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Employee Handbook

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About the Handbook

This handbook is designed to acquaint you with Physicals Plus Health & Wellness and to provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. This handbook is not an employment contract and it is not intended to create contractual obligations of any kind.

While consistent application of policies and practices is desirable Physicals Plus Health & Wellness must reserve the right to consider each situation on an individual basis when necessary. The only recognized deviations from the stated policies are those authorized in writing and signed by a manager of Your Way Management Team.

This has been created without bias toward either the employee or the employer or toward any group of employees. Moreover, the provisions of this handbook are not intended to create any contractual obligation which conflicts in any way with our company's policy that the employment relationship between Physicals Plus Health & Wellness and its employees is at-will and can be terminated with or without cause at any time, at the option of either the employee or Your Way Management Team.

Since it would be unreasonable to assume that every employment situation could be anticipated, this handbook will only highlight general Company philosophies, policies, practices and benefits. Examples are provided for illustrative purposes only and do not represent all possible employment situations. Other policies may exist that are not included herein. Therefore, if you question whether an act or behavior is appropriate for the situation, you are to ask your supervisor before proceeding. If any portion of this handbook is unclear or if you need further information, you are to contact your supervisor immediately.



This handbook applies to all employees of the company, including full-time, part-time, temporary, exempt and non-exempt employees, except where otherwise stated.

If any provision of this handbook is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions shall nevertheless continue in full force and effect without being impaired or invalidated in any way. If any of the policies in this handbook conflict with state or federal law, the law controls, and the policy or portion of the policy that conflicts with the law will be considered inapplicable to the employees, to the extent it conflicts with the law.

You have been provided with your own personal copy of the Employee Handbook. Please take the time to review your handbook as soon as possible and refer to it whenever you have questions about Company policies, practices or benefits. These policies are effective immediately and you are expected to know and comply with them accordingly. Upon termination or resignation of employment, you will be asked to return this handbook to your supervisor.

Equal Employment Opportunity

Physicals Plus Health & Wellness is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, creed, gender, sex, color, religion, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.



Physicals Plus Health & Wellness is not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability. Consistent with this policy of non-discrimination, the company will provide reasonable accommodations to a qualified individual with a disability, who has made the company aware of his or her disability, provided such accommodation does not constitute an undue hardship to the company.

Any employee or job applicant who has questions regarding this policy or believes that she or she has been discriminated against should notify Human Resources.

Employment at Will

Employment with Physicals Plus Health & Wellness may be terminated for any reason, with or without cause or notice, at any time, by you or the company. Nothing in this employee handbook or in any oral or written statement shall limit the right to terminate employment at will.

This policy of at-will employment is the sole and entire agreement between you and Physicals Plus Health & Wellness as to the duration of employment and the circumstances under which your employment may be terminated.

With the exception of employment at will, terms and conditions of employment with Physicals Plus Health & Wellness may be modified at the sole discretion of the company, with or without cause or notice, at any time. No implied contract concerning any employment related decision or term or condition of employment can be established by any other statement, conduct, policy, or practice.

This handbook states only general company guidelines. Physicals Plus Health & Wellness may, at any time, in its sole discretion, modify or vary

from anything stated in this handbook, with or without notice, except for the rights of the parties to terminate employment at will.

This handbook supersedes and replaces any and all personnel policies and manuals previously distributed or made available to employees.

Open Door Policy

The company has an open door policy and takes employee concerns and problems seriously. The company values each employee and strives to provide a positive work experience. Every employee is encouraged to speak with his or her immediate supervisor at any time with questions or problems relating to the job while employed. If you are unable to satisfactorily resolve your question or problem with your supervisor, you can request a meeting with Human Resources.

Employment Policies

Probationary Period

During the first 90 days of employment, both the new employee and the company have the opportunity to decide on the continuation of their employment relationship. This is an opportunity for the company to evaluate your performance. It also is an opportunity for you to decide whether you are happy being employed by the company. The company has the right to extend the employees probationary period if they desire. If, at the end of the probationary period, the relationship with the company is satisfactory to the new employee and the supervisor, the employment relationship will continue.



Performance Reviews

This policy applies to all employees. We will clarify our performance appraisal process and provide guidelines for managers on how to lead their teams and assess employee performance. We have built our performance management practices to:

- Ensure you understand your job responsibilities and have specific goals to meet.
- Provide you with actionable and timely work feedback.
- Invest in development opportunities that help you grow professionally.
- Recognize and reward your work in financial or non-financial ways (awards, etc).

What is Good Performance?

Physicals Plus Health & Wellness has a general definition of what good performance looks like. To achieve a good performance evaluation, you should:

- Meet your targets consistently.
- Complete your job duties as expected.
- Show a willingness to learn and develop.
- Follow our Standards of Conduct and other company policies.
- Have a good attitude and collaborate well with your colleagues.

Each employee may excel in one aspect and need improvement in another. But, to remain employed with our company, you should meet a minimum standard for all of these aspects and show a willingness to improve where appropriate.

Review Process

We conduct annual performance reviews for all employees. During these reviews, your manager will fill out your performance evaluation report and

arrange a meeting with you to discuss your review. Employees will also be sent a self-evaluation to review during the meeting. Through these discussions, managers aim to:

- Recognize employees who are good at their positions
- Talk about career moves and employee motivations
- Identify areas of improvement

Periodical reviews apply to employees who have completed their probationary period.

Rewards

Pay increases or bonuses aren't guaranteed. We do encourage managers to recommend rewards for their team members when they deserve them. There won't be any forced ranking or other comparison between employees, as our goal is to help all employees improve and develop their careers.

Training

Training and development opportunities are available for all employees year long. If managers identify a team member's training needs in a specific area, they can discuss this with their team member during performance reviews. That way, they can set up a performance improvement plan.

On-the-job training, job shadowing and other training methods are also appropriate when managers intend to promote an employee in the near future. We encourage managers to discuss future career moves with their team members, so they can determine what type of training is appropriate.

Managers' Responsibilities

If you manage a team, you are responsible for your team members' performance. To conduct effective regular meetings and performance evaluations, we expect you to:

- **Set clear objectives-** Your team members should know what you expect of them. When you first hire someone to your team, ensure they understand their job duties. Set specific goals for each team member. Renew those goals during performance evaluations.
- **Provide useful feedback-** During scheduled meetings with your team members, give them guidance and praise, as appropriate. Be fair and specific to help them understand and implement your feedback.
- **Keep your team members involved-** There should be a two-way communication between you and your team. Make your expectations clear, but always take your team members' motivations and aspirations into account. Discuss training and development opportunities that may interest your team members.
- **Keep logs with important incidents about each one of your team members-** These logs help you evaluate your team, but they may also prove useful if you want to terminate, reward or promote your team members.

Progressive Discipline Policy

The company enforces a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. Disciplinary action is one of many options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, or some other disciplinary action, in no particular order. The course of action will be determined by the company at its sole discretion as it deems appropriate. The discipline imposed under this policy will be determined based on the severity of the violation. The following progressive disciplinary steps may be utilized for breach of policy or violation of company rules:

First offense: Discussion Worksheet

Second offense: Verbal Warning

Third offense: Written Warning

Fourth offense: Termination

Please note that each offense doesn't need to be for violation of the same policy or procedure. First time violations of different policies or procedures may count as second, third, or fourth offenses based off the severity of the offense, at the company's discretion. All violations will be filed in the employee's personnel file. The employee may ask for a copy of these violations at any time. Employees, although they might not necessarily agree with the disciplinary action, are expected to sign the form acknowledging that disciplinary action has been taken against them and add any comments they deem necessary.

While the company provides this policy as a guide for the administration and enforcement of its policies and procedures, the severity and circumstances surrounding a particular violation may warrant imposition of a more serious form of discipline, even in situations where the violation is the first offense. Accordingly, the company reserves the right to accelerate disciplinary measures to deal with the severity of the infraction.

Furthermore, there are some situations which the company believes are so detrimental to the integrity of its operations and personnel that immediate termination may be required (See Standards of Conduct).

Benefits, Holidays, and Leave Policies

Benefits Overview



This handbook contains descriptions of some of our current employee benefits. Many of the company's benefit plans are described in more formal plan documents available from Human Resources. In the event of any inconsistencies between this handbook or any other oral or written description of benefits and a formal plan document, the formal plan document will govern.

The information presented here is intended to serve only as an overview. The details of specific benefit plans are available from Human Resources. Although Physicals Plus Health & Wellness plans to maintain these employee benefits, it reserves the right to modify, amend or terminate these benefits at any time and for any reason.

Vacation Time

Vacation time off with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Regular full-time employees are eligible to earn and use vacation time as described in this policy:

The amount of paid vacation time employees receives each year increases with the length of their employment as shown in the following schedule:

- Upon initial eligibility, the employee is entitled to 5 (40 hours) vacation days each year, accrued bi-weekly at the rate of 1.54 hours, and is prorated according to your hire date.
- After 1 year of eligible service, the employee is entitled to 10 (80 hours) vacation days each year, accrued bi weekly at the rate of 3.08 hours.

- After 5 years of eligible service, the employee is entitled to 15 (120 hours) vacation days each year, accrued bi-weekly at the rate of 4.62 hours.

The length of eligible service is calculated on the basis of a "calendar year" that begins when the employee starts to earn vacation time on his or her first day of employment. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation.

Paid vacation time can be used in minimum increments of one hour. To take vacation, employees should request advance approval from the Property Manager or direct supervisor. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

In the event that available vacation is not used by the end of the calendar year, employees may carry a maximum of 40 hours of unused time forward to the next calendar year and must be taken by March 30th or the balance will be forfeited.

If the total amount of unused vacation time reaches 5 days or 40 hours, further vacation accrual will stop. When the employee uses paid vacation time and brings the available amount below the cap, vacation accrual will begin again.

A maximum of 80 hours of vacation time may be paid upon voluntary resignation if the employee resigns in good standing. To be considered "in good standing", the employee must give a written two week notice of resignation, work the entire notice period (no sick or vacation time may be used during the notice period), and cannot have a written corrective action in the previous 90 days.



Vacation accruals will not be paid if employees do not provide a written notice of resignation, do not complete the notice as stated, have had a written warning in the previous 90 days or are terminated involuntarily for any reason.

Sick Time

Eligible employees will accrue sick leave benefits at the rate of 5 days per year (1.54 hours per pay-period). Sick leave benefits are calculated on the basis of a "calendar," the 12-month period that begins when the employee starts to earn sick leave benefits.

Paid sick leave can be used in minimum increments of one hour. An eligible employee may only use sick leave benefits for an absence due to his or her own illness or injury.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday if possible. The direct supervisor must also be contacted on each additional day of absence.

If an employee is absent for three or more consecutive days due to illness or injury, a physician's statement must be provided verifying the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits.

If your sick leave extends beyond available and accrued sick time and you are not eligible for Family Medical Leave, your employment status will change to inactive effective the first non-paid day. You may then be eligible for re-hire provided there is an available position open, and you have provided a release from the attending physician.



Sick leave benefits are intended solely to provide income protection in the event of illness or injury and may not be used for any other absence. Unused sick leave benefits will not be paid to employees upon termination of employment for any reason unless required by state laws.

Holidays:

The company observes the following holidays:

- Labor Day
- Columbus Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Good Friday
- Easter (Observed)
- Independence Day (Observed)
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve (Half Day)
- Christmas Day
- New Years Eve (Half Day)
- New Years Day

Holidays are observed on an hourly paid basis for all eligible employees. Full time employees are eligible for paid holiday benefits.

Physicals Plus Health & Wellness may alter this schedule to meet business requirements or to mandate mandatory vacation days depending upon how a holiday may fall in a given workweek. Employees wishing to extend these days holidays may use vacation time to do so, provided that business

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allows for their absence. The company may elect to shorten the day before a holiday allowing employee's additional time off.

Benefits Continuation

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under our current health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary usually pays the full cost of coverage at our group rate plus an administration fee. Human Resources or the COBRA administrator provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under our health insurance plan. The notice contains important information about the employee's rights and obligations.

Please refer to the Summary Plan Description or contact Human Resources for additional information.

Additionally, there are other health care coverage options that may be available to you including coverage through the Health Insurance Marketplace at www.HealthCare.gov or call 1-800-318-2596. You may be able to get coverage through the Health Insurance Marketplace that costs less than COBRA continuation coverage. Please review your health care coverage options very carefully before you make your decision. If you



choose to elect COBRA continuation coverage, you must complete the necessary election forms provided.

Eligibility

Benefits are provided to all active regular full-time employees. Part-time and temporary/seasonal employees are not eligible for health benefits. Coverage becomes effective on the first of the month following 30 days of employment.

If a part-time employee transitions to full-time employment status during employment with the Company, his or her health benefits will begin the first of the month after 30 days of employment in the full-time position. If a full time employee transitions to part-time status, health benefits will end the last day of the month of the date of the status change.

If you do not enroll yourself or your dependents in the health insurance plans as a new hire, you can enroll yourself and your dependents only during the annual open enrollment period or when you have a change in family status. Contact Human Resources/Benefits for more information.

Workers' Compensation

Physicals Plus Health & Wellness, in accordance with state law, provides insurance coverage for employees in case of a work-related injury. The workers' compensation benefits provided to injured employees may include:

- Medical care;
- Compensation for lost time due to workplace injuries;
- Assistance to help qualified injured employees return to suitable employment.



Should you sustain a work-related injury, you must immediately notify your manager. The Company reserves the right to require a post-accident drug/alcohol test. Should your injury require the attention of a doctor, you can obtain a list of approved physicians by contacting your manager or Human Resources. In the case of an emergency, you should go to the nearest hospital emergency room for treatment and then utilize the panel of physicians if additional treatment is necessary.

Employee Responsibilities:

- Immediately report any work-related injury to your manager;
- Seek medical treatment and follow-up care if required;
- Complete a written statement of the incident and return it to your manager; and
 - Provide the Company with a certification from your health care provider regarding the need for workers' compensation disability leave, as well as your eventual ability to return to work.

Manager Responsibilities:

- Complete the Company Incident Report and submit to Human Resources same day of incident;
- Provide approved physician list to the employee for medical treatment;
 - For any fatality that occurs within 30 days of a work-related incident, you must report the event to OSHA within eight (8) hours of finding out about it. For any inpatient hospitalization, amputation, or eye loss that occurs within 24 hours of a work-related incident, you must report the event

within 24 hours of learning about it. The number to call is 1-800-321-OSHA (6742).

Upon submission of a medical certification that an employee is able to return to work after a workers' compensation leave, the employee under most circumstances will be reinstated to his or her same position held at the time the leave began, or to an equivalent position, if available. An employee returning from a workers' compensation leave has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee on workers' compensation leave would have been laid off had he or she not gone on leave, or if the employee's position has been eliminated or filled in order to avoid undermining the Company's ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the employee would not be entitled to reinstatement.

An employee's return depends on his or her qualifications for any existing openings. If, after returning from a workers' compensation leave, an employee is unable to perform the essential functions of his or her job because of a physical or mental disability, the Company will make every effort to meet modified duty as received by the designated treating physician.

Time and Attendance:

Scheduled hours may vary depending on work location and job responsibilities. Supervisors will provide employees with their work schedule. Should an employee have any questions regarding his/her work schedule, the employee should contact the supervisor. The company does not tolerate absenteeism without excuse. Employees who will be late need to refer and follow Your Way Management Team's call in procedure.



Employees who need to leave early, for illness or otherwise, should inform a supervisor before departure. Unauthorized departures may result in disciplinary action.

Employees are expected to arrive on time and ready for work. An employee who arrives after their scheduled arrival time is considered tardy. The company recognized that situations happen which could hinder punctuality; regardless, excessive tardiness is prohibited, and may be subject to disciplinary action.

Failure to report to work and not following the proper call out procedure to report the absence will be considered a no call/no show and is a serious matter. Any unreported absences are considered job abandonment, and will be considered a voluntary resignation of your employment.

We do recognize that there are times when absences and tardiness cannot be avoided. In such cases, you are expected to notify your supervisor as early as possible, but no later than the start of your workday. Asking another employee, friend or relative to give this notice is improper and constitutes grounds for disciplinary action. Please call, stating the nature of your illness and its expected duration, every day that you are absent.

The company reserves the right to require reasonable proof of illness or temporary disability. Excessive absences or tardiness will result in disciplinary action up to and including termination.

Absences:

Any employee is deemed to be absent when they are unavailable for work at their normal scheduled time, and the time off was not scheduled or approved by their supervisor two weeks in advance as required by the company.

Department Hours:



Employees are required to follow established guidelines per their department standards. A missed or late punch can be a violation of this policy which includes:

- Failure to clock in or out on their designated shift
- Failure to accurately and timely report the time worked
- Clocking in or out early of assigned shift without prior approval

Management

Managers will be required to work 1 Saturday per month.

Overtime

All salaried employees should make up their time if they are unable to complete a full 40hr work week or 80hr work period. In Lieu of making up time, salaried employee(s) could apply PTO towards the missing time. Hourly employees will only be paid for hours worked and approved before processing payroll.

Call In Procedure

In order to best serve our customers and the company, you are expected to be at work on time as per your assigned schedule above. If you know you are going to be late or absent, you must inform Human Resources as far in advance as possible, but no less than two hours in advance of the beginning of your scheduled shift. If the office is still closed you may notify Human Resources by phone or voicemail, but you will still be responsible to contact Human Resources personally as soon as the office opens for business. Every effort must be made to contact the office yourself, however if you are not able to contact the office yourself, please have someone contact the office for you.

Resignations

All employees looking to give a resignation will be asked for a signed letter with at least a two week notice period. If an employee resigns and does not work the two week notice, any pending lease bonuses will be voided.

Family/Medical Leave

The federal Family & Medical Leave Act of 1993 (FMLA), as amended in 2008, requires employers with 50 or more employees each working day during each of 20 or more calendar workweeks in the current or preceding calendar year provide eligible employees with unpaid leave. There are two types of leave available, including the basic 12-week leave entitlement (Basic FMLA Leave) and the military family leave entitlements (Military Family Leave) described in this policy. In addition to FMLA leave, you may also be eligible for leave under similar state law.

Eligibility for FMLA Leave

Employees are eligible for FMLA leave if they:

- Have worked for a covered employer.
- Have worked for the Company for at least 12 months before the leave is to commence.
 - Have worked at least 1,250 hours for the Company during the 12 calendar months. immediately preceding the request for leave; and
- Are employed at a work site that has 50 or more employees within a 75-mile radius.

Employees with any questions about their eligibility for FMLA leave should contact Human Resources for more information.



Basic FMLA Leave

Employees who meet the eligibility requirements described above are eligible to take up to 12 weeks of unpaid leave during any 12-month period for one of the following reasons:

- To care for the employee's son or daughter during the first 12 months following birth.
 - To care for a child during the first 12 months following placement with the employee for adoption or foster care.
 - To care for a spouse, son, daughter, or parent ("covered relation") with a serious health condition or;
- Because of the employee's own serious health condition.

For purposes of calculating the 12-month period during which 12 weeks of leave may be taken, Physicals Plus Health & Wellness LLC uses a rolling 12-month period measured backward from the date an employee uses any FMLA leave. Under most circumstances, leave under federal and state law will run simultaneously, and the eligible employee will be entitled to a total of 12 weeks of basic family / medical leave in the designated 12-month period.

Military Family Leave

There are two types of Military Family Leave available:

Qualifying exigency leave. Employees meeting the eligibility requirements described above may be entitled to use up to 12 weeks of their Basic FMLA Leave entitlement to address certain qualifying exigencies. Leave may be used if the employee's spouse, son, or daughter, is on active duty or called to active-duty status in the National Guard or Reserves in support of a contingency operation. Qualifying exigencies may include:

- Short-notice deployment (up to 7 days of leave)
- Attending certain military events
- Arranging for alternative childcare
- Addressing certain financial and legal arrangements
- Periods of rest and recuperation for the service member (up to 5 days of leave)
- Attending certain counseling sessions
 - Attending post-deployment activities (available for up to 90 days after the termination of the covered service member's active-duty status)
 - Other activities arising out of the service member's active duty or call to active duty and agreed upon by the Company and the employee.

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

Pay, Benefits, and Protections during Family/ Medical Leave

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Family I medical leave is unpaid leave. However, if leave is taken because of an employee's own serious health condition the employee may be eligible for short- or long-term disability payments and/or workers' compensation benefits under those insurance plans, if applicable.

Employees must use all sick and vacation time concurrent with the beginning of leave, subject to state laws, unless FMLA leave is due to a work-related injury. The substitution of paid leave time for unpaid leave time does not extend the 12-week leave period. Furthermore, in no case can the substitution of paid leave time for unpaid leave time result in the receipt of more than 100 percent of an employee's salary.

During an approved family / medical leave, the Company will maintain the employee's health benefits as if the employee continued to be actively employed. If paid leave is substituted for unpaid family/ medical leave, the Company will deduct the employee's portion of the health plan premium as a regular payroll deduction. If leave is unpaid, the employee must pay his or her portion of the premium. Employees must contact Human Resources to make arrangements to pay their portion of the premium. An employee's healthcare coverage will cease if the employee's premium payment is more than 30 days late. If the payment is more than 15 days late, the Company will send the employee a letter to this effect. If the company does not receive the co-payment within 15 days after the date of that letter, the employee's coverage may cease. If the employee elects not to return to work for at least 30 calendar days at the end of the leave period, the employee may be required to reimburse the Company for the cost of the premiums paid by the company for maintaining coverage during the unpaid leave, unless the employee cannot return to work because of a serious health condition or other circumstances beyond the employee's control.

Upon timely return from FMLA leave, most employees will be restored to their original or substantially equivalent positions with equivalent pay,



benefits, and other employment terms. However, an employee has no greater right to reinstatement than if he or she had been continuously employed rather than on leave. For example, if an employee on family/medical leave would have been laid off had he or she not gone on leave, or if the employee's job is eliminated during the leave and no equivalent or comparable job is available, then the employee would not be entitled to reinstatement. In addition, an employee's use of family/medical leave will not result in the loss of any employment benefit that the employee earned before using family/medical leave.

- Reinstatement after family/medical leave may be denied to certain salaried "key" employees under the following conditions:
 - o An employee requesting reinstatement was among the highest-paid 10 percent of salaried employees employed within 75 miles of the work site at which the employee worked at the time of the leave request;
 - o The refusal to reinstate is necessary because reinstatement would cause substantial and grievous economic injury to the Company's operations;
 - o The employee is notified of the Company's intent to refuse reinstatement at the time the Company determines the refusal is necessary; and
 - o If leave has already begun, the Company gives the employee a reasonable opportunity to return to work following the notice described previously.

Time Accrual

Employees on FMLA leave will not continue to accrue Sick and Vacation benefits during family / medical leave.

Employee Responsibilities When Requesting FMLA Leave

If the need to use FMLA leave is foreseeable, the employee must give the Company at least 30 days of prior notice of the need to take leave. When 30 days' notice is not possible, the employee must give notice as soon as practicable (within 1 or 2 business days of learning of the need for leave except in extraordinary circumstances). Failure to provide such notice may be grounds for delaying the start of the FMLA leave.

Whenever possible, requests for FMLA leave should be submitted to Human Resources using the Request for Family/Medical Leave form (available from Human Resources). When submitting a request for leave, the employee must provide sufficient information for the Company to determine if the leave might qualify as FMLA leave, and also provide information on the anticipated date when the leave would start as well as the duration of the leave. Sufficient information may include that the employee is unable to perform job functions; that a family member is unable to perform daily activities; that the employee or family member needs hospitalization or continuing treatment by a healthcare provider; or the circumstances supporting the need for military family leave. Employees also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also will be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

When an employee requests leave, the Company will inform the employee whether he or she is eligible under the FMLA. If the employee is eligible, the employee will be given a written notice that includes details on any additional information he or she will be required to provide. If the employee is not eligible under the FMLA, the Company will provide the employee with



a written notice indicating the reason for ineligibility. If leave will be designated as FMLA-protected, the Company will inform the employee in writing and provide information on the amount of leave that will be counted against the 12- or 26-week entitlement.

Medical certification

If the employee is requesting leave because of the employee's own or a covered relation's serious health condition, the employee and the relevant healthcare provider must supply appropriate medical certification. Employees may obtain Medical Certification forms from Human Resources. When the employee requests leave, the Company will notify the employee of the requirement for medical certification and when it is due (no more than 15 days after you request leave). If the employee provides at least 30 days' notice of medical leave, he or she should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. The Company, at its expense, may require an examination by a second healthcare provider designated by the company. If the second healthcare provider's opinion conflicts with the original medical certification, the company, at its expense, may require a third, mutually agreeable, healthcare provider to conduct an examination and provide a final and binding opinion. The Company may require subsequent medical recertification. Failure to provide requested certification within 15 days, except in extraordinary circumstances, may result in the delay of further leave until such recertification is provided.

Physicals Plus Health & Wellness will require certification by the employee's health care provider that the employee is fit to return to his or her job. Failure to provide certification by the health care provider of the employee's fitness to return to work will result in denial of reinstatement for the employee until the certificate is obtained.



Reporting While on Leave

If an employee takes leave because of the employee's own serious health condition or to care for a covered relation, the employee must contact the company on the fifteenth of each month regarding the status of the condition and his or her intention to return to work. In addition, the employee must give notice as soon as practicable (within 2 business days, if feasible) if the dates of the leave change are extended or were unknown initially.

If there is a need for additional accommodation at the end of the leave, the employee must contact Human Resources in writing prior to the exhaustion of the leave period. If the employee fails to return to work on the expected date, Human Resources will reach out to the employee for a status update. If the employee does not respond or provide justification for the failure to return within ten days of the information request, employment will be terminated subject to state laws.

Intermittent and Reduced-Schedule Leave

Leave because of a serious health condition, or either type of family military leave may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced-schedule leave (reducing the usual number of hours worked per workweek or workday) if medically necessary and approved by PHYSICALS PLUS HEALTH & WELLNESS . If leave is unpaid, the company will reduce the exempt employee's salary based on the amount of time actually worked. In addition, while an employee is on an intermittent or reduced-schedule leave, the Company may temporarily transfer the employee to an available alternative position that better

accommodates the recurring leave and which has equivalent pay and benefits.

Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Military Family Leave due to qualifying exigencies may also be taken on an intermittent basis. Leave may not be taken on an intermittent basis when used to care for the employee's own child during the first year following birth, or to care for a child placed with the employee for foster care or adoption, unless both the employer and employee agree to such intermittent leave.

Leave of Absence

If an employee is unable to work, employment will generally be terminated, unless the employee requests a leave of absence. Such a request must be made in writing and submitted to a supervisor immediately. The employer reserves the right to grant a leave of absence in its sole and absolute discretion.

Conditions for leaves of absence

Leaves of absence are subject to the following:

- a) All leaves of absence are subject to the written approval from the president of the company
- b) All leaves of absences' are non-paid
- c) Employees on work-related medical disability leaves of absence are responsible for applying for medical and hospitalization coverage under workers' compensation insurance
- d) Time spent on leaves of absence shall not be considered as time employed in determining an employee's eligibility for benefits that accrue on the basis of length of employment (i.e. vacation)



Failure to return from an approved leave of absence on schedule or failure to report to work at the scheduled time will be considered as abandonment of their job and shall be considered a voluntary termination of employment, unless other arrangements have been made in advance, in writing and approved by the president of Your Way Management Team.

Reinstatement after a leave

Physicals Plus Health & Wellness shall make every effort to reinstate an employee returning from an approved leave of absence into the same or similar position unless business necessity restricts it from doing so. Occasionally, business necessity will prevent the employer from offering the same job upon return to work, however, another position may be offered. Failure to accept the offered position will be considered a voluntary termination of employment, effective immediately.

As for all leaves of absence, if you:

- a) Fail to request a leave of absence in writing within 48 hours of the incident related to the leave of absence
- b) Fail to provide all the necessary paperwork and documentation to HR
- c) Fail to report to your supervisor each week (or as scheduled) during the leave of absence
- d) Fail to return from the leave of absence as soon as you are physically able or on the next workday following the end of the leave
- e) Accept or perform another employment of any kind during the leave of absence

It will be presumed you have abandoned your job and voluntarily terminated your employment, effective at 5:00pm on the first day of unreported absence. To protect yourself, please follow the procedures for requesting, reporting and returning from a leave of absence.

Bereavement

Regular, full-time employees are eligible to receive up to three (3) days paid bereavement leave due to the death of a member of the immediate family. An employee's immediate family includes his or her spouse, domestic partner, children/stepchildren, parents/step-parents, brother, sister, grandparents or grandchildren. Regular, full time employees are eligible to receive three (3) days without pay for mother/father-in law, and relatives residing in the same household.

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An employee notified of a death in his or her immediate family while at work will be paid for the remainder of the scheduled hours that day, and the three-day eligibility for paid bereavement leave will not commence until the next regular scheduled workday which is lost. All time off in connection with the death of one of the above-listed individuals should be scheduled with the Property Manager.

Jury Duty and Witness Leave

Jury duty is an obligation and a privilege of citizenship, and we encourage our employees to serve when asked to do so. Employees should produce the summons from the court when making the request to attend jury service.

During jury duty, all full-time employees will be paid their regular pay for up to forty (40) hours. This policy is also applicable when testifying as a witness in a judicial proceeding by subpoena. (However, this policy does not apply when an employee is required to appear in court in response to criminal charges or traffic citations pending against the employee.)

After completing their service, employees are expected to endorse their jury paycheck to Physicals Plus Health & Wellness in accordance with state laws. Supporting documentation for the jury/witness leave will be required for payment to be processed.

Employees should strive to meet customer commitments at all times during their absence. When jury duty does not demand services for a full day, employees should return to their job.

Military Leave

Employees who wish to serve in the military and take military leave should contact the Property Manager and Human Resources for more information about their rights before and after such leave. Employees are entitled to reinstatement upon completion of military service, provided they return or apply for reinstatement within the time allowed by law.

Time Off for Voting

If an employee does not have sufficient time outside of working hours to vote in an official state-sanctioned election, the employee may take off enough working time to vote in accordance with state law. Such time off shall be taken at the beginning or the end of the regular working shift. Under these circumstances, an employee will be allowed a maximum of two hours of time off during an election day without loss of pay. When possible, an employee requesting time off to vote shall give his or her manager at least two days' notice.

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Employees that are assigned to projects outside of their voting precinct are encouraged to take advantage of voting by absentee ballot.

Physicals Plus Health & Wellness Practices and Policies

Compensation

Physicals Plus Health & Wellness employees are paid bi-weekly.

PHYSICALS PLUS HEALTH & WELLNESS does not provide pay advances or loans. Any financial transactions between employees will not be considered Physicals Plus Health & Wellness matter. The Company will not cash checks for any reason.

The Company requires that employees arrange for direct deposit of funds to either a savings or checking account at their bank of choice. To activate direct deposit, Direct Deposit Authorization should be completed through Payroll. Due to banking requirements, it may take some time for activation of the Direct Deposit.

A statement of earnings is available each pay period to employees indicating: Gross Pay - Statutory Deductions

- Voluntary Deductions. Physicals Plus Health & Wellness is a "Go Green" company and does not print individual earnings statements for every employee. Employees have access to their online earnings statements.

Physicals Plus Health & Wellness is committed to avoiding improper deductions and will act promptly to remedy any situation in which such a deduction may have been made by reimbursing the employee for any such improper deduction not later than the first payday upon which the



reimbursement reasonably may be made following a timely final determination that the deduction was improper. If an employee is accidentally overpaid, the employee is expected to cooperate with Physicals Plus Health & Wellness to return the overpaid amount on the next pay date. Employees agree by signing the handbook acknowledgment that any money due to Physicals Plus Health & Wellness may be deducted from the employee's compensation, including owed bonuses and/or commissions, in compliance with wage and hour laws.

Exempt employees may have their pay reduced only in certain circumstances. Physicals Plus Health & Wellness reimburse any exempt employee whose payment is improperly reduced. If you feel your payment has been improperly reduced, please notify Human Resources. The Company will investigate to determine whether proper compensation has been paid.

Exempt employee's pay may be reduced in the following circumstances:

1. Employees who are absent for at least a full day because of sickness or disability will not be paid for that day unless they have earned benefits under the Company's sick time off policy. his or her pay will not be reduced.
2. Employees who are absent from work at least a full day for personal reasons other than sickness or disability will not be paid for that day unless they have earned time under the Company's Sick and Vacation policy. If an employee is absent for less than a full day for personal reasons , his or her pay will not be reduced.
3. Employees who are absent from work for jury duty or attendance as a witness at a trial will have their pay reduced by the amount of payment they receive in the form of jury fees or witness

fees for up to forty hours. After one week of jury pay, their pay will be reduced if the employee performs no work in a given day.

4. If an employee violates a safety rule of major significance, his or her pay may be reduced in an amount to be determined by the Company as a penalty for that violation.
5. Employees may be suspended without pay for other types of workplace misconduct, but only in full-day increments. Their pay will be reduced in an amount proportionate to the number of days suspended.
6. Employees who work less than 40 hours during their first or last week of employment will be paid a proportionate part of their full salary for the time worked.

Overtime

If operating requirements or other needs cannot be met during regular work hours, employees may be scheduled to work overtime. When possible, advance notice of these mandatory assignments will be provided.

Overtime of up to five (5) hours a week should be submitted to Human Resources if employees cannot complete their tasks to meet a deadline. Approval from Human resources is required before any non-exempt employee works more than five (5) hours of overtime in a week. The Company provides compensation for all hours worked by non-exempt employees following state and federal law.

Only actual hours worked in a given workday or workweek can apply in calculating overtime. Time used for holiday, vacation and sick time or other forms of leave of absence does not count as time worked for overtime calculation.



After a non-exempt employee has worked 40 hours in a work week, all additional time is paid at a rate of 1.5 times the employee's hourly rate.

No manager or supervisor has the authority to require that you perform work without being paid. If anyone ever asks you to work "off the clock," immediately notify Human Resources directly. If you are aware of an employee working "off the clock," immediately notify Human resources. The Company is fully committed to ensuring that every employee is paid for all hours worked. It is a violation of Company policy for a non-exempt employee to perform work without tracking his/her time or without company management knowledge.

Payroll Deductions

By law, the company is required to make deductions for social security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Your payroll stub will also differentiate between regular pay and received and overtime pay received. If you believe there is an error in your pay, bring the matter to the attention to Human Resources immediately so the company can resolve the issue as quickly as possible.

Working Hours

We are available to the public at all hours of the day, seven days a week. Individual work schedules will vary according to the anticipated work load and demand for that period of time. All employees are to check their work schedules; however the office is open from 8:00am to 6:00pm Monday through Friday. Saturday and Sunday hours will vary by community.

The pay period runs Monday through Sunday. Payroll is prepared on a weekly basis.

Attendance



In order to best serve our customers and the company you are expected to be to work on time as per your assigned schedule. If you know you are going to be late or absent you must inform your Supervisor as far in advance as possible, but no less than two hours in advance of the beginning of your scheduled shift. If the office is still closed you may notify the Supervisor by text message or email. Every effort must be made to contact your supervisor yourself, however if you are not able to contact the office yourself, please have someone contact the office for you.

Timecards

Timecards are official records of Physicals Plus Health & Wellness and may not be altered or falsified in any way. In order to pay each employee correctly, accurate time records are necessary. Accurate record keeping of time worked is the responsibility of every employee. Timecards are to be completed by each employee and reviewed by Human Resources for accuracy. You will be required to clock in, clock out for lunch, log back in after lunch and log out when leaving for the day. The following guidelines pertain to your timecards:

- a) All time worked should be recorded to include: Time reported to work, time reported out to meal break, time reported in from meal break and time reported out from work
- b) Employees are to begin work no more than five minutes before the start of their scheduled work shift and stop work no later than five minutes after the end of their scheduled work shift, unless given the express consent of their supervisor to do otherwise.
- c) At no time may any employee clock-in or clock-out or alter the timecard of another employee or alter times at all.



- d) In the event that you feel a supervisor is requiring you to work unrecorded overtime, you are to report this situation immediately to Human Resources.
- e) Recording errors on the timecard are to be referred to Human Resources for correction. Altering one's own time card is impermissible. All changes to timecards must be approved by the employee via email.
- f) Forgetting to properly punch your time must be reported to a supervisor immediately.
- g) All overtime must receive approval of a supervisor prior to working overtime.

Violation of any portion of this policy shall result in disciplinary action, up to and including termination.

Lunch and Breaks

Physicals Plus Health & Wellness shall provide lunch breaks and break periods to eligible employees according to all legal requirements. Non-exempt employees working a full workday shall take two paid breaks, one during each four-hour work segment, and one unpaid lunch break of thirty minutes. Break periods and lunch breaks may not be taken at the beginning of the shift, at the beginning or end of the workday or combined in any way.

The meal period begins as soon as the employee breaks work and ends when the employee resumes work. Employees are expected to clock out for meal periods and are expected to return from meal and rest periods within the given time frame and to be ready and available to resume their work.



Direct Deposit

Physicals Plus Health & Wellness encourages employees to have their pay directly deposited into their bank accounts via direct deposit. Employees will receive an itemized statement of wages when Physicals Plus Health & Wellness makes direct deposits.

Standards of Conduct

To ensure orderly operations and provide the best possible work environment, Physicals Plus Health & Wellness expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

Each employee is expected to give loyal and efficient service Physicals Plus Health & Wellness and its programs. All employees are expected to cooperate with their colleagues in performing work or duties assigned. The reputation of Physicals Plus Health & Wellness is exceedingly valuable and can be maintained only by the performance or duties according to the highest professional standards and applicable code of ethics.

The failure to perform duties in a professional manner may be indicative of a serious situation which requires special attention, correction, and/or disciplinary action.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Willful violation of a policy, rule, or regulation
- Being Careless or negligent

- Mistreating or abusing employees or clients, whether physically, verbally, or emotionally
- Violation of confidentiality
- Disregard or failure to carry out the instructions of upper management
- Unexcused absence from or habitual tardiness from work
- Failure to cooperate and work effectively with coworkers, management, or consumers
- Insubordination or other disrespectful conduct
- Consuming or being under the influence of alcohol or illegal substances while working
- Intoxication while working
- Falsification of any information on the employment application
- Unauthorized use of company or client finances
- Unauthorized, fraudulent, or manipulation of Physicals Plus Health & Wellness funds
- Unauthorized or fraudulent falsification or manipulation of timesheets
- Theft, inappropriate removal or possession of property or equipment

- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer owned property
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace
- Excessive absenteeism or any absence without appropriate notice
- Unauthorized use of phones, email, or other employer owned equipment
- Unauthorized disclosure of confidential information
- Violation of any policies within the employee handbook
- Unsatisfactory performance or conduct

Any of the previous acts or omissions by a Physicals Plus Health & Wellness employee may result in termination for cause. The President, or Human Resources Manager may immediately terminate an employee for

cause. The employee is entitled to earned wages and accrued paid personal time up to the date of termination.

Off-Duty Conduct

While Physicals Plus Health & Wellness does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with the Company's legitimate business interests. For this reason, employees are expected to conduct their personal affairs in a manner that does not adversely affect the Company's or their integrity, reputation, or credibility. Illegal or immoral off-duty conduct by an employee that adversely affects the Company's legitimate business interests or the employee's ability to perform his or her job will not be tolerated.

While employed by Physicals Plus Health & Wellness, employees are expected to devote their energies to their jobs with the Company. The following types of employment elsewhere are strictly prohibited:

- Additional employment that conflicts with an employee's work schedule, duties, and responsibilities at the Company;
- Additional employment that creates a conflict of interest or is incompatible with the employee's position with the Company;
- Additional employment that impairs or has a detrimental effect on the employee's work performance with the Company;
 - Additional employment that requires the employee to conduct work or related activities on Company property during the employer's working hours or using Company facilities or equipment;
 - Additional employment that directly or indirectly competes with the business or the interests of the Company.

Employees who wish to engage in additional employment that may create an actual or apparent conflict of interest must submit a written request to Human Resources to explain other employment details. If the additional employment is authorized in writing, be aware that the Company assumes no responsibility. Physicals Plus Health & Wellness shall not provide workers' compensation coverage or any other benefit for injuries occurring from or arising out of additional employment. Authorization to engage in additional employment can be revoked at any time.

Employee Dress Policy

Your appearance should reflect this same attention to detail and quality. Please use the following guidelines for defining acceptable dress and grooming standards. These guidelines apply to all levels of employment.

Employees who are not required to wear uniforms must dress in professional business attire appropriate to their positions. All clothing should maintain proper levels of modesty and decency at all times.

Uniform standards and guidelines are required for all team members. If employees come to work in violation of these policies, they will be asked to clock out and return to the office when they comply.

Clean Desk Policy

All employees are required to observe the clean desk policy at all times. Clean desk entails clearing the workspace with any pieces of paper or notes that could possibly have client sensitive info.

All workstations are required to be clean and free of paperwork at the end of the shift. Workstations are also required to be free of any food. Eating at the desk is not encouraged; However, if employee eats at their desk, he/she needs to ensure that the workstation is clean and free from food. Also employees need to be mindful of others if eating at workstation.

Non-Discrimination and Non-Harassment Policies

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:

- a) Submission to or rejection of such advances, requests, or conduct is made explicitly or implicitly a term or condition of employment or as a basis for employment decisions

Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual’s work performance by creating an intimidating, hostile, humiliating, or sexually offensive work environment.

Examples of sexual harassment can include but are not limited to:

- a) Asking for sexual favors in exchange for work benefits
- b) The posting of sexually graphic materials
- c) Jokes
- d) Stories
- e) Comments or innuendoes of a sexual nature
- f) Making sexual gestures or expressions
- g) Unwanted touching of a person’s clothing or hair
- h) Whistling or “cat calling”
- i) Staring at someone

j) Blocking or impeding a person's path

It is the responsibility of the employee who is subjected to harassment or who witnesses a case of unlawful harassment to report such incident directly to their supervisor or, if that is not appropriate, to Human Resources.

Reporting

Any Physicals Plus Health & Wellness employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention to upper management or Human Resources. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and Physicals Plus Health & Wellness will take appropriate action based on the outcome of the investigation.

There will be no reprisal or retaliation against anyone who reports such an incident as it is unlawful to retaliate against anyone for filing a complaint or for cooperating in an investigation of harassment complaints. However, no disciplinary action will be taken without a thorough investigation of the facts which shall include gathering statements from all parties and witnesses involved.

Responsibilities

Employees, contractors, and temporary workers are responsible for complying with this policy by reporting all instances of alleged harassment and cooperating in any investigation of the alleged harassment.

Supervisors and managers are responsible for implementing this policy in their departments, keeping the workplace free from any form of

harassment, ensuring that all associates, contractors and temporary workers understand this policy, taking complaints about harassment seriously and notifying Human Resources immediately about any complaints of sexual or other forms of harassment.

Workplace Violence

It is Your Way Management Team's policy that any threats, threatening language or any other acts of aggression or violence made toward or by any company employee will not be tolerated. Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment.

Employees have a duty to warn their supervisors, managers, or Human Resources of any suspicious behavior, situations or incidents that they observe or that they are aware of that involve other employees, former employees, customers, suppliers, visitors or other parties. These situations include, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, or similar behavior. Employee reports made pursuant to this policy will be held in confidence to the maximum possible extent. The company will not permit any form of retaliation against any employee for filing a report under this policy.

Physicals Plus Health & Wellness will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. In order to maintain workplace safety and the integrity of its investigation, the company may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Inclement Weather/Natural Disasters

Physicals Plus Health & Wellness, by nature of the industry, will remain open in all but the most extreme circumstances. Unless an emergency closing is announced, all employees are expected to report to work. However, all employees are urged to use their discretion in deciding whether they can commute safely to work. When an emergency closing has not been declared, employees who do not report to work because of inclement weather or unsafe conditions must notify the Property Manager as soon as possible.

Only an Owner or designee has the authorization to close operations due to emergency circumstances. If severe weather conditions develop during working hours, nonessential employees may be allowed to leave work early. Physicals Plus Health & Wellness is officially closed, essential functions must be maintained and essential staff must report to work, unless otherwise instructed. Your supervisor will notify you if you must report.

Non-exempt employees will be paid for hours worked. They can use earned and available Sick and Vacation accruals to cover time not worked due to inclement weather. If they have exhausted all Sick and Vacation accruals, any hours not worked will not be paid.

Computer and Electronic Communication Policy

Electronic services and devices such as computers, voicemail, internet, tablets, cell phones and e-mail can make a more efficient and productive work environment. The e-mail, computer, internet, tablet, cell phone and



voicemail systems are Physicals Plus Health & Wellness property. Personal use by an employee is prohibited while the employee is on working time. Physicals Plus Health & Wellness may intercept, monitor, copy, review and download any communications or files employees create or maintain on these systems. When using the internet, do not send materials of a sensitive or confidential nature unless the information is properly coded to prevent interception by third parties.

An employee's communications and use of Your Way Management Team's e-mail, computer, internet, tablet, cell phone and voicemail systems will be held to the same standard as all other business communications, including compliance with the company's discrimination and harassment policies. Employees are expected to use good judgment in their use of Your Way Management Team's system. Management should be notified of unsolicited, offensive materials received by any employee on any of these systems.

An employee's consent and compliance with e-mail, computer, internet, tablet, cell phone and voicemail policies is a term and condition of employment. Failure to abide by these rules or to consent to any interception, monitoring, copying, reviewing and downloading of any communications or files is grounds for discipline, up to and including termination.

General Policy Statement

It is the intent of Physicals Plus Health & Wellness that all technology resources will be used in accordance with established policies of Physicals Plus Health & Wellness and with guidelines adopted by Physicals Plus Health & Wellness governing the use of technology and its component parts. Physicals Plus Health & Wellness expressly prohibits the use of technology for the purpose of accessing, viewing, downloading, recording

or transferring any form of materials that may be termed obscene, objectionable or pornographic.

The following list outlines behaviors, which are considered a violation of this policy. While we believe this is a comprehensive list, we understand it is not necessarily an exhaustive list:

- All electronic communication services and devices provided by Physicals Plus Health & Wellness must not be used for games, harassment, or offensive messages. Use of such services and devices by an employee on working time for solicitation and other non-business related reasons is not acceptable.
- Physicals Plus Health & Wellness reserves the right to monitor and/or search any part of its computer or communications resources at any time and for any reason. For this reason, employees should not consider things like computer discs, computer programs, e-mail, voicemail, tablets, cell phones or any other electronic communication to be private.
- Passwords for accessing Physicals Plus Health & Wellness s computer resources (the network login) must not be shared with any other person, including a supervisor or manager. Password protecting documents or spreadsheets may only be done with management approval.
- Because of the danger of computer viruses, employees may not use any personal removable media on the computers and other such equipment without the consent of a supervisor or manager.

- Information brought into such services and devices through the internet or other communications networks is proprietary and confidential. Employees may not copy, transfer, transmit, or otherwise share such information without the consent of a supervisor or manager.
- Information on individual computers are not backed up. As a result, critical documents and spreadsheets must not be stored on personal computer hard drives. There may be some instances in which storing information locally is required by a software package. Special procedures will be taken in these cases.
- Transmission of sexually explicit pictures, jokes, or material is strictly prohibited as is the visiting of inappropriate websites.

E-mail

The e-mail system hardware and software is Physicals Plus Health & Wellness property. Additionally, all messages composed, sent or received on the e-mail system are the property of the Your Way Management Team. They are not the private property of any employee.

The President or HR Manager may authorize access to individual user accounts to ensure appropriate use of resources. The following guidelines outline the usage policies for e-mail. Employees who violate any of these policies or use the e-mail system for improper purposes may be subject to disciplinary action including the potential for termination. It is a violation of the Physicals Plus Health & Wellness *Computer Usage Policies for Electronic Mail* for an individual user to:



- Send offensive, abusive or threatening mail to harass an individual or organization. This includes messages, which contain sexual implications, racial slurs, gender-specific comments, or other comments that offensively address someone's gender, race, age, sexual orientation, religious or political beliefs, national origin, ancestry, disability or any other basis protected under federal, state or local law.
- Send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information or similar material without prior authorization.
- Send or forward chain letters.
- Attempt to gain access to another person's e-mail files without proper authorization.

Employee concerns or complaints of inappropriate use of technology resources can be made to the President or Human Resources.

Physicals Plus Health & Wellness reserves the right to deny or suspend access at any time for inappropriate use of technology resources. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them. Any exceptions to this policy must receive prior approval by the President or Human Resources.

Any employee who discovers a violation of this policy shall notify his/her manager, the President, or Human Resources.

Inspections

Physicals Plus Health & Wellness wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, Physicals Plus Health & Wellness prohibits the

control, possession, transfer, sale, or use of such materials on its premises and may require employees while on company or client property, to agree to the inspection of their persona, personal possessions and property, personal vehicles parked on company or client property, and work areas including vehicles, desks, cabinets, work stations, packages, handbags, and other personal possessions or places of concealment, as well as personal email sent to the company or its clients. The cooperation of all employees is required to successfully administer this policy. Desks and other storage devices may be provided for the conveniences of employees but remain the sole property of the employer. Accordingly, any authorized agent or representative of the employer can inspect them, as well as any articles found within them, at any time, either with or without prior notice. Employees are expected to cooperate in the conduct of any search or inspection.

Drug and Alcohol Policy

PHYSICALS PLUS HEALTH & WELLNESS is committed to providing a productive, enjoyable work environment and to fostering the well-being and health of its employees. That commitment is potentially jeopardized when any company employee illegally uses drugs on or off the job, comes to work under the influence, possesses, distributes or sells drugs in the workplace, or abuses alcohol on or off the job. Therefore, COMPANY has established the following policy:

1. It is a violation of company policy for any employee to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the job.



2. It is a violation of company policy for any employee to report to work under the influence of or while possessing in his or her body, blood, or urine, illegal drugs in any detectable amount.
3. It is a violation of company policy for any employee to report to work under the influence of or impaired by alcohol.
4. It is a violation of company policy for any employee to use prescription drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed. It is also a violation to distribute or sell prescription drugs that were obtained legally; however, nothing in this policy precludes the appropriate use of legally prescribed medications. Violations of this policy are subject to disciplinary action up to and including termination.

General Procedures

An employee reporting to work visibly impaired will be deemed unable to perform required duties and not be allowed to work. If possible, the employee's supervisor will first seek another supervisor's opinion to confirm the employee's status. Next, the supervisor will consult privately with the employee to determine the cause of the observation, including whether substance abuse has occurred. If, in the supervisor's opinion, the employee is considered impaired. In that case, the employee will be sent to a testing facility by safe transportation alternative, depending on the observed impairment's determination - and accompanied by the supervisor or another employee if necessary. A drug or alcohol test may be in order. An impaired employee will not be allowed to drive.

Confidentiality



The confidentiality of any information received by the employer through a substance abuse testing program shall be maintained, except as otherwise provided by law.

Pre-Employment Drug Testing

Job applicants at Physicals Plus Health & Wellness may be requested to undergo testing for the presence of illegal drugs as a condition of employment. Any applicant with a confirmed positive test will be denied employment.

Applicants will be required to submit voluntarily to a urinalysis test at a laboratory chosen by this company and will sign a consent agreement prior to any testing. If the physician, official, or lab personnel have reasonable suspicion to believe that the job applicant has tampered with the specimen, the applicant will not be considered for employment.

Physicals Plus Health & Wellness will not discriminate against applicants for employment because of a past history of drug abuse. It is the current abuse of drugs, preventing employees from performing their job properly, that will not be tolerated.

Individuals who have failed a pre-employment test may initiate another inquiry with the Company after thirty (30) days, but they must present themselves drug-free as demonstrated by urinalysis or other testing selected by the Company.

Employee Testing

Physicals Plus Health & Wellness has adopted testing practices to identify employees who use illegal drugs on or off the job, or who abuse alcohol on the job. It shall be a condition of employment for all employees to submit to substance abuse testing under the following circumstances:

A. When there is reasonable suspicion to believe that an employee is using illegal drugs or abusing alcohol; "Reasonable suspicion" is based on a belief that an employee is using or has been using drugs or alcohol in violation of the employer's policy drawn from specific objective and articulate facts, and reasonable inferences drawn from those facts in light of experience. Among other things, such facts and inferences may be based upon, but not limited to, the following:

1. Observable phenomena while at work such as direct observation of substance abuse, or of the physical systems or manifestations of being impaired due to substance abuse;
2. Abnormal conduct or erratic behavior while at work, or a significant deterioration in work performance;
3. A report of substance abuse provided by a reliable and credible source;
4. Evidence that an individual has tampered with any substance abuse test during his or her employment with the current employer;
5. Information that an employee has experienced caused or contributed to an accident while at work;
6. Evidence that an employee caused, possessed, sold, solicited, or transferred drugs while working or while on the employer's premises or while operating the employer's vehicle, machinery, or equipment; or
7. When a worker's comp claim has been filed.

B. When employees have experienced, caused or contributed to an on-the-job injury that resulted in a loss of work time, which means any period during which an employee stops performing the normal duties of

employment and leaves the place of employment to seek care from a licensed medical provider; employees who fail post-injury tests may forfeit eligibility for worker's compensation benefits.

The Company may also send employees for a substance abuse test if they are involved in on-the-job accidents where personal injury or damage to company property occurs (golf cart or vehicle accident). If an employee fails a post-accident drug or alcohol test, the employee may be suspended for thirty (30) days or terminated. Employees suspended for a positive post-accident screen may be subject to a return-to work drug/alcohol screening before returning to active duty. Failing the return-to-work test would result in immediate termination;

C. As part of a follow-up program to treatment for drug abuse when an employee has involuntarily entered a rehabilitation program because of a confirmed test result; The frequency of such testing shall be a minimum of at least once a year for a two-year period after completion of the rehabilitation program. Advance notice of testing will not be given to the employee;

D. When a substance abuse test is conducted as part of routinely scheduled employee fitness-for-duty medical examination that is part of the employer's established policy, or that is scheduled for all members of an employment classification or group; and

E. Random testing may be conducted without individualized suspicion of a violation of the company's substance abuse policy. Selection is made by neutral criteria so that all employees eligible for testing have an equal opportunity of being tested.

Opportunity to Contest or Explain Test Results



Employees and job applicants who have a positive confirmed test result may explain or contest the result to the Medical Review Officer (MRO) within five (5) working days after the Company contacts the employee or job applicant. Human Resources will be responsible for providing the applicant or Employee the positive test result as it was received from the laboratory in writing. Employees and job applicants have the right to consult with a medical review officer for technical information regarding prescription or nonprescription medication. A list of medications which may affect the results of the test and a list of drugs that are screened in tests will be provided in states where required.

Alcohol Abuse

The consumption of or possession of alcoholic beverages on Physicals Plus Health & Wellness' premises is prohibited. (Company sponsored activities which may include the serving of alcoholic beverages, are not included in this provision). An employee whose normal blood faculties are impaired due to the consumption of alcoholic beverages or whose blood alcohol level tests above .00 while on duty/company business shall be guilty of misconduct, and shall be subject to discipline up to and including termination. Failure to submit to a required substance abuse test will be considered misconduct and will be subject to discipline, up to and including termination.

We encourage employees to seek assistance before a test is required. If an employee waits to ask for help until they are required to test, that does not qualify as seeking assistance.

Refusal

The following conduct will be treated as a refusal to submit to testing and will result in disciplinary action up to and including termination. It consists of

engaging in conduct that clearly obstructs the testing process, including but not limited to:

- Failure to remain readily available for a post-accident test;
- Failure to cooperate with transportation assistance to and from the collection site;
- Failure to report to the collection site in the time allocated;
- Failure to provide accurate information to the collection site;
 - Failure to cooperate with onsite personnel, including failure to remain at the collection site when requested to do so;
- Failure to sign the chain of custody form;
- Failure to provide an adequate sample for testing without a valid medical explanation;
 - Switching, adulterating, or committing any other misconduct pertaining to any breath, blood, saliva, or urine sample collected for drug or alcohol testing.

Convictions

Disciplinary procedures may also be taken when employees have or fail to report a conviction under any criminal drug or alcohol statute related to the following:

- Violation occurring in the workplace or while conducting Company business;
- Violation that may adversely affect Physicals Plus Health & Wellness, the work performance or safety of Your Way employees, or the safety of others at work; and



- Failure to notify Physicals Plus Health & Wellness within 24 hours or the next working day from the time of conviction for a violation occurring in the workplace or while conducting Company business.

Employee Assistance Program

The Company offers an Employee Assistance Program (EAP) benefit for employees and their dependents. The EAP provides confidential assessment, referral and short-term counseling for employees who need or request it. If an EAP referral to a treatment provider outside the EAP is necessary, costs may be covered by the employee's medical insurance, but the cost of such outside services are the employees' responsibility. Confidentiality is assured. No information regarding the nature of the personal problem will be made available to the supervisors nor will it be included in the permanent personnel file.

Participation in the EAP will not affect an employee's career advancement or employment, nor will it protect an employee from disciplinary action if substandard job performance continues. The EAP is a process used in conjunction with discipline; it is not a substitute for discipline. The EAP can be accessed by an employee through self-referral or through referral by a supervisor.

It is the responsibility of the Company's supervisors to counsel employees whenever they see changes in performance or behavior that suggest an employee has a substance problem. Although it is not a supervisor's job to diagnose personal problems, the supervisor should encourage such employees to seek professional help and advise them about available resources for getting help.

The Company will establish such procedures as it finds necessary to effectively enforce this policy. This will include the requirement that various

tests are administered, or personal or facility searches are conducted when there is reason to believe that drugs or alcohol are present. Refusing to cooperate with these procedures may be cause for disciplinary action, including termination.

The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs and the abuse of alcohol at work are incompatible with employment at Physicals Plus Health & Wellness. If you need help, we encourage you to ask.

Smoking

The company is in compliance with the Clean Air Act and has made our office building a designated non-smoking area. Smoking will not be allowed within the office building. To those who smoke, we respectfully request your understanding and cooperation and ask that if you need to smoke please do so outside the buildings. If you are “vaping” or e-cigarettes, please do this outside is an acceptable place, not in the office.

Conflict of Interest and Business Ethics

All active employees must notify the company before they take outside employment so that the company will have reasonable notice to make a determination as to whether it sees, at that time, any conflict of interest. An employee may hold a job with another organization as long as he/she satisfactorily performs his/her job responsibilities with the company including scheduling requirements that the position is approved in advance. Employees should consider the impact that outside employment may have on their health and physical endurance and safety. All employees will be judged by the same performance standards and will be subject to the employer’s scheduling demands, regardless of any existing outside work requirements. The company retains the right to prohibit second jobs if it

considers it to be a safety exposure or if it interferes with current job responsibilities.

The purpose of this policy is to ensure that the company's reputation is not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the company.

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Employees can seek further clarification on issues related to the subject of acceptable standards of operation. Situations that would constitute a conflict in most cases include but are not limited to:

- Transactions with outside firms not conducted within a framework established or controlled by the executive level of the organization.
- Bribes, bonuses, fringe benefits, unusual price breaks or excess volumes designed to benefit another company, an employee, relative or acquaintance.
- Holding an interest in, or being employed by, any company that competes with Your Way Management Team

No "presumption of guilt" is created by the mere existence of a relationship with outside personnel. However, if an employee has any influence on transactions involving purchases, contracts, or leases, it is imperative that he/she disclose to an officer of the organization as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

A conflict of interest would also exist when a member of an employee's immediate family is involved in situation such as those above. This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example,

occasional business-related meals or promotional items of nominal or minor value. It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and the company.

Equipment and Property Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and difficult to replace. Improper or unsafe use of equipment can result in discipline, up to and including discharge. Employees are expected to follow safety standards and guidelines and to follow all operating instructions. Employees must notify a supervisor if equipment, machines or company property appears to be damaged or in need of repair.

Further, the company is not responsible for any damage to employees' personal belongings unless the employee's supervisor provided advance approval for the employee to bring the personal property to work.

Hiring Relatives

It is well accepted that employment of relatives and personal friends in the same area of an organization can cause serious conflicts and problems. In these circumstances, all parties, including supervisors, leave themselves open to charges of inequitable consideration in decisions.

Your Way Management Team's policy is that relatives or friends or individuals who live with but are not legally related to persons currently employed by the company may be hired ONLY if they will not be working directly for or supervising a relative or personal friend or will not be working directly above the relative's immediate superior or directly for the relative's immediate subordinate. If already employed, they cannot be transferred into such a reporting relationship. If the relative relationship is established after employment, the individuals concerned will decide who is to be

transferred if there is a position opening that the individual is qualified to satisfy. If that decision is not made within 30 days, management will decide. This policy takes effect as of the date this manual was originally distributed. Anyone currently working in a position contrary to this policy will be grandfathered in.

Employee Relationships

A familial relationship among employees can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, Physicals Plus Health & Wellness may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists. In other cases, the parties may be separated by reassignment or terminated from employment, at the discretion of the company. Accordingly, all parties to any type of intimate personal relationship must inform management.

Visitors

If you want to invite a [visitor to our offices](#), please ask for permission from our HR Manager first. Also, inform our manager of your visitor's arrival. When you have office visitors, you also have responsibilities. You should:

- Always tend to your visitors (especially when they are underage.)
- Keep your visitors away from areas where there are dangerous machines, chemicals, confidential records or sensitive equipment.
- Prevent your visitors from proselytizing your colleagues, gathering donations or requesting participation in activities while on our premises.

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Anyone who delivers orders, mail or packages for employees should remain at our front office. If you are expecting a delivery, will notify you so you may collect it.