



Ozone Environmental Service LLC

Employee Handbook

*A Guide to Our Culture, Values,
and Workplace Policies*

2026/2027

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Employee Handbook Preamble

Welcome to Ozone Environmental Service!

At Ozone Environmental Service, our mission is to provide high-quality environmental solutions while protecting the health, safety, and well-being of our employees, clients, and communities. We are committed to operating with integrity, professionalism, and respect for the environment in everything we do.

This Employee Handbook has been developed to help you understand our company's values, policies, expectations, and benefits. It serves as a guide to the standards that support a safe, productive, and positive workplace. While it cannot address every situation that may arise, it outlines important information about your employment and the responsibilities we share as members of the Ozone Environmental Service team.

Our success depends on the knowledge, dedication, and teamwork of our employees. We value diversity, encourage open communication, and strive to foster a culture of accountability, mutual respect, and continuous improvement. Each employee plays an important role in upholding our reputation and delivering reliable, ethical environmental services.

This handbook is not a contract of employment and does not guarantee employment for any specific period. Ozone Environmental Service reserves the right to revise, modify, or update policies as business needs or regulations change. Employees are encouraged to ask questions and seek clarification from management whenever needed.

We are pleased to have you

Ozone Environmental Service LLC Core Values

- ✓ **Safety First** - At Ozone Environmental Service LLC, safety is our top priority. It guides every decision we make as we work to protect our employees, clients, and the communities we serve.
- ✓ **Environmental Responsibility** - We are committed to protecting the environment through responsible practices, regulatory compliance, and sustainable solutions that minimize our impact and promote preservation.
- ✓ **Integrity** - Honesty, ethics, and transparency guide our work, building trust and accountability with our employees, clients, and partners
- ✓ **Professional Excellence** - We pursue excellence through skill, training, and continuous improvement to deliver reliable, high-quality environmental services.
- ✓ **Respect & Teamwork** - We value dignity, respect, and teamwork, fostering a collaborative and positive work environment.
- ✓ **Compliance & Accountability** - We strictly follow all laws, regulations, and company policies, holding every employee accountable to our standards.
- ✓ **Customer Commitment** - We focus on meeting our clients' needs through dependable service and practical environmental solutions.
- ✓ **Continuous Improvement** - We embrace learning and innovation to continuously improve our operations, safety, and service quality.

Company Code

Ethics Code

Ozone Environmental Service LLC is committed to honesty, fairness, and integrity. All employees must uphold high ethical standards, protect confidential information, and represent the company responsibly. Misrepresenting the company or sharing sensitive information without authorization is prohibited. Violations of this Code of Ethics may result in disciplinary action, including termination.

We Do the Right Thing

Ozone Environmental Service LLC follows all applicable employment laws. This handbook applies to all employees and replaces any previous versions. Please read it carefully and sign to confirm you understand and agree to its policies. The company may update it at any time, and nothing here creates an employment contract. For questions, contact Human Resources.

At-Will Employment

Your employment with Ozone Environmental Service LLC is “at-will,” meaning either you or the company may end employment at any time, with or without notice or cause. Nothing in this handbook creates a contract or guarantees continued employment or benefits. Only the President can make written promises regarding job security. Any written employment agreement takes precedence over this handbook. This handbook does not limit your rights under the National Labor Relations Act.

Revisions to Handbook

This handbook outlines the terms, policies, and procedures of your employment. It is not a contract. Ozone Environmental Service LLC may update, add, or remove policies at any time, except the at-will employment policy, and will communicate changes promptly.

Core Policies

1.0 Hiring and Orientation Policies

1.1 Employment Authorization Verification

All new employees must complete Section 1 of federal Form I-9 on their first day of paid employment and provide acceptable documents proving identity and work authorization to U.S. Citizenship and Immigration Services no later than the third business day after starting. Current employees who have not completed this requirement or whose status has changed must notify their manager. Employees authorized to work in the U.S. for a limited period must provide updated proof of employment eligibility before it expires to remain employed.

1.2 New Hires and Introductory Periods

All new employees at Ozone Environmental Service LLC serve a 90-day introductory period. During this time, performance may be evaluated to help you adjust and determine if we are a good fit. You are eligible for legally required benefits, and the company may provide guidance, corrective action, or terminate employment at its discretion. Introductory employees are held to closer performance and conduct standards. Regular communication with your manager is encouraged to support your success.

1.3 Training Program

In most cases, department managers provide individual training for new employees. Even if you have prior experience, it is important to learn Ozone's specific procedures and job responsibilities. If you need additional training, speak with your manager.

1.4 Conflicts of Interest

Employees must avoid conflicts of interest that could affect confidentiality, customer relations, safety, security, or morale. Any actual or potential conflict with a competitor, supplier, distributor, or contractor must be reported to your manager. Examples of conflicts include:

- Owning a significant interest in a competitor or a company that does business with Ozone Environmental Service, LLC if you can influence decisions.
- Performing outside work for clients that compete with Ozone.
- Engaging in activities that conflict with Ozone's business interests.
- Accepting gifts, bonuses, or anything of value (except small business courtesies) from clients, suppliers, contractors, competitors, or customers.

The company will take steps to address any confirmed conflicts.

1.5 Religious Accommodation

Ozone Environmental Service LLC respects the diversity of religious beliefs and provides equal employment opportunities to all employees, regardless of religion or lack thereof. The company complies with Title VII of the Civil Rights Act and applicable state and local laws prohibiting religious discrimination.

Employees may request a reasonable accommodation for sincerely held religious beliefs or practices if they conflict with work requirements, unless it causes undue hardship. Requests should be made to your manager or Human Resources and may include:

- A description of the accommodation needed.
- The reason for the request.
- How the accommodation resolves the conflict between your beliefs and work requirements.

The company will engage in a dialogue to explore possible accommodations. You are encouraged to suggest specific solutions, though Ozone may provide an alternative accommodation if reasonable and without undue hardship. Employees who request religious accommodations in good faith will not face discrimination or retaliation.

1.6 Disability Accommodation

Ozone Environmental Service LLC provides equal opportunities to qualified individuals with disabilities, including pregnancy-related conditions. Employees needing accommodations should notify their manager, explaining the need and suggested solution. The company will work with you to provide reasonable accommodations without causing undue hardship and will keep medical information confidential. No employee will face discrimination or retaliation for requesting accommodations.

2.0 Wage and Hour Policies

2.1 Introduction to Wage and Hour Policies

Pay at Ozone Environmental Service LLC is based on factors such as market rates, individual performance, and company profitability. Questions about pay, benefits, PTO, commissions, or deductions should be directed to your manager.

Employees are expected to be available 24/7 as needed, unless notice is provided in advance. Work hours may vary by position, season, contracts, and workload. Field team members may work extended hours for seasonal or client needs, while administrative schedules are generally more predictable.

Accurate timekeeping is required. Employees must record their own hours, may not clock in/out for others, and must not work "off the clock." Falsifying time or payroll information may result in immediate termination. Questions about timekeeping, breaks, or pay discrepancies should be reported to your manager or Human Resources for resolution.

2.2 Fair Labor Standards

Most employees are entitled to minimum wage and overtime under the FLSA. Some positions (executive, administrative, professional, outside sales, and certain computer roles) may be exempt if they meet specific duties and salary requirements. Exempt employees must be paid a set salary each week and cannot have improper deductions for partial-day absences. Ozone Environmental Service LLC follows all FLSA and state rules and prohibits managers from making unlawful deductions.

2.3 Employment Classification

For pay, benefits, and overtime, Ozone classifies employees as follows:

- **Regular Full-Time:** Scheduled 40+ hours/week; eligible for company benefits.
- **Part-Time:** Scheduled 29 hours or less/week; eligible for legally required benefits only.
- **On-Call:** Scheduled on an as-need basis; eligible for legally required benefits only. Job duties, assignments, and schedules may change based on business needs, and employees are expected to perform assigned work to the best of their ability.

Employees also fall into:

- **Nonexempt (Hourly):** Eligible for overtime (1.5× regular rate over 40 hours/week) per FLSA and state laws.
- **Exempt (Salaried):** Not eligible for overtime; typically includes executives, professionals, outside sales, certain computer programmers, and some administrative roles.

You will be informed of your classification and responsibilities at hire and whenever they change. These classifications do not alter your at-will employment status.

2.4 Attendance

Regular and punctual attendance is required. Employees must arrive on time and ready to work. If you will be late or absent, notify your manager at least 30 minutes before your scheduled start time. In emergencies, contact your manager or Human Resources as soon as possible, including your expected return.

Absences must be approved to be considered excused. Late arrivals, early departures, and full- or partial-day absences without approval are unexcused, though a one-hour grace period for starting work and a 30-minute grace period for returning from lunch is allowed. Planned absences should be scheduled in advance whenever possible to minimize impact.

Failure to report to work for three consecutive days without notice may be treated as voluntary resignation.

2.5 Business Expenses

This policy outlines approved non-travel business expenses and the authority for incurring and approving them.

- **Business Meetings:** Ozone covers expenses for meetings with customers, vendors, or team members. The most senior employee present pays and reports expenses. Master accounts may be used for large events; small meetings or individual hotel stays should be paid personally and submitted for reimbursement.
- **Entertainment:** Paid only when it benefits the company, involves customers, and is promotional. The senior employee present pays and reports the expense.
- **Training & Seminars:** Expenses for job-related classes require prior manager approval.
- **Gifts:** Must have prior approval; reimbursement is limited to \$25 per gift.
- **Other Expenses:** Business-related postage and other business related expenses with prior management approval are reimbursable.

Reporting: Submit expenses on the standard expense form with date, location, participants, description, and business purpose.

2.6 Travel Expenses

This policy defines approved business travel expenses and the procedures for incurring and approving them.

Travel Expenses: Reasonable and necessary costs incurred while traveling on approved Ozone business. Travel should be for activities that cannot be handled through other communication methods and must be pre-approved by your manager.

Advances: Ozone generally does not provide cash travel advances. Employees are expected to use personal funds or credit cards and submit expenses for reimbursement on the standard Expense Report Form.

2.7 Use of Employer Credit Cards/Fuel Cards

Employees issued a company credit card/fuel card must use it responsibly and only for approved business-related expenses. Purchases related to company vehicle use under \$100 do not require prior approval. All other vehicle expenses over \$100 and any business expenses over \$25 require manager approval.

Submit all receipts through your manager. Company credit cards may not be used for personal expenses. Any unauthorized charges are the cardholders responsibility and must be reimbursed within 30 days.

Lost or stolen cards must be reported immediately to your manager. Failure to follow this policy may result in disciplinary action, up to and including termination.

2.8 Paycheck Deductions

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

Ozone Environmental Service, LLC will not make deductions to your pay that are prohibited by federal, state, or local law. Review your paycheck for errors each pay period and immediately report any discrepancies to your manager or Human Resources.

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

Ozone Environmental Service, LLC will not retaliate against employees who report erroneous deductions in accordance with this policy.

2.9 Direct Deposit

Ozone Environmental Service, LLC encourages all team members to enroll in direct deposit. If you would like to take advantage of direct deposit you must submit appropriate bank account information to the Payroll Department. If you opt out of direct deposit, a paper check will be mailed to your address on file, on the appropriate scheduled payday.

3.0 Performance, Discipline, Layoff, and Termination

3.1 Disciplinary Process

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

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

3.2 Open Door/Conflict Resolution Process

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

If you believe there is inappropriate conduct or activity on the part of Ozone Environmental Service, LLC, management, its team members, vendors, customers, or any other persons or entities related to Ozone Environmental Service, LLC, bring your concerns to the attention of your manager at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate manager. If you have already brought this matter to the attention of your manager before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to Human Resources or upper-level management. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have. For those communications that have been escalated in writing you will receive a response within three (3) working days. The decision of the Owner(s), company leadership, and Human Resources will be final.

There will be no retaliation against any team member for expressing or filing a grievance in good faith.

3.3 Performance Reviews

Performance Reviews

Ozone Environmental Service, LLC will make efforts to periodically review your work performance. The performance review is a tool used to evaluate employee performance over the review period by assessing:

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

The performance review process will take place annually, or as business needs dictate.

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

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

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

Performance Improvement Plans (PIP)

It is our desire to help you be the best in your job that you can be. When and if there is a need to improve your performance or change behaviors, we hope to work with you to develop those improvements. Initially you may

come to your manager and request guidance or assistance in that improvement. This is certainly the preferred way to achieve improvement, by you proactively seeking to improve your abilities and skills.

In some cases, however, we may take the lead by addressing the desire for improvement or change to you. We may do this through the Performance Improvement Plan (PIP).

This PIP consists of three steps:

Verbal Discussion: Your manager or a member of management will personally and verbally bring the matter to your attention with the goal of helping you to develop the better performance or behavior.

Written Notice: If there is no success through step 1, a written notice stating the needs for improvement and the necessary actions to be taken, will be sent to you and also placed in your personnel file. Timelines and measured progress may be identified.

Probation: If steps 1 and 2 have not proven successful, you may be placed on performance probation. This will be a written document identifying the history of the issue. It will include specific milestones that must be achieved. There will be a specific duration of this probation that in most cases will be from 30 to 90 days. Failure to achieve the required performance can result in terminating your employment.

However, if at any time during the PIP process it becomes identifiably clear to the Company that proceeding through the steps will be fruitless, the process may be stopped at any time and progressed immediately to termination.

3.4 Standards of Conduct

Ozone Environmental Service, LLC wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our team members, clients, customers, and other stakeholders. We all share in the responsibility of improving the quality of our work environment.

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

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances
- Being under the influence of alcohol during working hours on company property (including in company vehicles), or on company business
- Inaccurate reporting of the hours worked by you or any other team members
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of Ozone Environmental Service, LLC or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records
- Taking or destroying company property
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer
- Disclosure of company trade secrets and proprietary and confidential commercially-sensitive information (i.e., financial or sales records/reports, marketing or business strategies/plans, product

development information, customer lists, patents, trademarks, etc.) of Ozone Environmental Service, LLC or its customers, contractors, suppliers, or vendors

- Refusal or failure to follow directions or to perform a requested or required job task
- Refusal or failure to follow safety rules and procedures
- Excessive tardiness or absences
- Smoking in non-designated areas
- Working unauthorized overtime
- Solicitation of fellow team members on company premises during working hours
- Failure to dress according to company policy
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace
- Engaging in outside employment that interferes with your ability to perform your job at this company.
- Gambling on company premises
- Lending keys or keycards to company property to unauthorized persons

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

3.5 Criminal Activity/Arrests

Ozone Environmental Service, LLC will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by Ozone Environmental Service, LLC, whether on or off company property, may result in disciplinary action including suspension or termination of employment.

3.6 Outside Employment

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

While on a leave of absence, you may not work or be gainfully employed either for yourself or by another employer unless express, written permission to perform such outside work has been granted by the Company. If you are on a leave of absence and are found to be in violation of this policy, you will be subject to disciplinary action up to and including termination.

3.7 Promotions

To match you with the job for which you are best suited and to meet the business needs of Ozone Environmental Service, LLC, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to team members possessing the needed skills, education, experience, and other qualifications that are required for the job.

3.8 Pay Raises

Depending on financial health and other company factors, efforts will be made to give pay raises consistent with Ozone Environmental Service, LLC profitability, job performance, and the consumer price index. Ozone Environmental Service, LLC may also make individual pay raises based on merit or due to a change of job position.

3.9 Transfers

Ozone Environmental Service, LLC may transfer your employment from one position to another with or without notice, as required by production or service needs, or upon request by you and with management approval. Transfers in excess of ninety (90) days may be considered final. Your paycheck may be increased or decreased consistent with the pay scale for your new position.

3.10 Workforce Reductions (Layoffs)

If necessary, based upon business needs, Ozone Environmental Service, LLC management may decide to implement a reduction in force (RIF). We acknowledge that RIFs can be a trying experience for all involved, and the company will make its best effort to make sound business decisions while acknowledging the needs of its workforce.

3.11 Resignation Policy

Ozone Environmental Service, LLC hopes that your employment will be a mutually rewarding experience; however, the company acknowledges that varying circumstances can cause you to resign employment. Ozone Environmental Service, LLC intends to handle any resignation in a professional manner with minimal disruption to the workplace.

Notice

Ozone Environmental Service, LLC requests that you provide a minimum of two (2) weeks' notice of your resignation. Provide a written resignation letter to your manager. If you provide less notice than requested, the company may deem you to be ineligible for rehire, depending on the circumstances of the notice given.

Ozone Environmental Service, LLC reserves the right to provide you with pay in lieu of notice in situations where job or business needs warrant.

Final Pay

Ozone Environmental Service, LLC will pay separated team members in accordance with applicable laws and other sections of this handbook.

Ensure any address changes during the calendar year are updated to ensure tax information is sent to the correct address. Any updated information can be provided to your manager or Human Resources.

Return of Property

Return all company property at the time of separation, including but not limited to, cellphones, keys, tools, laptops, credit cards, etc. Failure to return some items may result in deductions from your final paycheck where state law allows. In some circumstances, Ozone Environmental Service, LLC may pursue criminal charges for failure to return company property.

3.12 Post-Employment References

Ozone Environmental Service, LLC's policy is to confirm dates of employment and job title only. With written authorization, the company will confirm compensation. Forward any requests for employment verification to Human Resources.

3.13 Exit Interview

You may be asked to participate in an exit interview when you leave Ozone Environmental Service, LLC. The

purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist the company in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

4.0 General Policies

4.1 Respectful Workplace and Anti-Harassment Policy

Purpose

Ozone Environmental Service, LLC expects every employee to show respect for all of our colleagues, clients, team members, and vendors. Professional conduct furthers the company mission, promotes productivity, minimizes disputes, and enhances our reputation. Accordingly, this policy forbids any unwelcome conduct that is based on an individual's race, color, religion, sex (including pregnancy, childbirth, and medical conditions related to pregnancy, childbirth, or breastfeeding), sex stereotyping (including assumptions about a person's appearance or behavior, gender roles, gender expression, or gender identity), gender, gender identity, gender expression, national origin, age, mental or physical disability, ancestry, medical condition, marital status, military or veteran status, citizenship status, sexual orientation, genetic information, or any other protected status of an individual or that individual's associates or relatives. We interpret these protected statuses broadly to include both the actual status and also any perceptions and assumptions made regarding these statuses. Ozone Environmental Service, LLC is thus committed to providing a work environment that is free of unlawful discrimination, including harassment that is based on any legally protected status. Ozone Environmental Service, LLC will not tolerate any form of harassment that violates this policy.

Coverage

This policy and the law forbid any employee, manager, supervisor, officer, director, client, vendor, or any other third party that an employee encounters in connection with company business, to harass, discriminate, or retaliate against any company employee, applicant, contractor, intern, or volunteer, on the basis of any legally protected status or activity. This policy also prohibits offensive conduct that does not rise to a violation of law, as explained below.

Prohibited Conduct

The conduct prohibited by this policy, whether verbal, physical, or visual, includes any discriminatory employment action and any unwelcome conduct that is inflicted on someone because of that individual's protected status. Among the types of unwelcome conduct prohibited by this policy are epithets, slurs, negative stereotyping, intimidating acts, and the circulation or posting of written or graphic materials that show hostility toward individuals because of their protected status. Employer prohibits that conduct in the workplace, even if the conduct is not sufficiently severe or pervasive to constitute unlawful harassment.

Sexual Harassment

Sexual harassment deserves special mention. Harassing conduct based on gender often is sexual in nature but sometimes is not. This policy forbids harassment based on gender regardless of whether the offensive conduct is sexual in nature. Any unwelcome conduct based on gender is also forbidden by this policy regardless of whether the individual engaged in harassment and the individual being harassed are of the same or are of different genders.

According to the U.S. Equal Employment Opportunity Commission ("EEOC"), unwelcome sexual advances, requests for sexual favors, and other verbal, physical or visual conduct based on sex constitute unlawful sexual harassment when (1) submission to such conduct becomes an implicit or explicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for any employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or

creating an intimidating, hostile or offensive working environment.

This policy forbids harassment based on gender regardless of whether it rises to the level of a legal violation. Examples of gender-based harassment forbidden by this policy include, but are not limited to (1) offensive sex-oriented verbal kidding, teasing, or jokes, (2) repeated unwanted sexual flirtations, advances, or propositions, (3) verbal abuse of a sexual nature, (4) graphic or degrading comments about an individual's appearance or sexual activity, (5) offensive visual conduct, including leering, making sexual gestures, the display of offensive sexually suggestive objects or pictures, cartoons, or posters, (6) unwelcome pressure for sexual activity, (7) offensively suggestive or obscene letters, notes, or invitations, (8) offensive physical contact such as patting, grabbing, pinching, or brushing against another's body, and (9) sexual favoritism.

Team Member Responsibility

Everyone at Ozone Environmental Service, LLC can help assure that our workplace is free from prohibited discrimination or harassment.

Avoiding Prohibited Conduct

Everyone is expected to avoid any behavior or conduct that could reasonably be interpreted as prohibited harassment; no team members, not even the highest ranking individuals in the company, are exempt from the requirements of this policy. Every employee is expected to inform any person in the workplace whose conduct the employee finds unwelcome.

Reporting Prohibited Conduct

All incidents of alleged discrimination, harassment, retaliation, or other conduct inconsistent with this policy must be reported immediately.

Any manager or supervisor who is aware of conduct inconsistent with this policy or who receives a report of conduct inconsistent with this policy must report it immediately to Human Resources or Ozone Environmental Service, LLC Leader. Team members may also report conduct inconsistent with this policy directly to their direct supervisor, Human Resources, or the Ozone Environmental Service, LLC Leader.

Reporting Procedures

If you feel you have experienced or witnessed any conduct that is inconsistent with this policy, you are to immediately notify Human Resources. These are the individuals authorized by this policy to receive and act upon complaints of discrimination, harassment, and retaliation on behalf of Ozone Environmental Service, LLC. This policy does not require reporting discrimination, harassment, or retaliation directly to an employee's immediate supervisor or to any individual who is creating the harassment, discrimination, or retaliation.

Company Response

All reports describing conduct that is inconsistent with this policy will be investigated promptly and effectively. To that end, parties involved in the situation (including the reporting party, anyone identified as the target of the behavior (if different than the reporting party) and anyone who allegedly violated this policy) will be offered an opportunity to be interviewed or to otherwise respond to a report under this policy. Ozone Environmental Service, LLC may put certain interim measures in place, such as a leave of absence or a transfer, while the investigation proceeds. Ozone Environmental Service, LLC will take further appropriate action once the report has been investigated. That action may be a conclusion that a violation occurred, as explained immediately below. Ozone Environmental Service, LLC might also conclude, depending on the circumstances, either that

no violation of policy occurred or that Ozone Environmental Service, LLC cannot conclude whether or not a violation occurred.

If an investigation reveals a violation of this policy or other inappropriate conduct has occurred, Ozone

Ozone Environmental Service, LLC will take corrective action, including discipline up to and including dismissal, reassignment, changes in reporting relationships, training, or other measures Ozone Environmental Service, LLC deems appropriate under the circumstances, regardless of the job positions of the parties involved. Ozone Environmental Service, LLC may take corrective action for any inappropriate conduct discovered in investigating reports made under this policy, regardless of whether the conduct amounts to a violation of law or even a violation of this policy. If the person who engaged in harassment is not employed by Ozone Environmental Service, LLC, then the company will take whatever corrective action is reasonable and appropriate under the circumstances.

Policy Against Retaliation

Ozone Environmental Service, LLC forbids that any employee treat any other employee or former employee or applicant adversely for reporting harassment, discrimination, or retaliation, for assisting another employee or applicant in making a report, for cooperating in an investigation into such alleged conduct, or for filing an administrative claim with the EEOC or a state governmental agency. All team members who experience or witness any conduct they believe to be retaliatory are to immediately follow the reporting procedures stated above.

Confidentiality

In investigating and in imposing any corrective action, Ozone Environmental Service, LLC will attempt to preserve confidentiality to the extent that the needs of the situation permit.

Acceptance of Policy

All team members have a personal responsibility to conduct themselves in compliance with this policy and to report any observations of conduct inconsistent with this policy. If you have any questions concerning this policy, then please contact Human Resources.

4.2 Anti-Bullying

Ozone Environmental Service, LLC is firmly committed to a workplace free from abusive conduct as defined in this policy. We strive to provide high quality services and products in an atmosphere of respect, collaboration, openness, safety, and equality. All team members have the right to be treated with dignity and respect. All complaints of negatively inappropriate workplace behaviors will be taken seriously and followed through to resolution. Team members who file complaints will not suffer negative consequences for reporting others for inappropriate behavior.

This policy applies to all full-time, part-time, and seasonal team members of Ozone Environmental Service, LLC including interns. This policy applies to any sponsored program, event or activity including, but not limited to, sponsored recreation programs and activities; and the performance by officers and team members of their employment related duties. The policy includes electronic communications by any team members.

Definition of Abusive Conduct

Abusive conduct includes acts or omissions that would cause a reasonable person, based on the severity, nature, and frequency of the conduct, to believe that an employee was subject to an abusive work environment, which can include but is not limited to:

- Repeated verbal abuse in the workplace, including derogatory remarks, insults, and epithets;
- Verbal, nonverbal, or physical conduct of a threatening, intimidating, or humiliating nature in the workplace; or
- The sabotage or undermining of an employee's work performance in the workplace.

A single act generally will not constitute abusive conduct unless such conduct is determined to be severe and egregious.

Abusive conduct does **not** include:

- Disciplinary procedures in accordance with policies of the company
- Legitimate routine coaching and counseling, including feedback about and correction of work
- Reasonable work assignments, including shift, post, and overtime assignments
- Individual differences in styles of personal expression
- Passionate, loud expression with no intent to harm others
- Differences of opinion on work-related concerns
- The non-abusive exercise of managerial prerogative

Managers and Supervisors Responsibility

Supervisors and others in positions of authority have a particular responsibility to ensure that healthy and appropriate behaviors are exhibited at all times and that complaints to the contrary are addressed in a timely manner. Supervisors will:

- provide a working environment as safe as possible by having preventative measures in place and by dealing immediately with threatening or potentially violent situations;
- provide good examples by treating all with courtesy and respect;
- ensure that all team members have access to and are aware of the abusive conduct prevention policy and explain the procedures to be followed if a complaint of inappropriate behavior at work is made;
- be vigilant for signs of inappropriate behaviors at work through observation and information seeking, and take action to resolve the behavior before it escalates;
- respond promptly, sensitively, and confidentially to all situations where abusive behavior is observed or alleged to have occurred.

Team Member Responsibility (including witnesses)

Team members shall treat all other team members with dignity and respect. No team members shall engage in threatening, violent, intimidating, or other abusive conduct or behaviors. Team members are expected to assume personal responsibility to promote fairness and equity in the workplace and report any incidents of abusive conduct in accordance with this policy.

Team members should co-operate with preventative measures introduced by supervisors and recognize that a finding of unacceptable behaviors at work will be dealt with through appropriate disciplinary procedures.

4.3 Use of Employer Vehicles

Company vehicles are to be used for Ozone Environmental Service, LLC business only.

Anyone who drives a company vehicle must maintain a valid driver's license and be insurable by the Company's insurance carrier. The Company will check the driver's Motor Vehicle Record (MVR) of team members who drive company vehicles. Team members who drive for the Company are required to show their driver's license. You must notify us in the event that you receive a citation for a moving violation, driving under the influence (DUI), or any restriction or loss of your driving privileges. You will be held responsible for all moving and parking violations. You are expected to obey all traffic laws. You are responsible for and must pay any fines issued for such violations. Multiple driving moving violations that appear on the annual state department of motor vehicle records will result in suspension of rights to drive a Company vehicle or drive a personal vehicle on Company business. Suspension of rights will continue until three (3) years have passed with no infractions. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, you may be terminated.

Both driver and passenger(s) must have the seat belts in full use whenever a company vehicle is used. No use of music, radio, or entertainment head-set electronics that may impede your hearing ability is allowed by any vehicle driver.

Only authorized team members may operate company vehicles or equipment. Violations may result in termination of employment for both the team members and the manager. Be courteous to other drivers, and drive with caution.

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

Only team members of the Company are allowed to ride in Company vehicles. No non-employee passengers are allowed in or on Company vehicles.

Team members entrusted with Company vehicles are expected to take proper care of them. Damages may be charged to the team members responsible. No Company vehicle may be used for personal use.

Crew Leaders are expected to keep trucks clean and to complete a safety check before use.

Company Vehicle Rules:

- Driver must have a valid driver's license
- Wear seat belts at all times
- Do not ride in open truck beds
- Do not perform any unsafe acts
- When backing trailers use a spotter
- Report mechanical problems immediately
- Fill out vehicle safety reports as needed
- Obey all traffic rules

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

The Company does not lend or provide equipment, trucks, tools, or allow the use of its facilities for personal use at any time without the approval of the Branch Manager or President. No team members may remove any company equipment or property from the Company for personal use without approval.

4.4 Authorization for Use of Personal Vehicle

All team members required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. Ozone Environmental Service, LLC may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to Ozone Environmental Service, LLC.

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while:

1. Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or
2. Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

4.5 Use of Company Technology

This policy is intended to provide Ozone Environmental Service, LLC team members with the guidelines associated with the use of Ozone Environmental Service, LLC information technology (IT) resources and communications systems. This policy governs the use of all IT resources and communications systems owned by or available at Ozone Environmental Service, LLC, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- Email systems and accounts
- Time and attendance software
- Internet access
- Files
- Telephones and voicemail systems
- Printers, photocopiers, and scanners
- Closed-circuit television (CCTV) and all other physical security systems and devices
- All other associated computer, network and communications systems, hardware, peripherals, and software

The following standards regarding our computer equipment, software, and e-mail are part of this policy:

- No part of these systems may be used to solicit any commercial ventures, outside organizations, or other non-job-related solicitations.
- No offensive messages are allowed. This includes derogatory messages that are sexual or otherwise based on a protected characteristic.
- No copyrighted materials, trade secrets or company proprietary financial information may be transmitted for any purposes without the explicit approval of the President.
- You may not download or upload copyrighted material not legally provided to you by Ozone Environmental Service, LLC.
- All messages sent by you must be transmitted with your name attached.
- Team members may only use company-provided devices to store or access company information.
- Always be fair and courteous to customers, suppliers, and other team members.
- Make sure you are always honest and accurate when posting information online and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the internet archives almost everything; therefore, even deleted postings can be searched. Never post information or rumors that you know to be false about Ozone Environmental Service, LLC, our associates, customers, suppliers, or people working on behalf of Ozone Environmental Service, LLC.
- Unnecessary or unauthorized internet usage causes network congestion. It slows other users' access, reduces effective work time, consumes supplies, and ties up printers and other shared resources.

General Provisions

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

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

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

The interests of Ozone Environmental Service, LLC in monitoring and intercepting data include, but are not limited to: protection of company trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the

computer system; and/or assisting team members in the management of electronic data during periods of absence.

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

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

Any of your conduct that adversely affects your job performance, the performance of your co-workers or otherwise adversely affects customers, suppliers or people who work on behalf of the company's legitimate business interests may result in disciplinary action up to and including termination of employment, to the extent permitted by applicable law.

Violations

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

4.6 Computer Security and Copying of Software

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

All software acquired for or on behalf of Ozone Environmental Service, LLC or developed by company team members or contract personnel on behalf of Ozone Environmental Service, LLC, is and will be deemed company property. It is the policy of the company to respect all computer software rights and to adhere to the terms of all software licenses to which Ozone Environmental Service, LLC is a party.

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

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

4.7 Personal Cell Phone/Mobile Device Use

While Ozone Environmental Service, LLC permits team members to bring personal cell phones and other mobile devices (i.e., smart phones, tablets, laptops) into the workplace, you must not allow the use of such

devices to interfere with your job duties or impact workplace safety and health.

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

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

While operating a vehicle on work time, Ozone Environmental Service, LLC requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

You may connect your personal device to the company network or to company equipment (computers, printers, etc.).

You may have the opportunity to use your personal devices for work purposes. Before using a personal device for work-related purposes, you must obtain written authorization from your manager. The use of personal devices is limited to certain team members and may be limited based on compatibility of technology. To ensure the security of company information, please reach out to IT to determine the right security measures.

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

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

4.8 Social Media

Ozone Environmental Service, LLC acknowledges that social media has become an integral part of modern life that provides us with unique opportunities to communicate and share information with others. However, we also want to educate team members that their social media use can:

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

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

Social Media

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

Use Good Judgment

While the Company respects your right to personal expression, you should assume that anything you do on social media—whether on a business or personal account—could be viewed by a colleague, supervisor,

partner, supplier, competitor, investor, customer, or potential customer. As such, any social media activity, even from your personal account, reflects on the Company as well as on yourself. It is important to remember that anyone can see what you post [or what you posted five (5) years ago].

Guidelines for Posting on Social Media

When posting:

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

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your manager or consistent with policies that cover equipment owned by the Company.

Media Contacts

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

Retaliation

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

Violations

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

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

4.9 Employer Sponsored Social Events

Ozone Environmental Service, LLC holds periodic social events for team members. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a manager prior to the event.

Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive. Instead, please call a taxi or appoint a designated driver.

4.10 Company Facilities

Ozone Environmental Service, LLC does not lend or provide equipment, trucks, tools, or allow the use of its facilities for personal use at any time. No team members may remove any company equipment or property from Ozone Environmental Service, LLC for personal use.

Team members who are entrusted with a specific piece of equipment are responsible for maintaining it while

it is in their care:

- Watch for signs of failure
- Ensure that all safety guards and devices are intact and in working order
- Inform their manager immediately if they notice any problems with the equipment

Team members should not attempt repairs unless they have prior approval from their manager.

If any tools or equipment items are lost or damaged because of malicious intent, repeated carelessness, or gross negligence, you will be held responsible for the cost of repairs or replacement. Each incident will be decided on a case-by-case basis and at the discretion of the company.

Crew Leaders are expected to keep the equipment and tools they are entrusted with inspected for safe use.

It is the responsibility of each team member to keep the entire facility and our customers' job sites clean and free of trash. Manager must ensure that each site is checked before leaving and that our facility is checked at the end of each day.

4.11 Security

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

Immediately advise your manager of any known or potential security risks and/or suspicious conduct of team members, customers, or guests of Ozone Environmental Service, LLC. Safety and security is the responsibility of all team members and we rely on you to help us keep our premises secure.

4.12 Non-solicitation/Non-distribution Policy

Ozone Environmental Service, LLC prioritizes a harmonious work environment that minimizes disruption to business operations and respects the focus of team members, visitors, and others. Our non-solicitation/non-distribution policy aims to ensure a balanced approach to interactions within the workplace.

Solicitation

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

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

Distribution

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

Statutory Rights and Communication

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

Reporting Violations

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

We appreciate your cooperation in maintaining a respectful and focused work environment.

4.13 Personal Appearance

Ozone Environmental Service, LLC team members contribute to the corporate culture and reputation in the way they present themselves. A professional appearance is essential to make a favorable impression with customers, potential and current team members, managers, and owners. Good grooming and appropriate dress reflect team member pride and inspire confidence on the part of such persons.

All clothing must be consistent with the standards for a professional environment. It must also be appropriate to the type of work being performed and take into account the expectations of any customers served.

Uniforms

All team members in the field must wear long pants and supportive work boots, Ozone Environmental Service, LLC safety vest, and hard hat. If the employee shows up for work, not in full uniform, the employee will be sent home. This policy is subject to change at anytime.

OES Supplied Uniform Pieces

All new and current **OES** employees will be issued the following uniform package at no charge to the employee:

- Five (5) t-shirts with logo
- One (1) ball cap/hat
- One (1) winter beanie (provided during the winter season)

All Required PPE: Safety Vest, Hard Hat, Safety Glasses, Gloves and Ear Plugs will be supplied by OES and replaced as needed for normal wear and tear. Team members are responsible for these items. If employee loses or damages their issued PPE, the employee is responsible to replace these at their expense.

Employee Supplied Uniform Pieces

All team members are responsible for providing the below uniform items:

- Pants: Work style pants
- Boots: Appropriate and approved work shoes/boots (No Tennis Shoes)

Requirements:

- OES issued safety vests and PPE expected to be worn during working hours.
- The quantity of uniform/apparel pieces supplied by the company is limited per year. Once apparel becomes worn, tattered, lost, or abused, the employee will be required to replace any uniform pieces at employee cost to maintain a professional appearance.
- Employees may NOT place OES's logo on apparel that is purchased or obtained on unauthorized

apparel.

- Upon separation from the company, it is required that team members RETURN all OES issued uniform/apparel items. OES reserves the right to deduct the value of such non-returned items from the employee final paycheck, if not returned prior to final paycheck.

Additional Information:

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

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

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

4.14 Personal Data Changes

Personnel records will be kept on all team members and are the property of Ozone Environmental Service, LLC. It is important that all the information in your file be accurate and up to date.

It is your obligation to provide Ozone Environmental Service, LLC with your current contact information, including current mailing address and telephone number. You should also maintain and update any changes to your tax withholding status by reporting such changes to Human Resources. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings.

4.15 Third Party Disclosures

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

If you receive such a contact, you should not speak on behalf of Ozone Environmental Service, LLC and should refer any call requesting the position of Ozone Environmental Service, LLC to Human Resources. If you have any questions about this policy or are not certain what to do when such a contact is made, contact Human Resources.

4.16 Workplace Privacy and Right to Inspect

Ozone Environmental Service, LLC property, including but not limited to lockers, phones, computers, tablets, desks, workplace areas, vehicles, or machinery, remains under the control of Ozone Environmental Service, LLC and is subject to inspection at any time, without notice to any team members, and without their presence.

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

5.0 Benefits

5.1 Health Insurance

Ozone Environmental Service, LLC offers group health insurance benefits to all eligible team members and

their eligible dependents. Contact Human Resources to find out if you are eligible to participate in the company sponsored Health Insurance Plan.

Your group health benefits are paid by you through deductions from your paycheck.

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

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

5.2 Dental Insurance

Ozone Environmental Service, LLC offers dental insurance benefits to all eligible team members and their eligible dependents. Contact Human Resources to find out if you are eligible to participate in the company sponsored Dental Insurance Plan.

Your group dental benefits are paid by you through deductions from your paycheck.

5.3 Vision Care Insurance

Ozone Environmental Service, LLC offers vision insurance benefits to all eligible team members and their eligible dependents. Contact Human Resources to find out if you are eligible to participate in the company sponsored Vision Care Insurance Plan.

Your group vision care benefits are paid by you through deductions from your paycheck.

5.4 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible Ozone Environmental Service, LLC team members and their beneficiaries to continue health insurance coverage under the company health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of

absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Contact Human Resources to learn more about your COBRA rights.

5.5 401(k) Plan

Eligible team members (as determined by the terms of the plan) may participate in the Ozone Environmental Service LLC 401(k) plan. The plan provides both a traditional 401(k) plan and Roth 401(k) plan to help you save for your retirement.

Contact Human Resources to find out if you are eligible to participate in the company 401(k) plan. Ozone Environmental Service, LLC is required to let you know if you are eligible.

This benefit, as well as other benefits, may be canceled or changed at the discretion of the company, unless otherwise required by law.

5.6 Unemployment Compensation Insurance

Unemployment compensation insurance is paid for by Ozone Environmental Service, LLC and provides temporary income for team members who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from Ozone Environmental Service, LLC

5.7 Family and Medical Leave (FMLA)

In accordance with the Family and Medical Leave Act of 1993 (FMLA), Ozone Environmental Service, LLC provides up to twelve (12) or Twenty-six (26) weeks of unpaid, job-protected leave in a twelve (12) month period to covered employees in certain circumstances.

Eligibility

To qualify for FMLA leave, you must:

1. Have worked for the company for at least twelve (12) months, although that time need not be consecutive;
2. Have worked at least 1,250 hours in the last twelve (12) months; and
3. Be employed at a worksite that has fifty (50) or more employees within seventy-five (75) miles.

Reasons for Leave

You may take up to twelve (12) weeks of unpaid FMLA leave in a twelve (12) month period, which is defined as a rolling calendar year, for any of the following reasons:

- The birth of a child and to care for that child (leave must be completed within one year of the child's birth);
- The adoption or foster care placement of a child with you and in order to care for the newly placed child (leave must be completed within one year of the child's placement);
- To care for a spouse, child, or parent with a serious health condition;
- To care for your own serious health condition, that makes you unable to perform the essential functions of your position; or
- A qualifying exigency of a spouse, child, or parent who is a military member on covered active duty or called to covered active-duty status (or has been notified of an impending call or order to covered active duty).

The twelve (12) month period is measured forward: twelve (12) month period measured forward from the first date an employee takes FMLA leave. The next twelve (12) month period would begin the first time FMLA leave is taken after completion of the prior twelve (12) month period.

You may take up to twenty-six (26) weeks of unpaid FMLA leave in a single twelve (12) month period, beginning on the first day that you take FMLA leave to care for a spouse, child, or next of kin who is a covered service member and who has a serious injury or illness related to active duty service.

As used in this policy:

Spouse means a husband or wife as recognized under state law for the purposes of marriage in the state or other territory or country where the marriage took place.

Child means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age eighteen (18) or age eighteen (18) or older and incapable of self-care because of a mental or physical disability at the time FMLA leave is to commence. A child for the purposes of military exigency or military care leave can be of any age.

Parent means a biological, adoptive, step, or foster parent or any other individual who stood in loco parentis to you when you were a child.

Next of kin for the purposes of military care leave is a blood relative other than a spouse, parent, or child in the following order: brothers and sisters, grandparents, aunts, and uncles, and first cousins. If a military service member designates in writing another blood relative as their caregiver, that individual will be the only next of kin. In appropriate circumstances, you may be required to provide documentation of next of kin status.

Notice

If the need for leave is foreseeable because of an expected birth, adoption, or a planned medical treatment, you must give at least thirty (30) days' notice. If thirty (30) days' notice is not possible, give notice as soon as practical [within one (1) or two (2) business days of learning of your need for leave]. Failure to provide appropriate notice may result in the delay or denial of leave.

In addition, if you are seeking intermittent or reduced schedule leave that is foreseeable due to a planned medical treatment or a series of treatments for yourself, a family member, or covered service member, you must first consult with Ozone Environmental Service, LLC regarding the dates of this treatment to work out a schedule that best suits your needs or the needs of the covered military member, if applicable, and the company.

If the need for leave is unforeseeable, provide notice as soon as possible. Normal call-in procedures apply to all absences from work, including requests for absences under this policy. Failure to provide appropriate notice may result in the delay or denial of leave.

Communicate with your Human Resources professional to obtain our third-party vendor information for FMLA forms.

Certification

If you are requesting leave because of your own or a covered relative's serious health condition, you and the relevant healthcare provider must supply appropriate medical certification. You may obtain medical certification forms from Human Resources. When you request leave, the company will notify you of the requirement for medical certification and when it is due [at least fifteen (15) days after you request leave]. If you provide at least thirty (30) days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of FMLA-covered leave until it is provided.

At our expense, Ozone Environmental Service, LLC may require an examination by a second healthcare provider designated by us. If the second healthcare provider's opinion conflicts with the original medical certification, we, at our expense, may require a third, mutually agreeable, healthcare provider to conduct an examination and provide a final and binding opinion. Subsequent medical recertification may also be required. Failure to provide requested certification within fifteen (15) days, when practical, may delay further leave until it is provided.

Ozone Environmental Service, LLC also reserves the right to require certification from a covered military member's healthcare provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

Paid Leave Utilization During FMLA Leave

FMLA leave is unpaid; however, you will be able required to use available paid leave (e.g., paid time off/sick days) during FMLA leave as permitted by law.

FMLA leave runs concurrently with other leaves, such as accrued paid leave that is substituted for unpaid FMLA leave and any state family leave laws, to the extent allowed by applicable law. The substitution of paid leave for unpaid FMLA leave does not extend the twelve (12) or twenty-six (26) weeks (whichever is

applicable) of FMLA leave. In addition, the substitution of paid leave for unpaid leave may not result in you receiving of more than 100 percent of your salary.

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 accrued paid leave. However, where state law permits, you may elect to use accrued paid leave to supplement these benefits.

Leave Increments

Intermittent Leave

If medically necessary, FMLA leave for a serious health condition may be taken intermittently (in separate blocks of time) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). FMLA leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service.

As FMLA leave is unpaid, the company will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave that is foreseeable due to planned medical treatments, the company may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

Parental Leave

Leave for the birth or placement of a child must be taken in a single block and cannot be taken on an intermittent or reduced schedule basis. Parental leave must be completed within twelve (12) months of the birth or placement of the child; however, you may use parental leave before the placement of an adopted or foster child to consult with attorneys, appear in court, attend counseling sessions, etc.

Family Care, Personal Medical, Military Exigency, and Military Care Leave

Leave taken for these reasons may be taken in a block or blocks of time. In addition, if a healthcare provider deems it necessary or if the nature of a qualifying exigency requires, leave for these reasons can be taken on an intermittent or reduced schedule basis.

Fitness for Duty Requirements

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required, as are all team members returning from other types of medical leave, to provide medical certification that you are fit to resume work. You will not be permitted to resume work until certification is provided.

Health Insurance

Maintaining Coverage During Leave

Your health insurance coverage will be maintained by the company during leave on the same basis as if you were still working. You must continue to make timely payments of your share of the premiums for such coverage. Failure to pay premiums within thirty (30) days of when they are due may result in a lapse of coverage. If this occurs, you will be notified fifteen (15) days before the date coverage lapses that coverage will terminate unless payments are promptly made.

Payment of Premiums

Alternatively, at our option, the company may pay your share of the premiums during the leave and recover the costs of this insurance upon your 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 you do not return to work at the end of leave, the company may require reimbursement for the health insurance premiums

paid during the leave.

Reinstatement

Upon returning to work at the end of leave, you will generally be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

Spouse Aggregation

If both you and your spouse both work at Ozone Environmental Service, LLC, you are collectively eligible for twelve (12) weeks of leave for the birth or placement of a child or to care for a parent with a serious health condition. Similarly, spouses employed by Ozone Environmental Service, LLC will be limited to a combined total of twenty-six (26) weeks of leave to care for a military service member. This twenty-six (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.

Failure to Return

If you fail to return to work or fail to make a request for an extension of leave prior to the expiration of the leave, you will be deemed to have voluntarily terminated your employment. Ozone Environmental Service, LLC is not required to grant requests for open-ended leaves with no reasonable return date under these policies or as disability accommodations.

Alternative Employment

Consistent with the Company's Outside Employment Policy, you may not work or be gainfully employed for yourself or another employer while on a leave of absence [unless express, written permission to perform such work has been granted by the Company]. If you are on a leave of absence and are found to be in violation of this policy, you will be subject to disciplinary action up to and including termination.

Interaction with State and Local Laws

Where state or local laws intersect with the FMLA, the Company will comply with the law that is the most favorable to you.

Abuse of Leave

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

Designation of Leave

If the Company becomes aware of any qualifying reason for FMLA leave, the Company will designate it as such. You may not refuse FMLA designation under this policy.

Retaliation

Ozone Environmental Service, LLC will not retaliate against team members who request or take leave in accordance with this policy.

Required Notice

The Company is required to provide you with a copy of the Your Employee Rights Under the Family and Medical Leave Act notice, which can be found online with the Companies third party vendor or with your Human Resources Department.

5.8 Military Leave (USERRA)

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

5.9 Paid Time Off (PTO)

We believe it is important for all team members to take time away from work to relax, spend time with family and friends and maintain balance between work and personal life. We also believe that team members should be rewarded for their work commitment and efforts by continuation of pay during this time off. For these reasons, Ozone Environmental Service, LLC provides Paid Time Off (PTO) to all eligible team members and encourages team members to take PTO on an annual basis.

This PTO policy applies to Ozone Environmental Service, LLC team members. Team members are required to provide a verbal and/or written request to their supervisor and obtain approval before using PTO hours. Any violation of this policy can lead to disciplinary action up to and including termination.

Active full-time employees are eligible to receive PTO. Contact Human Resources to find out if you are eligible.

PTO may be charged in no less than one (1) hour increments.

PTO will be awarded upon one year of service, and cannot be used until that time except where otherwise required by law.

PTO must be requested by the employee and approved by the manager prior to usage. During peak season, PTO requests may be denied for business purposes to ensure we can adequately meet our client's needs.

PTO cannot be used to extend the termination date of an employee, nor can it be used as the last day of employment. To further clarify, the last day of employment must be charged to active work.

Ozone Environmental Service, LLC offers a PTO program because we want our team members to enjoy some time away from work. All unused PTO will expire on December 31st of each calendar year.

Termination

If an employee has a positive PTO balance upon termination, the PTO will **not** be paid out on the employee's final paycheck. We encourage employees to plan and utilize their PTO during their employment.

Rehire

If an employee has a break in service due to termination, their date of rehire will be utilized as their anniversary date for PTO purposes, unless otherwise approved by Management and Human Resources.

These Guidelines may be reviewed and amended from time to time at the company's discretion and in accordance with relevant federal and state laws.

Further, should any of the language in the above policy conflict with the requirements of state or local laws, the later will supersede this policy.

5.10 Holidays

The purpose of the holiday policy is to provide guidance to team members on company paid holidays. This policy applies to all full-time Ozone Environmental Service, LLC team members.

Ozone Environmental Service, LLC provides the following paid holidays each calendar year to all full-time team members with at least ninety (90) days of service.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Paid holidays cannot be used to extend the termination date of a team member, nor can it be used as the last day of employment. To further clarify, the last day of employment must be regular hours worked.

5.11 Personal Leave of Absence

Ozone Environmental Service, LLC recognizes that you may need time off from work in special circumstances that other leave policies may not address. In such cases, you may request a personal leave of absence.

Full time team members with at least one (1) year of service may be granted a personal Leave of Absence (LOA). LOA is defined as approved, unpaid time away from your job for more than thirty (30) days. Should you require extended time away from your job, please make your request in writing, to Human Resources, at least one month in advance if possible. Decisions to grant a LOA for reasons other than those protected by law will be based on company schedules and needs, the workflow, your length of service, previous requests, attendance, and job performance, as well as the length and reason for the proposed absence. LOA are unpaid time.

If you are covered by the Company's health benefits, your normal insurance premiums must be paid per the regular benefits schedule. The company will provide a thirty-day grace period for benefits to be paid. If no payment is received within thirty days your benefits may be terminated for non-payment. The LOA will not be counted as time earned for vacation leave, benefits, or for any other Company purposes.

You must contact your manager at least every two (2) weeks while on leave unless otherwise agreed in writing.

Failure to return by the designated date may result in forfeiture of your employment. All leaves are granted at the sole discretion of Ozone Environmental Service, LLC Either the team member or the company may elect to have any earned vacation time used during this leave.

5.12 Federal Jury Duty Leave

Ozone Environmental Service, LLC encourages team members to fulfill their civic duties related to federal jury duty service. If you are summoned for federal jury duty, notify your manager as soon as possible to make scheduling arrangements.

Time spent for federal jury duty service is unpaid, except as indicated below; however, if you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. Federal jury duty service is paid for Tennessee team members. If this applies to you, refer to the applicable state jury duty leave policy for specifics on how you will be compensated. You may opt to use PTO in place of unpaid leave.

The Company will not discriminate or retaliate against team members for missing work due to federal jury

service. Upon return to work, you will be reinstated to your prior position without loss of seniority and will be treated as if you have been on a leave of absence or furlough.

5.13 Workers' Compensation Insurance

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

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

6.0 Safety and Loss Prevention

6.1 General Safety

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

Ozone Environmental Service, LLC Safety Program shall consist of, but not be limited to the following:

- A general safety awareness training
- Audio/Visual training on specific role related topics
- Hands-on-training of role specific equipment

EMERGENCY PROCEDURES

In the event of an on-the-job injury, act immediately to assure that you are safe then follow these procedures.

- In a life-threatening emergency, call 911 as soon as possible.
- In a non-life-threatening emergency, contact your manager. Your manager will determine if the injury is severe enough to require professional medical attention. You will be directed to the nearest medical facility if the injury requires immediate attention. If the injury is less severe, you will be directed to an appropriate facility for care.
- An injury report must be filled out as soon after the injury as possible (witnesses to the injury should also fill out a statement regarding the injury). These forms may be obtained from your manager.

RESPECT FOR THE ENVIRONMENT

All team members are expected to:

- Comply with all environmental laws and regulations.
- Promote the conservation of energy and natural resources through efficient use.
- Work diligently to protect the environment on the job.

6.2 Workplace Violence

As the safety and security of our team members, vendors, contractors, and the general public is in the best interests of Ozone Environmental Service, LLC, we are committed to working with our team members to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

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

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

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

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

Reporting Incidents of Violence

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

Violations

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

Retaliation

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

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

If you believe you have been wrongfully retaliated against, immediately report the matter to Human Resources.

6.3 Drug and Alcohol Policy

Drug-Free Workplace

In a commitment to safeguard the health of our team members and to provide a safe working environment for everyone, we have established this drug-free workplace policy. Under this policy, it is a condition of employment for team members to refrain from reporting to work or working with the presence of drugs or alcohol in their body.

The Essential Parts of This Policy

Ozone Environmental Service, LLC prohibits the illegal use, possession, sale, manufacture, or distribution, of drugs or alcohol, on its property. It is also against this policy to report to work or to work under the influence of illegal drugs or alcohol. Any team members who is taking any prescription drug that might impair safety, performance, or any motor functions must advise their manager of this fact before reporting to work under the influence of such medication.

Drug and Alcohol Testing

Ozone Environmental Service, LLC uses the following drug-screening methods as part of our drug-free workplace policy:

- **Pre-Employment/Post-Offer Testing:** Individuals extended a conditional offer of employment may submit to a drug test as a prerequisite to their employment with Ozone Environmental Service, Inc. Testing for alcohol and drugs shall be conducted by an authorized 3rd party clinic chosen by the company during the pre-employment process. If the candidate returns a confirmed positive result on any of the tests, the conditional offer of employment will be rescinded.
- **Reasonable Suspicion Testing:** Reasonable suspicion testing is required when a trained supervisor reasonably suspects that an employee is under the influence of alcohol or drugs. Reasonable suspicion test referrals must be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the employee. The observations involving suspicion of drug use may include indications of the chronic and withdrawal effects of controlled substances.
- **Incident Testing:** The purpose of this policy is to address the issue of post-safety incident drug and alcohol testing. This policy herein is not intended to discriminate against or retaliate against employees who report workplace accidents, injuries, or illnesses. Post-incident drug and alcohol testing or screening is not mandatory and will not be required after all reported accidents, injuries, or illnesses. Post-incident drug testing will only be conducted:
 - If the employee's drug or alcohol use is likely to have contributed to the incident, injury, or illness and for which drug and alcohol testing can accurately identify impairment caused by drug and/or alcohol use.
 - If following an incident, injury, or illness there is a reasonable possibility that drug or alcohol use was a contributing factor to the accident, injury, or illness.

DOT/CDL drivers while they are performing safety-sensitive functions are not covered in this policy and are subject to DOT/CDL Driver Testing requirements.

Violation

Team members who refuses to submit to testing or fails such testing will be subject to disciplinary action up to termination of employment.

6.4 Workplace Tobacco Usage

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

- Company offices.
- Company vehicles.
- Client areas.
- Restrooms.
- Areas where signs are posted prohibiting smoking.

The Company also prohibits the use of smokeless tobacco (e.g., chewing tobacco, dip, and snuff) in such areas.

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

7.0 Trade Secrets and Inventions

7.1 Confidentiality and Nondisclosure of Trade Secrets

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

If you have information that leads you to suspect that team members are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your manager or Human Resources.

Some team members may also be entrusted with proprietary information that is considered owned property and is for the exclusive use of the company and/or those team members. Such information may include pricing formulas, corporate strategies, financial information, team members information, contractual documents, and customer lists. Those team members may be required to sign a confidentiality agreement, legally restricting the disclosure of this information.

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

7.2 Inventions

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

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

8.0 Customer Relations

8.1 Customer, Client, and Visitor Relations

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

If the client changes the scope of work or alters the job in any way, you must check with your manager or the department manager before proceeding.

Job-Site Etiquette:

- Radios — Personal radios will not be allowed
- Appearance — Uniforms must remain worn all day
- Clean up — At the end of each workday, the job site should be cleaned up and left free of trash, food containers, and other debris

Tennessee Policies

Hiring and Orientation Policies

EEO Statement and Non-harassment Policy

Equal Opportunity Statement

Ozone Environmental Service, LLC is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age [forty (40) and older], race, color, national origin, ancestry, religion, creed, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. Ozone Environmental Service, LLC is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

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

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

Policy Against Workplace Harassment

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

Sexual Harassment

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

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

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

Other Harassment

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

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

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

Reporting Discrimination and Harassment

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

Ozone Environmental Service, LLC prohibits retaliation against team members who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

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

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

Workplace Bullying

Ozone Environmental Service, LLC is firmly committed to a workplace free from abusive conduct. We strive to provide high quality products and services in an atmosphere of respect, collaboration, openness, safety, and equality. All team members have the right to be treated with dignity and respect. All complaints of negative and inappropriate workplace behaviors will be taken seriously and followed through to resolution. Any individual who files a complaint will not suffer negative consequences for reporting others for inappropriate behavior.

This policy applies to all full-time and part-time team members, including interns. It does not apply to independent contractors; however, other contract team members are included. This policy applies to any sponsored program, event, or activity including, but not limited to, sponsored recreation programs and activities and the performance by officers and team members of their employment-related duties. The policy also applies to electronic communications by team members.

Abusive Conduct

Abusive conduct includes acts or omissions that would cause a reasonable person, based on the severity, nature, and frequency of the conduct, to believe that an individual was subject to an abusive work environment, which can include but is not limited to:

- Repeated verbal abuse in the workplace, including derogatory remarks, insults, and epithets;
- Verbal, nonverbal, or physical conduct of a threatening, intimidating, or humiliating nature in the workplace; or
- The sabotage or undermining of an individual's work performance in the workplace.

A single act generally will not constitute abusive conduct, unless such conduct is determined to be severe and egregious.

Abusive conduct does **not** include:

- Disciplinary procedures in accordance with Company policies.
- Routine coaching and counseling, including feedback about and correction of work performance.
- Reasonable work assignments, including shift, post, and overtime assignments.
- Individual differences in styles of personal expression.
- Passionate, loud expression with no intent to harm others.
- Differences of opinion on work-related concerns.
- The non-abusive exercise of managerial prerogative.

Responsibilities

Those in positions of authority have a particular responsibility to ensure that healthy and appropriate behaviors are exhibited at all times and that complaints to the contrary are addressed in a timely manner. Managers, supervisors, and others in positions of authority will:

- Provide a working environment as safe as possible by having preventative measures in place and by dealing immediately with threatening or potentially violent situations;
- Provide good examples by treating all with courtesy and respect;
- Ensure that all team members have access to and are aware of the abusive conduct prevention policy and explain the procedures to be followed if a complaint of inappropriate behavior at work is made;
- Be vigilant for signs of inappropriate behaviors at work through observation and information seeking, and take action to resolve the behavior before it escalates;
- Respond promptly, sensitively, and confidentially to all situations where abusive behavior is observed or alleged to have occurred.

You are expected to:

- Treat all team members with dignity and respect.
- Refrain from engaging in threatening, violent, intimidating, or other abusive conduct or behaviors.
- Assume personal responsibility to promote fairness and equity in the workplace and report any incidents of abusive conduct in accordance with this policy.
- Co-operate with preventative measures introduced by your manager and recognize that a finding of unacceptable behaviors at work will be dealt with through appropriate disciplinary procedures.

Complaint Process

Reporting

If you feel that you have been subjected to abusive conduct or have witnessed such conduct, report the matter verbally or in writing to your manager and Human Resources. Your complaint should include details of each incident of abusive conduct, such as dates, times, locations, and any witnesses.

Those in positions of authority must timely report known incidents involving workplace abuse, intimidation, or violence to Human Resources. All managers and supervisors are required to take reasonable steps to protect the complainant, including, but not limited to, separation of those involved. The person complained against will be notified that an allegation has been made against him or her and will be informed of the investigative procedure.

Investigation

Investigations of abusive conduct will be conducted as soon as practicable and in accordance with Company policies and practices. The objective of the investigation is to determine whether the behaviors complained of occurred, and therefore will include interviewing the complainant, accused, and any witnesses with direct knowledge of the alleged behaviors. All interviews will be appropriately documented. The investigation will be conducted thoroughly, objectively, with sensitivity, and with due respect for all parties. The investigator will provide a copy of the investigative report to the appointing authority for further action. All affected parties will be informed of the investigation's outcome.

Corrective Action

If abusive conduct is found, Ozone Environmental Service, LLC will take immediate and appropriate corrective action. Remedies may be determined by weighing the severity and frequency of the incidences of abusive conduct and in accordance with existing disciplinary policies.

Any individual who engages in conduct that violates this policy or who encourages such conduct by others will be subject to corrective action. Such corrective action may include, but is not limited to, participation in counseling, training, and disciplinary action up to and including termination, or changes in job duties or location.

Any manager or other person in a position of authority who allows abusive conduct to continue or fails to take appropriate action upon learning of such conduct will be subject to corrective action. Such corrective action may include, but is not limited to, participation in counseling, training, disciplinary action up to and including termination, or changes in job duties or location.

While Ozone Environmental Service, LLC encourages all team members to raise any concern(s) under this policy and procedure, the company recognizes that intentional or malicious false allegations can have a serious effect on innocent people. Individuals falsely accusing others of violations of this policy will be disciplined in accordance with the company disciplinary policy.

Any individual exhibiting continuing emotional or physical effects from a reported incident will be directed toward established assistance programs or other available resources.

When abusive conduct has been confirmed, Ozone Environmental Service, LLC will continue to review the situation and may take additional corrective actions if necessary. Preventative measures may also be taken to reduce the reoccurrence of similar behaviors or actions.

Confidentiality

To the extent permitted by law, Ozone Environmental Service, LLC will maintain the confidentiality of each party involved in an abusive conduct investigation, complaint, or charge, provided it does not interfere with the ability to investigate the allegations or to take corrective action. However, state law may prevent Ozone Environmental Service, LLC from maintaining confidentiality of public records. Therefore, Ozone Environmental Service, LLC cannot guarantee confidentiality.

Retaliation

Retaliation is any act of reprisal, interference, restraint, penalty, discrimination, intimidation, or harassment against an individual or individuals exercising rights under this policy. Ozone Environmental Service, LLC will not retaliate or otherwise discriminate against team members who exercise their rights under this policy.

Wage and Hour Policies

Accommodations for Nursing Mothers (PUMP ACT)

Ozone Environmental Service, LLC will provide nursing mothers reasonable break time to express milk for their infant child.

If you are nursing, Ozone Environmental Service, LLC will provide you a room or space, other than a restroom, in close proximity to the work area, to express milk. The room or space will be shielded from view and free from intrusion from coworkers and the public. Expressed milk can be stored in company refrigerators, refrigerators provided in the lactation room or other location. Sufficiently mark or label your milk to avoid confusion for other team members who may share the refrigerator. You may also bring a personal cooler for storage.

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

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

Ozone Environmental Service, LLC will not discriminate or retaliate against team members who express breast milk in the workplace in accordance with this policy.

Meal and Rest Periods

Ozone Environmental Service, LLC strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. Check with your manager regarding procedures and schedules for rest and meal breaks. Ozone Environmental Service, LLC requests that team members accurately observe and record meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your manager know; in addition, notify your manager as soon as possible if you were unable to or prohibited from taking a meal or rest period.

A meal period of sixty (60) minutes will be taken daily, normally between 11:30 am to 12:30 pm as assigned at the discretion of your supervisor. Meal periods are unpaid and must be taken at or near the job site. All employees are required to take the daily meal break for any day with six hours work or more. If you take any more or any less than the sixty (60) minute break, you must report it on your time sheet.

Breaks are short intervals and are scheduled at the discretion of your supervisor. These are paid breaks and we ask that you do not abuse this privilege.

Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your manager.

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

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

Pay Period

At Ozone Environmental Service, LLC, the standard pay period is weekly for all team members. Pay dates are every Friday. If a pay date falls on a holiday, you will be paid on Thursday. Check with your manager if this type of date arises.

Review your paycheck for accuracy. If you find an issue, report it to your manager immediately.

Travel Time Pay

Some nonexempt positions within Ozone Environmental Service, LLC require travel. Ozone Environmental Service, LLC pays nonexempt team members for travel time in accordance with federal and state law. For purposes of this policy, the regular workday is 7:00am – 4:00pm (Monday – Friday), etc.

Home to Work Travel

If you travel from home before the regular workday and return to your home at the end of the workday, you are engaged in ordinary home to work travel, which is not work time.

Travel That Is All in a Day's Work

Your time spent in travel as part of your principal activity, such as travel from job site to job site during the workday, is work time and must be counted as hours worked.

General Policies

Access to Personnel and Medical Records Files

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

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

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

Benefits

Jury Duty Leave

Ozone Environmental Service, LLC encourages team members to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your manager as soon as possible to make scheduling arrangements. You will receive your regular compensation for time spent on jury duty.

Ozone Environmental Service, LLC reserves the right to require team members to provide proof of jury duty service to the extent authorized by law.

Ozone Environmental Service, LLC will not retaliate against team members who request or take leave in accordance with this policy.

Parental Leave

In accordance with the Tennessee Maternity Leave Act, Ozone Environmental Service, LLC will provide eligible team members with up to four months of unpaid parental leave in a twelve (12) month period for the adoption of a child, pregnancy, childbirth, and/or nursing of an infant.

Eligibility

To be eligible for parental leave you must:

- Have worked full time for the company for at least twelve (12) consecutive months..

Notice Requirements

To request leave under this policy, give at least three months' advance notice of:

- The anticipated date your leave period will begin. For adoption, leave begins on the date you take custody of the child.
- The length of leave.
- Your intention to return to full-time employment after leave ends.

You will not lose your rights and benefits under this policy if you fail to provide three months' advance notice due to:

- A medical emergency that requires you to begin leave earlier; or
- The notice of adoption was received less than three months in advance.

Interaction with Other Laws

Any leave under this policy that also qualifies as leave under the federal Family and Medical Leave Act (FMLA) will be counted against your leave entitlement under both policies. You must comply with the requirements of both policies. However, if you wish to take only twelve (12) workweeks of leave (or the amount remaining at the time) afforded under the FMLA policy, you will only be required to follow the notice requirements of the FMLA policy.

Reinstatement

Upon returning to work at the end of leave, you will be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken. You may not, however, be entitled to discretionary raises, promotions, bonus payments, or other benefits that become available during leave.

Benefits

Ozone Environmental Service, LLC is not required to provide for the cost of any benefits, plans, or programs during the period of leave unless the company provides for these items for all team members on leaves of absence.

Retaliation

Ozone Environmental Service, LLC will not discharge or otherwise discriminate against team members who request or take leave in accordance with this policy.

Voting Leave

If the polls are open for three (3) or more consecutive hours before or after your shift, you will be deemed to have sufficient time outside of work hours to vote on Election Day. If you do not have sufficient time before or after work to vote, you will be provided up to three (3) hours of paid leave to vote. You must provide notice of your need for leave to vote by noon the day before Election Day.

Acknowledgment of Receipt and Review

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

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

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

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA). This handbook is not intended to violate any local, state, or federal law. No provision or policy applies or will be enforced if it conflicts with or is superseded by any requirement or prohibition contained in federal, state, or local law, or regulation.

Furthermore, nothing in this handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to, or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (EEOC), National Labor Relations Board (NLRB), Securities and Exchange Commission (SEC), or any other federal, state, or local agency charged with the enforcement of any laws.

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by Ozone Environmental Service, LLC

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

Signature

Date

Print Name