



PLA
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PLA FAMILY OF COMPANIES EMPLOYEE HANDBOOK

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WELCOME

Welcome to the PLA Family of Companies. On behalf of all your new colleagues, we wish you the very best as you begin your new role.

We believe that every employee contributes directly to PLA's growth and success, and we hope you will take pride in being a member of the PLA family. In order to be successful, we strive to attract and retain highly motivated individuals who will work as a team in fulfilling our mission. The future success of our company will be a direct result of the quality we build into the service we provide to our customers. We look at our employees as our most important asset.

To be successful in your job, you must understand your responsibilities and what is expected of you. We provide this Handbook to introduce you to PLA and to provide a general overview of our philosophies and policies. It is important that you read and understand the information in this Handbook. If you have any questions after reviewing this Handbook, either now or at any time during your employment, I encourage you to ask your Manager or to contact the Department of Human Resources.

We are proud to have you on the PLA team and hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,
Steve Clark
Chief Executive Officer

COMPANY VALUES

Purpose of the Employee Handbook

The purpose of this Employee Handbook is to introduce you to the PLA Family of Companies (“PLA” or “the Company”). This Handbook describes the Company’s expectations of you as an employee and outlines the Company’s policies, procedures, and standards. Please read it carefully and refer to it as needed. The Employee Handbook is provided through the PLA onboarding process and is also available online from Employee Self Service or in print form upon request from your Manager or HR.

This Handbook cannot address every question, circumstance, or situation that might arise. If you have questions or want additional information, please do not hesitate to discuss it with your Manager or Human Resources. Further, as PLA continues to grow and as conditions, requirements, and needs change, PLA reserves the right to revise, supplement, or rescind any policies, procedures, or portions of this Handbook from time to time as the Company deems appropriate, with or without notice, in its sole and absolute discretion. Should changes occur, PLA will attempt to notify you as soon as possible.

The policies outlined in this Handbook are for guidance only. Nothing contained in this Handbook shall create or be construed to create any contractual rights between PLA and any employee regarding employment, any benefit of employment, or terms for separation from employment. These policies are subject to amendment, modification, or termination by PLA, with or without advance notice. The employment relationship between PLA and its employees is at will and may be terminated at any time by PLA or the employee for any reason, with or without notice.

Nothing in this Handbook is intended, or will be applied, to prohibit employees from exercising their rights protected under the National Labor Relations Act or federal labor law, including concerted discussion of wages, hours, or other terms and conditions of employment. This Handbook is intended to comply with all federal, state, and local laws and will not be applied or enforced in a manner that violates such laws.

The provisions in this Handbook supersede all existing policies and procedures and may not be modified without the express written approval of the Chief Executive Officer of PLA.

Compliance With All Applicable Laws

PLA will act in compliance with any and all applicable federal, state, and local laws, including any amendments to existing laws and new laws that may become effective subsequent to the publishing of this Handbook. PLA will act as a responsible citizen and is committed to making a good faith effort to comply with each and every applicable law. As part of PLA’s commitment, to the extent any part of this Handbook is in conflict with an applicable federal, state or local law, said law shall control. Should any provision of this Handbook be found invalid, such finding does not invalidate the entire Handbook, but only the subject provision.

Our Mission

At PLA, our mission is to provide solutions that improve the productivity and sustainability of our customers’ supply chains, to create a safe and fulfilling environment for our employees, and to deliver value to our stakeholders.

Our Vision

Our vision is to be a leader in sustainable supply-chain solutions and positively impact the communities we serve.

Our Values

PLA and our family of companies have been serving manufacturers and retailers across the country for over three decades. We are committed to providing sustainable, quality products and services to our customers, a safe, fulfilling workplace to our employees, and ongoing value to our investors and the greater community.

Integrity: Ours is a culture of transparency and adherence to a code of ethics that values honesty and doing the right thing.

Collaboration: We believe in working together with our stakeholders, from our employees to our customers and investors, in the spirit of collaboration and mutual benefit.

Sustainability: Our products and services utilize renewable resources wherever possible, and our business model is built on driving efficiency for our customers.

Equal Employment Opportunity Policy

At PLA, it is our policy to provide equal employment and advancement opportunities to all individuals. Employment decisions at PLA companies are based on merit, qualifications, and abilities. PLA does not discriminate in employment opportunities and practices on the basis of race, color, creed, religion, sex, national origin, age, disability status, veteran status, marital status, sexual orientation, genetic information, or any characteristic protected by federal or state law. Our goal is to provide everyone who works for PLA, or who applies for work with a PLA company, an equal opportunity to succeed. This policy of nondiscrimination applies to all phases of employee relations, including but not limited to hiring, job assignment, compensation, performance rating, promotion, transfer, discipline, termination, access to benefits and training, and other personnel matters.

If you have any questions or concerns about any type of discrimination in the workplace, you are encouraged to bring the issue to the attention of your Manager or Human Resources. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Americans with Disabilities Act (ADA) and Reasonable Accommodation

To ensure equal employment opportunities to qualified individuals with a disability, PLA will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would result. Employees who may require accommodation should contact Human Resources.

Diversity, Equity, and Inclusion Policy

PLA is committed to fostering a diverse workforce and maintaining a workplace that is equitable, inclusive, and safe for all employees. From recruiting practices, to pay and benefits, promotions, and all other aspects of employment with PLA, an environment of equity is of the utmost importance. We not only recognize that you, our employees, comprise a wide range of backgrounds and characteristics, but we believe those differences should be celebrated and valued. Whether it is race, religion, gender, national origin, ancestry, color, language, age, marital status, sexual orientation, gender identity, gender expression, physical or mental disability, medical condition, genetic information/characteristics, veteran status, political affiliation, or any other characteristic, these are parts of each of you that contribute to your experiences as humans, and ultimately to the knowledge and expertise that make you a valuable member of the PLA team.

PLA is committed and determined that there is access, opportunity, and advancement for all individuals. We are always looking for ways in which we can cultivate an inclusive work environment, strengthen our cultural competency, and train our managers and employees to provide opportunities for growth and development. It is our intention that all our employees, regardless of any background or characteristic, are always treated with respect and dignity. Likewise, we expect that as our employees, you treat your coworkers, supervisors, and other team members with the same dignity and respect at all times.

Anti-Harassment and Non-Discrimination Policy

PLA is an Equal Opportunity Employer. PLA is committed to providing a work environment free of harassment, discrimination, retaliation, and disrespectful or other unprofessional conduct based on race, religion (including religious dress and grooming practices), color, sex/gender (including pregnancy, childbirth, breastfeeding, or related medical conditions), sex stereotype, gender identity/gender expression/transgender (including whether someone is transitioning or has transitioned), sexual orientation, reproductive-health decision making, national origin, ancestry, physical or mental disability, medical condition, genetic information/characteristics, marital or registered-domestic-partner status, age, military or veteran status, or any other basis made unlawful by any applicable federal, state, or local law, ordinance, or regulation.

PLA also prohibits discrimination, harassment, and disrespectful or unprofessional conduct based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.

In addition, PLA does not tolerate and will not permit any act of retaliation against an employee who in good faith reports unlawful discrimination or harassment or who participates in an investigation, whether conducted by PLA or an outside agency. Any employee, including managers and supervisors, determined to have retaliated against another person will be subject to discipline, up to and including termination. All such conduct violates PLA policy.

Scope

PLA's policy prohibiting harassment and discrimination applies to all persons involved in the operation of the company, including all applicants, employees, clients, vendors, customers, independent contractors, interns, volunteers, visitors, persons providing services pursuant to a contract, and other persons with whom one comes into contact while working or otherwise representing the company, regardless of position, title, grade, seniority, or function. In short, anyone an employee encounters as they perform their job at PLA is covered by this policy.

Harassment

Prohibited harassment and disrespectful or unprofessional conduct because of sex, race, or any other protected characteristic includes but is not limited to the following behavior:

- verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations, comments, posts, or messages;
- visual displays such as derogatory or sexually oriented posters, photography, cartoons, drawings, screensavers, or gestures;
- physical conduct including assault, unwanted touching, intentionally blocking normal movement, or interfering with work because of sex, race, or any other protected characteristic;
- threats and demands to submit to sexual requests or sexual advances as a condition of continued employment or to avoid some other loss, and offers of employment benefits in return for sexual favors (quid pro quo);
- retaliation for reporting or revealing the intention to report harassment; and
- communication via electronic media of any type that includes any conduct that is prohibited by applicable law or by PLA policy.

PLA employees are required to:

1. Communicate respectfully and refrain from language, gestures, or actions that are abusive, harassing, or obscene, including but not limited to hate speech and slurs of any kind.
2. Refrain from mocking, ridiculing, or mimicking another's culture, accent, appearance, or customs.
3. Refrain from wearing any clothing, including masks and hats, that displays obscene, indecent, pornographic, or otherwise objectionable content, including hate speech and symbols. This includes exposing tattoos that project hate speech, hate symbols, or other objectionable content (e.g., swastika, extremist group symbols).
4. Refrain from threatening, intimidating, or engaging in hostile or offensive acts that focus on an individual's race, ethnicity, national origin, sex, sexual orientation, gender identity and expression, immigration status, religion, disability, or any other protected characteristic.

Sexual harassment includes but is not limited to unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or contact of a sexual nature, when:

- submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- submission to or rejection of such conduct is used as the basis for making employment decisions; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating a hostile, intimidating, or offensive work environment.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts toward an employee because of their gender can amount to sexual harassment, regardless of whether the treatment is motivated by sexual desire. Prohibited harassment is not just sexual harassment but harassment based on any protected category.

Discrimination

PLA is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in PLA operations. PLA prohibits unlawful discrimination against any job applicant, employee, or intern by any employee of the company, including management and coworkers.

Pay discrimination between employees of a different sex or between employees of different races or ethnicities performing substantially similar work, as defined by applicable state and federal laws, is prohibited. Pay differentials may be valid in certain situations defined by law. Employees will not be retaliated against for inquiring about or discussing wages. However, PLA is not obligated to disclose the wages of other employees unless required by law.

Reporting Process

Unlawful harassment or discrimination must be reported **immediately**, so that complaints can be quickly and fairly resolved. This includes both incidents directly involving the employee and incidents that the employee witnesses. Employees should first contact their immediate Manager.

If the employee feels uncomfortable reporting such conduct to their immediate Manager, or if the harassment or discrimination was committed by the immediate Manager, then the employee should contact another member of management or Human Resources through the Report It® service:

- Visit www.reportit.com and use the Report It® code: PLASOLUTIONS or
- Text PLASOLUTIONS to 63975 or
- Call the Report It® hotline at 877-700-7020

Employees are expected to be truthful in reporting unlawful harassment or discrimination and during any investigations into such allegations.

Supervisors and managers must refer all complaints involving harassment, discrimination, retaliation, or other prohibited conduct immediately to Human Resources so PLA can investigate and resolve the complaint. Every reported complaint will be responded to in a timely manner, kept confidential to the extent possible, investigated impartially by qualified personnel in a timely manner, documented and tracked for reasonable progress, given appropriate options for remedial action and resolution, and closed in a timely manner in accordance with all legal requirements.

If PLA determines that harassment, discrimination, retaliation, or other prohibited conduct has occurred, appropriate and effective remedial action will be taken in accordance with the circumstances involved. PLA will also take appropriate action to deter future misconduct. Any employee determined by PLA to be responsible for such prohibited conduct will be subject to appropriate disciplinary action, up to and including termination.

Any individual found to have made a report of harassment that they knew to be false or with malicious intent may be subject to disciplinary action, up to and including termination of employment. However, it is crucial to distinguish between malicious/false reports and reports made by individuals who genuinely believe they have been harassed but where the evidence does not substantiate their claims. We recognize that not all valid complaints will necessarily be substantiated, and no action will be taken against individuals who make complaints in good faith, even if the details cannot be corroborated.

Training

To ensure a respectful and inclusive workplace environment, PLA mandates the successful completion of Workplace Harassment Training for exempt employees, non-exempt supervisors, team leaders, administrative office employees, and any other employees hired or promoted into leadership roles. Where applicable, state-specific laws may dictate which employees receive training, as well as its frequency and content.

Employee Relations

PLA believes that the employment relationship is best served by a business climate that provides for open and sincere communications. It would be unusual if employees did not have an occasional question or concern relating to a specific work practice or the interpretation of a policy.

Employees are encouraged to work out their differences with coworkers in a professional and courteous manner. Employees can discuss any problem, complaint, question, or concern relating to work, wages, hours, or any other practices or conditions concerning employment at PLA with their Manager. Most of the time, such a discussion will result in a satisfactory resolution. However, if you feel that it is not the type of subject you want to discuss with your Manager, or if you are not satisfied with your attempt to discuss the issue with your Manager, you may bring the problem to the attention of Human Resources through the Report It® service:

- Visit www.reportit.com and use the Report It® code: PLASOLUTIONS or
- Text PLASOLUTIONS to 63975 or
- Call the Report It® hotline at 877-700-7020

Reports submitted through Report It® are managed by an independent third party to ensure impartiality and confidentiality.

PLA will make every effort to handle your issue in a timely manner. Any employee who in good faith reports misconduct or suspected violations of company policy or law will be protected from any retaliation.

CONDUCT

Business Ethics and Conduct

The successful business operation and reputation of PLA is built on the principles of fair dealing and ethical conduct of all our employees. Our reputation for integrity and excellence requires careful observance of the spirit and the letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of PLA is dependent on our customers' trust, and we are dedicated to preserving that trust. Employees owe a duty to PLA and its customers, to act in a way that will merit that continued trust and confidence. As set forth above, PLA will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment based on high ethical principles will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your Manager or, if necessary, Human Resources for advice and consultation.

The inappropriate behaviors listed below provide examples of unacceptable behavior that will result in corrective actions, up to and including termination of employment. This list is not all-inclusive. Since it is impossible to foresee every situation, inappropriate conduct not specifically covered in these guidelines may also warrant formal discipline, up to and including immediate termination:

- Abusive, vulgar, or obscene language or gestures directed toward another individual.
- Workplace harassment, including sexual harassment, or discriminatory actions or behaviors.
- Fighting or threatening behavior in the workplace.
- Vandalism, negligence, or improper conduct leading to theft or damage of property owned by the Company or another person, or inappropriate removal or possession of property.
- Possession of weapons on Company property (See Weapon-Free Workplace Policy).
- Failure to follow job procedures or directives - written or verbal, including safety procedures.
- Inappropriate use of resources (e.g., time, material, equipment, supplies, personnel).
- Sleeping on the job during scheduled work time.
- Violating Company policies with respect to the use of electronic devices, internet access, or online conduct.
- Falsifying employment records or documents, including failing to accurately record time worked.
- Improper or unauthorized release of confidential or proprietary information.
- Criminal activity or conviction for a crime that indicates unfitness for a job or presents a threat to the Company, its employees, or its interests.

Compliance with this policy of business ethics and conduct is the responsibility of every PLA employee. PLA reserves the right to determine the nature and extent of any discipline based on the circumstances of each individual case, including an employee's previous work history and the seriousness of the offense. However, PLA recognizes the need for a formal system of corrective action procedures to ensure fair and consistent treatment of all employees. Depending on the severity of the problem and the number of occurrences, corrective actions may include any of four steps that will generally be taken in this order:

- Verbal warning
- Written warning
- Suspension with or without pay (requires approval from Human Resources)
- Termination of employment

However, the order may be changed, or steps may be skipped if circumstances warrant, at the sole discretion of the Company. PLA recognizes that certain problems are serious enough to justify immediate termination of employment on the first offense. PLA will also take appropriate disciplinary action, up to and including termination, against supervisors or other employees who fail to report misconduct or withhold relevant information regarding such issues.

Nothing in this section is intended to create an employment contract, express or implied, with any of PLA's employees or to change the at-will nature of the employment relationship with the Company, per state laws.

Customer Relations

Our Commitment to Customers: At PLA, we deeply value our customers, placing them side-by-side with our employees as the bedrock of our organization. Every touchpoint, every conversation, every interaction we have with a customer directly influences their perception of PLA. Therefore, each member of our team acts as a brand ambassador, representing the very ethos of our brand.

Service Excellence: We are steadfast in our commitment to providing unrivaled service. We pledge to treat each customer with courtesy, warmth, and efficiency. Each phone call answered, each email responded to, and every in-person meeting reflects the high standards and professionalism of PLA.

Feedback and Resolutions: We value feedback from our customers as it helps us grow and serve better. If a customer has a comment, suggestion, or complaint that they share with you, promptly notify your Manager so that we may address any concerns immediately.

Non-Disclosure of Confidential Information

Protecting confidential business information and trade secrets is paramount to the interests and success of PLA. “Confidential information” includes but is not limited to:

- Employee Data
- Employment Applications
- Customer lists and preferences
- Financial data and forecasts
- Marketing strategies and tactics
- Upcoming projects and proposals
- Proprietary production processes or techniques
- Medical and health records of employees

Confidentiality Agreements

Employees who have access to or deal with such confidential information may be required to sign a non-disclosure and confidentiality agreement. This could be a prerequisite for employment, promotion, or a pay increase.

Medical Information

Medical information concerning individual employees is sensitive and must be handled with utmost discretion. PLA commits to implementing reasonable measures to safeguard this information against unwarranted disclosure. It is the duty of every manager and employee to uphold the confidentiality of such medical records.

Consequences for Breach

Any employee found in violation of these confidentiality standards, especially if they misuse or unlawfully disclose trade secrets or other confidential Company data, will face disciplinary measures. This can extend to termination of employment and possible legal action, regardless of whether the employee profited from the information or not.

Reporting a Breach

If any employee becomes aware of a potential breach or violation of this policy, they are strongly encouraged to promptly contact Human Resources to ensure appropriate measures are taken.

This policy shall not impede an employee's right to engage in protected activity regarding the terms and conditions of their employment.

Conflict of Interest

Each of us commits to dedicating our time and using our best efforts to ensure the success of PLA. Employees must avoid any interest, influence, or relationship that might conflict or appear to conflict with the best interests of PLA. Although we cannot list every activity or relationship that would create either an actual conflict of interest or the potential conflict of interest, examples of activities that violate this policy include the following:

- working for a competitor, customer, or vendor as a part-time employee, full-time employee, consultant, or independent contractor, or in any other capacity.

- owning an interest in a competitor, customer, vendor, or anyone else who seeks to do business with PLA;
- using the resources of PLA for personal gain.
- using your position in PLA for personal gain; PLA's business was organized and exists for the purpose of hiring qualified employees to engage in employment opportunities and to discharge honorably and usefully the various duties of the company.
- accepting or soliciting gifts, gratuities, favors, entertainment, rewards, or other benefits of monetary value that might influence or appear to influence their judgment or conduct in performing their job duties from a PLA competitor, customer, or supplier.

Outside Employment

An employee may hold an outside job as long as the employee meets the performance standards of the employee's job with PLA. All employees will be judged by the same performance standards and will be subject to PLA's scheduling demands, regardless of any outside work requirements.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside PLA for materials produced or services rendered while performing PLA work.

HEALTH, SAFETY, AND ENVIRONMENT

Insurance Related Benefits

PLA recognizes the importance of providing valuable benefits to our employees and their families. We are committed to offering a comprehensive and competitive benefits program to support our employees. Employees must complete their benefit enrollment within the first 30 days of hire. Benefits become effective on the first of the month following 60 days of employment. Please note that employees may be required to pay all or a portion of the premiums for certain insurance-related benefits. Enrollments can be completed using one of the following methods:

- Log into ADP Self Service at www.workforcenow.adp.com
- Use the ADP Mobile app
- Call ADP's MyLife Advisors at 855-547-8508

Detailed information on each benefit program is provided in the respective Summary Plan Descriptions (SPDs). The official plan documents govern each policy, and these documents, along with the SPDs, are available for the benefit programs in which you participate via ADP (use the "2025 Benefits Information" link on the ADP Self Service homepage). For any questions regarding benefits, please contact MyLife Advisors.

Please note that PLA reserves the right to modify, add, or remove benefit plans at its discretion, with or without notice. However, we will generally provide prior notice to the extent possible when changes are made.

Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) is a valuable resource designed to offer confidential and professional support to employees facing personal challenges that may impact their well-being or job performance. At PLA, we are committed to helping employees maintain a healthy work-life balance that enables them to enjoy both their professional and personal lives.

The EAP provides confidential counseling and referral services to assist employees in managing life's challenges. This service includes up to three visits per issue, per year, at no cost to the employee. Additionally, a 24-hour hotline is available, staffed by professional, degreed counselors, ready to offer support whenever needed. We encourage employees to take advantage of this service whenever they encounter difficulties. Please be assured that any information disclosed during counseling sessions is strictly confidential. The Company will not have access to any details regarding who uses the service or the content of the sessions. For questions or additional information about the EAP, employees are encouraged to contact the Benefits Department (email: Benefits@plasolutions.com).

Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) provides employees and their qualified beneficiaries with the option to continue their health insurance coverage under PLA's health plan when a "qualifying event" results in a loss of eligibility. Common qualifying events include resignation, termination of employment, or the death of the employee.

Under COBRA continuation coverage, the employee or beneficiary is responsible for paying the full cost of coverage at PLA's group rates, plus an administration fee. PLA will provide each eligible employee with a written notice outlining the rights granted under COBRA when they become eligible for coverage under the company's health plan. This notice contains important information regarding employee rights and obligations under COBRA.

Workplace Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, the Company has established a workplace safety program. This program is a top priority for ALL employees. Managers have the responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of every employee.

The Company provides information to employees about workplace safety and health issues through regular internal communication channels such as structured training, meetings, bulletin board postings, memos, or other communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate Manager. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination.

Safety Equipment (PPE)

Certain safety equipment is required for some jobs, including but not limited to steel-toe shoes, safety gloves, hearing protection, and safety glasses. Your Manager will inform you what safety equipment you are required to wear. Safety glasses, hearing protection, and safety gloves will be provided by the Company at the time of hire and when replacements are needed due to normal use. Failure to wear appropriate safety equipment can result in being sent home to obtain such equipment and/or other disciplinary action, up to and including termination of employment.

Drug and Alcohol Policy

Purpose

PLA is committed to protecting the safety, health, and well-being of all employees and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a Drug and Alcohol Policy that balances our respect for individuals with the need to maintain an alcohol- and drug-free environment. PLA encourages employees to voluntarily seek help with drug and alcohol problems.

Scope

Any individual who conducts business for PLA, is applying for a position, or is conducting business on PLA premises is covered by our Drug and Alcohol Policy. Our policy includes but is not limited to executive management, managers, supervisors, full-time employees, part-time employees, off-site employees, and applicants.

Our Drug and Alcohol Policy is intended to apply whenever anyone is representing or conducting business for PLA. Therefore, this policy applies during all working hours, whenever conducting business or representing the organization, and while on PLA premises.

Policy

It is a violation of Company policy for any employee to use, possess, sell, trade, offer to sell, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs during working hours or while on Company property. Employees may not report to work under the influence of drugs or alcohol. Employees who violate this policy will be terminated.

Testing

To ensure the accuracy and fairness of our testing program, all testing will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines, where applicable, and will include a screening test; a confirmation test; the opportunity for a split sample; review by a Medical Review Officer, including the opportunity for employees who test

positive to provide a legitimate medical explanation, such as a physician's prescription, for the positive result; and a documented chain of custody.

The substances that may be tested for are Amphetamines, Cocaine, Opiates, Phencyclidine (PCP), [4-Panel] and Alcohol. Outside of Pre-Employment, additional substances may be tested for including Cannabinoids (THC), Methadone, Methamphetamines, Barbiturates, Benzodiazepines, MDMA (Ecstasy), or other illegal substances.

Testing for the presence of alcohol will be conducted by analysis of breath. Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine.

An employee will be subject to the same consequences of a positive test if they:

- refuse the screening or the test,
- fail to appear for a test within a reasonable amount of time (except for pre-employment),
- adulterate or dilute the specimen,
- substitute the specimen with that from another person,
- send an imposter,
- will not sign the required forms, or
- refuse to cooperate in the testing process in such a way that prevents completion of the test.

If the initial result indicates that the temperature is out of range, the individual may provide one additional sample provided that they do not leave the testing area and the sample is provided within three hours of the initial sample. Failure to provide an acceptable sample within the three-hour period will be considered a positive test result. Observed testing is not required when obtaining the initial or second sample, unless required by the MRO for DOT testing.

If the MRO informs PLA that a positive drug test was dilute, it will be accepted as a verified positive result. If the MRO informs PLA that a negative drug test was dilute, PLA will treat the test as a negative result.

Depending on the assigned work location, each employee, as a condition of employment, may be required to participate in Pre-employment testing. Each employee regardless of work location is subject to Reasonable Suspicion testing upon request of management. For additional details and requirements of the Drug and Alcohol Policy, employees should refer to the Employee Self Service portal.

The Department of Transportation ("DOT") requires drug and alcohol testing for drivers under specific circumstances including Pre-employment, Post-accident, Random, Reasonable Suspicion, Return-to-duty, and Follow-up. The DOT Drug and Alcohol Abuse Prevention Policy outlines the details of this program and is accessible on the Employee Self Service Portal.

Pre-Employment – Prospective employees may be required to complete a drug screening prior to performing job functions. Tests will be administered after a contingent job offer. A positive result or refusal to test will result in a withdrawal of the job offer. Individuals who test positive may reapply after 3 months but must pass the pre-employment drug test.

Prospective employees for DOT-regulated positions will be required to provide evidence of successful completion of DOT return-to-duty requirements in accordance with 40.25(j) when the employee or prior employer indicate a positive test result or refusal to test within the prior 2 years.

Post Incident – As soon as possible following an incident, employees will be required to take a drug and/or alcohol test. Incidents include property damage, injury/illness to another person, injury/illness to the employee that requires medical attention, and any vehicle incident. Testing for alcohol under this section may only be completed if the use of alcohol is believed to be a contributing factor in the incident.

Any driver of a commercial motor vehicle owned, leased, or rented by PLA must submit to a DOT drug and/or alcohol tests when the following conditions are met:

- They are involved in an accident that results in a fatality.
- They received a moving citation and someone is transported from the scene for medical treatment.
- They received a moving citation and one or more vehicles incur disabling damage requiring it to be towed from the scene.

Failure to submit to drug and/or alcohol testing as outlined in the DOT Accident Policy (DOT 002) will result in termination. Non-DOT drug and/or alcohol tests may be required for other stated incidents.

Reasonable Suspicion – An employee may be required to submit to drug and/or alcohol testing at any time if they are believed to be under the influence of drugs or alcohol including, but not limited to, the following circumstances:

- drugs or alcohol on or about the employee's person or in the employee's vicinity,
- conduct on the employee's part that suggests impairment or influence of drugs or alcohol,
- a report of substance abuse provided by a reliable and credible source, or
- evidence that an individual has tampered with any drug test during their employment.

When suspicious behavior is observed, contact your Manager or Supervisor immediately.

Random – The Company may conduct random testing as required by the Department of Transportation (DOT) for select safety-sensitive positions. Random DOT drug and alcohol selection and screening will be conducted at least once for each quarter of the year and until minimum requirements are met. The dates for administering Random DOT drug and alcohol screening will be spread reasonably throughout the calendar year. All DOT-regulated drivers will have an equal opportunity of being selected by using a scientifically valid method, and the following formula will be used to determine how many employees will be selected for the test.

- Drug Screenings: Minimum Qty = $50\% \times (\# \text{ of drivers}) \div (\# \text{ of selections})$
- Alcohol Screenings: Minimum Qty = $10\% \times (\# \text{ of drivers}) \div (\# \text{ of selections})$

After-Hours Testing

Post Incident and Reasonable Suspicion testing are often required outside of normal business hours. Managers may contact EScreen's after-hours service to locate a collection facility and schedule testing 24 hours a day by calling 800-733-1676 and selecting Option 2. Federal Chain of Custody (COC) Forms and non-DOT COC forms should be available onsite for after-hours testing.

Thresholds

Non-DOT Testing Only		
Drug Name	Screening Cutoff	Confirmation Cutoff
Cannabinoids (THC)	50 ng/ml	15 ng/ml
Cocaine	300 ng/ml	150 ng/ml
Amphetamines	1000 ng/ml	500 ng/ml
Opiates	2000 ng/ml	2000 ng/ml
Phencyclidine (PCP)	25 ng/ml	25 ng/ml
Alcohol	.02 BAC	.02 BAC

State Marijuana Laws

Many states have passed laws that allow certain individuals to use and possess marijuana without being subject to prosecution. Possession of marijuana during working hours or on PLA premises remains a violation of this policy, and violators will be subject to disciplinary action. Where required by law, PLA will conduct an accommodation review when an employee receives a positive test result and meets all the state requirements for the use of marijuana for medicinal purposes. The employee or applicant must initiate the accommodation review process by contacting Human Resources.

Prescription Medication

Prescription drugs, those prescribed by a physician for treatment of illness or disease, are subject to the following rules:

- The use of drugs/medicine prescribed by a licensed physician to the individual employee holding the prescription is permitted if employees in safety-sensitive functions notify management if they are using prescribed drugs that may affect the employee's ability to perform their job safely. All DOT-regulated drivers must adhere to Section 391.41, which provides a list of prohibited drugs for drivers of commercial motor vehicles.
- If it is concluded that a prescribed drug will affect the safe performance of the employee, PLA reserves the right to limit or suspend the work activity of the employee during the period the physician advises the employee's ability to perform his or her job safely may be adversely affected by the prescribed medication.
- Use of medications prescribed by a physician for someone other than the employee in question or use of prescription medication in a manner that does not conform to the physician's prescription or instructions is strictly prohibited and will result in termination.

Employee Assistance

PLA recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees, our drug and alcohol workplace policy:

- Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.
- Encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.
- Offers all employees and their family members assistance with alcohol and drug problems through the free Employee Assistance Program (EAP) from New York Life, available by contacting 800-344-9752.
- Allows the use of accrued paid leave while seeking treatment for alcohol and other drug problems.

Disciplinary action will not be taken when an employee seeks help for misuse of alcohol or drugs provided that they do not request help after notification of testing or after they receive a positive test result. Employees or candidates in DOT-regulated positions will be given PLA's Substance Abuse Professional (SAP) documentation if they receive a positive test result.

Confidentiality

All information received by PLA through the drug and alcohol workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies. Where required by law, a copy of the test results will be provided to the employee or applicant when requested. All requests must be made by contacting Human Resources.

Weapon-Free Workplace Policy

To ensure that the PLA family of companies maintains a workplace safe and free of violence for all employees, the Company prohibits the possession or use of dangerous weapons on Company property. A license to carry a weapon on Company property does not supersede Company policy. Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination. All Company employees are subject to this provision, including contract and temporary employees, visitors, and customers on Company property. "Company property" is defined as all Company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways, and parking lots under the company's ownership or control. This policy applies to all Company-owned or leased vehicles and all vehicles that come onto Company property. Limited exceptions are made in states that permit storing of firearms in locked personal vehicles with valid licenses to carry and under the conditions allowable as permitted under that state law.

"Dangerous weapons" include, but are not limited to, firearms, explosives, knives, and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

Workplace Searches and Security

To protect the Company's property and premises, and to protect the safety and security of our employees and customers, it may be necessary for the Company to take certain actions, including but not limited to:

- Inspecting employees' work area, e-mail, or desk;
- Inspecting and searching employees' personal belongings;
- Maintaining video and audio surveillance of employees;
- Inspecting the personal property of other persons entering or leaving company premises; or
- Inspecting any personal property present, brought on, found, or maintained on Company premises.

"Personal property" as referenced above includes but is not limited to purses, packages, briefcases, the contents of an employee's pockets, and automobiles parked on Company property. Employees are expected to cooperate in Company inspections or monitoring as a condition of employment.

The law permits the search of all Company and employee property during working hours on Company premises. Individual employees are also subject to search. Prior to a search being conducted, the search will be approved by Human Resources.

Workers' Compensation Insurance

The Company provides a comprehensive workers' compensation insurance program at no cost to its employees. This program covers an injury or illness sustained in the course and scope of employment. Employees who are entitled to workers' compensation benefits are subject to the applicable jurisdictional legal requirements.

To ensure that you receive any workers' compensation benefits to which you may be entitled, you need to:

- Immediately report any work-related injury to your Supervisor or Manager,
- Call Medcor at 1-800-775-5866 to obtain a recommendation of treatment from a registered nurse,
- Seek medical treatment and follow-up care if required,
- Complete a written Employee's Claim for Workers' Compensation Benefits (DWC Form 1) and return it to your Supervisor or Manager, and
- Provide the Company with a certification from your health care provider regarding the need for workers' compensation disability leave, as well as your eventual ability to return to work from the leave.

If you believe you have sustained a work-related injury or illness, you must inform your Manager **immediately**. No matter how minor an on-the-job injury may appear, it is mandatory that it be reported immediately. Prompt reporting will expedite the injured employee's qualification for coverage. Failure to report an on-the-job injury immediately could delay and possibly prohibit workers' compensation benefits. Any unauthorized treatment for an on-the-job injury could be denied by the insurance carrier and in some cases become the responsibility of the employee; therefore, it is critical that any on-the-job injury be reported prior to seeking treatment.

Any employee who reports a fraudulent on-the-job injury claim will be immediately reported to the applicable state's Insurance Fraud Department. The Company will not tolerate workers' compensation fraud by any employee and will cooperate with the insurance and state fraud departments when a suspicion of fraud is identified.

Neither the Company nor its insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreation, social, or other athletic activity sponsored by the Company.

COMPENSATION

Job Classifications

PLA maintains standard definitions of employment status according to the Fair Labor Standards Act as follows:

1. **Exempt Employees** - Employees who are salaried and whose positions meet the exemption under the guidelines of the United States Department of Labor. Exempt employees are not entitled to overtime pay and are excluded from certain provisions of federal and state wage and hour laws.
2. **Non-Exempt Employees** - Non-exempt employees are paid on an hourly basis and are entitled to overtime pay when appropriate. Non-exempt employees are required to clock in and out to accurately record all hours worked.

Please note that the determination of whether an employee is Exempt or Non-Exempt depends on actual job duties and not job titles. Employees will be advised of their classification at the time of hire or if changes in job duties necessitate a change in classification. If at any time you have questions about your classification, or if you believe your position has been classified incorrectly, please notify Human Resource. Any changes in classification will be communicated to affected employees.

1. **Full-Time** – Employees who work a minimum of 30 hours per week. Generally, full-time employees are eligible for PLA's benefits package, subject to terms, conditions, and limitations of each benefit.
2. **Part-Time** – Employees who work less than 30 hours per week. Generally, part-time employees are not eligible for PLA's benefit package, except as required by state or federal law.

Part-Time and Full-Time status is verified using the look-back method. A measurement period of 12 months is utilized to verify status, and the administrative period for required status changes will be no more than 60 days. After a status change has been processed, a stability period of 12 months will begin. Vacation time eligibility is determined by measuring average hours worked over the previous 3 months.

Nothing in this section is intended to modify an employee's at-will status. Employment with PLA is "at will" and for no specific duration. This means that you are free to terminate the employment relationship at any time, for any reason or no reason at all, with or without notice. Likewise, PLA is free to terminate your employment for any or no reason at any time, with or without notice.

Pay Schedule

PLA's payroll period is weekly, beginning on Sunday and ending on Saturday. Non-exempt employees are paid weekly every Friday for all work performed through the end of the previous payroll period. Exempt employees are paid biweekly for all work performed through the end of the previous two weeks. If a regularly scheduled payday falls on a bank holiday, employees will have access to their wages the day before the regularly scheduled deposit date.

Upon hire, employees specify a bank account or pay card for direct deposit, subject to applicable state law requirements. Employees can obtain itemized wage statements and tax forms via Employee Self Service.

Pay Advances and Deductions

PLA does not provide pay advances on unearned wages to employees.

The law requires that PLA make certain deductions from all employees' compensation including but not limited to applicable federal, state, and local income taxes, Social Security, Medicare, and garnishments. PLA contributes an amount equal to that withheld from your pay for Social Security and Medicare. In addition, PLA will make deductions from an employee's compensation for benefit plans in which the employee chooses to participate. If you have questions concerning why deductions were made from your paycheck or how the deductions were calculated, your Manager can assist you or direct you to the appropriate resource.

Administrative Pay Corrections

PLA takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. It is the employee's responsibility to review their paycheck and wage statement promptly to verify its accuracy. In the unlikely event of an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of their Manager or Human Resources so that corrections can be made as quickly as possible.

SCHEDULE AND HOURS

Work Schedule

Your Manager will advise you of the time your work schedule will begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Management will provide reasonable notice of schedule changes when possible.

Overtime

When operational needs cannot be met during regular working hours, employees may be required to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must be approved in advance by the Manager. Overtime assignments will be distributed as fairly as possible to all employees qualified to perform the required work.

Overtime compensation for non-exempt employees is paid in accordance with applicable federal and state wage and hour laws. Overtime pay is based on actual hours worked. Time off on sick, vacation, holidays, or any paid or unpaid leave of absence will not be considered hours worked for purposes of calculating overtime compensation.

Failure to work scheduled overtime or overtime worked without prior authorization from your Manager may result in disciplinary action, up to and including termination of employment.

Attendance Policy

You are expected to attend work regularly and report to work on time, within general business hours and as established by your Manager. Some sites may have site-specific attendance policies to meet operational needs. The attendance policy will be provided at the time of hire and can be requested from your Manager or Human Resources.

- Failure to notify your Supervisor or Manager of tardiness or absence before your expected start time is grounds for disciplinary action, up to and including termination.
- Unsatisfactory attendance, including reporting late, abusing the lunch hour, or leaving early, may be cause for disciplinary action, up to and including termination.
- Absences with failure to call in may be considered job abandonment and treated as a voluntary resignation.

You will not receive corrective actions relating to attendance for any absences covered under the Company's policies or protected by state or federal laws. Examples relating to these include worker's compensation, Sick, Vacation, Voting, Bereavement, Jury Duty, Military Leave, state-mandated medical leave, FMLA Leave, or approved unpaid leave of absence, provided you have complied with all notice and medical certification requirements and received advance permission where applicable.

Timekeeping

Accurately recording time worked is the responsibility of every employee. Federal and state laws require PLA to keep an accurate record of time worked to calculate employee pay and benefits. Time worked is all the time spent on the job performing assigned duties.

Non-exempt employees must use the timeclock to accurately record the time they begin and end the work, as well as the beginning and end of each meal period if required by the site. They should also record the beginning and end time of any split shift or departure from work for personal reasons. Repeated failure to accurately record time may result in disciplinary action, up to and including termination. Overtime work must always be approved in advance by the Manager before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record will result in immediate termination of employment. Hourly (non-exempt) employees MAY NOT work off the clock. Employees must notify their Manager immediately if there is a problem with the clock or if they need to report additional hours or missed meal periods or rest breaks.

Meal Periods and Rest Breaks

In general, non-exempt employees are provided with a lunch period each workday. Non-exempt employees must clock out for their meals if required by their site. Employees will be relieved of all work responsibilities during meal periods. Meal periods will be unpaid and scheduled to accommodate operating requirements. Meal periods will be a minimum of thirty (30) minutes. Employees may waive meal periods in specific circumstances where allowed and properly documented per state laws.

In general, non-exempt employees are provided with one (1) paid rest period per four (4) hours worked. Each rest period will be a minimum of ten (10) minutes. To the extent possible, rest periods will be equally spaced throughout the workday. Employees may not accumulate rest breaks or use rest breaks as a basis for starting work late, leaving work early, or extending a meal period.

To the extent that PLA's Meal Periods and Rest Breaks Policy conflicts with any applicable federal, state, or local law or regulation, said law or regulation shall control.

Inclement Weather and Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or earthquakes can disrupt Company operations. PLA worksites may be closed due to power failures or other losses of essential services. It is the policy of PLA to remain open during most periods of inclement weather; however, where extraordinary circumstances warrant, the company reserves the right to close the facility due to severe weather. Regardless of whether the facility is open or closed, it is each employee's decision as to whether it is safe to report to work during such weather. Employees must advise their Manager or Supervisor as soon as possible if they are unable to report to work due to inclement weather. The facility manager will determine if the day is deemed an inclement weather day for purposes of approved absences.

Facility Closed

If the facility is announced to be closed on a given day due to inclement weather, all hourly employees will be allowed to use accrued vacation or sick pay for time off or take the day off unpaid.

Facility Open

If the facility remains open on an inclement weather day, employees who report to work will receive their normal pay for hours worked on the day. If an employee elects not to report to work when facilities are open, the employee will be required to use available sick or vacation pay or take the day off unpaid.

Lactation Accommodation Policy

PLA accommodates lactating employees by providing a reasonable amount of break time and a suitable location at work to express breast milk for their child, subject to any provisions under applicable laws.

If possible, the break time should run concurrently with a normally scheduled break time. Any break time to express breast milk that does not run concurrently with a normally scheduled break time is unpaid except where preempted by applicable laws.

The lactation location will be private (shielded from view and free from intrusion from coworkers and the public) and close to the employee's work area. The location will be safe, clean, and free of toxic or hazardous materials; have a surface to place a breast pump and other personal items; have a place to sit; and have access to electricity or alternative devices (such as extension cords or charging stations) needed to operate an electric or battery-powered breast pump. PLA will also provide access to a sink with running water and a refrigerator or another suitable device for storing milk close to the employee's workspace. The lactation location will not be a bathroom or restroom. Multipurpose rooms may be used as lactation spaces if they satisfy the requirements for space; however, use of the room for lactation takes priority over other uses for the time it is in use for lactation purposes.

PLA will not tolerate discrimination or retaliation against employees who exercise their rights to lactation accommodation, including those who request time to express milk at work or lodge a complaint related to the right to lactation accommodation. Employees who desire lactation accommodations or have questions or concerns should contact Human Resources.

TIME OFF

Paid Time Off

Eligibility and use of paid time off for **Vacation, Sick Leave, or Bereavement** is covered in site-specific policies based on each location's operational needs and applicable local and state laws. These policies are provided through onboarding and can be reviewed in Employee Self-Service or obtained from your Manager or Human Resources.

Unpaid Time Off

Family and Medical Leave (FMLA)

The Company complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. The Company also abides by any state and local leave laws. The more generous of the laws will apply to the employee if the employee is eligible under both federal and state laws and all eligible leaves will run concurrently, when allowed.

Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact Human Resources (for leaves, email: Benefits@plasolutions.com) to discuss options for leave.

The FMLA requires private employers with 50 or more employees to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered servicemember with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period, measured forward from the date an employee first takes that type of leave.

Basic Leave Entitlement. The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: (1) for incapacity due to pregnancy, prenatal medical care, or child birth; (2) to care

for the employee's child after birth or placement for adoption or foster care; (3) to care for the employee's spouse, child, or parent who has a serious health condition; or (4) for a serious health condition that makes the employee unable to work.

Military Family Leave Entitlements. Eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include addressing issues that arise from (1) short notice of deployment (limited to up to seven days of leave); (2) attending certain military events and related activity; (3) arranging childcare and school activities; (4) addressing certain financial and legal arrangements; (5) attending certain counseling sessions; (6) spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to five days of leave); (7) attending post-deployment reintegration briefings; (8) arranging care for or providing care to a parent who is incapable of self-care; and (9) any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

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

Reinstatement. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously working during the FMLA leave period.

Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the Company's operations. A "key" employee is an eligible salaried employee who is among the highest paid ten percent of the Company's employees within 75 miles of the worksite. Employees will be notified of their status as a key employee, when applicable, after they request FMLA leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Employee Eligibility. The FMLA defines eligible employees as employees who: (1) have worked for the Company for at least 12 months; (2) have worked for the Company for at least 1,250 hours in the previous 12 months; and (3) work at or report to a worksite which has 50 or more employees or is within 75 miles of Company worksites that taken together have a total of 50 or more employees.

Definition of Serious Health Condition. A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave. An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies also may be taken on an intermittent or reduced work schedule basis.

Substitution of Paid Leave for Unpaid Leave. Employees may choose or employers may require the use of accrued paid leave while taking FMLA leave. Accordingly, the Company requires employees to use any accrued sick/vacation during an unpaid FMLA leave taken because of the employee's own serious health condition or the serious health condition of a family member or to care for a seriously ill or injured family member in the military. In addition, the employee must use any accrued sick/vacation during FMLA leave taken to care for a newborn or newly placed child or for a qualifying exigency arising out of a family member's active duty or call to active duty status in support of a contingency operation. If you are receiving short- or long-term disability or

workers' compensation benefits during a personal medical leave, you will not be required to use sick/vacation. However, you may elect to utilize accrued sick/vacation to supplement these benefits.

Spouse Aggregation. If an employee and spouse are both employed by the Company, the total number of weeks to which they are both entitled in the aggregate because of the birth or placement of a child or to care for a parent with a serious health condition will be limited to 12 weeks per leave year. Similarly, spouses employed by the Company will be limited to a combined total of 26 weeks of leave to care for a military service member. This 26-week leave period will be reduced, however, by the amount of leave taken for other qualifying FMLA events. This type of leave aggregation does not apply to leave needed for your own serious health condition, to care for a spouse or child with a serious health condition, or because of a qualifying exigency.

Health Insurance. An employee's health insurance coverage will be maintained by the Company during leave on the same basis as if they were still working. The employee must continue to make timely payments of their share of the premiums for such coverage. Failure to pay premiums within 30 days of the due date may result in a lapse of coverage. If this occurs, the employee will be notified 15 days before the date that coverage will lapse that coverage will terminate unless payments are promptly made.

Alternatively, at the Company's option, the Company may pay the employee's share of the premiums during the leave and recover the costs of this insurance upon their return to work. Coverage that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period. Under most circumstances, if the employee does not return to work at the end of leave, the Company may require reimbursement for the health insurance premiums paid during the leave.

Fitness for Duty Requirements. If an employee takes leave because of their own serious health condition (except if taking intermittent leave), they are required, as are all employees returning from other types of medical leave, to provide medical certification that they are fit to resume work. The employee will not be permitted to resume work until it is provided.

Failure to Return. If an employee fails to return to work or fails to make a request for an extension of leave prior to the expiration of leave, they will be deemed to have voluntarily terminated their employment. The Company is not required to grant requests for open-ended leaves with no reasonable return date under these policies or as a disability accommodation.

Employee Responsibilities. Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the Company's normal call-in procedures. The Company may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide sufficient information for the Company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also are required to provide a certification and periodic recertification supporting the need for leave. The Company also may require a second, and if necessary, a third opinion (at the Company's expense) and, when the leave is a result of the employee's own serious health condition, a fitness for duty report to return to work. The Company also may delay or deny approval of leave for lack of proper medical certification.

Company Responsibilities. The Company will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If employees are not eligible, the Company will provide a reason for the ineligibility.

The Company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company will notify the employee.

Other Provisions. Under an exception to the Fair Labor Standards Act (FLSA) in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of executive, administrative, and professional employees; outside sales representatives; certain highly skilled computer professionals; and certain highly compensated employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employee's exempt status. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave. Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except

when the leave is for military or public service or when the Company has approved the employment under its Outside Employment policy and the employee's reason for FMLA leave does not preclude the outside employment.

Military Leave

The Company supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify Human Resources and their Manager, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the Supervisor or Manager as soon as possible.

Upon return from military leave, employees will retain certain rights with respect to reinstatement, seniority, layoffs, compensation, length-of-service promotions, and length-of-service pay increases, as required by applicable federal or state law. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

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

Unpaid Leave of Absence

Unpaid leaves of absence may be granted to employees for reasons other than those covered by family, medical, or military leaves. Leaves of absence are approved time off for up to 30 days in duration.

To request an unpaid leave of absence, you must submit your request in writing in advance of the need for the requested time off (at least one week whenever possible). Your request must set forth the specific reasons for the requested leave. Before an unpaid leave of absence is granted, an employee must use all accrued sick or vacation time. Unpaid leaves of absence are not granted automatically. The employee's Manager and Human Resources must grant approval for an unpaid leave of absence in advance, in writing.

An unpaid leave of absence can affect your benefits and your job position. For more information on how your benefits and job position may be affected, please contact Human Resources. Upon expiration of an authorized leave of absence, an employee must return to work or obtain an approved extension. Failure to do so will be interpreted as the employee's voluntary separation. Any unpaid leave of absence will be terminated immediately if the employee performs any work for another employer.

The Company maintains full discretion in determining whether a request for an unpaid leave of absence should be granted. In considering an employee's request for personal time off, the seriousness of the matter prompting the employee's request will be taken into consideration, as well as other factors affecting business operations. Such requests should be in response to a serious personal need rather than for occasional time off to rest or relax. Employees should make an effort to schedule ordinary personal and business needs outside business hours.

Time Off to Vote

The Company encourages employees to fulfill their civic responsibilities by participating in elections. Generally, you can find time to vote either before or after your regular work schedule. If you are unable to vote in an election during your nonworking hours, the Company may grant unpaid time off to vote in accordance with applicable state laws. Contact your Manager in advance to discuss scheduling accommodations.

Jury Duty

The Company encourages you to fulfill your civic responsibilities by performing jury duty when required and complies with applicable federal and state laws regarding absences for jury duty. You must show the jury duty summons to your Manager as soon as possible so that arrangements can be made to accommodate your absence. Employees will be provided with time off for jury duty in accordance with applicable laws. If an employee is released from jury duty after four hours or less of service, the employee must report to work for the remainder of that workday. Employees are responsible for submitting verification of jury duty, which can be obtained from the court clerk. Employees may use any available paid time off for unpaid jury duty leave unless otherwise prohibited by state law.

Witness Duty

If you receive a subpoena to appear in court as a witness, you should show the subpoena to your Manager immediately after it is received so that operating requirements can be adjusted to accommodate your absence. Such time off will be unpaid, and you

are expected to report for work as soon as the court's schedule permits. If you have been subpoenaed or otherwise requested to testify as a witness by PLA for Company business, you will be granted paid time off to appear in court. Any other court appearances must receive advance approval from management and will be unpaid. Employees are free to use any available paid time off to receive compensation for the period of this absence.

INFORMATION TECHNOLOGY

E-mail and Internet Use

The use of PLA automation systems, including computers and all forms of Internet/Intranet access, is for company business and for authorized purposes only. Brief and occasional personal use of the e-mail system or the Internet is acceptable if it is not excessive or inappropriate, occurs during personal time (lunch or other breaks), and does not result in expense to the Company. Use is defined as "excessive" if it interferes with normal job functions, responsiveness, or the ability to perform daily job activities. Electronic communication should not be used to solicit or sell products or services that are unrelated to the Company's business; distract, intimidate, or harass coworkers or third parties; or disrupt the workplace.

Use of Company computers, networks, and Internet access is a privilege granted by PLA and may be revoked at any time for inappropriate conduct carried out on such systems, including but not limited to:

- Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate Company purposes.
- Engaging in private or personal business activities, including excessive use of instant messaging and chat rooms (see below);
- Misrepresenting oneself or the Company.
- Violating the laws and regulations of the United States or any other nation or any state, province, or local jurisdiction.
- Engaging in unlawful or malicious activities.
- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either the Company's networks or systems or those of any other individual or entity.
- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages.
- Sending, receiving, or accessing pornographic materials.
- Becoming involved in partisan politics.
- Causing congestion, disruption, disablement, alteration, or impairment of Company networks or systems, including use of internet radio stations or streaming audio without express permission given by IT.
- Maintaining, organizing, or participating in non-work-related Web logs ("blogs"), Web journals, "chat rooms", or private/personal/instant messaging.
- Failing to log off any secure, controlled-access computer or other form of electronic data system to which you are assigned, if you leave such computer or system unattended.
- Using recreational games or downloading and installing any "freeware" applications without prior approval from the IT staff.
- Defeating or attempting to defeat security restrictions on company systems and applications.
- Leaving portable computers unattended in vehicles, hotel rooms, or any other area that would be considered to have a high risk of theft or vandalism.
- Installing any unauthorized software or beta software packages without prior IT approval.
- Using Company automation systems to access, create, view, transmit, or receive racist, sexist, threatening, or otherwise objectionable or illegal material is strictly prohibited. "Material" is defined as any visual, textual, or auditory entity. Such material violates the Company anti-harassment policies and is subject to disciplinary action.

The Company's e-mail system, Internet access, and computer systems must not be used to violate the laws and regulations of the United States or any other nation or any state, province, or other local jurisdiction in any way. Use of company resources for illegal activity can lead to disciplinary action, up to and including termination and criminal prosecution.

The Company will comply with reasonable requests from law enforcement and regulatory agencies for logs, diaries, archives, or files on individual Internet activities, e-mail use, and/or computer use. If you violate these policies, you could be subject to disciplinary action, up to and including termination. Any employee who discovers misuse of the Company e-mail or data systems should immediately contact Human Resources.

Ownership and Access of Electronic Information

The Company owns the rights to all data and files in any computer, network, or other information system used in the Company.

The Company also reserves the right to monitor e-mail messages (including personal/private/instant messaging systems) and their content, as well as any and all use of the Internet and of computer equipment used to create, view, or access e-mail and Internet content. Employees must be aware that e-mail messages sent and received using Company equipment are not private and are subject to viewing, downloading, inspection, release, and archiving by Company officials. The Company has the right to inspect any and all files stored in private areas of the network or on individual computers or storage media in order to ensure compliance with policy and state and federal laws. No employee may access another employee's computer, computer files, or e-mail messages without prior authorization from either the employee or an appropriate Company official.

The Company has licensed the use of certain commercial software application programs for business purposes. Third parties retain the ownership and distribution rights to such software. No employee may create, use, or distribute copies of such software that are not in compliance with the license agreements for the software. Violation of this policy can lead to disciplinary action, up to and including termination.

Confidentiality of E-Mail

As noted above, e-mail is always subject to monitoring, and the release of specific information is subject to applicable state and federal laws and Company rules, policies, and procedures on confidentiality. Existing rules, policies, and procedures governing the sharing of confidential information also apply to the sharing of information via commercial software. Since there is the possibility that any message could be shared with or without your permission or knowledge, the best rule to follow in the use of e-mail for non-work-related information is to decide if you would post the information on the office bulletin board with your signature.

It is a violation of Company policy for any employee, including system administrators and supervisors, to access e-mail and computer systems files to satisfy curiosity about the affairs of others or any other non-legitimate business purpose. Employees found to have engaged in such activities will be subject to disciplinary action, up to and including termination.

E-Mail Tampering

E-mail messages received should not be altered without the sender's permission; nor should e-mail be altered and forwarded to another user and/or unauthorized attachments be placed on another's e-mail message.

Online Browsing Policy

The Internet is to be used to further the Company's mission, to provide effective service of the highest quality to the Company's customers and staff, and to support other direct job-related purposes. Managers should work with employees to determine the appropriate use of the Internet for professional activities and career development. The various modes of Internet/Intranet access are Company resources and are provided as business tools to employees who may use them for research, professional development, and work-related communications.

Limited personal use of Internet resources is a special exception to the general prohibition against the personal use of computer equipment and software. Personal use of the company's Internet access is subject to inspection and monitoring by the Company. Employees are individually liable for any and all damages incurred as a result of violating company security policy, copyright, and licensing agreements.

All PLA policies and procedures apply to employees' conduct on the Internet, especially but not exclusively relating to intellectual property, confidentiality, company information dissemination, standards of conduct, misuse of company resources, anti-harassment, and information and data security. The Company has the right, but not the duty, to monitor all the aspects of its computer system, including but not limited to monitoring sites visited by employees on the Internet, monitoring chat groups and news groups, reviewing material downloaded or uploaded by users to the Internet, and reviewing e-mail sent and received by users whether for professional or personal use.

The Company may use software to identify inappropriate or sexually explicit Internet sites. Some sites may be blocked from access by Company networks. In the event you nonetheless encounter inappropriate or sexually explicit material while browsing on the Internet, immediately disconnect from the site, regardless of whether the site was subject to company blocking software.

Social Media Policy

"Social media" includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's social content, whether associated or affiliated with PLA, as well as any other form of electronic

communication. Ultimately, you are solely responsible for what you post online. Conduct that adversely affects PLA's legitimate business interests may result in disciplinary action up to and including termination. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

PLA employees are encouraged to use the following guidelines in social media practices:

- Be relevant to your area of expertise.
- Maintain professionalism, honesty, and respect.
- Maintain the confidentiality of PLA trade secrets and private or confidential information. "Trade secrets" may include information regarding the development of systems, processes, products, know-how, and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.
- When making any statements regarding PLA, do not use the words "we", "us", "our", or any other pronoun that includes anyone other than yourself.
- Express only your personal opinions. Never represent yourself as a spokesperson for PLA. If PLA is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of PLA, fellow employees, customers, suppliers, or people working on behalf of PLA. If you do publish a blog or post online related to the work you do or subjects associated with PLA, make it clear that you are not speaking on behalf of PLA. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of PLA."
- Do not create a link from your blog, website, or other social networking site to a PLA website without identifying yourself as a PLA employee.

Examples of activity showing good judgment would include statements of fact about PLA products and services, facts about already public information, or information on the PLA website. If any associate has a concern regarding social content, please contact Human Resources.

PLA prohibits taking negative action against any employee for reporting a possible violation of this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible violation of this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Nothing in this section incorporates, is intended, or will be applied to prohibit employees from exercising their rights protected under federal labor law, including concerted discussion of wages, hours, or other terms and conditions of employment. This policy is intended to comply with all federal, state, and local laws and will not be applied or enforced in a manner that violates such laws.

Using Social Media at Work

Use of social media while on work time or on equipment we provide is prohibited unless it is work-related as authorized by your Manager or consistent with the Company Equipment Policy. Do not use PLA email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Personal Devices and Services

Employees may request permission to connect their personally owned devices to the company networks, systems, and data. The request for access must be submitted to the IT Department for prior approval.

Acceptable Personal Device Use

No sensitive, proprietary, or confidential information is to be stored on personally owned smartphones or tablet computers at any time. If a personally owned smartphone or tablet computer is lost, stolen, retired, decommissioned, or misplaced, the user must notify the IT Hotline at 479-478-7898 immediately so that appropriate steps can be taken to delete all the device's company information and network settings.

Mobile Device Security

All users must also enable a secure passcode or password that must be entered before the device's data can be accessed. Users requiring security or passcode assistance should contact the IT Department. No mobile device may be connected to the organization's networks, systems, or data without passcode protection.

BUSINESS PRACTICES

Access to Employee Files

PLA maintains electronic employee files on each employee. PLA is committed to protecting the privacy and security of information on current and former employees. PLA does not sell or otherwise disclose this employee information for monetary or other consideration to third parties. The employee file includes such information as the job application, resume, records of training, documentation of performance appraisals and salary changes, and other required employment records. Employee files are the property of PLA, and access to the information they contain is restricted. Employees can access their employee files through Employee Self Service.

Information Requests and Employment References

If a current employee wishes PLA to verify information requested by outside sources for credit or other purposes, a release form setting forth the precise information to be released with the employee's signature must accompany the request. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry. Responses to reference check inquiries will be limited to information that can be substantiated by PLA's records.

Managers and other employees are prohibited from providing personal or employment information on current or former employees. Any such release of PLA's information can be grounds for termination. Refer all such requests to Human Resources.

Personal Employee Data Changes

It is the responsibility of each employee to keep their personal employee data current. Employees can make status changes, including mailing address, telephone number, marital status, number and names of dependents, emergency contacts, and other relevant data through their account in Employee Self Service.

Nepotism and Fraternization

Relatives of employees may be eligible for employment with the Company only if individuals involved do not work in a direct supervisory relationship or in job positions in which there is a conflict of interest, with limited exceptions depending on the circumstances at the Company's sole discretion. The Company defines "relatives" as spouses, registered domestic partners, children, siblings, parents, in-laws, and step-relatives. Present employees who marry or become registered domestic partners will be permitted to continue working in the job position held only if they do not work in a direct supervisory relationship with one another or in job positions involving conflict of interest. Current employees who may have a new relationship forming during their employment that could violate this policy are required to notify their Manager or Human Resources immediately. Failure to disclose the existence of such relationships may result in disciplinary action, up to and including termination.

Workplace Attire Standards

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image that PLA presents to customers and visitors. During business hours or when representing PLA, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your attire must meet all PPE and safety requirements of your position, including but not limited to the wearing of jewelry. If your Manager feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstances, you will not be compensated for the time away from work. Consult your Manager if you have questions as to what constitutes appropriate appearance.

Smoking and Tobacco

In keeping with PLA's intent to provide a safe and healthy work environment, usage of tobacco products and other related paraphernalia of any kind in the workplace is prohibited except in those locations that have been specifically designated as tobacco usage areas. This policy applies equally to all employees, customers, and visitors. This policy is extended to prohibit the use of e-cigarettes, vaping devices, or similar products except in designated smoking areas.

Personal Property

Employees may be permitted to bring or use personal items in Company facilities at the discretion of the Manager. However, the Company is not responsible for the loss, damage, or theft of your personal belongings. You should exercise discretion in storing any personal items.

Recording Device Policy

Due to the potential for issues such as invasion of privacy, harassment, and loss of productivity, no employee may use a camera phone function on any phone on company property or while performing work unless protected under law. The use of recorders or other types of voice recording devices anywhere on company property, including to record conversations or activities of other employees or management, or while performing work for PLA, is also strictly prohibited unless the device was provided to you by PLA and is used solely for legitimate business purposes and consent has been received from those being recorded.

No Solicitation / No Distribution

PLA works hard to maintain a pleasant and cooperative relationship with employees in all matters. However, no business relationship can operate efficiently if there are frequent work interruptions. As such, employees may not solicit for any cause or distribute literature of any kind (for themselves or another person) for any purpose during working time.

Non-employees are not permitted to solicit employees or distribute materials for any purpose on company property at any time without management's prior written approval.

Personal Visitors and Telephone Calls

Disruptions during working hours can lead to errors and delays. Therefore, we ask that personal telephone calls be kept to a minimum and only be made or received after working hours or during lunch or break time. For safety and security reasons, employees are prohibited from having personal guests visit or accompany them anywhere in our facilities other than the reception areas. Violations of this policy may result in disciplinary action. If any unauthorized individual is observed on the premises, you should immediately notify your Manager.

Termination of Employment

The employment relationship between PLA and its employees is at will and may be terminated at any time by PLA or the employee for any or no reason, with or without notice, except as prohibited by applicable state law. Employees who desire to leave the company are asked to give at least 2 weeks' notice to allow time to process the separation and find a replacement. PLA reserves the right to determine an earlier effective date.

Employees must return all PLA property issued to them or in their possession or control immediately upon termination of employment. Where permitted by applicable laws, PLA may deduct from the employee's final wages to cover the cost of items that are not returned when required. PLA may also take all actions deemed appropriate, such as engaging law enforcement, to recover or protect its property.

All employee wages and benefits that are due and payable at termination will be paid in accordance with applicable federal and state laws.

ACKNOWLEDGMENT OF HANDBOOK RECEIPT

I acknowledge that the purpose of this Handbook is to provide general information about the policies, procedures, and services provided by PLA. This Handbook supersedes all other versions of the Handbook. I understand that I am obligated to read and familiarize myself with this Handbook and refer to it when questions arise. I further understand that I should consult my Manager or Human Resources regarding any questions not answered in the Handbook.

I understand that this Handbook is not intended to create an employment contract, express or implied, and that nothing contained herein should be considered a contractual obligation, promise, or other legal right regarding employment or any other benefit of employment or terms for separation of employment. I further understand that my employment is for no definite period of time. All employees of PLA are at-will employees, and the employment relationship can be terminated at any time and for any reason by either the employee or PLA, with or without notice.

From time-to-time, certain benefits, policies, and procedures, as explained in this Handbook, may change as business, employment legislation, and economic conditions dictate. Thus, PLA reserves the right to modify, revoke, suspend, change, or eliminate any of the policies, procedures, or benefit plans as described in this Handbook at any time, with or without prior notice to its employees. Should changes occur, PLA will attempt to notify employees as soon as practicable.

Accordingly, no statement or promise made by a supervisor, manager, or any other management-level employee may be interpreted as a change in policy, nor will it constitute an agreement with an employee.

By signing below, I acknowledge that I have received a copy of the Handbook, read the Handbook in its entirety, and understood its provisions. I also agree to follow the rules and procedures described in the Handbook as well as any revisions made in the future.

EMPLOYEE NAME (Please Print): _____

SIGNATURE: _____

DATE: _____