be granted on a first-come, first-serve basis with the exception of time off around holidays which are based on previous time off requests approved.

**Processing Time:** Once the request is received by Human Resources, the HR Director will inform the Team Member indicating that the request has been approved or denied within three business days via the Glip Calendar. Requests will be approved based on several factors, including department operating and staffing requirements. If the request for time off is denied, the HR Director and/or supervisor will provide an appropriate reason to the Team Member.

**Vacation Pay:** Team Members must ensure that they have enough accrued leave available to cover the dates requested.

## Section 4 - Leaves of Absence

### 4-1. New Parent Leave

#### Eligibility

Under the California New Parent Leave Act (CANPLA), Hanna Interpreting Services LLC Team Members may have a right to an unpaid new parent leave if they:

- have worked for the Company for a total of at least 12 months at any time prior to the commencement of a CANPLA leave;
- worked for the Company for at least 1,250 hours in the 12-month period before the date they want to begin CANPLA leave, to the extent permitted by applicable law;
- and work at a location in which the Company has 20 to 49 Team Members within a 75-mile radius of the Team Member's work site.

Team Members who are not eligible for CANPLA leave at the start of a leave because they have not met the 12-month length of service requirement can meet this requirement while on leave because leave to which the Team Member is otherwise entitled counts toward the length of service requirement (but not the 1,250 hours requirement).

#### Terms of Leave

CANPLA leave may be up to 12 workweeks in a 12-month period, and can be used for the birth, adoption or foster care placement of a child. Team Members who are CANPLA-eligible have certain rights to take **both** a pregnancy disability leave and a CANPLA leave for the reason of the birth of a child. CANPLA leave must be taken within one (1) year after the child's birth or placement.

Team Members may take CANPLA leave on an intermittent basis. Intermittent CANPLA leave generally must be taken in two-(2)-week increments, but the Company permits two (2) occasions where the leave may be for less than two (2) weeks.

#### Notice Requirements

Team Members generally must provide at least 30 days advance notice of the need for CANPLA leave. For unforeseeable events (such as premature birth), the Company requires that Team Members provide notice, at least verbally, as soon as they learn of the need for leave. Failure to comply with these notice rules is grounds for, and may result in, deferral of the requested leave until compliance with this notice policy is achieved.

While CANPLA leave is unpaid, Team Members may substitute accrued paid time off or other paid leave for unpaid leave provided pursuant to this policy. Substituting paid for unpaid leave does not extend any leave entitlement.

#### Health Coverage Continuation

While on CANPLA leave, the Company will maintain coverage of a group health plan for the duration of the parental leave in the same manner in which coverage would have been provided if the Team Member had not taken CANPLA leave. If the Team Member fails to return to work after the CANPLA leave has expired, the Company may recover any premiums it paid for maintaining coverage while the Team Member was on CANPLA leave. Such recovery may occur by deducting the amount of premiums paid from the wages paid to the Team Member on termination of employment.

#### Status Following Leave

Upon return from CANPLA leave, most Team Members must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

The use of CANPLA leave cannot result in the loss of any employment benefits that accrued prior to the start of the Team Member's leave.

## **4-2. Personal Leave**

If Team Members are ineligible for any other Company leave of absence, Hanna Interpreting Services LLC, under certain circumstances, may grant a personal leave of absence without pay. A written request for a personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and Team Members are not eligible for FMLA and CFRA, medical certification also must be submitted.

The request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as performance and attendance records.

Normally, a leave of absence will be granted for a period of up to eight (8) weeks. However, a personal leave may be extended if, prior to the end of leave, Team Members submit a written request for an extension to management and the request is granted. During the leave, Team Members will not earn vacation, personal days or sick days. We will continue health insurance coverage during the leave if Team Members submit their share of the monthly premium payments to the Company in a timely manner, subject to the terms of the plan documents.

When the Team Member anticipates returning to work, he or she should notify management of the expected return date. This notification should be made at least one week before the end of the leave.

Upon completion of the personal leave of absence, the Company will attempt to return Team Members to their original job or a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise management of availability to return to work, failure to return to work when notified or a continued absence from work beyond the time approved by the Company will be considered a voluntary resignation of employment.

Personal leave runs concurrently with any Company-provided Short-Term Disability Leave of Absence.

## **4-3. Military Leave**

If Team Members are called into active military service or enlist in the uniformed services, they will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, Team Members must provide management with advance notice of service obligations unless they are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice. Provided the absence does not exceed applicable statutory limitations, Team Members will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Team Members should ask management for further information about eligibility for Military Leave.

If Team Members are required to attend yearly Reserves or National Guard duty, they can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). They should give management as much advance notice of their need for military leave as possible so that Hanna Interpreting Services LLC can maintain proper coverage while Team Members are away.

## **4-4. Time Off for Military Spouses**

If the Team Member works, on average, at least 20 hours per week and their spouse is a qualified member of the United States Armed Forces, the National Guard or the Reserves, the Team Member is eligible to take leave for a period of up to 10 days while their spouse is home during a qualified leave period. When the Team Member is also eligible for military family member

exigency leave, leave under this policy shall also count toward the Team Member's leave entitlement under the Family and Medical Leave Act (FMLA), where the time off meets the definition of FMLA military exigency leave.

### **Required Notice to Employer**

Within two (2) business days of receiving official notice that the Team Member's spouse will be on leave the Team Member must provide notice to the Company of their intent to take military spouse leave.

### **Required Documentation**

The Team Member must submit written documentation to the Company certifying that during the requested time off, the Team Member's spouse will be on leave from deployment during a period of military conflict.

### **Leave is Unpaid**

Leave granted under this policy is unpaid. However, Team Members may substitute the following for any period of unpaid military spouse leave: unused vacation time.

### **Definitions**

For the purposes of this policy, the following definitions apply:

**"Qualified Member"** means any of the following:

a member of the United States Armed Forces who is deployed during a period of military conflict to an area designated as a combat theater or combat zone by the President of the United States; or a member of the National Guard who is deployed during a period of military conflict; or a member of the Reserves who is deployed during a period of military conflict.

**"Period of Military Conflict"** means any of the following:

a period of war declared by the U.S. Congress; or a period of deployment for which members of the Reserves are ordered to active duty.

**"Qualified Leave Period"** means the period during which the qualified member is on leave from deployment during a period of military conflict.

## **4-5. Bone Marrow Donation Leave**

The Team Member who has been employed for at least 90 days may request a leave of absence for up to five (5) business days in any one-year period to undergo a medical procedure to donate bone marrow. Team Members must provide a certification from their physician regarding the purpose and length of each leave requested. The Team Member must use any accrued vacation time, sick leave or paid time off for this leave, but the use of vacation accrual, sick leave or paid time off does not extend the term of this leave. If accrued vacation, sick leave or paid time off is not available, the time off for such procedure shall be paid, but the paid time off shall not exceed five (5) days. Bone marrow donation leave will not be designated as FMLA or CFRA leave time. Team Members will receive health benefits for the duration of their Bone Marrow Donation Leave and upon returning from such leave will have a right to return to the same or equivalent positions they held before such leave.

## 4-6. Organ Donation Leave

The Team Member who has been employed for at least 90 days may request a leave of absence for up to 30 business days in any one-year period to undergo a medical procedure to donate an organ. Team Members must provide a certification from their physician regarding the purpose and length of each leave requested. The Team Member must use up to two weeks of accrued vacation, sick leave or paid time off for this leave, but the use of vacation accrual, sick leave or paid time off does not extend the term of the leave. If accrued vacation, sick leave or paid time off is not available, the time off for such procedure shall be paid however the paid time off shall not exceed 30 days. Organ donation leave will not be designated as FMLA or CFRA leave time. Team Members will receive health benefits for the duration of their organ donation leave and upon returning from such leave will have a right to return to the same or equivalent positions they held before such leave.

## 4-7. Pregnancy Disability Leave

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

The PDL is for any period(s) of actual disability caused by pregnancy, childbirth or related medical condition up to four (4) months per pregnancy. For purposes of this policy, "four months" means time off for the number of days the Team Member would normally work within the four (4) calendar months (one-third of a year or 17 1/3 weeks), following the commencement date of taking a pregnancy disability leave. For a full-time Team Member who works 40 hours per week, "four months" means 693 hours of leave entitlement, based on 40 hours per week times 17 1/3 weeks. Team Members working a part-time schedule will have their PDL calculated on a pro-rata basis.

The PDL does not need to be taken in one continuous period of time; but can be taken on an intermittent basis pursuant to the law.

Time off needed for prenatal or postnatal care, severe morning sickness, gestational diabetes, pregnancy-induced hypertension, preeclampsia, doctor-ordered bed rest, postpartum depression, loss or end of pregnancy, and recovery from childbirth or loss or end of pregnancy are all covered by PDL.

To receive reasonable accommodation, obtain a transfer or take a PDL, Team Members must provide sufficient notice so the Company can make appropriate plans. Thirty days' advance notice is required if the need for the reasonable accommodation, transfer or PDL is foreseeable, otherwise as soon as practicable if the need is an emergency or unforeseeable.

Team Members are required to obtain a certification from their health care provider of the need for pregnancy disability leave or the medical advisability of an accommodation or for a transfer. The certification is sufficient if it contains:

- (1) a description of the requested reasonable accommodation or transfer;
- (2) a statement describing the medical advisability of the reasonable accommodation or transfer because of pregnancy; and
- (3) the date on which the need for reasonable accommodation or transfer became or will become medically advisable and the estimated duration of the reasonable accommodation or transfer.

A medical certification indicating disability necessitating a leave is sufficient if it contains:

- (1) a statement that the Team Member needs to take pregnancy disability leave because of disability due to pregnancy, childbirth or a related medical condition;

- (2) the date on which the Team Member became disabled because of pregnancy; AND
- (3) the estimated duration of the leave.

Upon request, the Team Member will be provided with a medical certification form that the Team Member can take to the doctor.

As a condition of returning from pregnancy disability leave or transfer, the Company requires the Team Member to obtain a release from a health care provider stating ability to resume the original job duties with or without reasonable accommodation.

PDL is unpaid. At the Team Member's option, the Team Member can use any accrued vacation time or other accrued paid time off as part of the PDL before taking the remainder of leave on an unpaid basis. Hanna Interpreting Services LLC requires, however, that the Team Member use any available sick time during the PDL. The substitution of any paid leave will not extend the duration of the PDL. Team Members who participate in the Company's group health insurance plan will continue to participate in the plan while on PDL under the same terms and conditions as if they were working. Benefit continuation under PDL is distinct from benefit continuation for Team Members who also take birth bonding leave under the California Family Rights Act. Team Members should make arrangements for payment of their share of the insurance premiums.

Hanna Interpreting Services LLC encourages Team Members to contact the California Employment Development Department regarding eligibility for state disability insurance for the unpaid portion of the leave.

If Team Members do not return to work on the originally scheduled return date, nor request in advance an extension of the agreed upon leave with appropriate medical documentation, they may be deemed to have voluntarily terminated their employment with the Company. Failure to notify the Company of their ability to return to work when it occurs or continued absence from work because the leave must extend beyond the maximum time allowed, may be deemed a voluntary termination of employment with the Company, unless Team Members are entitled to Family and Medical Leave or entitled to further leave pursuant to applicable law.

Upon return from a covered PDL, the Team Member, in most instances, will be reinstated to the same position.

Taking a PDL may affect some benefits. The Team Member may request more information regarding eligibility for PDL and the impact of the leave on seniority and benefits.

Any request for leave after the disability has ended will be treated as a request for family care leave under the California Family Rights Act (CFRA) and the federal Family and Medical Leave Act (FMLA), if the Team Member is eligible for that type of leave. PDL runs concurrently with FMLA (but not CFRA). Team Members should refer to the FMLA policy. Team Members who are not eligible for leave under the CFRA or FMLA will have a request for additional leave treated as a request for disability accommodation.

#### **4-8. Rehabilitation Leave**

Hanna Interpreting Services LLC is committed to providing assistance to our Team Members to overcome substance abuse problems. The Company will reasonably accommodate any Team Member who wishes to voluntarily enter and participate in an alcohol or drug rehabilitation program. This accommodation may include time off without pay or an adjusted work schedule, provided the accommodation does not impose an undue hardship on the Company. Team Members may also use accumulated sick days, if applicable, for this purpose.

Team Members should notify Human Resources if they need such accommodation. The Company will take reasonable steps to safeguard privacy with respect to enrollment in an alcohol or drug rehabilitation program.

#### **4-9. Literacy Assistance**

Hanna Interpreting Services LLC is committed to providing assistance to Team Members who require time off to participate in an adult education program for literacy assistance. If Team Members need time off to attend such a program, they should inform



their direct supervisor or the Human Resources Department. The Company will attempt to make reasonable accommodations by providing unpaid time off or an adjusted work schedule, provided the accommodation does not impose an undue hardship on the Company. The Company will attempt to safeguard the privacy of Team Members' enrollment in an adult education program.

#### **4-10. Time Off for School Related Activities**

Team Members that work at a location with 25 or more Team Members are provided unpaid time off up to 40 hours in one (1) calendar year if they are parents (including individuals acting in the capacity of a parent under the law), guardians, stepparents, foster parents or grandparents with custody of a child attending, or of age to attend, a licensed child care provider or kindergarten through Grade 12. The unpaid leave must be used for the following child- related activities:

1. to find, enroll or reenroll the child in a school or with a licensed childcare provider, or to participate in activities of the school or licensed child care provider of the child. (The amount of time off for this reason cannot exceed eight (8) hours in any calendar month of the year.)
2. to address a child care provider or school emergency, meaning that the child cannot remain in school or with a child care provider due to one of the following:
  - the school or child care provider has requested that the child be picked up or has an attendance policy, excluding planned holidays
  - behavioral or discipline problems
  - closure or unexpected unavailability of the school or childcare provider, excluding planned holidays
  - or a natural disaster, including, but not limited to, fire, earthquake or flood.

Prior to taking leave for reasons #1 or #2 above, the Team Member must provide reasonable notice of the planned absence to their Supervisor and/or VP of Operations. If more than one parent of a child is employed at the same worksite, leave for the reasons above apply, at any one time, only to the parent who first gives notice, such that another parent may take a planned absence simultaneously as to that same child for the reasons above, but only if the parent obtains approval from their Supervisor and/or VP of Operations for the requested time off.

Team Members may be required to provide documentation of their participation in these activities. Parents, guardians or grandparents with custody of schoolchildren who have been suspended also are allowed to take unpaid time off to appear at the school pursuant to the school's request. Team Members may use accrued paid time off for purposes of the leave taken under this policy.

#### **4-11. Victims of Domestic Violence, Sexual Assault or Stalking**

Victims of domestic violence, sexual assault or stalking may take unpaid leave for up to 12 weeks to obtain help from a court, seek medical attention, obtain services from an appropriate shelter, program, or crisis center, obtain psychological counseling, or participate in safety planning, such as permanent or temporary relocation. Hanna Interpreting Services LLC may require proof of the Team Member's participation in these activities. Whenever possible, Team Members must provide their supervisor reasonable notice before taking any time off under this policy. Team Members may substitute any accrued vacation, sick, or other time off for the leave under this policy. Leave under this policy does not extend the time allowable under the "Family and Medical Leave" Policy in this handbook.

No Team Members will be subject to discrimination or retaliation because of their status as a victim of domestic violence, sexual assault or stalking. Victims of domestic violence, sexual assault or stalking may request other accommodations in the workplace such as implementation of safety measures.

Hanna Interpreting Services LLC acknowledges that domestic violence can affect the workplace. Therefore, the Company encourages victims to notify Human Resources if a threat exists as referenced in our Workplace Violence Policy. The

Company understands the sensitivity and privacy of individuals experiencing such threats and will maintain confidentiality of the victims involved in such reports.

#### **4-12. Time Off for Crime Victims**

Team Members who have been victims of serious or violent felonies, as specified under California law, or felonies relating to theft or embezzlement, may take time off work to attend judicial proceedings related to the crime. Team Members also may take time off if an immediate family member has been a victim of such crimes and the Team Member needs to attend judicial proceedings related to the crime. "Immediate family member" is defined as spouse, registered domestic partner, child, child of registered domestic partner, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father or stepfather.

Team Members must give their supervisor a copy of the court notice given to the victim of each scheduled proceeding before taking time off, unless advance notice to Hanna Interpreting Services LLC of the need for time off is not feasible. When advance notice is not feasible, the Team Member must provide the Company with documentation evidencing the judicial proceeding, within a reasonable time after the absence. The documentation may be from the court or government agency setting the hearing, the district attorney or prosecuting attorney's office or the victim/witness office that is advocating on behalf of the victim.

Team Members may elect to use accrued paid vacation time, paid sick leave time or other paid time off for the absence. If the Team Member does not elect to use paid time off, the absence will be unpaid. However, exempt Team Members will be paid their full salary for any workweek interrupted by the need for time off under this policy.

#### **4-13. Time Off for Volunteer Firefighters, Reserve Peace Officers & Emergency Rescue Personnel**

Team Members who are volunteer firefighters, reserve peace officers or emergency rescue personnel are permitted unpaid time off, not to exceed 14 days per calendar year, for the purpose of engaging in fire, law enforcement or emergency rescue training. If the Team Members request time off under the policy they must notify their direct supervisor immediately after the need for the leave becomes known.

## Section 5 - General Standards of Conduct

### 5-1. Business Expense Reimbursement

Hanna Interpreting Services LLC will reimburse Team Members for reasonable expenses incurred for business purposes including, but not limited to, meals, lodging, and transportation. Travelers seeking reimbursement should incur the lowest reasonable travel expenses and exercise care to avoid the appearance of impropriety. If a circumstance arises that is not specifically covered in the travel policies, the most conservative course of action should be adopted.

Mileage driven in a personal automobile for business purposes will be reimbursed at the current IRS-approved rate per mile. All business travel and business purchases must be approved in advance by the Team Member's Supervisor. Travelers should verify that planned travel is eligible for reimbursement before making travel arrangements.

Team Members should complete expense reimbursement reports within fifteen (15) days of incurring the expenses and submit the reports and all supporting documentation to the President and/or VP of Operations.

Exempt Team Members will be paid their regular salary for weeks in which they travel. Nonexempt Team Members will be paid for travel time in accordance with federal and state wage payment laws.

### 5-2. Workplace Conduct

Hanna Interpreting Services LLC endeavors to maintain a positive work environment. Each Team Member plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in the Company's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing or defacing Hanna Interpreting Services LLC property or a co-worker's property
3. Disclosure of confidential information
4. Completing another Team Member's time records
5. Violation of safety rules and policies
6. Violation of Hanna Interpreting Services LLC's Drug and Alcohol-Free Workplace Policy.
7. Fighting, threatening or disrupting the work of others or other violations of Hanna's Workplace Violence Policy.
8. Failure to follow lawful instructions of a supervisor.
9. Failure to perform assigned job duties.
10. Violation of the Punctuality and Attendance Policy, including but not limited to habitual irregular attendance, lateness or unexcused absences.
11. Gambling on Company property.

12. Willful or careless destruction or damage to Company assets or to the equipment or position of other Team Members.
13. Wasting work materials.
14. Performing work of a personal nature during working time.
15. Violation of the Solicitation and Distribution Policy.
16. Violation of Hanna Interpreting Services LLC's Harassment or Equal Employment Opportunity Policies.
17. Violation of the Hanna Information Security policy.
18. Unsatisfactory work performance.
19. Any other violation of Company policy.

Obviously, not every type of misconduct can be listed. Note that all Team Members are employed at-will, and Hanna Interpreting Services LLC reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Company will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, Hanna Interpreting Services LLC will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate the Team Member at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

### **5-3. Punctuality and Attendance**

Team Members are hired to perform important functions at Hanna Interpreting Services LLC. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on fellow Team Members and Supervisors. We expect excellent attendance from all Team Members. Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge.

We do recognize, however, there are times when absences and tardiness cannot be avoided. In such cases, Team Members are expected to notify Supervisors as early as possible, but no later than the start of the work day. Asking another Team Member, friend or relative to give this notice is improper and constitutes grounds for disciplinary action. Team Members should call, stating the nature of the absence and its expected duration, for every day of absenteeism.

Unreported absences of three (3) consecutive work days generally will be considered a voluntary resignation of employment with the Company.

### **5-4. Use of Communications and Computer Systems**

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

Hanna Interpreting Services LLC may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business

when the Company deems it appropriate to do so. The reasons for which the Company may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during the Team Member's absence.

Further, Hanna Interpreting Services LLC may review Internet usage to ensure that such use with Company property, or communications sent via the Internet with Company property, are appropriate. The reasons for which the Company may review Team Members' use of the Internet with Company property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during the Team Member's absence.

The Company may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Company's policies prohibiting harassment, in their entirety, apply to the use of Company's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Further, since the Company's communication and computer systems are intended for business use, all Team Members, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No Team Member may access, or attempt to obtain access to, another Team Member's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

## **5-5. Use of Social Media**

Hanna Interpreting Services LLC respects the right of any Team Member to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. However, to protect Company interests and ensure Team Members focus on their job duties, Team Members must adhere to the following rules:

- Team Members may not post on a blog or web page or participate on a social networking platform, such as Twitter or similar site, during work time or at any time with Company equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages and social networking platforms, such as Twitter, Facebook, LinkedIn or similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page or social networking site.

Whether the Team Members are posting something on their own blog, web page, social networking, Twitter or similar site or on someone else's, if the Team Member mentions the Company and also expresses either a political opinion or an opinion regarding the Company's actions that could pose an actual or potential conflict of interest with the Company, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not the Company's position. This is necessary to preserve the Company's good will in the marketplace.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or violent is forbidden. Company policies apply equally to Team Member social media usage.

Hanna Interpreting Services LLC encourages all Team Members to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Team Members

must use their best judgment. Team Members with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including discharge.

## **5-6. Personal and Company-Provided Portable Communication Devices**

Hanna Interpreting Services LLC-provided portable communication devices (PCDs), including cell phones and personal digital assistants, should be used primarily for business purposes. Team Members have no reasonable expectation of privacy in regard to the use of such devices, and all use is subject to monitoring, to the maximum extent permitted by applicable law. This includes, as permitted, the right to monitor personal communications as necessary.

Some Team Members may be authorized to use their own PCD for business purposes. These Team Members should work with the IT department to configure their PCD for business use. Communications sent via a personal PCD also may subject to monitoring if sent through the Company's networks and the PCD must be provided for inspection and review upon request.

All conversations, text messages and e-mails must be professional. When sending a text message or using a PCD for business purposes, whether it is a Company-provided or personal device, Team Members must comply with applicable Company guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment use and operation of vehicles. Using a Company-issued PCD to send or receive personal text messages is prohibited at all times and personal use during working hours should be limited to emergency situations.

If Team Members who use a personal PCD for business resign or are discharged, they will be required to submit the device to the IT department for resetting on or before their last day of work. At that time, the IT department will reset and remove all information from the device, including but not limited to, Company information and personal data (such as contacts, e-mails and photographs). The IT department will make efforts to provide Team Members with the personal data in another form (e.g., on a disk) to the extent practicable; however, the Team Member may lose some or all personal data saved on the device.

Team Members may not use their personal PCD for business unless they agree to submit the device to the IT department on or before their last day of work for resetting and removal of Company information. This is the only way currently possible to ensure that all Company information is removed from the device at the time of termination. The removal of Company information is crucial to ensure compliance with the Company's confidentiality and proprietary information policies and objectives.

Please note that whether Team Members use their personal PCD or a Company-issued device, the Company's electronic communications policies, including but not limited to, proper use of communications and computer systems, remain in effect.

### **Portable Communication Device Use While Driving**

Team Members who drive on Company business must abide by all state or local laws prohibiting or limiting PCD (cell phone or personal digital assistant) use while driving. Further, even if usage is permitted, Team Members may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, Team Members should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while driving, and permitted by law, Team Members must use a hands-free option and advise the caller that they are unable to speak at that time and will return the call shortly.

Under no circumstances should Team Members feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any Team Member to use a cell phone while driving, Team Members who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and emailing while driving is prohibited in all circumstances.

## 5-7. Camera Phones/Recording Devices/Video Surveillance

Due to the potential for issues such as invasion of privacy, sexual harassment and loss of productivity, as well as inappropriate disclosure of confidential information, no Team Member may use a camera phone function on any phone on company property or while performing work for the Company.

The use of tape recorders, Dictaphones or other types of voice recording devices anywhere on Company property, including to record conversations or activities of other Team Members or management, or while performing work for the Company, is also strictly prohibited, unless the device was provided to you by the Company and is used solely for legitimate business purposes.

This policy is not intended to restrict or discourage Team Members from discussing, or acting together to improve wages, benefits and working conditions.

### **Video Surveillance:**

In order to promote safety and security, Hanna Interpreting Services LLC reserves the right to install video cameras in common areas, including the break room, kitchen and parking lot. Video surveillance is designed to minimize theft and/or identify persons engaged in criminal activity while on Hanna Interpreting Services LLC property.

Video will never be recorded in private areas, such as restrooms. Recorded video will be stored in a secure location and accessed only by authorized personnel.

Questions or concerns regarding this policy should be directed to your immediate supervisor Human Resources personnel, or the company owner, Tom Elias Hanna.

## 5-8. Inspections

Hanna Interpreting Services LLC reserves the right to require Team Members while on Company property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Company or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Company or to its clients. Team Members are expected to cooperate in the conduct of any search or inspection.

## **5-9. Smoking**

Smoking, including the use of e-cigarettes, is prohibited on Company premises and in all Company vehicles.

## **5-10. Personal Visits and Telephone Calls**

Disruptions during work time can lead to errors and delays. Therefore, personal telephone calls must be kept to a minimum, and only be made or received after working time, or during lunch or break time.

For safety and security reasons, Team Members are prohibited from having personal guests visit or accompanying them anywhere in Hanna Interpreting Services LLC facilities other than the reception areas.

## **5-11. Solicitation and Distribution**

To avoid distractions, solicitation by the Team Member of another Team Member is prohibited while either Team Member is on work time. "Work time" is defined as the time the Team Member is engaged, or should be engaged, in performing his/her work tasks for Hanna Interpreting Services LLC. Solicitation of any kind by non-Team Members on Company premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in working areas of the Company is prohibited at all times. Distribution of literature by non-Team Members on Company premises is prohibited at all times. The sole exceptions to this policy are charitable and community activities supported by Hanna Interpreting Services LLC management and company-sponsored programs related to Hanna Interpreting Services LLC's products and services. Provisions:

Non-Team Members may not solicit Team Members or distribute literature of any kind on company premises at any time. Team Members may only admit non-Team Members to work areas with management approval or as part of a company-sponsored program. These visits should not disrupt workflow. A Team Member must accompany the non-Team Member at all times. Former Team Members are not permitted onto company property except for official company business. Team Members may not solicit other Team Members during work times, except in connection with a company-approved or sponsored event. Team Members may not distribute literature of any kind during work times or in any work area at any time, except in connection with a company-sponsored event. The posting of materials or electronic announcements are permitted with approval from Human Resources.

Violations of this policy should be reported to Human Resources.

## **5-12. Bulletin Boards**

Important notices and items of general interest are continually posted on Hanna Interpreting Services LLC bulletin boards. Team Members should make it a practice to review bulletin boards frequently. This will assist Team Members in keeping up with what is current at Hanna Interpreting Services LLC. To avoid confusion, Team Members should not post or remove any material from the bulletin board.



## 5-13. Confidential Company Information

During the course of work, Team Members may become aware of confidential information about Hanna Interpreting Services LLC's business, including but not limited to information regarding Company finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers and customers and potential customers. Team Members also may become aware of similar confidential information belonging to the Company's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to Hanna Interpreting Services LLC's competitors. Any Team Member who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of the Company may be subject to disciplinary action up to and including termination. Team Members may be required to sign an agreement reiterating these obligations.

## 5-14. Conflict of Interest and Business Ethics

It is Hanna Interpreting Services LLC's policy that all Team Members avoid any conflict between their personal interests and those of the Company. The purpose of this policy is to ensure that the Company's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no Team Member should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Company.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Company, by any Team Member who is in a position to directly or indirectly influence either the Company's decision to do business, or the terms upon which business would be done with such organization
2. holding any interest in an organization that competes with the Company
3. being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with the Company or which competes with the Company
4. and/or profiting personally (e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with the Company)
5. A conflict of interest would also exist when a member of the Team Member's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is the Team Member's responsibility to report any actual or potential conflict that may exist between the Team Member (and the Team Member's immediate family) and the Company.

## **5-15. Use of Facilities, Equipment and Property, Including Intellectual Property**

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, Team Members are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Team Members should notify their supervisor if any equipment, machines, or tools appear to be damaged, defective or in need of repair. Prompt reporting of loss, damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to Team Members or others. Supervisors can answer any questions about the Team Members' responsibility for maintenance and care of equipment used on the job.

Team Members also are prohibited from any unauthorized use of the Company's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, the Company is not responsible for any damage to Team Members' personal belongings unless the Team Member's supervisor provided advance approval for the Team Member to bring the personal property to work.

## **5-16. Health and Safety**

The health and safety of Team Members and others on Company property are of critical concern to Hanna Interpreting Services LLC. The Company intends to comply with all health and safety laws applicable to our business through our Injury and Illness Prevention Plan (IIPP) manual. It is a part of Team Members' responsibility to ensure that work areas are kept safe and free of hazardous conditions. Team Members are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Company's premises, or in a product, facility, piece of equipment, process or business practice for which the Company is responsible should be brought to the attention of management immediately.

Periodically, the Company may issue rules and guidelines governing workplace safety and health. The Company may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All Team Members should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the Team Member's supervisor as soon as possible, regardless of the severity of the injury or accident.

## **5-17. Hiring Relatives/Team Member Relationships**

A familial relationship among Team Members can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, Hanna Interpreting Services LLC may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists.

In other cases, such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or discharged from employment, at the discretion of the Company. Accordingly, all parties to any type of intimate personal relationship must inform management.

If two Team Members marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the

other individual. The Company generally will attempt to identify other available positions, but if no alternate position is available, the Company retains the right to decide which Team Member will remain with the Company.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the Team Member is similar to that of persons who are related by blood or marriage.

## **5-18. Team Member Dress and Personal Appearance**

You are expected to report to work well-groomed, clean, and dressed according to the requirements of your position. Some Team Members may be required to wear uniforms or safety equipment/clothing. Please contact your Supervisor for specific information regarding acceptable attire for your position. If you report to work dressed or groomed inappropriately, you may be prevented from working until you return to work well-groomed and wearing the proper attire.

Nothing in this dress code is intended or should be construed to violate, restrict or discriminate against any Team Member's sex, gender, gender identity, gender expression, nursing mothers, or religious dress practices. If any Team Member believes that their protected rights based upon sex, gender, gender identity, gender expression, nursing mothers, or religious dress practices are being restricted or violated in some manner by the dress code, please contact your Supervisor or human resources so that these concerns can be addressed.

## **5-19. Publicity/Statements to the Media**

All media inquiries regarding the position of the Company as to any issues must be referred to the President and/or VP of Operations. Only the President and/or VP of Operations is authorized to make or approve public statements on behalf of the Company. No Team Members, unless specifically designated by the President and/or VP of Operations, are authorized to make those statements on behalf of the Company. Any Team Member wishing to write and/or publish an article, paper, or other publication on behalf of the Company must first obtain approval from the President and/or VP of Operations.

## **5-20. Operation of Vehicles**

All Team Members authorized to drive Company-owned or leased vehicles or personal vehicles in conducting Company business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to management immediately.

Team Members must have a valid driver's license in their possession while operating a vehicle off or on Company property. It is the responsibility of every Team Member to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times.

Company-owned or leased vehicles may be used only as authorized by management.

### **Portable Communication Device Use While Driving**

Team Members who drive on Company business must abide by all state or local laws prohibiting or limiting portable communication device (PCD) use, including cell phones or personal digital assistants, while driving. Further, even if use is permitted, Team Members may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, Team Members should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the Team Members are driving, and permitted by law, they must use a hands-free option and advise the caller that they are unable to speak at that time and will return the call shortly.

Under no circumstances should Team Members feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any Team Member to use a PCD while driving, Team Members who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and emailing while driving is prohibited in all circumstances.

## **5-21. References**

Hanna Interpreting Services LLC will respond to reference requests through the President or the VP of Operations Department. The Company will provide general information concerning the Team Member such as date of hire, date of discharge, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to the President or the VP of Operations Department.

**Only the President or the VP of Operations Department may provide references.**

## **5-22. If You Must Leave Us**

Should a Team Member decide to leave the Company, we ask that he or she provide a Supervisor with at least two (2) weeks advance notice of departure. Thoughtfulness will be appreciated. All Company property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc., must be returned at separation. Team Members also must return all of the Company's Confidential Information upon separation. To the extent permitted by law, Team Members will be required to repay the Company, (through payroll deduction, if lawful) for any lost or damaged Company property. As noted previously, all Team Members are employed at-will and nothing in this handbook changes that status.

## **5-23. Exit Interviews**

Team Members who resign are requested to participate in an exit interview with VP of Operations, if possible.

## **5-24. A Few Closing Words**

This handbook is intended to give Team Members a broad summary of things they should know about Hanna Interpreting Services LLC. The information in this handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, Hanna Interpreting Services LLC, in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Team Members should not hesitate to speak to management if they have any questions about the Company or its personnel policies and practices.