Employee Handbook

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1.0 Introduction

1.1 Welcome

Welcome to RTD Services! We hope that your employment with us will be rewarding and challenging. We take pride in our employees and in the services we provide.

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

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

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

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

We wish you success in your employment here at RTD Services!

All the best,

Mike Hilborn, President
RTD Services

1.2 At-Will Employment

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

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

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

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

2.0 Introductory Language and Policies

2.1 About the Company

RTD Services began in 1995 and has grown into a leading provider of exterior maintenance services, including deck & roof restoration, commercial power washing, fleet washing, holiday lighting installation, snow and ice mitigation, and ice dam removal. We are committed to our employees, our customers, and our community. With dedication, commitment, and passion, you will have an opportunity here to do great work, to challenge yourself, and to grow personally and professionally. Our core values, our passion, and our niche, detailed below, define who we are, what we value, and why we do what we do.

Our Core Values

- Show up!
- Get things done.
- Do the right thing.
- Grow or die.

Our Passion

- Build a great company with great people.

Our Niche

- Services that make a cleaner and brighter world.

2.2 Ethics Code

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

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

Violation of the Ethics Code can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether the violator cooperated in any subsequent investigation.

2.3 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including RTD Services policies and procedures. The handbook is not a contract. The Company reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the

policy concerning at-will employment. When changes are made to the policies and guidelines in this handbook, we will communicate them promptly, either in a written supplement to the handbook or by communicating the updates directly to employees.

3.0 Hiring and Orientation Policies

3.1 Equal Employment Opportunity (EEO) Statement and Non-Harassment Policy

Equal Opportunity Statement

RTD Services is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age, race (including traits associated with race, which include, but are not limited to, hair texture and hairstyles such as braids, locs, and twists), color, creed, religion, national origin, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, or related conditions), marital status, disability, public assistance, familial status, genetic information, local commissions activity, veteran status, uniformed service member status, or any other status protected by federal, state, or local laws. The Company is dedicated to the fulfillment of this policy with regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

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

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

Policy Against Workplace Harassment

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

Sexual Harassment

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

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

- Unwelcome requests for sexual favors;

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

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual based upon their membership in a protected class.

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

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

Reporting Discrimination and Harassment

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

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

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

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

3.2 Employment Authorization Verification

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

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

3.3 New Hires and Introductory Periods

The first 30 days of your employment are considered an introductory period. During this period, you will become familiar with RTD Services and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the at-will employment relationship.

3.4 Training Program

In most cases, and for most departments, training employees is done on an individual basis by an experienced employee and/or a supervisor. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures and the responsibilities of the specific position. If you ever feel you require additional training, consult your Supervisor.

3.5 Job Descriptions

RTD Services attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your Supervisor.

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

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

3.6 Conflicts of Interest

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

3.7 Employment of Relatives and Friends

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

3.8 Communications Regarding Religious or Political Matters

RTD Services is committed to respecting the rights of all employees regarding participation in discussions about religious or political matters. In accordance with Minnesota law, the Company will not discharge, discipline, penalize, or take adverse employment action against you:

1. For declining to attend or participate in any Company-sponsored meeting or declining to receive or listen to communications from the Company if the meeting or communication is to communicate the Company's opinion about religious or political matters.
2. As a means of inducing you to attend or participate in meetings, or receive or listen to communications described in (1).
3. If you or a person acting on your behalf reports, in good faith, a violation or suspected violation of (1) or (2).

Political matters means matters relating to elections for political office, political parties, proposals to change legislation, proposals to change regulations, or proposals to change public policy, and the decision to join or support any political party or political, civic, community, fraternal, or labor organization.

Religious matters means matters relating to religious belief, affiliation, and practice, and the decision to join or support any religious organization or association.

This policy does not prohibit the Company from:

- Communicating information that the Company is required by law to provide you.
- Conducting meetings involving religious or political matters, as long as the attendance is voluntary.
- Engaging in communications involving religious or political matters, as long as receiving or listening to the communication is voluntary.
- Communicating information, or requiring you to attend meetings and other events, that is necessary for you to perform your required job duties.

3.9 Accommodations for Pregnancy, Childbirth, and Related Medical Conditions

RTD Services provides reasonable accommodations to employees experiencing limitations related to pregnancy, childbirth, or related medical conditions. We are committed to complying with the federal Pregnant Workers Fairness Act (PWFA) and any applicable state or local laws offering additional protections.

Examples of reasonable accommodations include:

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

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

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

Medical documentation will not be required in the following situations:

- When the limitation and need for an accommodation is obvious.
- If the Company is already aware of the limitation due to previous disclosure.
- If the requested accommodation is to do any of the following, as needed:
  - Carry or keep water nearby and drink;
  - Take additional restroom breaks;
  - Sit, stand, or alternate between sitting and standing; or
  - Take breaks to eat and drink.
- For any lactation accommodations.
- When a similar accommodation has been provided to other employees without requiring documentation.

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

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

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

3.10 Nursing Mothers, Lactating Employees, and Pregnancy Accommodations

Minnesota's Nursing Mothers, Lactating Employees, and Pregnancy Accommodations law (Minnesota Statutes § 181.939) gives pregnant and lactating employees certain legal rights.

Pregnant employees have the right to request and receive reasonable accommodations, which may include, but are not limited to: more frequent or longer breaks, seating, limits to heavy lifting, temporary transfer to another position, temporary leave of absence, or modification in work schedule or tasks. An employer cannot require an employee to take a leave or accept an accommodation.

Lactating employees have the right to reasonable paid break times to express milk at work unless they are expressing milk during a break that is not usually paid, such as a meal break. Employers should provide a clean, private, and secure room that is not a bathroom near the work area that includes access to an electrical outlet for employees to express milk.

It is against the law for an employer to retaliate or to take negative action against a pregnant or lactating employee for exercising their rights under this law.

Employees who believe their rights have been violated under this law can contact the Minnesota Department of Labor and Industry's Labor Standards Division at dli.laborstandards@state.mn.us or 651-284-5075 for help. Employees also have the right to file a civil lawsuit for relief. For more information about this law, visit dli.mn.gov/newparents.

3.11 Accommodations for Nursing Mothers

RTD Services will provide reasonable paid break time to employees who need to express milk.

If you need to express milk, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from coworkers and the public. The Company will make reasonable efforts to ensure that the space is clean, private, secure, in close proximity to the work area, and has access to an electrical outlet.

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

The break times may run concurrently with any break times already provided. The Company will not reduce your compensation for time used to express milk.

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

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

The Company may be relieved of the duty to provide some of or all the above requirements under certain circumstances.

3.12 Disability Accommodation

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

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

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

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

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

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

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

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

3.13 Religious Accommodation

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

Requesting a Religious Accommodation

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

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

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

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

4.0 Wage and Hour Policies

4.1 Introduction

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

4.2 Employment Classifications

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

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

- **Non-exempt employees.** Non-exempt employees are entitled to minimum wage and overtime pay.

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

- **Regular full-time employees.** Regular full-time employees are normally scheduled to work at least 30 hours per workweek, except for approved time off. Full-time employees are eligible for most Company benefits.
- **Regular part-time employees.** Regular part-time employees are normally scheduled to work less than 30 hours per workweek. Part-time employees are eligible for some Company benefits.
- **Temporary or seasonal employees.** Temporary employees are generally hired on a temporary or project-specific basis, with either full- or part-time hours. Seasonal employees are hired on a temporary basis during a time of year when extra work is available. Temporary and seasonal employees are not eligible for most Company benefits.

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

4.3 Workday/Workweek

RTD Services' workweek runs from Sunday to Saturday. Supervisors will provide employees with their work schedule. Employees may be required to come in early, work late, work weekends, or work overtime from time to time, depending on various factors, such as job roles, workloads, staffing needs, and special projects.

4.4 Pay Period

At RTD Services, the standard pay period is biweekly for all employees. Pay dates are on Fridays. If a pay date falls on a holiday, you will be paid on the preceding workday. Special provisions may be required from time to time if holidays fall on pay dates. Check with your Supervisor if this type of date arises.

Review your paycheck for accuracy. If you find an issue, report it to your Supervisor immediately. If you misplace a paycheck, notify Accounting immediately. The Company may charge a replacement fee for any lost paychecks.

4.5 Wage Disclosure Protection

Under the Minnesota Wage Disclosure Protection law, you have the right to tell any person the amount of your own wages. Your employer cannot retaliate against you for disclosing your own wages or discussing another employee's wages which have been disclosed voluntarily. Your remedies under the Wage Disclosure Protection law are to bring a civil action against your employer and/or file a complaint with the Minnesota Department of Labor and Industry at (651) 284-5075 or (800) 342-5354.

4.6 Attendance

RTD Services requires regular and punctual attendance by employees. You are expected to arrive at work on time and to be ready to perform your job. Failure to comply with this policy may result in disciplinary action, up to and including termination.

If you are not going to arrive at work on time, you must notify your Supervisor as soon as possible but at least 30 minutes before your scheduled start time. If your Supervisor is not available, contact another member of management.

If you must miss work due to an emergency or other unexpected circumstance, notify your Supervisor as soon as possible by calling his or her cell phone. If there is no answer, you may notify your Supervisor of your absence via text message. Notice should include the expected duration of your absence and your expected time or date of return. You may be required to provide documentation of the need for the absence, as permitted by applicable law.

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

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

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

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

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

4.7 Recording Time

RTD Services is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that the Company has complete and accurate time records and that employees are paid for all hours worked, non-exempt employees are required to record all working time using the iSolved People Cloud website or smartphone app. Instructions for using the website and app are provided during onboarding. If you have questions regarding the use of the website or app, speak with your Supervisor or Accounting.

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

- Immediately before starting your shift.
- Immediately after finishing work, before your meal period.
- Immediately before resuming work, after your meal period.
- Immediately after finishing work.
- Immediately before and after any Company events where attendance is mandatory.
- Immediately before and after any other time away from work.

Employees will have a scheduled start time as part of their work assignment and must be prepared to begin work at that time. To ensure consistency, fairness, and efficiency for payroll purposes and to maintain uniform work schedules, paid time will begin at the scheduled start time or at the time clock-in occurs, whichever is later.

Notify your Supervisor or Accounting of any pay discrepancies, unrecorded or erroneously recorded work hours, or any involuntarily missed meal or break periods.

If the iSolved People Cloud website or app is not functioning properly, or if you are unable to use the website or app due to circumstances out of your control, you may record your hours worked on paper time sheets. Time sheets are to be turned in to your Supervisor or to the appropriate department at the end of each week. Failing to submit time sheets on time, or providing illegible, incomplete, or otherwise deficient time sheets, may result in disciplinary action.

Punch-in and punch-out times may be verified using GPS technology, and any discrepancies between recorded punches and GPS records will be discussed with employees. Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination. Immediately report to Accounting any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or to work off the clock.

4.8 Overtime

If you are non-exempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your Supervisor.

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

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

4.9 Meal and Rest Periods

RTD Services is committed to a safe and healthy work environment and complies with all applicable laws regarding meal and rest periods. These periods intend to provide employees with an opportunity to eat, rest, and recharge during the workday. You must fully disengage from work during these periods.

Meal Periods

If you are nonexempt and work for six or more consecutive hours, you will be provided an unpaid, uninterrupted meal period of at least 30 minutes.

Rest Periods

If you are nonexempt, for every four consecutive hours worked, you will be provided one paid rest period of at least 15 minutes, or enough time to reach and use the nearest convenient restroom, whichever is longer. Rest periods of less than 20 minutes are treated as hours worked and will be paid; however, rest periods of 20 minutes or more will be unpaid. Rest periods should be taken near the midpoint of the four-hour block when practicable and may not be added to a meal break or used to start late or leave early.

Paid rest periods include smoke breaks, and employees must adhere to the Company policy on Workplace Tobacco Usage.

Scheduling, Recording, and Reporting

You are expected to follow the meal and rest period scheduling and recording procedure established by RTD Services. These periods must be accurately recorded in the timekeeping system. If you anticipate missing,

cutting short, or working through a meal or rest period, notify your Supervisor in advance when possible, or immediately after if unforeseen. If you are not provided a required meal or rest period, promptly notify Accounting. You will be compensated in accordance with Minnesota law.

4.10 Direct Deposit

RTD Services encourages all employees to enroll in direct deposit. During onboarding, you will be provided with a direct deposit enrollment form. If you do not enroll during onboarding and would like to do so later, you may enroll via the iSolved People Cloud app on your phone or by requesting a direct deposit enrollment form from Accounting. Typically, the bank will begin the direct deposit of your payroll one pay period after you submit your completed application.

If you have selected the direct deposit payroll service, you may find your deductions by viewing an electronic copy of your pay stub within the iSolved People Cloud app. You may also request a printed copy of your pay stub from Accounting.

4.11 Paycheck Deductions

RTD Services is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, state income tax, Social Security and Medicare (FICA) taxes, Paid Family & Medical Leave (PFML) taxes and/or premium payments, and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt employees may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact Accounting.

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

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

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

4.12 Bonuses

Non-discretionary employee bonus programs, when available, are based on defined criteria during limited timeframes and are not guaranteed to occur on a repeated basis. The Company will inform employees of bonus program details as programs are implemented.

Discretionary bonuses may be granted occasionally on a case-by-case basis, at the discretion of management, and may not necessarily apply to all employees.

The company reserves the right to cancel or change bonus programs at any time but will make a reasonable effort to abide by the programs' parameters.

4.13 Reporting Tips

Any tips received must be reported to Accounting and will be included as W-2 wages as required by applicable federal and state law. Refer to section 6.18 regarding rules for accepting tips.

5.0 Performance, Discipline, Layoff, and Termination

5.1 Standards of Conduct

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

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

Examples of inappropriate conduct include:

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

- Engaging in outside employment that interferes with your ability to perform your job at this Company.
- Gambling on Company premises.
- Lending Company keys or keycards to unauthorized persons.

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

5.2 Disciplinary Process

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

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

5.3 Open Door/Conflict Resolution Process

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

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

5.4 Employment Verification

RTD Services’ policy is to confirm dates of employment and job title. If additional information is requested, including information about an employee's compensation or performance, the Company will provide it only with your written authorization. Requests for employment verification should be forwarded to Accounting.

All requests by an outside party for information contained in your personnel file will be directed to Accounting, which is the only department authorized to disseminate such information.

5.5 Outside Employment

Outside employment that creates a conflict of interest or affects the quality or value of your work performance or availability at RTD Services is prohibited. The Company recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, and will not otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to the Company should be reported to your Supervisor. Use of Company equipment, Company vehicles, or Company property for outside employment is prohibited. Failure to adhere to this policy may result in discipline, up to and including termination.

5.6 Resignation Policy

RTD Services hopes that your employment with the Company will be a mutually rewarding experience; however, the Company acknowledges that varying circumstances can cause you to resign employment. The Company intends to handle any resignation in a professional manner with minimal disruption to the workplace.

Notice

The Company requests that you provide a minimum of two weeks' notice of your resignation. Provide a written resignation letter to your Supervisor. If you provide less notice than requested, the Company may deem you to be ineligible for rehire, depending on the circumstances of the notice given.

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

Final Pay

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

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

Return of Property

Return all Company property at the time of separation, including company clothing, cell phones, keys, tools, laptops, and credit cards. Failure to return some items may result in deductions from your final paycheck where state law allows. In some circumstances, the Company may pursue criminal charges for failure to return Company property.

5.7 Exit Interview

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

5.8 Criminal Activity/Arrests

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

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

6.0 General Policies

6.1 Workplace Privacy and Right to Inspect

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

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

6.2 Bulletin Boards

RTD Services maintains official bulletin boards located near the ice machine and the office bathrooms for providing employees with official Company notices, including wage and hour laws, changes in policies, and other employment-related notices. At times, the Company may also post information of general interest to employees on the bulletin boards. You are responsible for being informed about this material by periodically reviewing the bulletin boards. Only authorized personnel may add and remove notices from the bulletin boards.

6.3 Changes to Personal Data

It is your obligation to provide RTD Services with your current contact information, including current mailing address and telephone number. You should also inform the Company of any changes to your tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. You may make changes to this information through the iSolved People Cloud app or by notifying Accounting.

6.4 Access to Personnel and Medical Records Files

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

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

All requests by outside parties for information contained in your personnel file will be directed to Accounting, which is the only department authorized to release such information.

6.5 Use of Vehicles for Company Business

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and, if using a personal vehicle for business purposes, appropriate insurance coverage. Personal insurance must include adequate limits for uninsured and underinsured motorists. It is your responsibility to provide a copy of your current driver's license and, if applicable, insurance coverage for your personnel file. Any changes in your driving record, including but not limited to driving infractions or, if applicable, changes to or renewals of your insurance policy, must be reported to the Company.

All infractions or violations while driving a vehicle are your responsibility. You must have a valid driver's license and have it in your possession while driving. All restrictions, suspensions, or revocations against your driver's license, and any incidents that result in damage, injury, or citations, must be immediately reported to your Supervisor.

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

Use of Company Vehicles

Only RTD Services employees may drive or be inside Company vehicles, and employees must be at least 18 years old to drive them. Company vehicles are to be used for RTD Services business only. Unless the use of the vehicle has been approved for personal use, personal use or use outside of business purposes is strictly prohibited.

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

Modifying or adding accessories, including radar detectors, to Company vehicles is prohibited.

As the driver of a Company vehicle, you are responsible for the vehicle while it’s in your charge and must not permit unauthorized persons to drive it. You are also responsible for keeping the vehicle clean and uncluttered.

You are expected to use Company fuel cards to refuel Company vehicles. Refer to section 6.8 for rules regarding the use of fuel cards.

Use of Personal Vehicles

Employee use of personal vehicles to conduct Company business may occur on a limited basis and only with approval of a Company Executive. Employees who are required to drive a personal vehicle to conduct company business will be reimbursed for mileage as described in section 6.9.

Use of Rental Vehicles and Associated Exposure Controls

You must adhere to all guidelines in this handbook while operating a rental vehicle on Company business. When renting vehicles for Company business:

- Pay for rented vehicles with a Company credit card, if possible.
- List both your name and the Company's name on the rental agreement.
  - Example: John Smith/Renew Services, Inc.
- Use the Company's corporate address, not your personal address, on the rental agreement to validate the fact that the rental vehicle will be used for Company business.

6.6 Driving Record

RTD Services will require written consent to run a motor vehicle record (MVR) check at the time of hire and then at least annually thereafter as long as you continue to operate a vehicle as part of your job duties. Multiple driving moving violations that appear on your MVR may result in more frequent MVR checks and a suspension of your right to drive any vehicle as part of your job duties. If there are persistent and ongoing problems with driving infractions, or if you do not consent to the Company running a check of your driving record, and driving a vehicle is a part of successful execution of job responsibilities, you may be terminated.

6.7 GPS Monitoring of Employer Vehicles

RTD Services desires to strike the appropriate balance between today's technologies, your desire for privacy, and our interests in protecting Company vehicles, equipment, and drivers. For safety, efficiency, and other business purposes, the Company uses GPS technology to monitor our vehicles' locations at all times.

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

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

6.8 Use of Company Fuel Cards

Every Company vehicle contains a fuel card for purchasing unleaded gasoline and diesel fuel. The Company regularly monitors and audits employees' use of fuel cards to ensure they are not used illegitimately. Rules for using Company fuel cards are as follows:

- You will be assigned a 4-digit fuel card PIN that may be used with any of the Company fuel cards. Memorize the number and do not share it with anyone; any purchase made with your PIN will be associated specifically with you.
- To use the card at the pump, you must enter the vehicle's odometer reading (mileage) and your PIN.
- If purchasing unleaded gasoline, it should be the cheapest gasoline available. Do not buy premium gasoline.
- Each fuel card is assigned to a specific vehicle and should stay with that vehicle.
- You are responsible for the fuel card while you are assigned to a Company vehicle.
- You may not use the fuel card to purchase anything other than unleaded gasoline or diesel fuel. If you need routine auto supplies, such as windshield washer fluid, get them from the Company's shop.
- You may not use the fuel card for personal use.
- Report any damaged, nonfunctional, missing, or stolen fuel cards to your Supervisor immediately.
- Notify your Supervisor immediately if you believe your PIN has been shared or compromised.

Fuel cards are governed by internal purchasing controls that prevent transactions above certain thresholds, so you do not need prior approval to purchase fuel for a Company vehicle. You do not need to submit receipts for fuel purchased with Company fuel cards since they are automatically logged by the card provider.

6.9 Reimbursement for Mileage

RTD Services will reimburse employees for mileage at the current standard rate published by the IRS only when the Company asks an employee to conduct Company business using their personal vehicle. If a Company vehicle is available for use and you choose instead to use a personal vehicle to conduct business, you will not be reimbursed for mileage. Refer to section 6.5 for rules governing the use of personal vehicles for business purposes.

To be reimbursed for mileage, you must submit to Accounting a driving log that shows your destination addresses, distances driven, and reason for travel.

6.10 Use of Company Credit Cards

All employees in possession of a credit card issued by RTD Services will adhere to the strictest guidelines of responsibility for the protection and proper use of that card. Rules for using Company credit cards are as follows:

- Company credit cards are to be used for approved business-related expenses only.
- Any unauthorized purchases made with a Company credit card will be the cardholder's responsibility. You must reimburse the Company for any such purchases within 14 days.
- You must obtain approval from your Supervisor prior to incurring any single charge over $1,000.
- Submit all sales receipts associated with the use of a Company card to Accounting as soon after the purchase as possible. Include on the receipt a brief description of the purpose of the purchase.
- Immediately report a lost or stolen Company credit card to your Supervisor.

6.11 Reimbursement for Business Expenses

RTD Services will reimburse employees for purchases of job-related supplies or for pre-approved business-related purchases made using personal funds.

To be reimbursed for such purchases, you must submit to Accounting a receipt that includes your name and a brief description of the purpose of the purchase. Receipts for reimbursement must be submitted within 7 days of the purchase.

6.12 Company-Provided Clothing

RTD Services provides Company-branded clothing to ensure employees' safety, comfort, and professionalism throughout the year. Depending on the season, each eligible employee will receive a predetermined number of T-shirts, sweatshirts, and/or a baseball cap, and employees may purchase additional clothing if desired.

Employees who are issued Company clothing are expected to wear it while working and to keep it in good condition by following the care instructions on the label. Damaged or excessively worn-out clothing may be replaced or repaired at the discretion of a supervisor.

6.13 Company-Provided Cell Phones/Mobile Devices

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

The Company owns and remains entitled to all cell phone/mobile devices issued to employees, including all passwords controlling access to them. You may not change those passwords except with permission. At the time of employment termination, all such equipment and passwords must be returned to the Company in operable condition.

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

6.14 Personal Cell Phone/Mobile Device Use

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

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

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

While operating a vehicle during working time, employees may not use personal cell phones/mobile devices. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that complies with applicable state laws.

You may connect your personal device to the Company network or to Company equipment (computers, printers, etc.) to use your personal device for work purposes. The use of personal devices is limited to certain employees and may be limited based on compatibility of technology.

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

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

6.15 Personal Appearance

Your personal appearance reflects on the reputation, integrity, and public image of RTD Services. All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and for the work being performed. As described more fully in sections 6.12 and 8.2 (Company-Provided Clothing and General Safety, respectively), this may include wearing uniforms or protective safety clothing and equipment, depending on the job. Use common sense and good judgment in determining what to wear to work.

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

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

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

6.16 Company-Sponsored Social Events

RTD Services holds periodic social events for employees. Your attendance at these events is voluntary and does not constitute part of your work-related duties.

Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, you do so at your own risk and must do so in a responsible manner while adhering to the Company's standards of conduct (refer to section 5.1). Do not drink and drive. Instead, please call a ridesharing or taxi service, or appoint a designated driver.

6.17 Payroll Advances and Loans

RTD Services discourages employee requests for payroll advances or loans. If you need an advance or loan against your paycheck for emergency reasons, consult with your Supervisor, who will then notify Accounting.

Before the Company will agree to advance wages or loan money, you will be required to fill out an Employee Wage Deduction Agreement acknowledging the advance or loan; setting forth the terms for repayment, which will include a $25 administrative fee; authorizing the deductions for repayment directly from future paychecks; and agreeing to repay the full amount of the advance or loan upon termination of employment as permitted by applicable law.

6.18 Accepting Tips

Employees may accept tips for a job well done. However, tips may not be accepted for the purpose of doing additional work outside the agreed-upon scope of work without the Company's knowledge. Requests for additional work must be conveyed to your Supervisor for approval. Refer to section 4.13 for payroll practices regarding tips.

6.19 Security

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

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

6.20 Visitors

Only RTD employees are allowed on job sites and on customers' property; friends and relatives are not allowed in such locations. All visitors to the RTD office must check in with the front desk before entering the premises.

6.21 Off-Duty Use of Employer Property or Premises

You may not use RTD Services' property for personal use without prior authorization from your Supervisor. You are responsible for returning Company property in good condition and repairing or replacing any property damaged as a result of personal use or as a result of negligence. This includes use of copy machines, computers, Company products, or office supplies for personal use without prior authorization.

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

6.22 Social Media

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

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

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

Social Media

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

Use Good Judgment

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

Guidelines for Posting on Social Media

When posting:

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

Using Social Media at Work

Do not use social media during working time unless it is work-related as authorized by your Supervisor or is consistent with policies that cover equipment owned by the Company.

Media Contacts

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

Retaliation

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

Violations

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

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

6.23 Third-Party Disclosures

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

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

6.24 Non-Solicitation/Non-Distribution Policy

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

Solicitation

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

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

Distribution

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

Statutory Rights and Communication

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

Reporting Violations

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

6.25 Use of Company Technology

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

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

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

General Provisions

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

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

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

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

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

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

Violations

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

6.26 Computer Security and Copying of Software

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

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

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the Company to both civil and criminal penalties under the United States Copyright Act. To purchase software, speak with a Company Executive.

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

6.27 Suggestion Policy

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

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

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

7.0 Benefits

7.1 Health Insurance

RTD Services offers group health insurance benefits to all eligible full-time employees and their eligible dependents after the plan's defined waiting period. Health insurance benefits are described in detail in the plan documents, which will be given to employees once eligibility requirements are met and during the annual open enrollment period. You may request a copy of the plan documents from Accounting at any time. In the event of a discrepancy between different sources of information about the Company health insurance plan, the plan documents are controlling.

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

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

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

7.2 Dental and Vision Insurance

RTD Services offers dental and vision insurance to all eligible full-time employees and their eligible dependents after the plan's defined waiting period. Dental and vision insurance benefits are described in detail in the plan documents, which will be given to employees once eligibility requirements are met and during the annual open enrollment period. You may request a copy of the plan documents from Accounting at any time. In the event of a discrepancy between different sources of information about the Company dental and vision insurance plans, the plan documents are controlling.

The Company does not contribute to the cost of dental or vision coverage; the cost is paid in its entirety by you through pre-tax deductions from your paycheck.

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

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

7.3 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible RTD Services employees and their beneficiaries to continue health, dental, and vision insurance coverage under the Company plans when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Contact Accounting to learn more about your COBRA rights.

7.4 Unemployment Compensation Insurance

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

7.5 Workers' Compensation Insurance

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

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

7.6 Return to Work

RTD Services is committed to transitioning Employees safely back to work following an illness or injury—whether job-related or non-job-related. It reflects the Company's commitment to supporting employees' recovery while complying with Minnesota law, the Americans with Disabilities Act (ADA), and Minnesota Workers' Compensation regulations.

This policy applies to all employees who are returning to work after a medically certified leave due to:

- Work-related injury or illness;
- Non-work-related injury or illness;
- Surgery, hospitalization, or chronic conditions; or
- Conditions covered by ADA or Minnesota's Pregnancy and Parental Leave Act

RTD Services will:

- Require medical clearance for any return following illness or injury,
- Evaluate and offer modified or transitional duty when appropriate,
- Engage in an interactive process to identify reasonable accommodations, and

- Comply with all applicable federal and state return-to-work and anti-discrimination laws.

Return to Work Procedure

Medical Clearance Required

Employees must submit a written release from their licensed healthcare provider stating:

- They are cleared to return to work,
- Any physical or mental restrictions, and
- The expected duration of restrictions

If the leave was related to a workplace injury, the release must also be submitted to our workers' compensation administrator, as required under Minnesota Statutes §176.102.

Modified Duty or Transitional Work

If an employee is partially released for work, RTD Services will identify available light-duty or transitional roles, ensure tasks comply with any stated medical restrictions, monitor the assignment regularly and adjust as needed, and limit assignments to a temporary period (typically no longer than 90 days) unless otherwise agreed upon.

Minnesota workers' compensation law encourages employers to offer suitable gainful employment to injured workers (§176.102), and RTD Services supports early return when medically appropriate.

Examples of light-duty and transitional roles include:

- Letter-folding and addressing envelopes
- Labeling courtesy spray bottles
- Filing, scanning, organizing, or shredding documents
- Courtesy/Follow-up phone calls
- Cleaning the warehouse
- Dusting/Cleaning office space
- Testing equipment
- Detail-cleaning company vehicles
- Assisting restoration technicians with sealing
- Consolidating stain buckets
- Watching training videos
- Holiday lighting testing and preparation

Interactive Process & ADA Compliance

For long-term or permanent limitations, RTD Services will initiate a formal interactive process with the employee to identify reasonable accommodations under the ADA and Minnesota Human Rights Act (MHRA). This may include job restructuring, modified work schedules, transfer to a vacant position, or a leave extension, when reasonable.

Workers' Compensation Cases

If the injury is work-related, Employees must follow procedures outlined by Minnesota Workers' Compensation law. Specifically, they must report the injury promptly; seek professional medical care and inform their health care provider the injury is work-related; cooperate with the employer, insurer, and any rehabilitation professionals; attend required medical exams; adhere to work restrictions; and return to work when able. Modified duty offers will be coordinated with the claim administrator and documented using the state-approved Rehabilitation Plan when required. Refusal to accept suitable modified duty may impact wage-loss benefits.

Wages and Benefits During Transitional Duty

Pay during modified duty will be based on the assigned role. Benefits such as health insurance will continue per the terms of the employee's plan and applicable leave laws.

Failure to Comply

Employees who fail to provide medical documentation, decline a reasonable offer of modified duty, or do not return with an approved leave period may be subject to disciplinary action, loss of workers' compensation benefits, or termination, in accordance with Minnesota law and Company policy.

Confidentiality

All medical and disability-related information will be kept strictly confidential and stored separately from personnel records, in compliance with HIPAA, ADA, and Minnesota Government Data Practices Act (MGDPA), where applicable.

Contacts

For questions or to initiate a return-to-work plan, contact Accounting.

7.7 SIMPLE IRA Retirement Plan

RTD Services offers a SIMPLE IRA retirement plan to help employees save for their future. The Company will make contributions to the plan in accordance with IRS guidelines and plan provisions. Participation in the SIMPLE IRA is voluntary, and eligible employees may choose to contribute a portion of their compensation to the plan through payroll deductions.

Eligibility

Employees are eligible to participate in the SIMPLE IRA plan if they meet the following criteria:

- **Minimum Compensation Requirement**: The employee has earned at least $5,000 in compensation during any two preceding calendar years, even if not consecutive.
- **Current Year Requirement**: The employee is reasonably expected to earn at least $5,000 in compensation during the current calendar year.
- **Employment Status**: Both full-time and part-time employees who meet the compensation requirements are eligible; however, temporary employees are not eligible.
- **Age Requirement**: There is no minimum age requirement unless otherwise stated by law.

Enrollment

Eligible employees will be notified during the annual enrollment period or upon meeting eligibility requirements.

Employees may begin contributing to the SIMPLE IRA as soon as administratively feasible after becoming eligible.

Contributions are made via payroll deduction and are subject to annual limits set by the IRS.

Employer Contributions

RTD Services will make matching contributions up to 3% of the employee's compensation to each eligible employee's SIMPLE IRA.

Vesting

All contributions made to the SIMPLE IRA, by both the employee and the employer, are 100% vested immediately.

Additional Information

For additional information about how to enroll or how to make changes to contributions, contact Accounting.

7.8 Holidays

RTD Services observes the following holidays each year: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. When a holiday falls on a Saturday, it will be observed the preceding Friday. Holidays falling on a Sunday will be observed the following Monday. If a holiday falls on your regular day off, ask your Supervisor how it affects you.

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

7.9 Paid Time Off (PTO)

RTD Services provides employees with paid time off (PTO). PTO may be used for any reason.

Eligibility

All employees expected to work at least 80 hours per year are eligible to receive and use PTO immediately upon hire.

Deposits Into Your Leave Account & Carryover

Non-Exempt (Hourly) Employees

PTO benefits are based on length of service, which is determined by your hire date. As shown in the table below, as an employee's years of service increase, so do the applicable PTO accrual rates and maximum accrual and balance limits.

Work Year	Accrual Rate	Annual Accrual Limit	Total Balance Limit	Year-to-Year Carryover
Years 1 & 2	1 hr / 30.00 hr worked	48 hr	80 hr	Up to 80 hr
Year 3	1 hr / 22.75 hr worked	80 hr	96 hr	Up to 80 hr
Year 4	1 hr / 20.68 hr worked	88 hr	104 hr	Up to 80 hr
Year 5	1 hr / 18.95 hr worked	96 hr	112 hr	Up to 80 hr
Year 6	1 hr / 17.50 hr worked	104 hr	120 hr	Up to 80 hr
Year 7	1 hr / 16.25 hr worked	112 hr	128 hr	Up to 80 hr
Year 8+	1 hr / 15.16 hr worked	120 hr	136 hr	Up to 80 hr

Once you reach the annual accrual limit during your work year, you will not accrue additional PTO until your next work anniversary, regardless of your PTO balance. Once you reach the total balance limit, you will not accrue additional PTO until your balance falls below the total balance limit, subject to the annual accrual limit. You will not receive retroactive credit for any period in which you did not accrue PTO because your annual accrual or total balance was already at the limit.

On your work anniversary, you may carry over up to 80 hours of unused, accrued PTO into the following work year, subject to the total balance limit. Any unused PTO in excess of 80 hours will be forfeited unless otherwise required by applicable law.

The table below summarizes the approximate PTO you can expect to accrue annually, based on your years of employment, and based on working an average of 20, 30, or 35+ hours per week throughout the year. If you work an average of at least 35 hours per week (1,820 hours per year), you will reach the accrual limit.

Work Year	**20 hr/week** (1,040 hr/year)	**30 hr/week** (1,560 hr/year)	**35+ hr/week** (1,820+ hr/year)
Years 1 & 2	35 hr	48 hr (cap)	48 hr (cap)
Year 3	46 hr	69 hr	80 hr (cap)
Year 4	50 hr	75 hr	88 hr (cap)
Year 5	55 hr	82 hr	96 hr (cap)
Year 6	59 hr	89 hr	104 hr (cap)
Year 7	64 hr	96 hr	112 hr (cap)
Year 8+	69 hr	103 hr	120 hr (cap)

Exempt (Salaried) Employees

First and second year of employment: 80 hours front-loaded on hire date. No carryover.

Third year of employment & beyond: An additional 8 hours of PTO per additional year of service are front-loaded on your work anniversary, up to a maximum of 120 hours. No carryover.

Leave Usage and Requests for Leave

The Company encourages you to use your PTO. You are eligible to begin using PTO as soon as it is accrued.

You must request PTO from your Supervisor as far in advance as possible, but at least 1 week in advance. The Company will generally grant requests for PTO when possible, taking business needs into consideration.

During a Leave of Absence

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

You will not accrue PTO during unpaid leaves of absence or other periods of inactive service, unless PTO accrual is required by applicable federal, state, or local law.

Separation of Employment

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

7.10 Earned Sick and Safe Leave

RTD Services provides paid sick and safe leave to eligible employees in accordance with Minnesota's Earned Sick and Safe Time (ESST) law.

Eligibility

To be eligible for sick and safe leave, it must be anticipated that you will perform at least 80 hours of work in a year for the Company in Minnesota.

Reasons for Leave

Sick and safe leave may be taken for the following reasons:

- Your own mental or physical illness, injury, or health condition; your need for medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or your need for preventive medical or health care.
- To care for a family member with a mental or physical illness, injury, or health condition; the family member's need for medical diagnosis, care, or treatment of a physical illness, injury, or the family member's health condition; or need for preventive medical or health care.
- To make arrangements for or attend funeral services or a memorial, or address financial or legal matters that arise after the death of a family member.
- Due to you or your family member being the victim of harassment, domestic abuse, sexual assault, or stalking, provided the absence is to:
    - Seek medical attention related to physical or psychological injury or disability caused by the domestic abuse, sexual assault, or stalking;
    - Obtain services from a victim services organization;
    - Obtain psychological or other counseling;
    - Seek relocation or take steps to secure an existing home due to domestic abuse, sexual assault, or stalking; or
    - Seek legal advice or take legal action, including preparing for or participating in any civil or criminal legal proceeding related to or resulting from domestic abuse, sexual assault, or stalking.
- The closure of your place of business due to weather or other public emergency or your need to care for a family member whose school or place of care has been closed due to weather or other public emergency.
- Your inability to work or telework because you are:
    - Prohibited from working by the Company due to health concerns related to the potential transmission of a communicable illness related to a public emergency; or
    - Seeking or awaiting the results of a diagnostic test for, or a medical diagnosis of, a communicable disease related to a public emergency and you have been exposed to a communicable disease or the Company has requested a test or diagnosis.
- When it has been determined by the health authorities having jurisdiction or by a healthcare professional that you or your family member's presence in the community would jeopardize the health of others because of you or your family member's exposure to a communicable disease, whether or not you or your family member has actually contracted the communicable disease.

Family member means:

- Your child, including foster child, adult child, legal ward, child for whom you are legal guardian, or child to whom you stand or stood in loco parentis;
- Your spouse or registered domestic partner;
- Your sibling, step-sibling, or foster sibling;
- Your biological, adoptive, foster, or step parent, or a person who stood in loco parentis to you when you were a minor child;
- Your grandchild, foster grandchild, or step-grandchild;
- Your grandparent or step-grandparent;
- A child of your sibling;
- A sibling of your parents;
- A child-in-law or sibling-in-law;
- Any of the family members listed above of your spouse or registered domestic partner;

- Any other individual related to you by blood or whose close association with you is the equivalent of a family relationship; and
- Up to one individual annually designated by you.

Accrual

The Company's existing PTO policy meets ESST requirements. Refer to section 7.9 for an explanation of leave accrual.

Compensation

You will be compensated for sick and safe leave at your base rate of pay.

Notice

If the need for leave is foreseeable, you must provide at least seven days' notice to your Supervisor. If unforeseeable, provide notice to your Supervisor as soon as is practical. Notice should include the expected length of the absence, if known.

Documentation

If you use sick and safe leave for more than two consecutive scheduled workdays, you may be required to provide reasonable documentation that the leave is being used for a covered purpose. Information obtained related to your request for leave will be treated as confidential and will not be disclosed unless you consent or it is required under applicable law. For additional information regarding required documentation, speak with Accounting.

Restoration

Upon return from leave, you will be returned to employment at the same rate of pay you were receiving when leave commenced, plus any automatic adjustments in your pay scale that occurred while you were on leave. You will also retain all accrued pre-leave benefits of employment and seniority as if there had been no interruption in service.

Interaction with Other Leave

Sick and safe leave will run concurrently with other types of leave when permitted under applicable law.

Payment upon Termination

You will not be paid for any unused sick and safe leave when your employment ends.

Reinstatement of Leave upon Rehire/Transfer

The Company will reinstate previously accrued, unused sick and safe leave if you separate and are rehired within 180 days.

If you transfer to another division, entity, or location within Minnesota, but remain employed by the Company, you are entitled to use all available sick and safe leave from the prior division, entity, or location.

Healthcare Benefits

Your health insurance will be maintained while you are on leave. If you contribute to the cost of your health insurance, you must continue to pay your portion of the premium cost during your leave.

Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy. If you believe you have been retaliated against or improperly denied sick and safe leave, you may file a complaint with the Minnesota Department of Labor and Industry or file a civil action.

7.11 Paid Family and Medical Leave (PFML)

Minnesota's Paid Family and Medical Leave (PFML) provides eligible employees with paid leave to care for themselves or their family members under certain circumstances. PFML is an insurance program administered by the Minnesota Department of Employment and Economic Development (DEED). The most up-to-date information on PFML can be found on the company bulletin boards (see section 6.2)

Premiums are funded through employer and employee payroll deductions.

Eligibility

To be eligible for PFML, you must:

- Work at least 50% of your time in Minnesota, and
- Have earned at least 5.3% of the state's average annual wage during the prior base period (generally the last four completed calendar quarters before your claim), as determined by the DEED.

Reasons for Leave

Leave may be taken for the following reasons:

- **Medical leave**: To care for your own serious health condition, including care related to pregnancy, childbirth, and recovery.
- **Family leave**, which includes:
  - Bonding leave: To care for and bond with a new child due to birth, adoption, or foster placement.
  - Family care leave: To care for a family member with a serious health condition or who is a member of the military.
  - Qualifying exigency leave: Leave for a family member who is a military member on active duty or has been notified of an impending call or order to covered active duty.
  - Safety leave: Leave for the following reasons due to you or a family member being the victim of domestic abuse, sexual assault, or stalking:
    - To seek medical attention because of any physical or psychological injury or disability.
    - To obtain services from a victim services organization.
    - To obtain psychological or other counseling.
    - To seek relocation.
    - To seek legal advice or to take legal action, including the preparation for or participation in any related civil or criminal legal proceeding.

Leave Usage

If eligible, you may take up to 12 weeks of medical leave or 12 weeks of family leave per benefit year. If you need both medical and family leave during any year, the total combined leave is limited to 20 weeks per benefit year. A ***benefit year*** is a 52-week period that starts on the first day you take leave.

Leave may be taken continuously or intermittently.

RTD Services will work with you to supplement PFML with other available paid time off (PTO) in an effort to provide full wage replacement.

Notice

If leave is foreseeable, you must provide at least 30 days' notice. If leave is unforeseeable, you must provide notice as soon as is practical.

Applying for Leave

You must apply for PFML through the state of Minnesota's PFML website. Information on filing a claim can be found on the company bulletin boards (see section 6.2) or can be obtained from Accounting. You will need to provide certain documentation supporting your need for PFML.

Compensation

PFML benefits will be paid based on your average weekly wage.

Interaction with Other Laws

PFML will run concurrently with other leave when permissible under applicable law.

Continuation of Health Benefits

If RTD Services provides you with health benefits under a group health plan, your coverage will be maintained at the same level and under the same conditions as if you had been continuously employed. You will be responsible for paying your share of the cost of health benefits as required prior to beginning leave.

Restoration

If you worked for RTD Services for at least 90 calendar days prior to taking PFML, you will generally be restored to your previous position or an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment.

Retaliation

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

7.12 Pregnancy and Parenting Leave

RTD Services provides eligible employees with up to 12 total weeks of unpaid pregnancy or parenting leave in accordance with the Minnesota Pregnancy and Parenting Leave Act (MPPLA).

Eligibility

All employees are eligible for pregnancy and parenting leave.

Use of Leave

MPPLA leave is available to biological or adoptive parents in conjunction with the birth or adoption of a child. A ***child*** is a person under the age of 18 or under the age of 20 but still attending a secondary school. Leave must start within 12 months of the birth or adoption; however, if the child remains in the hospital longer than the mother, leave must begin within 12 months after the child leaves the hospital (parenting leave).

MPPLA leave is also available to eligible female employees for prenatal care or for incapacity due to pregnancy, childbirth, or related health conditions and will begin at the time of request (pregnancy leave).

Interaction with FMLA

MPPLA leave and federal Family and Medical Leave Act (FMLA) leave run concurrently, which means the leave provided by each individual law will count against your entitlement under both laws. However, if you take FMLA leave for unrelated reasons (such as a back injury not caused by pregnancy), you will still be entitled to 12 weeks of leave for pregnancy-related illness and parental leave.

Return to Work

After leave, you will be returned to your former position or to a position of comparable duties, number of hours, and pay. However, if during such leave the Company experiences a layoff and you would have lost your job had you not been on leave, you will not be reinstated. In this situation, you will retain all rights under the Company layoff and recall system.

Upon agreement with the Company, you may return to work part-time during the leave period without forfeiting the right to return to employment at the end of the leave period.

Notice

You must provide reasonable advance notice of the dates leave will begin and the estimated amount of leave that will be taken. If the leave is for more than one month, you must notify your Supervisor at least two weeks prior to returning from such leave.

Substitution of Paid Leave

The amount of MPPLA leave will be reduced by any paid leave provided by the Company, including disability, personal, medical, or sick leave, or accrued vacation time, so the total leave (MPPLA leave plus paid leave) is not more than 12 weeks.

MPPLA will not be reduced for any period of paid or unpaid leave taken for prenatal care medical appointments.

Benefits

The Company will continue to provide insurance coverage under any group insurance policy, group subscriber contract, or healthcare plan to you and your dependents as if you were not on leave. However, during the leave period, you must continue to pay your share of the cost of benefits. In some instances, the Company may recover premiums it paid to maintain health coverage or other benefits for you and your family if you do not return to work at the end of your approved leave period, unless the continuation, recurrence, or onset of a serious health condition or other circumstances beyond your control prevent your return.

Abuse of Leave

If you are found to have provided a false reason for a leave, you will be subject to disciplinary action, up to and including termination.

Retaliation

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

7.13 Isolation and Quarantine Leave

RTD Services provides up to 21 days of unpaid leave to eligible employees who need to isolate or quarantine in accordance with Minnesota law.

You are eligible for leave if you are subject to isolation or quarantine, or if you are caring for a minor or disabled vulnerable adult family member who is subject to isolation or quarantine, because of:

- A directive from the commissioner of health,
- An order of a federal quarantine officer,
- A state or federal court order, or
- A written recommendation of the commissioner (or their designee).

Provide notice of your need for leave as soon as practical.

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

7.14 Jury Duty Leave

RTD Services encourages employees to fulfill their civic duties related to jury duty service. If you are summoned for jury duty, notify your Supervisor as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as non-exempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

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

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

7.15 Military Leave (USERRA)

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

7.16 Civil Air Patrol Leave

If you are a member of the Civil Air Patrol, RTD Services will provide you with unpaid leave for work missed while rendering services as a member of the Civil Air Patrol at the request of the state or any of its political subdivisions, provided the leave would not unduly disrupt the operations of the Company.

Provide as much notice as possible of the dates you will be absent from work due to your service as a Civil Air Patrol member. The Company may ask you to provide documentation verifying the need for your service.

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

7.17 Military Ceremony Leave

RTD Services will provide up to one day of unpaid leave for employees to attend a send-off or homecoming ceremony for an immediate family member ordered into or returning from active service unless it would unduly disrupt Company operations. ***Immediate family member*** means your grandparent, parent, legal guardian, sibling, child, grandchild, spouse, fiancé, or fiancée.

You must provide reasonable notice of your need to take leave.

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

7.18 Military Family Leave

RTD Services will provide reasonable unpaid leave (up to two consecutive days or six days in a calendar year) for eligible employees to attend the following kinds of events related to the military service of their spouse, parent, or child:

- Departure or return ceremonies for deploying or returning military personnel or units;
- Family training or readiness events sponsored or conducted by the military; and
- Events held as part of official military reintegration programs.

To be eligible for this leave, you must be invited or called on by proper military authorities to attend one of the above-listed types of events.

You must provide reasonable notice of your need to take leave.

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

7.19 Military Injury or Casualty Leave

RTD Services will provide up to 10 days of unpaid leave to employees whose immediate family member was injured or killed while on active duty with the U.S. Armed Forces. ***Immediate family member*** means your parent, child, grandparent, sibling, or spouse.

Provide notice of your need for leave as soon as practical.

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

7.20 Leave for Victims of Harassment or Domestic Violence

RTD Services will provide employees who are victims of harassment or domestic abuse, or whose family or household member is the victim of domestic abuse, with reasonable time off for certain qualifying reasons.

Eligibility

All employees are eligible for this leave.

Leave Usage

Leave may be taken for the following reasons:

- In the case of harassment, to obtain a restraining order against the harasser; or
- In the case of domestic abuse, to obtain an order of protection for yourself or your family or household member.

Family or household member means your spouse or former spouse, your parents and children, a person related to you by blood, a person who currently resides with you or has resided with you in the past, a person with whom you have a child in common, regardless of whether you were married or lived together, or any person with whom you are involved in a significant romantic or sexual relationship. In addition, this term refers to a man and woman if the woman is pregnant and the man is alleged to be the father, regardless of whether they have been married or have lived together at any time.

Notice

Except in the case of imminent danger to your health and safety or that of your family or household member, you must provide at least 48 hours' advance notice of your need for leave. You may be required to provide documentation showing evidence of your need for leave.

Compensation

Leave under this policy is unpaid; however, you may substitute any applicable paid leave for all or a portion of your unpaid leave.

Confidentiality

Information about your request for leave will be kept confidential, except as required by federal or state law or as necessary to protect your safety in the workplace.

Retaliation

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

7.21 Victim and Witness Leave

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

If you are required to attend a criminal proceeding either as a witness or as a crime victim (or a close family member of a crime victim), you must provide at least 48 hours' advance notice to your Supervisor to make arrangements for a leave of absence. If it is impractical or an emergency prevents you from providing advance notice, provide notification as soon as possible.

The Company reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

Leave under this policy is unpaid. You may use available, appropriate paid leave in place of unpaid leave.

Any information related to your leave will be kept confidential by the Company.

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

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

7.22 Voting Leave

RTD Services will allow you a reasonable amount of paid time off to vote. The time when you can go to vote will be at the discretion of your Supervisor, consistent with applicable legal requirements.

7.23 Election Judge Leave

RTD Services will provide employees who are selected to serve as election judges with paid leave to fulfill the duties of their role. The Company may reduce your salary or wages by the amount you were paid by the appointing authority when missing work to serve as an election judge.

You must provide at least 20 days’ written notice of your need to take leave. Notice must be accompanied by certification from the appointing authority stating the hours you will be absent from work.

The Company may restrict the number of employees to be absent from work for the purpose of serving as election judges to no more than 20% of the total workforce at any single worksite.

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

7.24 Political Leave

RTD Services will provide eligible employees with unpaid leave to:

- Attend any meeting of the state central committee or executive committee of a major political party (provided they are a member of the committee); or
- Attend any convention of major political party delegates, including meetings of official convention committees (provided they are a delegate or alternate delegate to that convention).

You must provide at least 10 days' written notice of your intent to take leave.

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

7.25 Public Official Leave

RTD Services will provide employees who have been elected to public office with unpaid leave to attend meetings required by the public office.

Provide as much notice as possible of when you will need to be absent from work to attend meetings. The Company will make an effort to allow you to make up the missed work time.

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

7.26 School Conference and Activities Leave

RTD Services will provide you with up to 16 hours of unpaid leave in a 12-month period to attend school conferences or activities related to your child, if those conferences or activities cannot be scheduled outside your regular work hours. If your child receives childcare services or attends a prekindergarten regular or special education program, you may use this leave time to attend a conference or activity related to your child, or to observe and monitor the services or program, provided the conference, activity, or observation cannot be scheduled outside your regular work hours.

If leave cannot be scheduled outside your regular work hours and the need for leave is foreseeable, you must provide reasonable prior notice and make a reasonable effort to schedule the leave so as not to unduly disrupt the operations of the Company.

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

7.27 Bone Marrow Donation Leave

RTD Services will provide eligible employees with up to 40 hours of paid leave to undergo medical procedures to donate bone marrow.

Eligibility

To be eligible for bone marrow donation leave, you must work at least 20 hours per week.

Notice and Documentation

To obtain leave under this policy you must provide reasonable notice of the need for leave and submit verification from a physician detailing the purpose and length of the leave requested. If there is a medical

determination that you do not qualify as a donor, the paid leave of absence provided to you prior to that medical determination will not be forfeited.

Retaliation

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

7.28 Personal Leave of Absence

RTD Services recognizes that you may need time off from work in special circumstances that other leave policies may not address. In such cases, you may request an unpaid personal leave of absence.

Eligibility

All full-time and part-time employees are eligible to apply for an unpaid personal leave of absence. The decision to grant unpaid leave is at the discretion of your Supervisor.

Requesting Leave

Requests for unpaid personal leave must be submitted to your Supervisor in writing at least 2 weeks in advance where practical. In emergency situations, written notice must be provided as soon as possible. The request should include the reason for the leave as well as the dates you expect to begin and end the leave.

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

The Company may require you to use any unused PTO during a personal leave of absence where permissible under local, state, or federal law.

You will not accrue PTO during personal leaves of absence unless PTO accrual is required by applicable federal, state, or local law.

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

Benefits While on Leave

During an unpaid leave of absence, your health and dental insurance coverage through the Company will be terminated, and you will be eligible for continuation of coverage under COBRA (refer to section 7.3).

Extension of Leave

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

Return to Work

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

Failure to Return from Leave

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

Alternative Employment

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

7.29 Severance Pay

Any severance pay offered is at the discretion of RTD Services management and requires the employee to sign a Release of Claims Agreement as a condition of payment. To be considered for severance pay, the employee must have worked at least 3 years with the Company and be a regular full-time employee at the time of separation; however, meeting those criteria alone are not a guarantee of severance pay.

8.0 Safety and Loss Prevention

8.1 Drug and Alcohol Policy

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

Prohibited Conduct

The Company expressly prohibits employees from engaging in the following activities when they are on duty or conducting Company business or on Company premises at any time:

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

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

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

Impairment Screening

RTD Services has implemented the use of GAIZE, a technology that detects impairment from substance use. GAIZE is not a drug test; it is a tool to help keep you and others safe. You may be selected at random before your shift to take the evaluation, which is administered using a VR-like headset and takes about 5 minutes. If you are found to be impaired, you will not be allowed to work that day. Additionally, if your Supervisor suspects you are under the influence or if you are in an accident while working, you will be asked to take the evaluation. If you are instructed to take the evaluation and refuse, it will be considered a failure and you will not be allowed to work that day. More than one violation may result in disciplinary action, up to and including termination of employment.

Violations

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

8.2 General Safety

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

Reporting Unsafe Conditions or Practices

Employees are expected to be vigilant for unsafe working conditions and practices.

If you observe an unsafe working condition, warn others around you and get to safety, and then report the unsafe condition to your Supervisor immediately. If you have questions regarding the safety of a condition you observe, speak with your Supervisor once you are out of any potential danger.

If you observe another employee using unsafe working practices, raise your concern with the coworker and report it to your Supervisor. If a coworker raises a safety concern with your practices, adjust your practices as necessary to maintain safety.

Maintaining a Safe Work Environment

To maintain the safety of your work environment on job sites, employees are required to:

- Maintain and use proper fall-protection systems.
- Use proper techniques for lifting and lowering objects.
- Inspect tools and equipment for defects prior to use.
- Keep walkways clear of debris.
- Inspect, clean, and properly store tools and equipment after use.
- Follow established safety rules.

This list is not exhaustive. Always use common sense while working to ensure your working environment is as safe as possible.

Personal Protective Equipment (PPE)

RTD Services will provide employees with all PPE required to fulfill their job duties as safely as possible. Employees are required to use PPE as specified by the manufacturer, and failure to use PPE properly may result in disciplinary action up to and including termination.

PPE provided by RTD Services includes:

- Protective eyewear
- Respirator
- Rubber boots, gloves, and rain gear for work involving chemicals
- Fall protection

Any clothing or equipment that you wish to wear beyond what is required by this policy is your responsibility. If you believe you require additional PPE to complete a particular job safely, speak with your Supervisor before beginning work.

Weather

Employees working in the field should be aware of weather conditions and plan to dress appropriately. If you believe the weather may impact your ability to perform your job safely (e.g., if there is lightning in the area), notify your Supervisor.

Fire Safety

Employees must observe all OSHA safety guidelines and regulations when handling flammable materials. Flammable materials must be stored in covered metal containers.

Employees must not block any fire doors, fire exits, fire extinguishers, windows, or doorways, either on Company property or on job sites.

Hazard Communication

Safety data sheets (SDSs) are present in all technicians' vehicles and in binders in the shop; in addition, electronic copies are maintained in the office. If you believe you are dealing with a hazardous material and lack the necessary information, training, or equipment to do so safely, notify your Supervisor immediately.

Reporting an Injury

Employees are required to report any injury, regardless of severity, to their Supervisor immediately. Minor cuts or abrasions may be treated with appropriate first aid on the spot, but more serious injuries will be treated at an occupational clinic, an urgent care center, or an emergency room.

Reporting an Incident

An incident is defined as any out-of-the-ordinary occurrence that could lead to negative consequences for an employee, customer, vendor, member of the community, or Company. Employees are required to report any incident immediately to their Supervisor. Incidents include but are not limited to:

- Damage to equipment, Company vehicles, or customers' property
- Accidents
- Traffic violations
- Tickets
- Mechanical breakdowns of vehicles or equipment
- Negative interactions with a coworker, customer, vendor, or member of the community
- Discriminatory or obscene remarks made toward you or toward others
- Prohibited conduct by a coworker

8.3 Workplace Tobacco Usage

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

- Company offices.
- Company restrooms.

- Customers' property
- Areas where signs are posted prohibiting smoking.

The Company also prohibits the use of smokeless tobacco (e.g., chewing tobacco, dip, and snuff) on customers' property.

All tobacco refuse, including cigarette butts, must be disposed of in a portable container and discarded frequently. Employees may not dispose of tobacco-related waste in a company vehicle's ashtray.

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

8.4 Workplace Violence

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

Zero-Tolerance Policy

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

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

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

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

Reporting Incidents of Violence

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

Violations

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

Retaliation

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

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

If you believe you have been wrongfully retaliated against, immediately report the matter to your Supervisor or to other members of the management team.

9.0 Trade Secrets and Inventions

9.1 Confidentiality and Nondisclosure of Trade Secrets

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

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

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

9.2 Inventions

Any invention created, in whole or in part, during your work hours, or from the use of equipment or facilities belonging to RTD Services, is a "work for hire" and is the property of the Company.

If you intend to develop and maintain property rights to any invention that relates in any way to products or services of the Company, you are required to obtain a written waiver of this policy, signed by both you and the President of the Company.

10.0 Customer, Client, and Visitor Relations

RTD Services strives to provide the best services possible to our customers and clients. Our customers and clients support this business and generate your wages. You are expected to treat every customer, client, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or customer during your working time. If you are having problems with a customer, client, or visitor, notify your Supervisor immediately. If a customer, client, or visitor voices a suggestion, complaint, or concern regarding our services, inform your Supervisor or a member of management. Lastly, make every effort to be prompt in following up on customer, client, or visitor orders or questions. Positive customer, client, and visitor relations will go a long way to establishing our Company as a leader in its field.

11.0 Closing Statement

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

Mike Hilborn, President
RTD Services

Acknowledgment of Receipt and Review

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

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

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

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

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by RTD Services.

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

_____ _____

Signature Date

_____

Print Name