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Employee Handbook

Version 12/17/2024

Table of Contents

Section 1: Handbook Introduction	5
1:1 Welcome to Oscar's Pet Resort of Greenfield!	5
1:2 History of the Company	5
1:3 Introduction to the Company and Mission	5
1:4 The Purpose of This Handbook	6
1:5 Revisions to Handbook	6
1:6 Be Sure to Check Our Bulletin Board	7
Section 2: The Employment Relationship	7
2:1 Employment Is At Will	7
Section 3: Hiring	8
3:1 Our Commitment to Equal Employment Opportunity	8
3:2 Harassment Will Not Be Tolerated	9
3:3 Employment Authorization Verification	11
3:4 Disability Accommodation	11
3:5 Religious Accommodation	12
3:6 Accommodations for Pregnancy, Childbirth, and Related Medical Conditions	13
3:7 Internal Application Procedures	14
3:8 Employment of Relatives & Friends	14
Section 4: New Employee Information	15
4:1 New Employee Orientation	15
4:2 Orientation Period	15
4:3 Training and Certification of Pet Technicians	16
4:4 Continuing Education of Pet Technicians, Groomers and Trainers	16
Section 5: Employee Classifications	17
5:1 Employee Classifications	17
Section 6: Hours	18
6:1 Hours of Work	18
6:2 Clocking In & Punctuality	18
6:3 Schedule Conflicts	19
6:4 Attendance and Call-Off Policy	19
6:5 Meal and Rest Breaks	22
6:6 Overtime	22
6:7 Accommodations for Nursing Mothers	23
Section 7: Pay Policies	24
7:1 Payday	24
7:2 Advance Policy	24
7:3 Tip Pooling	24
7:4 Paycheck Deductions	25
7:5 Expense Reimbursement	25
Section 8: Employee Benefits	27
8:1 Employee Benefit Plans	27
8:2 Oscar's Pet Resort Perks	27
8:3 State Disability Insurance	30
8:4 Workers' Compensation Insurance	31
8:5 Unemployment Insurance	31

Section 9: Use of Company Property.....	31
9:1 Company Property	31
9:2 Telephone System.....	32
9:3 Return of Company Property	32
9:4 Non-solicitation/Non-distribution Policy	33
Section 10: Leave and Time Off.....	34
10:1 Paid Time Off	34
10:2 Holidays.....	35
10:3 Personal Leave of Absence	35
10:4 Bereavement Leave.....	37
10:5 Military Leave.....	37
10:6 Jury Duty	38
10:7 Crime Victim and Witness Leave	38
Section 11: Performance	39
11:1 Performance Review System	39
11:2 Disciplinary Process	40
Section 12: Workplace Behavior	40
12:1 Please Act Professionally.....	40
12:2 Standards of Conduct.....	41
12:3 Employee Appearance and Dress	43
12:4 Mobile Device Policy	43
Section 13: Health and Safety.....	46
13:1 Safety Policy.....	46
13:2 Workplace Security.....	47
13:3 Video Surveillance Policy.....	47
13:4 What to Do in an Emergency.....	50
13:5 Smoking Policy.....	50
13:6 Violence Is Prohibited.....	50
Section 14: Employee Privacy	52
14:1 Workplace Privacy and Right to Inspect.....	52
14:2 Personal Calls	52
Section 15: Company Technology	52
15:1 Use of Company Technology	52
15:2 Computer Security and Copying of Software	54
Section 16: Employee Records.....	55
16:1 Access to Personnel and Medical Records Files	55
Section 17: Drugs and Alcohol.....	55
17:1 Policy Against Alcohol and Illegal Drug Use.....	55
17:2 Drug Testing	56
Section 18: Trade Secrets and Conflicts of Interest	57
18:1 Confidentiality and Trade Secrets.....	57
18:2 Conflicts of Interest	57
Section 19: Complaint Policies.....	57
19:1 Complaint Procedures.....	57
19:2 Our Doors Are Open to You	58

Section 20: Ending Employment	59
20:1 Final Paychecks	59
20:2 No Severance Pay	59
20:3 Exit Interviews	59
20:4 Post-Employment References	59
Closing Statement.....	60
Acknowledgement of Receipt and Review	61

Section 1: Handbook Introduction

1:1 Welcome to Oscar's Pet Resort of Greenfield!

It's our pleasure to welcome you to Oscar's Pet Resort. We're an energetic and creative team, dedicated to high standards of excellence and quality. We value each one of our employees, and we hope that you find your work here rewarding and satisfying.

This section introduces you to our Company's history, purpose, and goals. Please read it carefully so that you can better understand who we are and what we do.

1:2 History of the Company

Oscar's Pet Resort of Greenfield opened its doors in August of 2006 and makes its home on the beautiful 65-acre Trout Spring Farm. The farm was deeded in 1765 and has been in the Kreider family for eight generations. The owner Cassie Kreider decided to launch an all-inclusive pet resort in Lancaster County when she could not find a local kennel that offered a variety of services for her own pets. Since its conception, Oscar's has grown by leaps and bounds.

1:3 Introduction to the Company and Mission

At Oscar's Pet Resort, we believe our employees are critically important to our success. As such, we strive to provide an enjoyable work experience in a professional atmosphere responsive to our employees' needs. Oscar's is a very active and growing company; therefore, employees are given as much independence as is prudent in handling his/her own daily responsibilities. Employees are treated as adults and are expected to conduct themselves as such. Employees are also expected to constantly strive to improve their job performance.

Our Mission is to provide superior, respectful care for each pet with safe, stress-reduction handling by knowledgeable staff in a clean and inviting environment. Our Purpose is to provide each client, and the community, with a variety of dog-friendly services in a caring, fun, friendly environment that emphasizes safety, wellness, and canine education/communication.

1:4 The Purpose of This Handbook

We think that employees are happier and more valuable if they know what they can expect from Oscar's Pet Resort and what Oscar's Pet Resort expects from them. In the preceding sections, we introduced you to Oscar's history, values, culture, and goals. We expect you to incorporate that information in your day-to-day job performance, striving to meet the Company's values in everything you do.

The remainder of this handbook will familiarize you with the benefits and responsibilities of being an employee at Oscar's Pet Resort. Please understand that this handbook can only highlight and summarize Oscar's policies and practices. For detailed information, feel free to speak with the Owner.

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

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

If you have questions about your employment or any provisions in this handbook, contact the Owner. We are always looking for ways to improve communication with our employees. If you have suggestions for ways to improve this handbook in particular or employee relations in general, please feel free to bring them to the General Manager.

1:5 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Oscar's Pet Resort policies and procedures. The handbook is not a contract. The Company reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines in this handbook, we

will communicate them promptly, either in a written supplement to the handbook or by posting (on company bulletin boards or websites).

1:6 Be Sure to Check Our Bulletin Board

You can find important information about the Company and your employment posted on the bulletin board and/or behind the office closet door located in the front office. This is where we post important information regarding employee schedules, upcoming events, and information about equal employment opportunity laws and wage and hour laws. We expect all employees to read the information on the bulletin board periodically.

Because this bulletin board is our way of communicating with employees, we do not allow anyone but managers and Company officials to post information there.

Section 2: The Employment Relationship

2:1 Employment Is At Will

We sincerely hope that your employment at Oscar's Pet Resort will be a positive and rewarding experience. However, we cannot make any guarantees about your continued employment at Oscar's Pet Resort. Your employment with Oscar's Pet Resort is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Company at any time, with or without notice and with or without cause.

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

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

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

Section 3: Hiring

3:1 Our Commitment to Equal Employment Opportunity

Oscar's Pet Resort is strongly committed to providing equal employment opportunity for all. For us, this is the only acceptable way to do business.

Oscar's Pet Resort is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age (40 and older), race (including traits associated with race, which include, but are not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, national origin, ancestry, religion, sex (including sex assigned at birth, sexual orientation, transgender identity, gender transition, and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability (including use of a guide or support animal due to blindness, deafness, or a physical disability), genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. The Company is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

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

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

Managers are required to report any discriminatory conduct or incidents, as described in our Complaint Policy.

3:2 Harassment Will Not Be Tolerated

Oscar's Pet Resort has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment, based upon an individual's membership in a protected class. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients undermine our workplace morale and our commitment to treat each other with dignity and respect, are strictly prohibited, and will not be tolerated.

Sexual Harassment

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

- While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:
- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or another person's body;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Company or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults, or blocking or impeding movements.

Other Harassment

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

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

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

Reporting Discrimination and Harassment

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

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

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

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

3:3 Employment Authorization Verification

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

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

3:4 Disability Accommodation

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

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

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

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

The Company encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Company is not required to make the specific accommodation requested by

you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

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

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

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

3:5 Religious Accommodation

Oscar's Pet Resort recognizes the diversity of religious beliefs and is committed to providing equal employment opportunities to all employees, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, the Company complies with Title VII of the Civil Rights Act of 1964 and all applicable state and local laws that prohibit employment discrimination on the basis of religion. The Company will reasonably accommodate the sincerely held religious beliefs of employees if the accommodations would resolve a conflict between the individual's religious belief or practice and a work requirement, unless doing so would create an undue hardship.

Requesting a Religious Accommodation

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

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

After receiving your request, the Company will engage in an interactive dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs or practices and work requirements. The Company encourages you to suggest specific reasonable accommodations. However, the Company is not required to make the specific accommodation requested by you and may provide an alternative

accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

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

3:6 Accommodations for Pregnancy, Childbirth, and Related Medical Conditions

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

Examples of reasonable accommodations include:

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

If you require an accommodation, notify the Daily Operations Manager or the General Manager. In instances where the need for a particular accommodation is not obvious, you may be asked to provide:

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

Medical documentation will not be required in the following situations:

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

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

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

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

3:7 Internal Application Procedures

Sometimes, the best person for a job is right under our Company's nose. As a result, we encourage current employees to apply for vacant positions that interest them.

We post all internal job openings on the office staff bulletin board. To apply for a position, submit a cover letter, current resume, and copy of the job posting to the General Manager. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

3.8 Employment of Relatives & Friends

Oscar's Pet Resort may employ relatives or friends with a few conditions:

- Employees who are related/friends must not be involved in a supervisory/reporting relationship with one another.

- Employees who are related/friends cannot work in the same department (Administrative, Technician, Trainer, Hospitality).
- Employees cannot be transferred, promoted or hired inside a reporting relationship with a relative/friend.
- Employees cannot be part of a hiring committee when a relative/friend is considered for a position.
- Employees cannot have performance review completed by relative/friend.
- Actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale.

It is your obligation to inform the Company of any potential conflict so we can determine how best to respond to the specific situation. Offers of employment are at the sole discretion of the General Manager and are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

Section 4: New Employee Information

4:1 New Employee Orientation

Within a day or two of starting work, you will be scheduled for a new employee orientation meeting. During this meeting, you will receive important information about Oscar's Pet Resort policies and procedures. You will also be asked to complete paperwork and forms relating to your employment, such as tax withholding forms, emergency contact forms, and benefits paperwork.

Please feel free to ask any questions you might have about Oscar's Pet Resort during the orientation meeting. If additional questions come up after the meeting, you can ask the Daily Operations Manager or the General Manager.

4:2 Orientation Period

The first consecutive ninety (90) days of your employment are an orientation period. During this time, the Daily Operations Manager or the General Manager will work with you to help you learn how to do your job successfully and what the Company expects of you. This period also provides both you and Oscar's Pet Resort with an opportunity to decide whether you are suited for the position for which you were hired. Each Employee will be provided with a written performance form to review. At the completion of ninety (90) days, each

Employee will be provided with a verbal performance review and at this time both parties will assess if the job is a good fit and determine areas of growth and weakness.

When your employment begins, you will meet with the General Manager, who will explain our benefits and payroll procedures and assist you in completing your employment paperwork. (For our Company's benefits policies, see Section 8 of this Handbook.) You will also meet with the Daily Operations Manager or the General Manager to go over your job goals and performance requirements. During the orientation period, you will receive feedback on your performance and ask any questions you might have.

Employees are not eligible for the following benefit unless and until they complete the orientation period: paid time off (for part-time IB and all full-time employees).

Although we hope that you will be successful here, completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship. (For an explanation of at-will employment, see Section 2 of this Handbook.) Your orientation period may be extended if the Company decides that such an extension is appropriate.

4:3 Training and Certification of Pet Technicians

During the Orientation Period, you will receive instruction and training by a supervisor or a Senior Pet Care Technician on how to do your job. Upon successful completion of your 90-day orientation period, you will be required to complete a Pet Care Technician certification video training course and test. You will be expected to complete your certification outside of your normal work hours; you will be given thirty (30) days to successfully pass your video training and testing. A passing grade is equivalent to 75% or higher. If you do not pass the certification test after two attempts, you will be terminated from employment at Oscar's Pet Resort, Inc.

4:4 Continuing Education of Pet Technicians, Groomers and Trainers

It is critically important for every staff member at Oscar's Pet Resort, Inc. to be confident and remain "current" with their pet handling skills. As such, Oscar's is committed to providing its employees with opportunities for continuing education.

- Every Pet Care Technician will be required to successfully complete training and testing for Dog Language and Group Play by the 6th month anniversary from the date of hire.
- Every Pet Care Technician, Groomer, and Trainer will be required to attend at least one (1) professional pet handling seminar or workshop per year.
- Every Office Assistant and Pet Care Assistant will be required to successfully complete training and testing for Dog Language by the 6th month anniversary from the date of hire.

Section 5: Employee Classifications

5:1 Employee Classifications

If you are uncertain about which category you fall into, speak to the General Manager.

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

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

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

- **Full-time employees.** Full-time employees are normally scheduled to work at least 40 hours per workweek, except for approved time off. Full-time employees are eligible for most Company benefits.
- **Part-time employees, IB (includes benefits).** Part-time IB employees are normally scheduled to work 20 hours and no more than 40 hours per workweek. Part-time IB employees are eligible for most Company benefits.
- **Part-time employees, EB (excludes benefits).** Part-time EB employees are normally scheduled to work at least 1 hour and no more than 20 hours per workweek. Part-time EB employees are not eligible for most Company benefits.

- **Temporary employees.** Temporary employees are generally hired on a temporary or project-specific basis, with either full- or part-time hours. Temporary or seasonal employees are not eligible for most Company benefits

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

Section 6: Hours

6:1 Hours of Work

Upon commencement of your employment at Oscar's Pet Resort, management will inform you of your work schedule, including what time you will be expected to start and finish work each day. The Employee Shift Schedule is posted on the Company app Homebase at least two weeks prior to the start of each month. It is each employee's responsibility to download the app onto their mobile phone or review their schedule on the Company computer.

If you wish to change shifts permanently, talk to the Daily Operations Manager or the General Manager. Although the Company will consider all requests to change shifts, we cannot guarantee that any particular request will be granted.

6:2 Clocking In & Punctuality

We value and appreciate punctual employees; punctuality is extremely important in our industry and enables us to provide the best care to our pet guests. Therefore, employees must arrive on time for their shift and ready to work, and must also clock in no more than 5 minutes before the start of their shift. Any tardiness may make you subject to disciplinary action, up to and including termination.

We request that all employees make every attempt to leave at the completion of their shift. Due to the nature of caring for pets and clients, we understand you may not be able to leave immediately at the completion of your shift. We expect each employee to demonstrate good time management and pass their shift responsibilities to

the incoming co-worker. Employees should clock out no more than 15 minutes after the completion of their scheduled shift.

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

6:3 Schedule Conflicts

We understand that employees are faced with balancing the demands of their job with the needs of their families and other outside commitments. Therefore, in the event that a particular shift you are scheduled to work creates a conflict for you, it is your manager's responsibility to find coverage for you after you have submitted a schedule change request in HomeBase (this excludes your assigned weekend shift). If you are unable to work your assigned weekend shift, it is **your** responsibility to find coverage for your shift. Once you find someone to cover your shift, you must submit the corresponding request in HomeBase. Management will try to accommodate your request to the extent that is practical. Finding coverage for your shift and submitting a schedule change request on HomeBase is no guarantee that your schedule change request will be approved. Because we must ensure that our staffing needs are met, requests are approved on a case-by-case basis depending on the time of year, occupancy, etc.

6:4 Attendance and Call-Off Policy

Oscar's Pet Resort requires regular and punctual attendance by employees. Pets cannot care for themselves, therefore you are expected to arrive at the workplace on time and ready to perform your job. Failure to comply with this policy may result in disciplinary action, up to and including termination.

If you are going to be more than 5 minutes late when starting your shift or returning from a break, you must notify the Daily Operations Manager and/or the General Manager as soon as possible, but at least 15 minutes before your scheduled start time.

If you must miss work due to illness, an emergency, or other unexpected circumstance, notify the Daily Operations Manager and/or the General Manager as soon as possible (see below specific procedures for each shift). All sick leave requests must be via phone call or text message. Notice should include the expected

duration of your absence and your expected time or date of return. You may be required to provide documentation of the need for the absence, as permitted by applicable law.

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

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

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

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

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

Call Off Procedure

In the event you are ill we require staff notify Daily Operations Manager and/or General Manager as follows:

- a. AM Shift: If you are feeling ill the evening prior to the start of the morning shift, you are obligated to call and notify the Daily Operations Manager no later than 9 PM the previous day to allow the Supervisor to plan for staff coverage. In the event you wake up feeling ill, you must call and notify the General Manager and/or the Daily Operations Manager promptly by 5 AM. We ask that you refrain from calling or texting between the hours of 9 PM and 5 AM. If you become ill during your shift, we ask that you notify the Daily Operations Manager immediately to modify the daily schedule and shorten the shift to allow you to leave early.

- b. PM shift: If you are feeling ill and are unable to come to work, immediately call and notify the Daily Operations Manager no later than 9 AM to plan for staff coverage. If you become ill during your shift, notify the Daily Operations Manager immediately to modify the daily schedule and shorten the shift to allow you to leave early.
- c. Returning to work after an illness: Due to the nature of the Company's services, it is required that you check in (via text or message) with the Daily Operations Manager within 24 hours of the start of your next scheduled shift regarding whether you will be able to return to work. If you cannot return to work, your shift will be assigned to another employee. We request that you check in daily with the Daily Operations Manager for the duration of the illness, providing 24-hour notice until the next scheduled shift to obtain proper staff coverage for pet care. If you are sick for three (3) or more consecutive days, a letter from a medical doctor will be required for you to return to work.

All sick leave requests must be via phone call or text message. Email is not permitted for sick leave requests. Due to the nature of the pet care industry, it is imperative employees understand that unexpected illness requires immediate communication. Proactively notifying management of the onset of illness allows management to obtain staff coverage to provide high quality of care to the pets at Oscar's Pet Resort.

The employee must speak directly with the Daily Operations Manager or the General Manager and confirm that the information has been received. An employee must do this for every day of absence unless the Daily Operations Manager tells the employee that calling in every day of an extended illness or physical incapacity is unnecessary. In such an event, the employee is still required to continue to provide updates immediately following each doctor or other medical provider appointment, to include a list of restrictions, when the employee may return to work, the date of the next visit, etc. Failure to timely provide such required notice or documentation may result in disciplinary action up to and including termination of employment.

Additional Options for Schedule Changes:

- Trade: you can request to trade shifts with another employee. Each employee interested in this option must submit the trade request on Homebase so it is reflected properly on the work schedule. Each employee be qualified to perform the job they are committing to. Management reserves the right to deny a trade request.
- Cover: This is a request submitted through Homebase to request other qualified staff to consider covering your shift. Approval of the request will be solely at management's discretion. If approved,

any employee can opt to cover the shift. management reserves the right to deny a cover request. If the employee does not get their shift covered and does not show up for their shift, this would be grounds for disciplinary action up to and including termination.

6:5 Meal and Rest Breaks

Employees who work at least eight (8) hours in a day are required to take a paid 30-minute meal break, which may be taken in two (2) 15-minute increments if needed. Employees are also allowed a reasonable bathroom/drink break midway through their shift. Employees who work 4-6 hours in a day are entitled to take one (1) 15-minute break. Employees are to stagger the breaks, so there is always a staff member present to handle customers at the front desk. Breaks are to be taken in the staff break area in the gym, kitchen, or outside on the picnic table area. Meal and rest breaks are required to be entered into the time clock system. Meal breaks are not included in overtime pay, so staff are required to log in their meal start and stop time.

All employees aged 14 – 17 will receive a 30-minute meal break after five hours of continuous employment.

6:6 Overtime

On occasion, we may ask employees to work beyond their regular scheduled hours. We will try to give employees advance notice when overtime work is necessary; however, it will not always be possible to notify workers in advance.

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by the Daily Operations Manager or the General Manager. Please review the details below for more information. (For information on which employees are exempt and which are nonexempt, see Section 5 of this Handbook.)

- All overtime work must be approved in advance. Working overtime without permission violates Oscar's Pet Resort policy and may result in disciplinary action, up to and including termination.
- For the purpose of calculating how many hours an employee has worked in a day or week, our workweek begins at 12:01 AM on Sunday and ends at midnight on Saturday.
- Nonexempt employees will be paid 1 ½ times their regular hourly rate of pay for every hour worked in excess of 40 hours for a given workweek. Breaks are not included as working hours and are exempt from overtime pay.

- Only time actually spent working counts as hours worked. Vacation time, sick days, holidays, mealtimes, or any other paid time during which an employee did not actually work will not count as hours worked.

Please let the Daily Operations Manager know if you want to work overtime. The Daily Operations Manager will add your name to the overtime list. When overtime is available, it will be offered first to employees on the list, in the order in which their names appear.

If overtime work is necessary and no employees on the list are available, employees who are eligible to perform the work—that is, employees who do the same type of work during their regular work hours—will be asked to work overtime, in alphabetical order. Once an employee, on the list or off, has worked overtime, the next employee on the list or in alphabetical order will be asked to work overtime when it next becomes available, and so on.

Employees under the age of 18 will not be scheduled to work over the allotment of hours permitted by state and federal regulations.

6:7 Accommodations for Nursing Mothers

Oscar's Pet Resort will provide nursing mothers reasonable break time to express milk for their infant child for up to one year following the child's birth.

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

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

Break time should, if possible, be taken concurrently with any other break time already provided. If you are nonexempt, clock in and out for any time taken that does not run concurrently with normally scheduled rest periods. Break time may be unpaid where permissible by applicable law.

You must make reasonable efforts to not disrupt Company operations.

You are encouraged to discuss the length and frequency of these breaks with the Daily Operations Manager or the General Manager.

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

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

Section 7: Pay Policies

7:1 Payday

Employees are paid biweekly via direct deposit. You will receive your pay on Friday. If a payday falls on a holiday, you will receive your pay on the last workday immediately before that payday. For your convenience, pay periods are marked “start” and “end” on the monthly employee schedule. Your paystub will be available via Homebase.

Employee time is recorded on the Homebase program. It is your responsibility to notify your manager prior to the close of the pay period if you need your timecard adjusted due to a clock-in or clock-out outside of assigned shift. Review your timecard and paycheck for accuracy. If you find an issue, report it to the Daily Operations Manager or the General Manager immediately.

7:2 Advance Policy

Our Company does not allow employees to receive pay advances.

7:3 Tip Pooling

Employees in the following positions are required to pool tips: 1.) Pet Care Technician Level 1 through Level 3. If you hold one of these positions, the credit card and check tip pool will be divided among all Pet Care Technicians and Guest Specialists and provided to the employee through payroll calculated on Job Role as well as total number of hours each employee worked. 2.) Groom Technicians and Groomers. If you hold one of these positions, the credit card and check tip pool will be divided among all Groomers and Groom Technicians and provided to the employee through payroll calculated on total number of hours each employee worked. 100% of all cash tips are given directly to the employee that performed the service and he/she responsible to

report cash tips. It is the responsibility of each staff to be honest and ensure the cash tip is given to the appropriate staff member. Employees are entitled to 90% of any credit card or check tip received (10% of tip goes to cover bookkeeping costs).

7:4 Paycheck Deductions

Your paycheck reflects your total earnings for the pay period, as well as any mandatory or voluntary deductions from your paycheck. Oscar's Pet Resort is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, state income taxes, state unemployment taxes, and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt employees may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact the General Manager.

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

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

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

7:5 Expense Reimbursement

From time to time, employees may incur expenses on behalf of Oscar's Pet Resort. We will reimburse you for the actual work-related expenses you incur, as long as those expenses are reasonable. You must follow these procedures to get reimbursed:

- Get permission from the Daily Operations Manager or the General Manager before incurring an expense.
- Spend the Company's money wisely—make an effort to save money and use approved vendors if possible.
- Keep a receipt or some other proof of payment for every expense.
- Submit your receipts, along with an expense report, to the General Manager for approval within 30 days of incurring an expense.

Remember that you are spending the Company's money when you pay for business-related expenses. We expect you to save money wherever possible. The General Manager can assist you in deciding whether an expense is appropriate.

The Company maintains a list of preferred vendors for various work-related items and services. You must use these vendors, if possible. You can get a current copy of the list from the General Manager.

Mileage Reimbursement

Employees who use their own vehicle for Company business will be reimbursed for mileage at the current standard IRS mileage rate. Before using a personal vehicle for work-related purposes, employees must demonstrate that they have a valid driver's license and adequate insurance coverage.

The Company does not reimburse employees for their commute to and from the workplace.

To claim mileage reimbursement, you must follow these procedures:

- Keep a written record of your business-related travel, including the total mileage of each business trip, the date of travel, the location to which you traveled, and the purpose of your trip.
- If you anticipate having to travel an unusually long distance, get the Daily Operations Manager or the General Manager's approval before making the trip.
- Submit your record to the General Manager for approval on the last day of the month.

Section 8: Employee Benefits

8:1 Employee Benefit Plans

As part of our commitment to our employees and their well-being, Oscar's Pet Resort provides employees with a variety of benefit offerings.

Although we introduce you to those plans in this section, we cannot provide the details of each plan here. Each employee of Oscar's Pet Resort will receive official plan documents for each of the benefit plans that we offer. Those documents (along with any updates) should be your primary resource for information about your benefit plans. If you see any conflict between those documents and the information in this Handbook, the official plan documents are controlling.

The benefits we provide are meant to help employees maintain a high quality of life—both professionally and personally. We sincerely hope that each employee will take full advantage of these benefits. If you don't understand the information in the plan documents or if you have any questions about the benefits we offer, please talk to the General Manager. Due to the significant rising costs of health care, we are unable to continue providing employees healthcare benefits. Please talk to the General Manager about assisting you with setting up healthcare insurance if you are in need of healthcare insurance coverage. See Section 10 for Leave and Paid Time off policy information.

8:2 Oscar's Pet Resort Perks

As a bonus for working at Oscar's Pet Resort, after your ninety (90) day orientation period, you are eligible for the following perks based on your employee classification. Please note, these privileges DO NOT apply to family & friends.

Full-Time Employees: (scheduled 40+ hours per week)

- Paid Time Off – refer to Section 10:1 for details
- Direct Deposit
- Flexible scheduling
- Paid breaks
- Birthday treat

- FREE lunch during monthly staff meetings
- Training services (see Section 8.2a)
- Housing services (see Section 8.2b)
- Grooming services (see Section 8.2c)
- Continuing education (see Section 8.2d)

Part-Time IB (Includes Benefits) Employees: (scheduled 20-40 hours per week)

- Paid time off – refer to Section 10:1 for details
- Direct deposit
- Flexible scheduling
- Paid breaks
- Birthday treat
- FREE lunch during monthly staff meetings
- Training services (see Section 8.2a)
- Housing services (see Section 8.2b)
- Grooming services (see Section 8.2c)
- Continuing education (see Section 8.2d)

Part-Time EB (Excludes Benefits) Employees: (scheduled 1-20 hours per week)

- Direct Deposit
- Paid breaks
- Birthday treat
- FREE lunch during monthly staff meetings

8.2a Training Services:

The following criteria applies for Training Services:

- Your dog must be current on all vaccines & free of contagious diseases.
- Restrictions may apply and will be based on availability.
- FREE - one basic skills class (employment requirement)
- 50% off additional Training Classes

- 25% off Private Training Services on/off site, Add On Dog Training Services while boarding & Puppy Day School

8.2b Housing Services:

The following criteria applies for Housing Services:

- Your dog must complete & pass a Dog Evaluation Day to determine if they are suitable for Daycare/Boarding services.
- Your dog must be current on all vaccines & free of contagious diseases.
- For Daycare, if your dog is over 6 months of age, they must be spayed/neutered.
- Your dog must be housed in Daycare gym for Daycare Services. If they need to be housed in Suite or Condo, you are responsible for cleaning their room off the time clock.
- All services must be scheduled and entered by the Management.
- Restrictions may apply and will be based on availability.
- FREE Daycare services while you are working.
- FREE Bring Your Dog To Work. Your dog is welcome to come to work with you, however, if your dog does not qualify for our services to be rendered. Thus, you can house your dog, potty your dog and clean their room upon departure all off the time clock.
- Full-Time Employees are eligible for the following additional benefits:
 - 50% off Private Play Daycare services while you are working.
 - 50% off Boarding services while you are traveling or on vacation.
 - 50% off Daycare services while you are NOT working.
 - 25% of Boarding Add On – Active Dog Sessions.
 - 25% off Private Play services while you are NOT working.
- All Part-Time Employees (both IB & EB) are eligible for the following additional benefit:
 - 25% off Private Play Daycare, Playschool or Training services while you are working.

8.2c Grooming Services:

The following criteria applies for Grooming Services:

- All services must be scheduled and entered by the Management.
- Your dog must be current on all vaccines & free of contagious diseases.
- Restrictions may apply and will be based on availability.

- FREE use of groom tech area for your pet(s). Conditions include you must provide your own scissors and clippers. You are welcome to utilize shampoo, conditioner, towels, dryers, brushes, combs and nail equipment with care and not misuse them. You must complete the grooming service off the time clock and clean up when finished.
- Full-Time Employees are eligible for the following additional benefit:
 - 25% off grooming services rendered by one of our groomers.
- Part-Time (IB) Employees are eligible for the following additional benefit:
 - 10% off grooming services rendered by one of our groomers.

8.2d Company and Continuing Education:

- On the job training through Dog Guru's as well as mentorship and coaching per the Daily Operations Manager's discretion.
- Full-Time and Part-Time (IB) Employees Only:
 - Tuition reimbursement (see Terms & Conditions provided by General Manager).
 - Paid continuing education – must be related to employee area of employment & approved by management:
 - Full-Time Employees are eligible for a maximum of \$300 per person per year.
 - Part-Time (IB) Employees are eligible for a maximum of \$150 per person per year.

8:3 State Disability Insurance

Sometimes, an employee suffers an illness or injury outside of the workplace that prevents the employee from working and earning income. If this happens to you, state disability insurance may provide you with a percentage of your salary while you are unable to work. All employees are eligible for this coverage and pay for it through deductions from their paychecks.

To find out more about state disability insurance, contact the General Manager.

If you suffer from an illness or injury that is work-related, then you may be eligible for workers' compensation insurance instead of state disability insurance. See the Workers' Compensation policy, below, or contact General Manager for more information.

8:4 Workers' Compensation Insurance

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

To receive workers' compensation benefits, notify the Daily Operations Manager or the General Manager immediately of your claim. If your injury is the result of an on-the-job accident, the General Manager or an HR representative will complete an incident report. You will be required to submit a medical release before you can return to work. Drug or alcohol tests may also be conducted after an accident in which drugs or alcohol could reasonably be involved, or when behavior or impairment on the job creates reasonable suspicion of use.

To find out more about workers' compensation coverage, contact the Owner.

8:5 Unemployment Insurance

Unemployment compensation insurance is paid for by Oscar's Pet Resort and provides temporary income for employees who have lost their job under certain circumstances. These benefits provide you with a percentage of your wages while you are unemployed and looking for work. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Company. To find out more, contact General Manager.

Section 9: Use of Company Property

9:1 Company Property

We have invested a great deal of money in the property and equipment that you use to perform your job. It is a senseless and avoidable drain on this Company's bottom line when people abuse Oscar's property, misuse it, or wear it out prematurely by using it for personal business.

We ask all employees to take care of Oscar's property and to report any problems to the General Manager. If a piece of equipment or property is unsafe for use, please report it immediately.

Please use property only in the manner intended and as instructed. Failure to use Company property appropriately, and failure to report problems or unsafe conditions, may result in disciplinary action, up to and including termination.

Grooming equipment is to be placed inside a grooming cart with the door closed at the end of each shift to ensure other employees or customers do not have access to the clippers, shears, and other grooming equipment. If a Groomer does not place the equipment in the cart with the door closed, then the company is not liable for the covering the cost of any damaged or missing equipment.

You may not use Oscar's Pet Resort property for personal use during working time. You are responsible for returning Company property in good condition and repairing or replacing any property damaged as the result of negligence. This includes use of office equipment, grooming equipment, training equipment, and other Company property use without prior authorization.

It is company policy to control off-duty and nonworking hour-use of Company facilities either for business or personal reasons.

9:2 Telephone System

The Company's telephone system is for business use only. Employees are expected to keep personal calls to a minimum. If you must make or receive a personal call, please keep your conversation brief. Extensive personal use of Company phones is grounds for discipline.

9:3 Return of Company Property

When your employment at Oscar's Pet Resort ends, we expect you to return Company property—and to return it clean and in good repair. This includes this Employee Handbook, all manuals and guides, documents, equipment, keys, and tools.

We reserve the right to take any lawful action to recover or protect our property. If the separation is abrupt, the employee has forty-eight (48) hours to return the Company property.

If you do not return a piece of property, we will withhold from your final paycheck the cost of replacing that piece of property. If you return a piece of property in disrepair, we will withhold from your final paycheck the cost of repair. We also reserve the right to take any other lawful action necessary to recover or protect our property.

9:4 Non-solicitation/Non-distribution Policy

Oscar's Pet Resort prioritizes a harmonious work environment that minimizes disruption to business operations and respects the focus of employees, visitors, and others. Our non-solicitation/non-distribution policy aims to ensure a balanced approach to interactions within the workplace.

Solicitation

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

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

Distribution

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

Statutory Rights and Communication

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

Reporting Violations

If you become aware of violations of this policy, report them to the General Manager. We appreciate your cooperation in maintaining a respectful and focused work environment.

Section 10: Leave and Time Off

10:1 Paid Time Off

Instead of offering separate vacation, sick leave, and personal days or floating holidays, Oscar's Pet Resort offers a paid time off (PTO) program that combines all of these benefits. We believe this program will give employees the flexibility to manage their time off as they see fit. You are eligible for PTO program if you are a part-time (IB) or full-time employee and have completed your orientation period. (For information on employee classifications, see Section 5 of this Handbook.). PTO is added to the employee's PTO bank when the bi-weekly paycheck is issued. PTO taken will be subtracted from the employee's accrued time bank in one-hour increments.

The amount of PTO received each year is based on your length of service and accrues according to an accrual schedule determined by the Company up to a maximum annual grant as shown below. PTO accrues according to the following schedule:

- 1-2 years: 40 hours (1 week) per year. This time is accrued at a rate of 0.77 hours for each full work week in a calendar year
- 3-4 years: 80 hours (2 weeks) per year, accrued at a rate of 1.54 hours for each full work week in a calendar year
- 5-+ years: 120 hours (3 weeks) per year, accrued at a rate of 2.31 hours for each full work week in a calendar year

Part-time IB employees receive PTO time in proportion to their work schedule.

Temporary employees, contract employees, and interns are not eligible to accrue PTO.

Employees must schedule time off at least two weeks in advance with their supervisors by submitting a request on HomeBase. We will try to grant every employee's PTO request for the days off they choose. However, we must have enough workers to meet our day-to-day needs. This means we might not be able to grant every PTO

request, especially during holiday periods and our “peak season” (Memorial Day through Labor Day). If you have used all of your accrued vacation time off and you need additional time off from work, it is your responsibility to find coverage for your assigned shift.

Because PTO encompasses vacation and sick leave, employees encouraged to manage their PTO responsibly to ensure that they have time available for emergencies, such as a personal or family illness. An employee who needs time off but has no accrued PTO might not be eligible to take unpaid leave. The Company will decide these requests on a case-by-case basis.

PTO is encouraged to be taken the anniversary year it is earned. In other words, employees are discouraged from rolling over unused PTO from year to year. Employees will be paid for any accrued and unused PTO when their employment at Oscar’s Pet Resort ends.

10:2 Holidays

Our Company observes the following holidays each year: New Year’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Part-time employees scheduled to work on a holiday will be paid 1 ½ times their hourly rate of pay for every hour worked. Full-time employees who are scheduled to work on a holiday will be paid “Holiday Time” which is equivalent to a full day’s wages (based on an 8-hour workday day) *as well as* “Holiday Time Worked” which is equivalent to 1 ½ times their hourly rate of pay for every hour worked. Full-time employees who are not scheduled to work on a holiday will only be paid “Holiday Time.”

10:3 Personal Leave of Absence

Oscar’s Pet Resort recognizes that you may need time off from work in special circumstances that other leave policies may not address. In such cases, you may request a personal leave of absence.

Requesting Leave

All employees employed for at least 90 days are eligible to apply for an unpaid personal leave of absence.

If you anticipate that you might need to take an unpaid personal leave, please talk to the Daily Operations Manager or the General Manager immediately. Requests for unpaid personal leave must be submitted to the

Daily Operations Manager or the General Manager in writing at least three (3) days in advance where practical. In emergency situations, written notice must be provided as soon as possible. The request should include the reason for the leave as well as the dates you expect to begin and end the leave.

Job performance, absenteeism, and departmental requirements will be taken into consideration before a request is approved. Requests for unpaid personal leave may be denied or granted for any reason and are within the sole discretion of the Company. We can't guarantee that we'll grant every request, but we will seriously consider each on a case-by-case basis.

You may substitute any applicable and available paid leave for all or a portion of your unpaid personal leave.

PTO and other benefits will not accrue during an unpaid personal leave of absence. Holidays that occur during an unpaid personal leave of absence will not be paid. If you are granted a personal leave of absence, reinstatement to your position or any position is not guaranteed.

Extension of Leave

You are required to return from unpaid personal leave on the originally scheduled return date. If you are unable to return, you must request an extension of the leave in writing at least two (2) weeks in advance of the return date. Leave extensions will be considered on a case-by-case basis. If the Company denies the extension request, you must return to work on the originally scheduled return date or be considered to have voluntarily resigned from your employment.

Return to Work

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

Failure to Return from Leave

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

Alternative Employment

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

10:4 Bereavement Leave

Oscar's Pet Resort recognizes the importance of taking leave when there is a death in the family. Where bereavement leave is not required by law, the Company will provide up to three (3) days of unpaid leave in the event of a death of an immediate family member. This leave will be unpaid unless the employee opts to take PTO.

For the purposes of this policy, immediate family members include spouse, parents (including foster parents and stepparents), siblings, and/or children (including foster children and stepchildren).

The Company will consider, on a case-by-case basis, requests for bereavement leave for the death of someone who does not qualify as an immediate family member under this policy, or in the event of tragic & unexpected loss to an immediate family member.

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

10:5 Military Leave

The Company supports those who serve in the armed forces to protect our country. Oscar's Pet Resort complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must submit documentation of the need for leave to the Daily Operations Manager or the General Manager. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify the General Manager of your intent to return

to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact the General Manager.

10:6 Jury Duty

If you are called for jury duty, you are entitled to take time off, as necessary, to fulfill your jury obligations. This leave will be unpaid. You may opt to use PTO in place of unpaid leave. No employee will face discipline or retaliation for jury service.

You must immediately inform the Daily Operations Manager or the General Manager when you receive your jury duty summons. The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law. We ask that you check in with the Daily Operations Manager or the General Manager periodically during your jury service so the Company knows when to expect you back at work.

10:7 Crime Victim and Witness Leave

Oscar's Pet Resort realizes that, on occasion, you may have an obligation to participate in criminal legal proceedings either as a witness or because you, or a close family member, was victimized by a criminal act. The Company provides unpaid leave to attend those proceedings under circumstances described below.

If you are required to attend a criminal proceeding, including a grand jury or juvenile proceeding, either as a witness or as a crime victim (or a close family member or representative of a crime victim), inform the Daily Operations and/or the General Manager as soon as possible to make arrangements for a leave of absence.

The Company reserves the right to require employees to provide proof of the need to attend the criminal proceedings to the extent authorized by law. Any information related to your leave will be kept confidential by the Company to the extent possible.

Leave under this policy is unpaid. You may opt to use PTO in place of unpaid leave.

This policy does not apply to employees seeking leave because they have committed or are alleged to have committed a criminal act.

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

Section 11: Performance

11:1 Performance Review System

Our employees' performance is vital to our success. Oscar's Pet Resort conducts employee performance reviews on an annual basis. Reviews typically occur at some point during the anniversary month of when the employee was hired. We hope that, through these reviews, Company expectations will remain clear, we will learn what you expect of us as your employer, and you will be set up for success in your role.

The performance review is a tool used to evaluate employee performance over the review period by assessing:

- Your performance of assigned job duties and responsibilities.
- Your achievement or lack of achievement of specific targets and goals.
- Other aspects of your performance (e.g., communication skills, professionalism, ability to collaborate, reliability, willingness to take initiative, etc.).

Our performance philosophy is simple:

- Quality job performance – performance that goes above and beyond what is required
- Average job performance – performance that meets the responsibilities outlined in your job description
- Poor job performance – performance that falls short of what is required or expected

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

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

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

To learn more about our performance review system, contact the General Manager.

11:2 Disciplinary Process

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

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual probation, demotion, suspension, or termination of employment. The Daily Operations Manager or the General Manager will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the Company is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and, depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

Section 12: Workplace Behavior

12:1 Please Act Professionally

People who work together have an impact on each other's performance, productivity, and personal satisfaction in their jobs. In addition, how our employees act toward customers and vendors will influence whether those relationships are successful for Oscar's Pet Resort.

Because your conduct affects many more people than just yourself, we expect you to act in a professional manner whenever you are on Company property, conducting Company business, or representing the Company at business or social functions.

Although it is impossible to give an exhaustive list of everything that professional conduct means, it does, at a minimum, include the following:

- following all of the rules in this Handbook
- refraining from rude, offensive, or outrageous behavior
- refraining from ridicule and making hostile jokes
- treating coworkers, customers, and vendors with patience, respect, and consideration
- being courteous and helpful to others, and
- communicating openly & honestly with supervisors, managers, and coworkers.

The success of this Company depends in great part on the loyalty and goodwill of our customers. As a result, we expect our employees to at a minimum, exhibit the following manners when interacting with customers:

- to treat all customers with courtesy and respect
- to always be helpful and cheerful toward customers
- always show that you genuinely care about their pet(s)

12:2 Standards of Conduct

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

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

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on Company property (including in Company vehicles), or on Company business.
- Inaccurate reporting of the hours worked by you or any other employee.

- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Company or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.
- Taking or destroying Company property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO and anti-harassment policies), any fellow employee, vendor, or customer.
- Mistreating or harming pets, or handling pets in ways which violate Company policy.
- Disclosure of Company trade secrets and proprietary and confidential commercially sensitive information (e.g., financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, or trademarks) of the Company or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in non-designated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on Company premises during working hours.
- Failure to dress according to Company policy.
- Use of obscene or harassing (as defined by our EEO and anti-harassment policies) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at this Company.
- Gambling on Company premises.
- Lending keys or keycards to Company property to unauthorized persons.

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

12:3 Employee Appearance and Dress

Your personal appearance reflects on the reputation, integrity, and public image of Oscar's Pet Resort. All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including a clean uniform, good grooming and personal hygiene. Employees must wear a uniform shirt provided by Oscar's during work hours. For safety reasons, Oscar's Pet Resort requires all employees to wear enclosed rubber-soled shoes such as sneakers, and may not wear any dangling jewelry (ears, nose or face) that a dog may accidentally catch. Employees are also prohibited from wearing provocative or tight clothing or clothing with excessive holes.

If you have any questions about your uniform or about our appearance standards, please contact the General Manager.

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

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

12:4 Mobile Device Policy

While Oscar's Pet Resort permits employees to bring personal cell phones and other mobile devices (such as smart phones, tablets, laptops, etc.) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health. The purpose of this policy is to protect you, our pet guests and ensure that our high standards of customer service are met. Use of personal mobile devices at work can be distracting and result in pet guest injuries or staff injuries. Headphones and earpieces are also prohibited as they interfere with your hearing (i.e., pet vocal signals, co-worker instructions or requests for assistance and intercom announcements).

The policy applies to all employees, contractors, consultants and temporary workers at the Company. The rules set out in this policy apply to all work-related activities onsite or when driving for business purposes during your assigned work shift.

1. Phone Etiquette – basic phone etiquette is a workplace requirement that helps ensure a peaceful environment for all employees and pet guests. Phone etiquette at Oscar’s Pet Resort includes:

- a. Use the vibrate setting on your personal device(s) at all times during the workday
- b. No phone use during meetings (except to check the calendar for future meeting dates)
- c. Use voicemail for incoming calls during your work shift. (You may answer if a call is received during an approved break period and you are in an area where devices are permitted.)
- d. Keep personal conversations at a low volume in areas designated for device use
- e. Use professional language at all times and be discreet with topics discussed in personal calls in the workplace (i.e., personal use must never include language that is obscene, discriminatory, offensive, prejudicial or defamatory in any way; such as jokes, slurs and/or inappropriate remarks regarding a person’s race, ethnicity, sex, sexual orientation, religion, color, age or disability)

2. Safety & Customer Service Requirements – safety and attention to pet guests is our priority and the responsibility of all employees. Excellent customer service requires that each client (onsite or on the phone) receive our full attention and courtesy.

- a. Device use is prohibited during assigned work duties when staff is responsible for pet health and safety (e.g., supervising off-leash playgroups, caring for lodging pets, providing activities to lodging pets, bathing/grooming pets, training pets, transporting pets, etc.).
- b. No device use while driving for any business purpose for your safety and others on the road
- c. Device use is prohibited while operating any motorized equipment
- d. Device use is prohibited in front office
- e. In the event of an emergency, use of your personal device to contact management and/or emergency centers for assistance is permitted.
- f. Groomer exception – if the employee has hearing in BOTH ears (proof may be requested from a physician), they are permitted to wear a device in ONE ear to listen to music or other forms of entertainment.

3. Productivity – your top priority during the workday is completing your assigned work tasks. See the Daily Operations Manager or the General Manager in the event you need additional assigned duties to complete. Each employee is responsible for ensuring family and friends know their break and mealtimes when personal calls/texts are permitted.

- a. Use of devices for personal business should be handled during break and meal periods and in designated for phone use
- b. Areas of the pet center designated for personal mobile device use include:
 - i. Employee break area and outdoor seating areas
 - ii. Training gym when not in use for pet training
 - iii. Admin Office Apartment – 525 Willow Rd, Lancaster, PA 17601
- c. Personal phone calls should be kept under 5 minutes in length
- d. Emergencies or necessary communication with family members should be discussed with management in advance so a mutually agreed upon exception to the policy can be made (e.g., family member is undergoing a medical procedure that day, texts from children when they arrive home from school)
- e. Provide family members with the main business number to call and reach you for unexpected emergencies
- f. Personal use of the Internet, social media, email, text messages, camera, games and other applications is limited to break periods only. Business use must be approved in advance by management and comply with section 4.

4. Work Duties on Personal Cell Phones – If management requests that you use your phone for business purposes on a regular basis (e.g., for communication outside of business hours or for marketing purposes), then an agreement will be made on expense reimbursement for a portion of your plan bill.

- a. Specific approval by management in advance is required for business use of your personal device.
- b. The Company is not financially responsible for a personal device if it is lost, stolen or damaged while conducting business activities. Employees assume all risk of loss when personal electronic devices are brought to the pet center.

5. Liability and Legal Concerns –

- a. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Company property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

Camera use is permitted during off-leash play to take pictures of the pets and share via email with Oscar's Pet Resort. An assigned staff member will share the pictures on social media.

b. All documents for the business are considered proprietary information so scanning, taking pictures or duplicating them in any way is prohibited. All exceptions must be approved in advance by management.

c. Talking and texting while driving for business purposes is strictly prohibited. If you need to place or receive a call or text, pull over safely and park prior to using your device.

d. Harassment in the workplace is prohibited by any means including electronic texts, postings and other communication through personal devices. Employees should immediately report to management if they feel harassed through texts or emails sent from another's device.

6. Violations and Enforcement – Employees that violate this policy will be subject to corrective action up to and including termination of employment.

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

Section 13: Health and Safety

13:1 Safety Policy

Our Company takes employee safety very seriously. In order to provide a safe workplace for everyone, every employee must follow our safety rules:

- Horseplay, rough-housing, and other physical acts that may endanger employees or cause accidents are prohibited.
- Employees must follow their supervisors' safety instructions as well as all pet handling policies set forth in Oscar's Daily Operations Manual.
- Employees in Pet Care or Grooming positions are required to wear protective clothing, such as enclosed shoes with rubber soles, slip-line, radio (for staff communication), and other necessary equipment.
- Employees in any Pet Care or Grooming positions are prohibited from wearing dangling jewelry (includes, ear, nose or face), excessive baggy apparel, and be required to pull back or cover their hair, for safety purposes.

- All equipment and machinery must be used properly. This means all guards, restraints, and other safety devices must be used safely and humanely. Do not use equipment for anything other than its intended purpose.
- All employees must immediately report any workplace condition that they believe to be unsafe to their supervisor. The Company will look into the matter promptly.
- All employees must immediately report any workplace accident or injury to General Manager.

Violations of this policy may result in disciplinary action up to and including termination.

13:2 Workplace Security

It is every employee's responsibility to help keep our workplace secure from unauthorized intruders. Every employee must comply with these security precautions.

After-hours access to the workplace is limited to those employees who need to work late. If you are going to be working past our usual closing time, please let the Daily Operations Manager or the General Manager know.

Employees are allowed to have an occasional visitor in the workplace, but workplace visits should be the exception rather than the rule. Visitors may NOT be in any pet enclosure areas and may NOT handle any pets in or outside the facility. Visitors may not perform any work tasks.

Do not leave your visitor unattended in the workplace. If you have a visitor, you must accompany your visitor at all times. This includes escorting your visitor to and from the entrance to Oscar's Pet Resort. Visitors may sit in the front office until Employee completes his/her shift.

If you are the last to leave the workplace for the evening, please refer to the Daily Operations Manual for closing responsibilities. If you have questions about any of these items, please talk to the Daily Operations Manager or the General Manager.

13:3 Video Surveillance Policy

Oscar's Pet Resort uses surveillance cameras to ensure the safety and security of employees, pets, and company property. Access to footage will only be provided to authorized individuals on a need-to-know basis. Personal information contained in the footage shall not be used or disclosed for purposes other than those for which it

was collected, except with the consent of the individual or as required by law. While the main purpose of the surveillance cameras is to promote safety and security, the company reserves the right to use the footage on such cameras for training purposes and to monitor employee performance, employee compliance with Company policies, and workplace accident investigations.

Appropriate and Prohibited Use

- The video surveillance systems addressed in this policy shall not be installed in, or used to monitor or record, areas where there is a reasonable expectation of privacy in accordance with accepted social norms, such as restrooms and the break room.
- Information, audio, and images obtained through video surveillance systems shall not be accessed, used, or disclosed except as outlined in this policy.
- Video surveillance systems shall be used in a manner consistent with all policies, including those that cover nondiscrimination, sexual harassment, privacy, and freedom of expression.

Management and Operations of Video Surveillance Systems

All operators of the surveillance equipment will:

- Be trained on technical, legal, and ethical use.
- Perform their duties in accordance with this policy.
- Access surveillance images and audio only to the extent permitted by this policy.
- Be provided with appropriate work facilities so that the surveillance recordings cannot be accessed, viewed, or heard by unauthorized persons.

Video surveillance operators are prohibited from:

- Monitoring individuals based on characteristics of race, gender, ethnicity, national origin, sexual orientation, or disability.
- Monitoring employee behavior for the purposes of performance evaluation.
- Duplicating surveillance information, images, or audio, or permitting others access to surveillance information, images, or audio except as specifically permitted by this policy.
- Using the equipment addressed in this policy for viewing, recording, accessing or otherwise using a video surveillance system or surveillance images or audio recordings in any manner that is inconsistent with this policy and/or outside the scope of the usage approved by the General Manager.

Procedures:

- All video surveillance systems subject to this policy will be listed in a database to be maintained by the General Operations Manager. Requests for new systems, with appropriate justification, must be submitted to the General Operations Manager, who will consider and either approve or reject the application.
- Any existing or installed video surveillance systems must be brought into compliance with this policy within 6-12 months of the policy's implementation.

Oscar's Pet Resort has installed surveillance cameras in the following locations:

- Each outdoor yard
- Front office/entrance
- Dog Hotel
- Training Gym
- Grooming Shop
- Rear employee entrance

All areas subject to surveillance will be identified by signs that are clearly posted. At each location, cameras will record images and/or audio continuously.

Storage and Retention of Recorded Material:

- Surveillance information, images, and audio obtained pursuant to this policy must be stored in a secure location and configured to prevent their unauthorized access, modification, duplication, or destruction.
- Surveillance information, images, and audio obtained pursuant to this policy will normally be kept for no longer than sixty (60) days. Old footage that is not reused or recycled for surveillance will be shredded, burned, magnetically erased, or otherwise made permanently unreadable.
- All requests from sources external to Oscar's Pet Resort for the release of information and results obtained through video surveillance or recording must be submitted to the General Operations Manager for approval prior to release.

Individuals who fail to follow this policy or who use surveillance camera footage inappropriately will be subject to disciplinary action, up to and including termination.

13:4 What to Do in an Emergency

In the event of a fire at Oscar's Pet Resort, your first priority is to evacuate all animals from the premises. Do not return to the workplace to retrieve personal or work-related belongings. Our Evacuation Plan is located in "Appendix C" of our Daily Operations Manual. Please refer any questions pertaining to the Evacuation Plan to the General Manager.

In the event of an emergency causing serious injuries to a human being at Oscar's, *IMMEDIATELY DIAL 9-1-1* to alert police and rescue workers of the situation.

Oscar's Pet Resort keeps emergency supplies on hand. First aid kits are located in the kitchen on the wall in clearly marked "First Aid Kit" container. Fire extinguishers can be found in the front office, gym, and kitchen.

13:5 Smoking Policy

You may smoke during meal or rest breaks only. Employees may not take separate smoking breaks in addition to the regular breaks provided to every employee under our policies. Oscar's Pet Resort requests that smoking occur out of view from customers and away from the front of the building. Our Company encourages those who wish to quit smoking.

13:6 Violence Is Prohibited

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

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

No Weapons

No weapons are allowed in our workplace. Weapons can include firearms, knives, brass knuckles, martial arts equipment, clubs or bats, and explosives. If your work requires you to use an item that might qualify as a

weapon, you must receive authorization from the General Manager to bring that item to work or use it in the workplace. Any employee found with an unauthorized weapon in the workplace will be subject to discipline, up to and including termination.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

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

Reporting Incidents of Violence

If you observe an incident or threat of violence that is an immediate risk, IMMEDIATELY DIAL 9-1-1 and report it to the police.

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

Violations

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

Retaliation

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

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

Section 14: Employee Privacy

14:1 Workplace Privacy and Right to Inspect

Oscar's Pet Resort property, including but not limited to lockers, phones, computers, tablets, desks, work areas, vehicles, or machinery, remains under the control of the Company and is subject to inspection at any time, without notice to any employee, and without their presence.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Company premises including that kept in lockers and desks.14:3

Telephone Monitoring

Oscar's Pet Resort reserves the right to monitor calls made from or received on Company telephones. Therefore, no employee should expect that conversations made on Company telephones will be private.

14:2 Personal Calls

Employees are expected to keep personal calls on a Company phone to a minimum. If you must make or receive a personal call, please keep your communication brief. See Mobile Device Policy in Section 12:4 for complete policy related to cell phone usage.

Section 15: Company Technology

15:1 Use of Company Technology

This policy is intended to provide Oscar's Pet Resort employees with the guidelines associated with the use of Company information technology (IT) resources and communications systems.

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

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

General Provisions

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

All content maintained in Company IT resources and communications systems are the property of the Company. Therefore, employees should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on Company electronic information and communications systems.

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

The interests of the Company in monitoring and intercepting data include, but are not limited to: protection of Company trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer

lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.

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

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

Violations

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

15:2 Computer Security and Copying of Software

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

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

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

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

Section 16: Employee Records

16:1 Access to Personnel and Medical Records Files

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

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

All requests by an outside party for information contained in your personnel file will be directed to the General Manager or the Owner, who are the only individuals authorized to give out such information.

Section 17: Drugs and Alcohol

17:1 Policy Against Alcohol and Illegal Drug Use

Oscar's Pet Resort is committed to providing a safe, comfortable, and productive work environment for its employees. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others, and will not be tolerated.

As a result, we prohibit employees from doing the following when they are on duty or conducting Company business, or on Company premises (whether or not they are working):

- Using, abusing, or being under the influence of alcohol, illegal drugs, or other impairing substances
- Possessing, selling, purchasing, transferring, or transiting any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia
- The illegal use or abuse of prescription drugs

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

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform the Daily Operations Manager or General Manager if you believe the medication may impair your job performance, safety, or the safety of others or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication. We do not prohibit employees from consuming alcohol at social or business functions that we sponsor where alcohol is served. This policy does not prohibit the use or consumption of alcohol at these events. However, if you choose to consume alcohol at such events, you must do so responsibly and maintain your obligation to conduct yourself properly and professionally at all times. In addition, employees may not consume any alcohol at these functions if they will be returning to work that same day.

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

17:2 Drug Testing

The Company reserves the right to test any employee for the use of illegal drugs, marijuana, or alcohol, in accordance with applicable law. Drug or alcohol tests may also be conducted after an accident in which drugs or alcohol could reasonably be involved, or when behavior or impairment on the job creates reasonable suspicion of use. Under those circumstances, the employee may be driven to a certified lab for testing at the Company's expense. Refusal to be tested for drugs or alcohol will be treated the same as a positive test result.

Section 18: Trade Secrets and Conflicts of Interest

18:1 Confidentiality and Trade Secrets

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

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

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

18:2 Conflicts of Interest

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

Section 19: Complaint Policies

19:1 Complaint Procedures

Oscar's Pet Resort is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our workers. These threats include, but are not limited to, harassment, discrimination, violations of health and safety rules, and violence.

Any employee who witnesses or is subject to inappropriate conduct in the workplace may submit a complaint to the General Manager or to any Company officer. Any supervisor, manager, or Company officer who receives a complaint about, hears of, or witnesses any inappropriate conduct is required to immediately notify the General Manager. Inappropriate conduct includes any conduct prohibited by our policies about harassment, discrimination, discipline, workplace violence, health and safety, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies.

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. Once a complaint has been made, the General Manager will determine how to handle it. For complaints alleging harassment, discrimination, or other serious conduct, we will immediately conduct a complete and impartial investigation. All complaints will be handled as confidentially as possible. When the investigation is complete, Oscar's Pet Resort will take corrective action, if appropriate.

We will not engage in or allow retaliation against any employee who makes a good faith complaint or participates in an investigation. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to the General Manager.

19:2 Our Doors Are Open to You

We want to maintain a positive and pleasant culture and environment for all of our employees. To help us meet this goal, Oscar's Pet Resort has an open-door policy, by which employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your immediate supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to the Daily Operations Manager, feel free to raise the issue with an HR representative or the General Manager.

We encourage you to come forward and make your concerns known to Oscar's Pet Resort. We can't solve the problem if we don't know about it.

Section 20: Ending Employment

20:1 Final Paychecks

Employees who resign will receive their final paycheck within two (2) weeks of the date of their resignation, or at the end of the closest pay period, whichever is soonest. Employees who are terminated involuntarily will receive their final paycheck within two (2) weeks, or at the end of the closest pay period, whichever is soonest. All Company items such as keys, uniforms, radios, slip lines, and educational material is due immediately to the General Manager. The final paycheck will be withheld until all items are received. See Section 9:3 Return of Company Property.

Final paychecks will include all compensation earned but not paid through the date of termination.

20:2 No Severance Pay

Oscar's Pet Resort does not pay severance to terminated employees, whether their separation is voluntary or involuntary, for any reason.

20:3 Exit Interviews

We will hold an exit interview with every employee who leaves Oscar's Pet Resort, for any reason. During the interview, you will have the opportunity to tell us about your employment experience here—what you liked, what you didn't like, and where you think we can improve. We greatly value this feedback.

The exit interview also gives us a chance to handle some practical matters relating to the end of your employment. You will be expected to return all Oscar's Pet Resort property at the interview. You will also have an opportunity to ask any questions you might have about benefits, final paychecks, references, or any other matter related to your employment.

20:4 Post-Employment References

When we are contacted by prospective employers seeking information about former employees, we will release the following data: the position(s) the employee held, the dates the employee worked for our Company, and the

employee's salary or rate of pay. We may also disclose standard information pertaining to the employee's work performance.

Closing Statement

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

Owner

Oscar's Pet Resort

Acknowledgement of Receipt and Review

By signing this form, I acknowledge that I have received a copy of Oscar's Pet Resort Employee Handbook. I understand that it contains important information about Oscar's policies, that I am expected to read the Handbook and familiarize myself with its contents, and that the policies in the Handbook apply to me. I understand that nothing in the Handbook constitutes a contract or promise of continued employment and that Oscar's Pet Resort may change the policies in the Handbook at any time.

By signing this form, I acknowledge that my employment is at will. I understand that I have the right to end the employment relationship at any time and for any reason, with or without notice, with or without cause, and that Oscar's Pet Resort has the same right. I acknowledge that neither Oscar's Pet Resort nor I have entered into an employment agreement for a specified period of time, that only General Manager may make any agreement contrary to the at-will policy, and that any such agreement must be in writing, signed by myself and General Manager.

Employee's Signature

Date

Employee's Name (Print)