



Employee Handbook

Welcome

Welcome to COC Consulting!

I am delighted to have you join the team and hope that you will enjoy a long and successful career with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enhance your career and further COC Consulting's goals.

You are joining an organization that has a reputation for outstanding client care is praised by client centers for going the extra mile. We are helping to take client care to the next level and are excited to have you join that journey.

With your active involvement and support, COC Consulting will continue to grow and succeed. You are our most important and greatest asset. We could not do what we do without our employees. I am very pleased to welcome you to the COC Consulting Team and look forward to working with you!

Karen Parmenter
Owner

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Introduction

Our intention is to provide a guide that helps you navigate our workplace. This handbook has been prepared to inform you about important policies and procedures at COC Consulting and to establish COC Consulting's expectations. It is not all inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment.

COC Consulting reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, procedures and benefits, in whole or in part, whether described within this handbook or elsewhere, in accordance with state and federal laws, at its sole discretion. If any discrepancy between this handbook and current company policy or guides arises, conform to current company policy. Every effort will be made to keep you informed of COC Consulting policy changes that fundamentally change business operations or the way a policy is administered.

This handbook is not a contract, expressed or implied, guarantying employment for any length of time and is not intended to induce an employee to accept employment with the company. The right to terminate the employment-at-will relationship at any time is retained by both the employee and COC Consulting, Inc.

Feel free to contact Human Resources should you have any questions about any of the information within this handbook.

Who We Are

Driven to help our clients succeed in providing the best possible care for their patients and clients is the core purpose of COC Consulting. Our team aims to bridge the gap in care and increase the quality of the continuum of care, allowing both the practice and patients to thrive.

What We Do

COC, Continuity of Care, is a leading provider of mobile phlebotomy and imaging services in the US. Operating in 9 states currently and expanding every month, COC is the largest non-lab owned mobile phlebotomy company on the West Coast. COC provides services to mental health centers, skilled nursing facilities, community care-based programs, local government outreach programs, workers compensation, dental offices, doctors' offices, and even in-home services. The company's relationships with local and national labs allow for our client/patient's samples to be processed quickly preventing any delays in care.

Employment Relationship

Employee Classification Categories

All employees are designated as either nonexempt or exempt under the Department of Labor, Fair Labor Standards Act. The following is intended to help you understand employment classifications and your employment status and benefit eligibility. These classifications do not guarantee employment for any specified period.

Exempt employees: Generally, managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of the Fair Labor Standards Act (FLSA). Exempt employees hold jobs that meet the standards and criteria to be exempt from minimum wage and overtime pay as established under the FLSA by the U.S. Department of Labor.

Nonexempt: Employees whose work is covered by the FLSA and are eligible for overtime pay for hours worked in excess of 40 hours per workweek¹. They are NOT exempt from the law's requirements concerning minimum wage and overtime.

Regular full-time: Employees who are not in a temporary status and who are regularly scheduled to work the COC Consulting' full-time schedule of 40 hours per week. Generally, these employees are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.

Regular part-time: Employees who are not in a temporary status and who are regularly scheduled to work less than the full-time schedule each week. Regular, part-time employees are not eligible for benefits offered by the company.

Personnel Records

It is always important that COC Consulting maintain accurate personnel records. Please notify Human Resources of any changes in name, home address, telephone number, marital status, number of dependents, immigration status, or any other pertinent information. By promptly notifying COC Consulting of such changes, you will avoid compromise of your benefit eligibility, the return of W-2 forms, or similar inconvenience.

¹ For California employees, overtime will be paid overtime for any time worked more than 8 hours in one day, more than 40 hours in a workweek or on the seventh consecutive day in a workweek.

If you wish to review your personnel records, please contact your local Human Resources.

Tools of the Trade

Certain equipment may be assigned to you depending on the needs of the job. This equipment remains the property of COC Consulting and must be returned should you leave the company.

It is expected that you will treat this equipment as you would if it were yours; with care and report any malfunctions immediately to your supervisor.

All employees must complete and sign an acknowledgement form prior to receiving this equipment.

Benefits

In addition to amazing culture and competitive pay, we provide a combination of supplemental benefits to all regular full-time employees. Employees are eligible for benefits on the first of the month following 60 days from their date of hire.

401k

The company participates in a 401(k) plan so that employees may save a portion of their earnings for retirement. Regular full-time employees who are 21 years or older are eligible to participate. Employees may elect to make regular contributions to the 401(k) plan up to the maximum amount allowed by federal law. Should you choose to enroll, contributions into the plan will commence from the next payroll after the first day of the month on or after the day you have met all the age and service requirements.

Where an employee elects to contribute to the 401(k) plan, COC Consulting will match the employee's contribution up to 100% of the first 3% the employee contributes and 50% of the next 2% that the employee contributes, for a total match of 4%.

Medical/Vision/Dental

COC Consulting has designed a competitive Health Plan which incorporates medical, dental and vision plans.

Our current providers are:

- Medical – United Healthcare
- Dental/Vision – Ameritas

COC Consulting contributes **50%** of the premiums associated with the base plan for single coverage.

If the employment relationship ceases (voluntary or involuntary) and you have been participating in the COC Consulting health plan up until that day, your benefits will continue until the end of the month in which you finish.

Further information is available on the **benefits** page on HR Portal or you may contact Human Resources.

COBRA – Continuation of Health Benefits

Under the federal Consolidated Omnibus Budget Reconciliation Act (COBRA), a qualified employee who terminates employment (for reasons other than gross misconduct on the employee's part) or who loses health and dental coverage due to a reduction in work hours, may temporarily continue group health and dental coverage for themselves, their spouse, and any covered dependent children at the full premium rate plus administrative fees. That eligibility normally extends for a period of eighteen (18) months from the qualifying date. For more information regarding COBRA health insurance benefits, speak with Human Resources.

Unemployment Insurance

Employees rendered unemployed through no fault of their own or due to circumstances prescribed by law, and who meet the State eligibility requirements for time worked or wages earned, may receive unemployment insurance (also called unemployment benefits or compensation). State agencies directly administer this insurance and determine benefit eligibility, amount (if any), and duration.

Social Security Benefits (FICA)

Both employees and the Company contribute funds to the federal Social Security Program as prescribed by law, providing retirees with benefit payments and medical coverage where applicable.

Changes in your Benefits

You may make changes in your benefits program once a year, during the Open Enrollment period which typically occurs in December. Changes are effective January 1st of each year.

The only exception is when you have a "qualifying event" during the year. "Qualifying events" include marriage, divorce, birth/adoption, death of a dependent, or if you are newly covered under other insurance or lose coverage elsewhere. If this is the case, please submit documentation of the qualified change within 30 days of the effective date of your qualifying event. This is a requirement set by the IRS.

Payroll, Expenses and Deductions

Pay Day

All employees will be paid bi-weekly. Please view the payroll calendar for pay dates located on the company employee portal.

If a payday falls on a holiday or weekend, payment will be scheduled on the preceding workday.

It is COC Consulting' policy that paychecks will only be directly deposited into the employees nominated checking and/or savings account of their choice. If your bank details change during your employment, you can update these with Human Resources.

Expense Reimbursement

We want COC Consulting employees to think and act like “owners”.

Business expenses where possible, should be purchased using a Company Credit card. Some examples include:

- Mileage or actual travel expenses
- Conferences/CPE trainings
- Computer / Monitor / Peripherals
- Professional licenses / Dues

Some expenses that may not be appropriate to use the company credit card include:

- Personal Entertainment (i.e. in-flight movies, hotel pay-per-view movies, etc.)
- Cash Advances
- Business Trip Extras (massages, beauty treatments, gym fees, etc.)
- 1,728 clown noses.

Deductions

COC Consulting does not allow deductions from employee pay that violate requirements of the Fair Labor Standards Act (FLSA) and state and local laws. COC Consulting is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of

the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

Changes to Status/Tax

If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, a new Form W-4 (Federal) and any state mandated withholding forms need to be submitted to Human Resources.

Garnishments/Child Support

When a court ordered garnish notice is received, COC Consulting is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. While we are not legally obligated to notify the employee, we will attempt to do so when it is feasible. Our company will, however, honor applicable federal and state guidelines that protect a certain amount of an employee's income from being subject to garnishment.

Overtime (nonexempt employees)

In accordance with federal and state law, non-exempt employees who work in excess of 40² hours in a workweek receive compensation at one and one-half times their regular rate of pay for each hour of overtime worked. Overtime worked by non-exempt employees will be the exception, rather than a normal practice. When an employee needs to work overtime, they should gain approval, in advance, from their supervisor.

Pay Discrepancy

COC Consulting makes every effort to pay employees correctly but mistakes can occur. If you believe you have not been paid properly, please contact Human Resources immediately.

Wage or Salary increase

Each year COC Consulting conducts a thorough budgeting process which may include analysis of salaries. This process includes benchmarking roles against external data and various other sources available. COC Consulting does not grant "cost of living" increases. Increases, budget permitting, will be determined based on performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals.

² California employees will be paid overtime, or 1.5 times their regular rate, when they work more than 8 hours in a day, 40 hours in a week. Employees will be paid 2 times their regular rate for the first 8 hours of the 7th day of work in a row.

Attendance

Punctual and regular attendance is an essential responsibility of each employee at COC Consulting. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

This policy does not apply to absences covered by the Family and Medical Leave Act (FMLA), leave provided as a reasonable accommodation under the Americans with Disabilities Act (ADA) or other state or federal protected leave.

Absence

"Absence" is defined as the failure of an employee to report for work when he or she is scheduled to work. The two types of absences are defined below:

- Excused absence occurs when all the following conditions are met:
 - The employee provides to his or her supervisor sufficient notice at least 48 hours in advance of the absence.
 - The absence request is approved in advance by the employee's supervisor.
- Unexcused absence occurs when any of the above conditions are not met. If it is necessary for an employee to be absent or late for work because of an illness or an emergency, the employee must notify his or her supervisor by calling into the COC Consulting hotline (1-866-257-6500) and leave a message, no later than the employee's scheduled starting time on that same day. If the employee is unable to call, he or she must have someone make the call.

An unexcused absence counts as one occurrence for the purposes of discipline under this policy.

Employees with three or more consecutive days of excused absences *because of illness or injury* must give COC Consulting proof of physician's care and/or a fitness for duty release prior to returning to work.

Employees must take earned PTO for every absence unless otherwise allowed by company policy (e.g., leave of absence, bereavement, etc.).

Tardiness and Early Departures

Employees are expected to report to work and return from scheduled breaks on time. If employees cannot report to work as scheduled, they must notify their supervisor by calling into the COC Consulting hotline (1-866-257-6500) and leave a message, no later than their regular starting time. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary.

Employees who must leave work before the end of their scheduled shift must call the COC Consulting hotline (1-866-257-6500) immediately.

Tardiness and early departures are each one-half an occurrence for the purpose of discipline under this policy.

Time Clocks and Failure to Clock In/Out

Employees are required to clock in and out of the Connecteam app to record their actual hours worked. A missed clock in/out is a violation of this policy and includes:

- Failure to clock in/out on the Connecteam app at the beginning and/or end of their assigned shift
- Failure to clock in/out on the Connecteam app while at work location
- Failure to accurately and timely report time worked.

Occurrences and Disciplinary Action

Excessive absenteeism is defined as two (2) or more occurrences of unexcused absences and will result in disciplinary action. Eight (8) occurrences of unexcused absence in a rolling 12-month period are considered grounds for termination.

An occurrence is documented as an absence, tardy or missed time clock in/out. While an absence refers to a single failure to be at work, an occurrence may cover consecutive absent days when an employee is out for the same reason.

The following grid is designed to provide guidelines when addressing the total number of occurrences in a rolling 12-month period, provided that the reason for an occurrence is not protected under FMLA or ADAAA.

	Occurrences/Days	Discipline Step and Action
Occurrence One occurrence is equal to: <ul style="list-style-type: none"> • 1 Absence • 2 Tardies • 1 Missed Punch (Per pay period) 	2 Occurrences	Step 1: Verbal Warning
	4 Occurrences	Step 2: Written Warning
	6 Occurrences	Step 3: Final Written Warning
	8 Occurrences	Step 4: Termination
Total number of days absent <ul style="list-style-type: none"> • Consecutive days with a doctor's note 	3 days	Step 1: Verbal Warning
	6 days	Step 2: Written Warning
	9 days	Step 3: Final Written Warning
	12 days	Step 4: Termination
Single Day of No Call / No Show	1 Occurrence	Step 4: Termination

Job Abandonment

COC Consulting expects employees to report for work on time for every scheduled shift. An employee who is unable to report to work at the designated time is required to notify his or her supervisor as soon as practicable but no later than the employee's scheduled start time in accordance with the sick leave policy. Employees who fail to report to work without notifying the company of the absence will be considered as having voluntarily resigned as a result of job abandonment.

If the employee is unable to contact the company for any absence, he or she should ask a representative (such as a family member or friend) to do so on the employee's behalf. If the employee or a representative is unable to contact COC Consulting due to extreme circumstances (such as a medical emergency or natural disaster that prohibits the employee or his or her representative from contacting the company within 24 hours), the employee or his or her representative must contact the company as soon as practicable to explain the situation. In extreme circumstances, the employer will consider the explanation and its timing before determining if the voluntary resignation will be upheld.

Time Off

Company Holidays

Executive Employees: the following company holidays are paid (and not expected to work):

- New Year's Day (January 1st)
- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (1st Monday in September)
- Thanksgiving (4th Thursday in November)
- Christmas Day (December 25th)

Non-exempt Employees: the following company holidays will receive holiday premium pay:

- New Years Day (January 1st)
- Independence Day (July 4th)
- Thanksgiving Day (4th Thursday in November)
- Christmas Day (December 25th)

Holiday Premium Pay

For each hour of holiday work, non-exempt employees receive holiday premium pay. Holiday premium pay equals half of an employee's rate of hourly basic pay. Employees who are required to work on a holiday receive their rate of basic pay, plus holiday premium pay, for each hour of holiday work.

Holiday pay is not to be considered hours worked in the computation of overtime.

Vacation

COC Consulting recognizes the importance of time off from work to relax, spend time with family, and enjoy leisure activities. The company provides 80 hours paid vacation time per year to all regular full-time employees for this purpose and employees are encouraged to take vacation during the year.

The following procedures apply:

- Full-time employees will accrue at the rate of 3.07 hours per pay period starting on their hire date. The full-time employee will be eligible to use their accrued vacation after 90 days of employment.

- An employee may carry forward a total of up to 80 hours of unused vacation time. Any additional unused vacation over this allowance will be forfeited³. When employees accumulate 80 hours of vacation, they will cease accruing additional vacation until such time as the employee’s total accumulation of unused vacation is less than 80 hours.
- Upon termination of employment, all accrued but unused vacation time will be paid at the rate of pay applicable at the time of termination of employment.
- The company will not pay employees for unused vacation except upon termination of their employment.
- Employees should discuss with their manager at least two (2) weeks in advance of the requested vacation date.

Sick Leave

COC Consulting provides sick leave to regular employees so they can attend to and support recovery during these times. Employees in start to accrue sick leave on their first day of work and may use accrued sick leave after 90 days of employment.

State	Sick hours accrual rate
Arizona	1 hour per 30 hours worked
California	1 hour per 30 hours worked
Nevada	0.01923 hours per hour worked
Oregon	1 hour per 30 hours worked
Washington	1 hour per 40 hours worked

Sick days may be used by an employee to care for themselves or if an employee needs to provide care for a family member who is ill. Sick days may also be used if an employee needs time off for scheduled medical procedures.

COC Consulting may require you to provide a medical certificate or statutory declaration in respect of any personal leave absences.

³ California employees will be able to carryover any accrued balance to the following calendar year, however there is a max accrual of 80 hours per year.

This paid time off is separate from other forms of time off such as vacation. Please alert your supervisor and Human Resources, in advance, if you will have a foreseeable absence. In other cases, please alert them, as soon as possible. At the company's' discretion, COC Consulting may require return to work documentation.

If sick leave is exhausted, vacation leave may be used in its place.

Sick Time off balance will accrue each year and unused portions are not payable upon termination.

Jury Duty

If you are required to serve on a jury, you should inform us immediately. You will normally be excused from work for the time required, unless your absence would cause an undue hardship on the company. You should ensure that you keep your manager informed as to your absence daily. You are required to return to work when jury duty ends and to present any documentation you receive from the Court to your lead. Whether jury service is paid or unpaid is entirely at the Company's discretion.

Compassionate/Bereavement Leave

Full-time, active employees may receive up to three (3) days of paid time off in the event of the death of a member of their immediate family. This is in addition to and not counted against vacation or sick time. Immediate family includes spouse, domestic partner, child, grandchild, parent, parent-in-law, brother or sister, brother-in-law, sister-in-law, or an adult who stood in loco parentis to the employee during childhood.

An employee who wishes to take time off due to the death of an immediate family member should notify his or her supervisor as soon as possible. If an employee leaves work early on the day he or she is notified of the death, that day will not count as bereavement leave.

Bereavement pay is calculated based on the base pay rate at the time of absence, and it will not include any special forms of compensation, such as incentives, commissions, bonuses, overtime or shift differentials.

California Pregnancy Disability Leave (PDL)

COC Consulting provides female employees with job-protected unpaid leave, up to four (4) months, for disabilities relating to pregnancy, childbirth or related medical conditions (meaning a physical or mental condition intrinsic to pregnancy or childbirth). For the purposes of leave under this policy, "four

months” mean the number of days the employee would normally work within four calendar months if the leave is taken continuously, following the date the pregnancy leave commences.

The company also provides reasonable accommodations, to the extent required by law, for conditions related to pregnancy, childbirth or related medical conditions. In addition, a transfer to a less strenuous or hazardous position or duties may be available pursuant to an employee’s request, if such a transfer is medically advisable. Employees requesting a leave or reasonable accommodation should promptly notify their Human Resources.

If employees and their families participate in the COC Consulting’ group health plan, COC Consulting will maintain coverage during leave under this policy on the same terms as if employees had continued to work.

For more information regarding leave under this policy please contact Human Resources.

Family Medical Leave Act (FMLA) Entitlement

The Family and Medical Leave Act of 1993 (FMLA), amended by the implementation of new family leave entitlements enacted under the National Defense Authorization Act of 2008, provides covered employees with an entitlement to 12 workweeks of unpaid leave during any 12-month period for certain family and medical reasons. As a general rule, full-time and part-time employees are covered if they have 12 months of service in the personnel system in which they are currently working, and 1,250 hours over the previous 12 months, in appointments which were not limited to one year or less. The 12 months are not required to be recent or consecutive. Employees serving under appointments limited to one year or less, or under intermittent appointments, are not covered.

Basic Leave Entitlement

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

- For incapacity due to pregnancy, prenatal medical care or childbirth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counselling sessions, and attending post-deployment reintegration briefings.

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

Under certain conditions, FMLA may be taken intermittently, or employees may work under a reduced work schedule by taking family and medical leave for part of each workweek. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis. An employee may elect to substitute other paid leave, as appropriate, for any of the 12 weeks of unpaid leave under the FMLA. Current law and regulations governing granting and using annual and sick leave (including advanced leave) apply.

Job Benefits and Protection

During FMLA leave, the employee may continue health benefits coverage if eligible; however, for periods of unpaid FMLA leave, s/he will be responsible for paying the employee contribution upon return to work. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits and other employment terms. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Advance Notice

An employee is required to provide notice of his or her intent to take family and medical leave to HR and his/her supervisor not less than 30 days before leave is to begin when the leave is foreseeable.

When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with normal call-in procedures.

Medical Certification

COC Consulting requires medical certification for FMLA leave taken to care for an employee's spouse, son, daughter, or parent who has a serious health condition or for the serious health condition of the employee. Employees must provide sufficient information for the employer (HR) to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider; or circumstances supporting the need for military family leave. Employees also must inform the employer (HR) if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees may also be required to provide periodic recertification supporting the need for leave.

Certification Forms

[WH-380-E, Certification of Health Care Provider for Employee's Serious Health Condition](#) (PDF format)

[WH-380-F, Certification of Health Care Provider for Family Member's Serious Health Condition](#) (PDF format)

[WH-384, Certification of Qualifying Exigency for Military Family Leave](#) (PDF format)

[WH-385, Certification for Serious Injury or Illness of Covered Service Member - for Military Family Leave](#) (PDF format)

Additional Information

Any questions regarding these entitlements should be directed to the Human Resources Department.

Military Leave (USERRA)

COC Consulting supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify Human Resources and their supervisor, who will provide

details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

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

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

Work Health, Safety & Wellbeing

At COC Consulting we are committed to ensuring that our employees and clients are safe, with no threat from injury or risk to health while at work or in our business. We recognize that a safe and healthy work environment is fundamental to good business management and employee relations.

We expect our employees at all levels, regardless of their position, to conduct all activities in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and to co-operate with the implementation of the COC Consulting' health and safety arrangements.

Workers Compensation

COC Consulting has obtained and maintains workers compensation policies for all our locations to cover all our employees as required by law. Independent contractors are not covered by these policies and should seek their own coverages. Employees who sustain work-related injuries should immediately notify their supervisor and Human Resources.

Safety & Well-being

It is an expectation that you obey all safety requirements and be careful at work, whether at your home office, company location or clients' site.

No matter how minor an on-the-job injury, accident, incidence, or work-related illness may appear, it is important that it be immediately reported the same day it occurs to your supervisor or Human Resources.

Should you be injured and off work for a significant period, we will work with you and any health provider to be able to return you to your normal duties as quickly and as practically possible.

Commitment to Safety

Health, safety and wellbeing is a priority at COC Consulting and is considered a job that everyone is responsible for. It is the responsibility of all employees to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in an area or with a client.

Drug-Free Workplace

It is the policy of COC Consulting to maintain a drug-free work environment that is safe and productive for employees and others having business with the company.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and/or the misuse of legal drugs while on company or client center premises or while performing services for the company is strictly prohibited. COC Consulting also prohibits reporting to work or performing services under the influence of illegal drugs or using illegal drugs while on duty or during work hours.

Random Selection Testing

COC Consulting will randomly drug-test employees for compliance with its drug-free workplace policy on a monthly basis. Random testing means employees will be selected for testing using a computer-based random-number generator. This will result in an equal probability that any employee from the entire group of employees will be tested.

Testing must be completed on the same workday the employee is selected, absent extenuating circumstances such as out-of-town travel. In all circumstances, testing must be completed within 24 hours of selection.

If an employee selected for testing is unavailable for a legitimate reason such as an extended medical absence, human resources will document the circumstances for failure to test.

COC Consulting has no discretion to waive the selection of an employee selected at random.

Substances Covered by Drug Testing

Employees will be tested for their use of commonly abused controlled substances, which include amphetamines, barbiturates, benzodiazepines, opiates, cannabinoids⁴, cocaine, methadone, methaqualone, phencyclidine (PCP), propoxyphene and chemical derivatives of these substances.

Employees must advise the testing lab of all prescription drugs taken in the past month before the test and must be prepared to show proof of such prescriptions upon request.

⁴ COC Consulting will not test for cannabinoids in states that have legalized the use of recreational marijuana

Workplace Violence Prevention

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

All COC Consulting employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor or Human Resources. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

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

Performance

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

Transparent regular communication about performance is expected on a regular basis. This ensures that you, the employee, have the tools necessary to excel in your role. Should there be cause for concern or you are not meeting the requirements for your role, you can be aware of adjustments needed early on.

Disciplinary Action

The Company takes disciplinary matters very seriously and will exact discipline as it sees fit for any unacceptable action or behavior. These may include:

- Excessive lateness and/or absence
- Improper or indecent conduct
- Poor communication
- Uncooperative attitude
- Abuse, perfunctory or unauthorized use, or unauthorized possession of Company property
- Unauthorized use or disclosure of Company information
- Possession and/or use of illegal drugs, weapons or explosives
- Illegal harassment and/or discrimination - of any kind
- Violations of Company policy

Disciplinary action may consist of anything from verbal/written warnings and counseling, to demotion, transfer, suspension or termination. Rather than follow rote procedures, the Company will handle each matter individually to ensure fairness to all involved. Please review and internalize the list of "Don'ts" above and try to use good judgment at all times.

Departure from Company

Resignation

As an at-will employee you can resign at any time. However, should you decide to leave COC Consulting, we request that you notify us, in writing, at least two (2) weeks in advance. Your consideration in this regard will enable us to arrange for a replacement. You will also be asked at this time if you would like to give us an evaluation of your employment with us. This information will be helpful to us in our continuing improvement and making it an even better company to work for.

Return of Company Property

Any separating employee must return all company property at the time of separation, including cell phones, keys, computers, identification cards, company documents and any other property provided to the employee for use in the scope of their function with COC Consulting.

Final Pay

Final pay will be processed in accordance with local legislative requirements. Any outstanding payments will be included in this payment. Any contributions towards health insurance premiums will also be deducted from your final pay to cover you until the end of the month. You will be paid for accrued but unused vacation time as part of your last paycheck.

Equal Opportunity and Commitment to Diversity

Equal Opportunity Statement

COC Consulting is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Our aim is that all our brand representatives [including contractors] are truly representative of all sections of society and work in an environment where everyone is respected and able to perform to the best of their ability. To give equal and fair employment and advancement opportunities to all people, we make employment decisions at COC Consulting based on each person's performance, qualifications, and abilities. COC Consulting does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.

If you have a question about any type of discrimination at work, please talk with your supervisor or Human Resources. You will not be retaliated against for any discrimination reported. Also, if we learn that anyone was illegally discriminating, that person will be subject to disciplinary action, up to and including termination of employment.

Americans with Disability Act (ADA)

COC Consulting is committed to complying fully with the Americans with Disabilities Act (ADA). We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. We conduct all our employment practices including recruitment, promotion and associated activities on a non-discriminatory basis and fully comply with all applicable laws.

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

Employees who may require a reasonable accommodation should contact Human Resources.

Right to Work in the U.S

The Immigration Reform and Control Act of 1986 requires COC Consulting to obtain proof of an employee's identity and right to work in the United States. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility by the first day of employment. Former employees who are rehired must also complete the form if they have not completed an I-9 with COC Consulting within the past three years or if their previous I-9 is no longer retained or valid.

COC Consulting employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

To aid this compliance, COC Consulting participates in E-Verify and will enter your details from the Form I-9 into the online system to create a case for verification of status. Should there be a need for further investigation into the case, COC Consulting will contact you to discuss.

Nepotism, Employment of Relatives and Personal Relationships

COC Consulting wants to ensure that corporate practices do not create situations such as conflict of interest or favoritism. This extends to practices that involve employee hiring, promotion and transfer. Close relatives, partners, those in a dating relationship or members of the same household are generally not permitted to be in positions that have a reporting responsibility to each other. Exceptions to this policy may be granted by the CEO, where it is clear that the person has the required knowledge, skills and abilities to meet the required functions of the position equal to or above other candidates, there is a critical need to have someone in the role and/or there is a consensus among senior leadership.

Discrimination, Harassment and Retaliation Prevention

We want to create an environment where all feel welcome and love to come to work each day. Therefore, COC Consulting' will not tolerate intentional or unintentional harassment and discrimination of any individual by another person based on any protected classification under applicable federal, state, or local law, including, but not limited to: actual or perceived race, color, national origin, ancestry, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, religious creed, disability (mental and physical) including HIV and AIDS, medical condition (cancer and genetic characteristics), genetic information, age, marital status, sexual orientation and military and veteran status.

No one wants to work in an environment that's cold, distant, and impersonal. The goal is to be sensitive, thoughtful, and empathetic human beings—not lifeless, regulated robots. The following behaviors are usually alright but remember to use common sense and think about how any actions might be perceived by others.

- Mutual sexual attraction
- Behavior based on friendship
- Consensual, reciprocated interaction that is not offensive to others.

*Note, that there is a wide range of what could be considered inappropriate behavior under this policy even though such behavior may not be considered illegal. For this reason, a violation of this policy may lead to disciplinary action whether or not it violates the law.

Sexual Harassment

COC Consulting prohibits harassment of any employee by any manager, employee, client or vendor. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include all of the actions described below under "other harassment", as well as other unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of their gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

All such conduct 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 manager, co-worker, client, vendor, or other third party.

Other Harassment

Harassment as defined in this policy is 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 e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that disparages or shows hostility or aversion towards an individual because of any protected characteristic.

Reporting Procedures

If you believe you have been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. Please immediately report the matter to your supervisor, Human Resources or any other member of management with whom you feel comfortable bringing such a complaint.

Every Supervisor who learns of any employee's concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to their Manager or if the Manager is the person toward whom the complaint is directed, the Supervisor should contact any higher level Manager in their reporting chain.

Anyone, regardless of position or title, whom the company determines has engaged in conduct that violates this policy against retaliation will be subject to discipline, up to and including termination.

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

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

Remember, your notification of the problem is essential to us. We cannot help resolve a harassment problem unless we know about it.

Conflicts of Interest and Confidentiality

Conflicts of interest

Employees need to avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their jobs.

Employees with a conflict-of-interest question should seek advice from your supervisor or Human Resources. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees should seek advice from Senior Management and/or the Human Resources.

Confidentiality

Our clients and other parties with whom we do business entrust the company with important information relating to their businesses. Similarly, you may be exposed to or have access to business proprietary operating information. It is critical that this information be handled in strictest confidence and will not be disclosed to any third party. Employees are also responsible to ensure security of such information internally unless required as part of your responsibilities.

Confidential and sensitive company information includes, but is not limited to, any details about the following:

- Personnel files and/or compensation
- Staffing
- Clients and employees (actual, potential and past)
- Information on the COC Consulting' database(s)
- Planning
- Policies
- Rules and manuals
- Services
- Products
- Technical data
- Marketing strategies
- Lab orders/Results
- Information that is not in the public domain
- Other information that could be likely to compromise the business interests of the Company or invade the privacy of its personnel and/or its clients.

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

Data Protection

Employees must be aware of all obligations under the relevant data protection legislation when processing company data. They must ensure that company data is used only for the business purposes for which it was intended, and that they do not use it for a purpose different from that for which it was originally intended. For example, they should not use contact information gathered for business purposes for their own personal purposes. They should also minimize the amount of company data they retain on any device by accessing information remotely where possible, and deleting any data saved locally on their device/s as soon as it is no longer required. Staff obligations as a processor of personal data are explained in more detail in our Data Protection Policy and Data Protection Manual.

Acknowledgement

I acknowledge that I have received a copy of the COC Consulting Inc Employee Handbook. I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of the Company. I also understand that the purpose of this Handbook is to inform me of the COC Consulting' policies and procedures, and it is not a contract of employment and my employment is at-will. Nothing in this Handbook provides any entitlement to me or to any Company employee. I also understand that the Company has the right to change any provision of this Handbook at any time and that I will be bound by any such changes.

I have read (or will read) and agree to abide by all policies and procedures contained therein.

Signature

Date

Please print your full name

Please sign and date one copy of this notice and return it to Human Resources. Retain a second copy for your reference.