

EXOS EMPLOYEE GUIDEBOOK

Updated June, 2023



BRAND PURPOSE

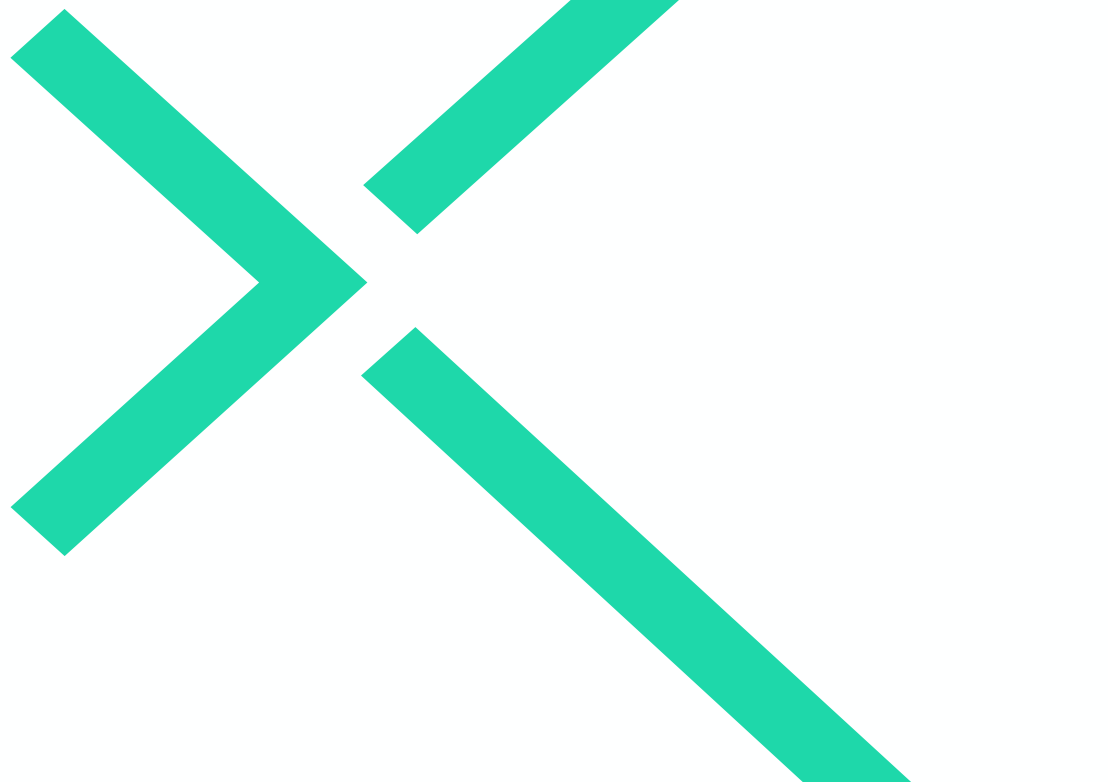
WE EXIST TO IGNITE THE HERO IN ALL OF US

A career at Exos means making a difference in the lives of others. Exos is a place where people can build a successful career, enjoy life, and be part of a passionate team. This is why we call our employees team members. Culturally, we're committed to creating an environment that feels warm and welcoming, actively inviting different points of view, backgrounds, strengths, and styles. We're also committed to ensuring everyone has the same opportunity to perform and to thrive.

OUR VALUES

Our values are the foundation of our company. We aspire to serve those who embody the high-performance life, which many say is full of great sacrifice. What they don't understand is that when you're living your defined purpose, side by side with like-minded individuals you love and respect, it's far from a sacrifice. Instead it's the key to a fulfilling life.

It takes courage to respond to the call of excellence. To step up when you know the path to achievement is both exhilarating and disappointing. It takes humility to recognize that there is always room for improvement. All the while knowing that to grow, one must also experience discomfort. We salute those willing to play big and shine bright, so that they may inspire and elevate those around them to do the same.



OUR VALUES

Continuous improvement

We're here. Outside of our comfort zone. Why? It's where growth happens. And we're committed to progressing and continuously improving everything we do. So when a new challenge comes our way, we're ready with a game plan to drive new levels of achievement.

One team

We're a team. What elevates one, elevates us all. So we're committed to ensuring all of our teammates have ample opportunity to shine, never taking our position for granted. We welcome different viewpoints, backgrounds, strengths, and styles, knowing we're stronger and more united because of them.

Knowledge

Nerd alert! And proud of it. We're passionate about human performance, thriving on the discovery of new insights and sharing them with others to elevate their performance. Learning isn't a moment for us — it's a lifelong journey.

Humility

We're here to serve, offering our support and humbly asking for help when needed. Our sights aren't set on the spotlight. We're fueled by an enormous sense of fulfillment in helping others shine, and doing the work necessary to achieve the best results for our team and our clients.

Responsibility

Fulfilled commitments. Positive impact. We consider these our personal responsibility. Everything we do leverages the strengths of our teammates and partners to better serve our clients and help those in need. Side by side — we'll leave the world a better place.

Tenacity

To understand and upgrade lives. It's not just our purpose; it's our passion. We know the path to achieving it will be tough and riddled with obstacles. But we'll persevere, always pushing our clients forward even when they want to step back.

Respect

R-E-S-P-E-C-T. It's what we have for our teammates, clients, and partners. We meet others where they are, knowing every performer has different aspirations and abilities. It's our obligation (and our pleasure) to deeply understand those we support.

EXOS' 7 VALUES

Calling all performers!

There's always a better way.

Which we'll find together.

Yes, we're proud nerds.

But we don't seek the spotlight.

Whatever it takes, we'll do it.

And we savor the struggle.

Respect runs deep here.

BELONGING: DIVERSITY, EQUITY, AND INCLUSION

We celebrate the diverse voices and perspectives of our team members, knowing that diversity of age, race, ethnicity, gender identity, sexual orientation, veteran status, and national origin, among other social identities, drive innovation and belonging.

We respect each team member's right to individually identify gender as male, female or nonbinary, and we are working to make our guidebook as inclusive as possible to our entire workforce by using the plural pronouns "they," "their," and "them".

At Exos, we're invested in creating an environment where teammates from all backgrounds and identities can bring their whole selves to work and pursue a fulfilling career. Our employee resource groups (ERGs) offer team members various opportunities to network, partake in cultural events, support the growth of our diverse workforce, and more.

Groups are open to team members who share the identity and lived experience of the groups as well as allies who wish to support them.

You can learn more about all things Exos as well as [our commitments to diversity, equity, and inclusion](#) on [WorkVivo](#), our internal team member engagement and communication platform.

Exos employee resource groups

- [BIPOC](#)
- [Love Wins](#)
- [The Dependables](#)
- [Womxn of Exos](#)
- [Disability Inclusion & Advocacy \(DI&A\)](#)

[Special Interest Groups](#) (SIGs) are employee-led voluntary groups that offer employees various opportunities to network internally, partake in shared interest events, and more! These groups are designed to support employees who enjoy similar activities or are interested in learning more about certain activities.

Exos special interest groups

- [Cooking Cuisine & Everything In Between](#)
- [Leadership Library](#)
- [Outdoor Warriors](#)

Social Impact:

For almost 30 years, Exos has focused on human-centered coaching and wellness programming designed to help employees, athletes, military operators, and more to show up and be their best each and every day. Our signature social impact program, **Coach for Good**, is powered by our coaches (2,000+ strong) and tasked to serve our core beneficiary communities of youth, female athletes, and the military. The program funds, supports, and enables access to helping these communities get ready for the moments that matter most in their lives.

[Learn more about our Social Impact Council and Coach for Good program](#)

Exos' mission is to ignite the hero in all of us. That's why we are dedicated to funding and supporting services for three core beneficiary communities: Women Athletes, Military, and Youth. Our [Giving Policy](#) helps ensure that all Exos donations, sponsorships, company volunteer activities, and in-kind services are coordinated and aligned with our social impact strategy and business goals, maximize opportunity for corporate visibility, foster long-term business relationships, and are within our budget and resource limitations.

Our Beneficiary Communities:

Women Athletes

We are dedicated to improving the women athlete experience on and off the field with an investment in programming for collegiate-aged women athletes.

Military

From training to recovery, we are trusted along the combat journey. Our focus: access to readiness education and training for post-active duty military members.

Youth

We help youth and their coaches take a holistic approach to well-being by providing access to readiness education training.

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01

TEAM MEMBER CLASSIFICATIONS



Team member classifications

Team, put your hands in for a pre-game cheer! We all have a position to play, and each position is important for our success. We value all our team members, no matter their classification, because we're all working toward one goal, together.

Regular full-time

A regular full-time team member is a team member who's regularly scheduled to work 30 hours or more per week, and who Exos expects to maintain that schedule on a continuing basis. These team members are classified in Exos' payroll system as benefits-eligible in accordance with the team member's position, length of service, and the requirements of the plan.

Regular part-time

A regular part-time team member is a team member who's regularly scheduled to work less than 30 hours a week on a continuing basis. These team members are covered by statutory benefits required by federal and/or state law.

If a team member's position is classified as part-time, the team member won't be considered a regular full-time team member, even if the team member works 30 hours or more per week on a short-term, temporary, or intermittent basis. The team member won't be considered a regular full-time team member unless Exos reclassifies the team member's position or transfers the team member to a position classified as regular full-time.

Temporary

A temporary team member is a team member who's hired on an interim basis to temporarily supplement the workforce or to assist in the completion of a specific project. These team members are covered by statutory benefits required by federal and/or state law.

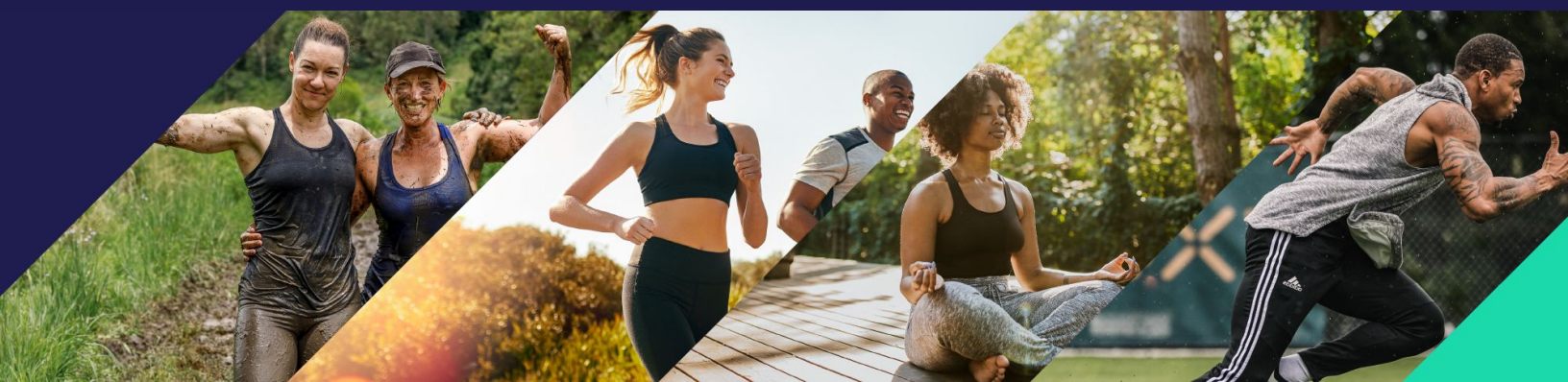
If a team member's position is classified as temporary, the team member won't be considered a regular full-time or part-time team member unless Exos reclassifies the team member's position or transfers the team member to a position classified as regular full-time or part-time.

Introductory period

All new team members work on an introductory basis for the first 90 calendar days after their date of hire. Any absence will automatically extend an introductory period by the length of the absence. If Exos determines that the designated introductory period doesn't allow sufficient time to thoroughly evaluate the team member's performance, the introductory period may be extended for a specified period.

The introductory period is intended to give new team members the opportunity to demonstrate their ability to achieve a satisfactory level of performance, and to determine whether the new position meets their expectations. Exos uses this period to evaluate team member capabilities, work habits, and overall performance.

Either the team member or Exos may end the employment relationship at will at any time, with or without cause or advance notice. Upon satisfactory completion of the introductory period, team members are classified as either regular full-time, part-time, or temporary team members.



02 BENEFITS



Benefits

Now more than ever, it's important to take care of our health and Exos is committed to helping all team members do that. From health insurance to personal time off, we want to make sure you have the tools you need to take care of yourself and your loved ones.

Part-time benefits

Exos recognizes the important role that part-time team members play in building a successful company. Contributions from our regular part-time team members are vital to the growth of the business, and, more importantly, for maintaining a successful team. That's why Exos is proud to offer our Exos regular part-time team members the opportunity to enroll in a full suite of health and welfare benefits through HealthEE. This part-time benefits package provides team members with access to a suite of discounted insurance options picked specifically for the Exos team. Coverage includes, but isn't limited to, four limited medical plans, dental, vision, life insurance, accident insurance, hospitalization insurance, and more.

Part-time team members are eligible to enroll immediately upon hire and can make changes to current elections at any time during the year. To enroll, you may log in to the [Exos Part-time Team Member Benefits Portal](#). Once enrolled, you will receive invoices directly from our partners at HealthEE for the monthly cost of their insurance. For more information on our current part-time benefit package, please visit the [Exos Part-time Team Member Benefits Portal](#).

Full-time benefits

Exos is proud to offer a comprehensive suite of health and welfare benefit options to our full-time team members upon their date of hire. Newly eligible team members have 30 days from their date of hire to enroll in our health and welfare benefit offerings. Coverage begins on the first of the month following (or coincident with) 30 days from the date of hire.

Newly eligible Exos team members are automatically enrolled in our Exos-provided life insurance policy as well as short- and long-term disability coverage at no additional cost.

Coverage offerings are reviewed annually and subject to change. For the most up-to-date information on our health and welfare benefit options, please visit the [benefits information space on WorkVivo](#).

Health plans

Regular full-time

All Exos regular full-time team members are eligible to enroll in our health and welfare benefit plans upon their date of hire.

All Exos part-time team members may also qualify to enroll in our health and welfare benefit plans pursuant to the Affordable Care Act. Any part-time team member found to be working 30 or more hours per week on average during either the initial measurement period or standard measurement period will be offered the opportunity to enroll in Exos benefits coverage.

The initial measurement period measures hours worked by part-time Exos team members over the first year of their employment. Any team member who works an average of 30 or more hours per week during their initial measurement period will be considered full-time and will be offered the opportunity to enroll in our health and welfare benefit coverage.

Part-time team members who don't qualify for health care coverage during their initial measurement period will have their hours tracked annually during the standard measurement period to determine benefit eligibility. The standard measurement period tracks hours worked between October of the previous year and October of the current year to determine eligibility for the plan year beginning Jan. 1 of the upcoming calendar year.

Part-time team members found to be working 30 or more hours per week on average during the standard measurement period will be eligible to enroll in coverage during the annual open enrollment period (typically held in the fall) for coverage effective Jan. 1 of the upcoming calendar year. For information on the exact dates of the standard measurement period, please reach out to wellearned@teamexos.com.

All Exos Health and Welfare plan documents can be found online at People Operations [full-time benefits space](#) Workvivo.

Consolidated Omnibus Budget Reconciliation Act (“COBRA”)

COBRA provides covered team members and their qualified dependents the opportunity to continue health, dental, vision, FSA, and EAP insurance coverage under their Exos' health plan when a qualifying event would normally result in the loss of coverage.

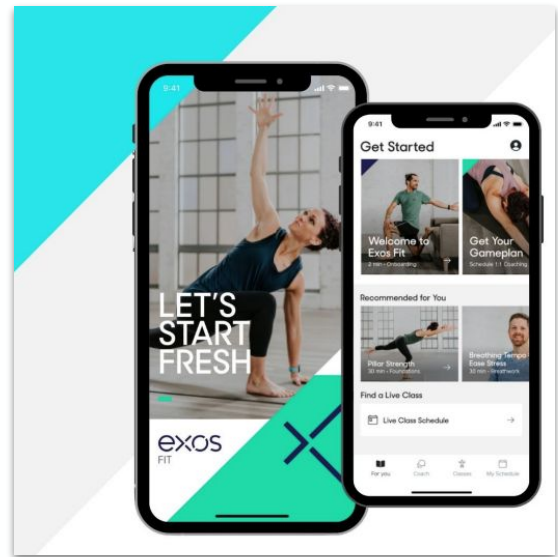
Some common qualifying events are resignation; termination; death; reduction in hours; leave of absence; divorce or legal separation; and a dependent child who no longer meets eligibility requirements.

Need more information? You can reach out to our benefits team at wellearned@teamexos.com.

Health plans, cont.

Exos Fit

Those team members with @teamexos emails or as offered by Exos, have access to Exos Fit, our virtual coaching platform. The app offers personalized guidance through virtual one-on-one coach consults, on-demand classes, Exos-developed programs, live streaming events, mindset, nutrition, movement, and recovery content, and other features to help team members perform their best in all aspects of life, work, and play. Learn how to access [Exos Fit](#).



Leave policies

Family and Medical Leave Act (“FMLA”) policy

In accordance with the Federal Family and Medical Leave Act of 1993, Exos will grant up to 12 weeks of unpaid, job-protected family and medical leave in a 12-month period to eligible team members for any one or more of the following circumstances: the team member’s own serious health condition; to care for a spouse, child, or parent with a serious health condition; for the birth of a child or placement of an adopted or foster child in the team member’s home for adoption or foster care; or for exigent circumstances related to the fact that a team member’s spouse, son, daughter, or parent has been called to, or is serving on, active military duty.

Exos also will grant up to 26 weeks of unpaid leave in a single 12-month period to an eligible team member to care for a spouse, son, daughter, parent, or next of kin who is a covered military member recovering from a serious illness or injury related to service in the line of active military duty.

Team members may also be eligible for leave under other applicable federal, state, and/or local laws. Please contact the designated People Operations representative for additional details and certification forms referenced in the [FMLA policy](#).

Eligibility

To be eligible for FMLA leave, a team member must: (i) have been employed by Exos for at least 12 months; (ii) have worked for Exos for at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave; and (iii) work at a location in the United States or in any territory or possession of the United States where at least 50 team members are employed within 75 miles of that location.

Unpaid leave of absence

An unpaid leave of absence for extraordinary circumstances may be granted to regular full-time team members, upon completing the 90-day introductory period, at Exos’ sole discretion. A request for leave should be submitted in writing to the designated People Operations representative through the team member’s supervisor. Prior to requesting a personal leave of absence, the team member must have exhausted all accrued PTO.

To the extent it is consistent with the team member’s benefit plans, Exos will maintain their benefits for up to 30 calendar days during an approved unpaid personal leave of absence, provided they continue to pay any portion of their benefits, which are normally payroll-deducted.

While every effort will be made to place a team member returning from unpaid personal leave in the position they held prior to that leave, reinstatement to their prior position is not guaranteed.

Other statutory leaves

Team members may be eligible for additional types of leaves as required by federal, state, and/or local leave laws (e.g., emergency response leave, blood donation leave). Please contact the designated people operations representative if a team member needs leave for a reason not covered by this policy to determine if additional leave rights may apply.

Military leave of absence

Exos supports individuals who serve in the United States Armed Forces Reserves and state military organizations. This policy is intended to comply with the Uniformed Services Employment and Reemployment Rights Act of 1994 (“USERRA”) and will be construed consistently with the statute and any applicable federal and state laws and/or regulations.

Team member eligibility

All team members are eligible for military service leave without pay if they are absent from work because of eligible military service. Eligible military service means service in the following branches of the US military:

- Armed Forces (Army, Navy, Air Force, Marine Corps, and Coast Guard), including the Reserves.
- National Guard, including the Army National Guard and Air National Guard, when the team member is engaged under federal authority in active duty for training, inactive duty training, or full-time National Guard duty.
- Commissioned corps of the Public Health Service.
- Any other category of persons designated by the President in time of war or national emergency.

Eligible team members may take leave under this policy for the following types of military service:

- Active duty.
- Active duty for training.
- Initial active duty for training.
- Inactive duty training.
- Full-time National Guard duty.
- Submitting to an examination to determine your fitness for any of these services.
- Funeral honors duty performed by National Guard or Reserve members.
- Duty performed by intermittent disaster response personnel for the Public Health Service and approved training to prepare for this service.
- Service as an intermittent disaster response appointee of the National Disaster Medical System when team members are:
 - activated under federal authority; or
 - attending authorized training in support of a federal mission.

The cumulative length of a team member’s military leave under this policy generally may not exceed five years, unless one of the statutory exceptions to the five-year limitation applies.

Military leave of absence, cont.

Procedures

Advanced notice of military service is required. If a team member is unable to provide notice before leaving for uniformed service, a family member should notify the team member's supervisor/manager as soon as possible. Team members must also submit a copy of their military orders to their supervisor.

Reemployment

Upon completion of military service, team members may be eligible for reemployment if they promptly reapply for employment within deadlines set by USERRA. If the position still exists and certain criteria are met, the team member will be reemployed to the same or substantially similar position as if the team member had remained on the job instead of performing military service. A team member will be considered eligible for reemployment if: (1) the team member was not discharged from the military under other than honorable conditions; (2) the team member provides a copy of the certification of the completion of duty and eligibility to return to civilian work; (3) circumstances have not changed as to make such reemployment impossible or unreasonable and does not impose an undue hardship on Exos; and (4) the team member back to the civilian job in a timely manner. Time limits for returning to work following military leave differ depending on the duration of the leave taken. Team members should consult with People Operations for additional information. Team Members who are eligible for reemployment upon their return from military service will be entitled to the same seniority status and benefits they would have received had they not entered military service.

Discrimination and Retaliation Prohibited

Exos prohibits and will not tolerate discrimination or retaliation against any team member or prospective team member because of their membership in or obligation to perform service for any branch of the US military. Specifically, no one will be denied employment, reemployment, promotion, or any other benefit of employment, or be subjected to any adverse employment action based on that team member's membership in or service for any branch of the US military. In addition, no one will be disciplined, intimidated, or otherwise retaliated against because that team member exercised rights under this policy or applicable law.

Exos is committed to enforcing this policy against discrimination and retaliation. However, the effectiveness of our efforts depends largely on team members telling us about inappropriate workplace conduct. If team members feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately. If team members do not report such conduct, Exos may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

Team members may be entitled to more protections or benefits depending on state or local military service leave laws. For additional information, please reach out to our benefits team at wellearned@teamexos.com.

Parental leave

Parental leave is defined as leave for the purpose of caring for the team member's newborn child, newly-adopted child, or child newly placed in their custody and guardianship. This leave applies to all regular full-time team members, regardless of gender, who have been employed with Exos for at least 90 days prior to the start of leave.

See the official [parental leave policy](#) for benefit details.

Lactation accommodation policy

In recognition of the well-documented health advantages of breastfeeding for children and mothers, Exos provides a supportive environment to enable nursing mothers working at an Exos facility to express breast milk during the workday.

See the official [lactation accommodation policy](#) for benefit details.

Leave for parental involvement in schools

All regular full- and part-time team members who are parents or legal guardians of school age children may request leave to become involved in their children's school activities. For the purposes of this leave, school is defined as any public school, church or other private grade school, and preschool or child daycare facility.

Eligible team members may take up to four hours of leave per academic year, unless a greater amount is required by applicable state and/or local law. Team members may take unpaid leave or use their available PTO.

Eligible team members must request parental involvement leave at least 48 hours before the leave is to begin, unless a different period is required by applicable state and/or local law. The leave must be scheduled for a time that's mutually acceptable for Exos and the team member. Exos may require the team member to provide written verification from the school that they attended or was involved in school activities during the time of the leave.

Paid time off policies for team members

Exos believes that team members should have opportunities to recover and cultivate balance between their professional and personal lives. We've established a paid time off (PTO) benefit to meet those diverse needs. Our PTO combines paid sick leave and vacation, except where required otherwise by state and/or local law. To the extent that any state or local law/ordinance provides greater paid sick leave benefits than those under this policy, Exos will comply with such laws and incorporate them by reference into its policies. Please see state-specific addendum for specific policies.

Regular full-time team members are eligible for PTO benefits under this plan. A limited number of team members working between 20 to 29.99 hours may be eligible for PTO under the separate regular part-time PTO policy. Team members working part-time less than 20 hours, or are otherwise classified as temporary, seasonal, contractor, or as any other defined non-regular type of employment are not eligible for PTO.

Please review the appropriate PTO policy below for detailed information on this benefit:

- [PTO policy for team members 30 hours or greater per week](#)
- [Limited PTO policy for client-specific, regular part-time team members 20-29.99 hour per week](#)
- [Unlimited PTO policy for vice president, senior vice president, and C-level team members](#)

Holidays

Holidays for client-site based team members

For client site-based team members (i.e., employer, community, and API tactical sites), full-time team members will observe the same holiday schedule as their client location. Team members working at client sites that observe less than eight paid holidays per year will be encouraged to schedule additional floating holidays to make up the difference. For example, a team member may work at a client site that offers seven paid holidays per year. Full-time team members at that site may work with their manager to request an additional holiday to bring the total paid holidays per calendar year to eight days.

Holiday pay is not considered hours worked in the computation of overtime.

Each year Exos will produce its official holiday calendars. Exos senior management reserves the right to alter or change any of our holiday policies as needed, at any time, including within the current year.

Holidays for Exos corporate offices, institutes, and all other non-client sites

At Exos, recovery is an essential part of our lives. Our holiday policy is designed to support this by allowing full-time team members paid time off from work to celebrate their customs and traditions with family and friends.

For corporate offices, institutes, and all other non-client site-based team members, Exos will observe the following designated [holidays](#):

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day – 2 days
- Recovery week between Christmas Day and New Year's Day
- Floating Holiday - 1 day

Full-time team members are eligible for holiday pay. To receive holiday pay, team members must work all normal hours or be on PTO, jury duty, or bereavement on the day before and the day after the holiday.

Salaried team members who are required to work a significant portion of any Exos-observed holiday will work with their manager to schedule an alternative paid day off, ideally within one week of that holiday.

Hourly team members who are required to work on a scheduled Exos corporate holiday will be paid for actual hours worked as well as eight hours of holiday pay at their regular rate. As they are being compensated for their time, they won't be eligible for any additional paid time off. Holiday pay isn't considered hours worked in the computation of overtime.

If one of the above holidays falls on a Saturday, it will normally be observed on the preceding Friday. If one falls on a Sunday, it will normally be observed on the following Monday. Exos may observe additional holidays at its discretion.

An effort will be made to reasonably accommodate a team member's observance of their religious holiday(s). If the team member doesn't have sufficient PTO available, leave without pay may be approved.

Other leave policies

Bereavement / funeral leave policy

All regular full-time team members will be provided up to five regularly scheduled days off with pay to attend the funeral or make funeral arrangements for immediate family members. Exos may require verification of the need for the leave. Policy eligibility is immediate.

For the purposes of this policy, immediate family members are defined as a team member's spouse, eligible domestic partner (for those team members who have an affidavit of qualifying domestic partnership on file with Exos at the time of death), parents or stepparents, siblings (including biological, step or half, legally adopted, or foster), and children (including biological, adopted, foster, stepchild, legal ward, or a child of a person standing in loco parentis). Exos will provide additional time off where required by individual state policies due to differences in the state's definition of immediate family members.

Regular full-time team members will be provided three scheduled days off with pay to attend the funeral of an extended family member. Extended family members are defined as a team member's grandparent, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild. The supervisor should confirm that the time is recorded accurately on the timecards. Exos may require verification of the need for the leave.

Bereavement pay will be calculated by the team member's base pay rate multiplied by the number of hours they would otherwise have worked on the day of absence.

Exos understands the deep impact that death can have on an individual or a family. In the instance of the death of an immediate family member, with their supervisor's approval, a team member may use any available PTO for additional time off as necessary depending on the circumstances, such as distance and the individual's responsibility for funeral arrangements.

Jury duty leave policy

Exos encourages all team members to participate in jury duty when called or subpoenaed. Team members must notify their manager of the need for time off for jury duty as soon as they receive a jury notice or jury summons from the court.

Team members must supply a written verification of their jury service, including, but not limited to, a jury notice and/or summons. When dismissed from jury duty, team members must obtain a certification of jury service form from the court and submit it to their manager and their designated People Operations representative.

Regular full-time team members will be paid up to five days each calendar year based on normal worked hours for jury duty less any payment received from serving on jury duty, unless required otherwise by applicable state or local law. Jury duty pay will be calculated by the team member's base pay rate multiplied by the number of hours they would otherwise have worked on the day of absence.

If team members are required to serve jury duty beyond the period of paid jury duty leave, they may use PTO benefits or accumulated and unused floating holidays or may request an unpaid jury duty leave of absence. If a team member isn't required to report or is released early from jury, then they must immediately return to work. Either Exos or the team member may request a deferral from jury duty service if, in Exos' judgment, the team member's absence would create serious operational difficulties. Exos will continue to provide health insurance benefits for the full term of the jury duty absence. PTO will continue to accumulate during unpaid jury duty leave.

Unpaid time off

Voting policy

Voting is a civic obligation and privilege. Exos encourages all team members to vote on election days, either before or after their normal working hours. However, if their normal working hours completely overlap voting times, a request to use two hours of PTO will be granted if submitted to the team member's manager in writing with at least two days' notice. Exos will also comply with any other applicable state law.

Court attendance leave policy

Team members that are subpoenaed or requested to testify as a witness by Exos will receive regular base pay for the entire period of witness duty. Unless otherwise required by applicable state law, in instances where the team member initiates a lawsuit, is required to appear in court, or is summoned to court as a defendant, they may use PTO or take a day off without pay.

Unless required otherwise by applicable state law, in instances where a team member is subpoenaed to court as a non-party witness and has no influence or control over this subpoena, PTO may also be used, and leave without pay must be used where accrued PTO is unavailable.

The team member must furnish a copy of the subpoena to management prior to court attendance as soon as possible. Team members may retain any witness fees paid to them. The team member must return to work if excused from court during regular working hours and a reasonable amount of time remains in the workday; and/or on any day the court isn't in session.

At the conclusion of court attendance, the team member must submit to their manager and their designated people operations representative a statement completed by a court official that documents the date, time, and place of court attendance.

Time off to obtain relief under state domestic violence laws

Exos will not take any adverse employment action against a team member who takes reasonable time off to obtain a protective order or other relief under state domestic violence laws. Team members must provide advance notice unless an emergency prevents them from doing so. Team members must also provide documentation to their designated People Operations representative showing the reason for the absence. To the extent such time off qualifies as [FMLA leave](#), it will run concurrently with such leave.



03

EMPLOYMENT



Fair Labor Standards Act ("FLSA") and exemption status

All Exos team members are covered under the FLSA and applicable state and local wage and hour laws, and Exos is fully committed to complying with its obligations under these laws. Consistent with these laws, jobs are classified as non-exempt or exempt based on various factors that may include responsibilities and compensation structure. These job classifications determine eligibility for overtime compensation, payroll frequency, and benefits.

Team members may be either Exempt or Nonexempt:

- Exempt team members are team members whose positions meet specific tests established by the FLSA and applicable state law. In general, exempt team members are engaged in executive, managerial, high-level administrative, professional (including computer professionals) jobs who are paid a fixed salary and perform certain duties. Exempt team members are not subject to the minimum wage and overtime laws, meaning that they are paid the same predetermined weekly or bi-weekly salary intended to compensate for all hours worked each week, irrespective of the number of hours actually worked, and they are not eligible for overtime compensation.
- Non-exempt team members are those team members whose positions do not meet specific tests established by the FLSA and applicable state law, or those whom Exos classifies as eligible for overtime pay under its policies, regardless of whether overtime pay would be required by law. Non-exempt team members are paid at the applicable federal or state minimum wage (*or* higher as determined by Exos) and are eligible for overtime compensation at a rate of one-and-a-half times their regular rate for all hours over 40 worked during a work week. For confirmation of whether a team member's job is exempt or non-exempt, contact the designated people operations representative.

Timekeeping and Records

Timekeeping

Every team member is responsible for accurately recording all time worked for Exos. Time worked is all time actually spent on the job performing assigned duties.

Hourly team members should accurately record the time they begin and end their work as well as the beginning and ending time of each meal and break period. Non-exempt team members should report to work at their scheduled starting time and shouldn't stay at work after their scheduled stop time, without express prior authorization from their supervisor.

All overtime work must be approved in advance by a team member's supervisor before it's performed. It's the team member's responsibility to verify their time records to certify the accuracy of all time recorded. The supervisor will review the time record before submitting it for payroll processing. When corrections or modifications are made to the time record, both the team member and the supervisor must verify the accuracy of the changes. Altering, falsifying, tampering with time records, working unauthorized overtime, not reporting actual time worked, or recording time on another team member's time record may result in disciplinary action, up to and including termination of employment.

Overtime

It's sometimes necessary for team members to work overtime. When overtime is necessary, team member cooperation is appreciated. Overtime occurs when there's a business need or when help is needed to cover for someone absent because of illness, vacation, or other reasons. In all cases, efforts will be made to notify team members of the need for overtime in advance. However, there may be emergency conditions that prevent advance notice. A team member can decline to work overtime. Overtime work by non-exempt personnel must be approved in writing in advance by the applicable director of that region.

Non-exempt team members will be paid overtime at the rate of time and a half the team member's regular rate of pay for all hours worked over 40 in a workweek, unless daily overtime is otherwise required by state and/or local law. Exos-observed holidays and any other day not worked aren't counted as hours worked for purposes of computing overtime.

Although working unauthorized overtime will result in disciplinary action, such overtime must still be recorded, and team members will be paid for all hours worked.

Rest and meal periods

Exos endeavors to follow all state and local laws on meal and break periods, which vary from state to state, and in some cases from municipality to municipality. Supervisors will schedule meal periods to accommodate operations' requirements. Team members will be relieved of all active responsibilities and restrictions during meal periods and won't be compensated for that time, unless required by state or local law.

Timekeeping and Records, cont.

Emergency closings

Emergencies, such as severe weather, fires, power failures, or earthquakes, can disrupt Exos operations. In extreme cases, these circumstances may require the closing of a work facility. All facilities will follow their client site's procedures. Exos corporate offices will receive specific communication from leadership and the People Operations team.

When the decision to close is made after the workday has begun, team members will receive official notification from their client liaison or immediate supervisor. The site manager will notify the regional director and the corporate office immediately of the closure. The site contingency plan will be followed, if applicable. Team members should confirm these procedures with their site manager.

When operations are officially closed due to emergency conditions, the time off from scheduled work for nonexempt team members will be unpaid. Exempt team members will be paid only if they have worked other time during that workweek. However, with supervisory approval, team members may use available PTO. Team members in essential operations may be asked to work when operations are officially closed. In these circumstances, team members will receive regular pay. Exos will comply with any federal or state mandated sick leave policies in response to a public health emergency.

Personnel files

Exos maintains personnel files on each team member. Team member personnel files may include information such as work history, performance appraisals, commendations, reprimands, and other items pertinent to their employment. Separate files contain information about team member benefits. Any medical information is maintained in a separate and confidential file.

Currently employed team members may review their electronic personnel file provided they make advance arrangements with their designated People Operations representative. To ensure that personnel information is up to date at all times, it's the team member's responsibility to update their information via Workday or to notify their supervisor or their designated People Operations representative of any changes in their name, telephone number, home address, marital status, number of dependents, beneficiary designations, emergency contacts, and related information.

Unless required by law, making or providing copies of any team member documents or Exos records is prohibited.

Recording and retention

Exos will maintain accounts, books, records, and documentation, including payroll data, time data, expense reports, trial data, and other information. Exos will retain and dispose of this information in compliance with applicable laws.

Pay cycles

Exos has two types of pay cycles:

- [Semi-monthly](#) (two paychecks per month):
 - Pay period 1st through 15th is paid on the 22nd.
 - Pay period 16th through the end of month is paid on the 7th.
 - If the 22nd or 7th falls on a weekend, the pay date is the Friday before.
- [Weekly](#) (only team members in Connecticut, Massachusetts, and Rhode Island):
 - Paid every Friday

Equal opportunity employment commitment

Exos is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. Exos strictly prohibits and does not tolerate discrimination against team members, applicants, or any other covered persons because of race, color, religion, creed, national origin or ancestry, caste, ethnicity, sex (including gender, pregnancy, sexual orientation, and gender identity), marital status, age, body art, physical or mental disability, citizenship, past, current, or prospective service in the uniformed services, genetic information, reproductive health decision making, political affiliation, union membership, or any other protected classes recognized by applicable state or local law, or any other characteristic protected under applicable federal, state, or local law. All Exos team members, other workers, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment.

Accommodation Policy

Exos complies with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA. Consistent with those requirements, Exos will reasonably accommodate individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. Where appropriate, Exos will also provide reasonable accommodations for a team member's religious beliefs or practices. If you believe you need an accommodation, please review our [accommodation policy](#) and/or contact People Operations.

It is our policy to comply with all Federal and State laws concerning the employment of persons with disabilities and act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

Complaint Procedure

If you are subjected to any conduct that you believe violates this policy, you must promptly speak to, write, or otherwise contact your supervisor, manager, or People Operations as soon as possible after the offending conduct. If you have not received a satisfactory response within five (5) days after reporting any incident of what you perceive to be discriminatory conduct, please immediately contact People Operations. People Operations will ensure that a prompt investigation is conducted.

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. Exos will directly and thoroughly investigate the facts and circumstances of all claims of perceived discrimination and will take prompt corrective action, if appropriate.

Additionally, any manager or supervisor who observes discriminatory conduct must report the conduct to People Operations so that an investigation can be made and corrective action taken, if appropriate.

Team members can also submit their concern on our anonymous ethics reporting system, speakup.teamexos.com.

Equal opportunity employment commitment, cont.

No Retaliation

No one will be subject to, and Exos prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Exos is committed to enforcing this policy against all forms of discrimination. However, the effectiveness of our efforts depends largely on team members telling us about inappropriate workplace conduct. If team members feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately. If team members do not report discriminatory conduct, Exos may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

Miscellaneous

Team members who have access to the compensation information of other team members or applicants as part of their essential job functions are prohibited from disclosing such information to individuals who don't otherwise have access to such information, unless the disclosure is: (a) in response to a formal complaint or charge; (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by Exos; or (c) consistent with a legal duty to furnish such information.

As a matter of policy, any team member who is subjected to, witnesses, or has questions or concerns regarding any type of discrimination in the workplace must bring these issues to the attention of their designated people operations representative or to the senior manager for their department or location. Team members can also submit their concern on our anonymous ethics reporting system, speakup.teamexos.com.

Team members may raise concerns and make reports without fear of reprisal. Any team member found to be engaged in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

At-will employment

All team members, regardless of their employment status, are governed by an at-will relationship. This means their employment is not for any specific amount of time and may be terminated at will by the team member of Exos with or without cause or prior notice.

Nothing in this policy or any other policy of Exos shall be interpreted to conflict with, or to eliminate or modify in any way, the at-will employment status of a team member. A team member's at-will employment status may be modified only by a written employment agreement signed by the CEO or Chief People Officer of Exos.

Separation policy

All employment relationships with Exos are on an at-will basis. While Exos hopes that our relationships with team members are long-term and mutually rewarding, Exos reserves the right to terminate the employment relationship at any time, with or without cause or notice, according to applicable state law.

Notice of resignation

We expect team members who resign to conduct themselves in a professional manner, which includes providing a minimum of two weeks' notice prior to leaving Exos. Team members who fail to provide adequate notice may not be eligible for rehire at a future date. We expect all team members to work during their final weeks of employment. PTO may not be substituted for notice time.

Final pay

Final paychecks will be issued in accordance with applicable state law. In certain situations, team members may be requested to authorize deductions from their final paychecks in a manner allowed by applicable law, including wage and hour laws.

Return of Exos property

Team members are responsible for all Exos property and materials issued to them or in their possession or control. The confidential nature of some Exos information requires that caution and discretion be used at the time of the team member's termination. At the time of termination, team members must return all Exos property immediately. All confidential information, keys, credit cards, Exos computers, and materials will be accounted for by a supervisor.

Where permitted by, and in accordance with, applicable laws including wage and hour laws, Exos may request authorization from the team member to withhold from their paycheck or final paycheck the cost of any items that are returned damaged or that aren't returned when required. Exos may also take all action deemed appropriate to recover or protect its property.

Attendance

Every team member plays an important and necessary role in order to meet Exos' commitments to our customers. For that reason, team members are expected to be at work when scheduled and be on time. Team members are expected to be present at the beginning of their shift or assigned work time, during their regular work hours, and continue to work until the scheduled quitting time. When team members don't meet these expectations, they may be subject to disciplinary action, up to and including termination.

Approved absences

An absence is any time team members aren't present when they're scheduled to work. Days that team members are absent and receive pay, such as holidays and PTO, are considered approved absences. Advanced approval for days off such as Exos-initiated time off, jury duty, bereavement leave, voting leave, court attendance leave, parental leave, parental involvement leave, domestic violence leave, military leave, FMLA leave, or other allowable leave as required by federal, state, and/or local leave laws are also considered approved absences.

Unapproved absences

An unapproved absence is any absence not listed above.

Notification of absence

If a team member needs to be absent from work, they should inform their supervisor / manager as far in advance of their absence as possible. If it's an unexpected absence, they're expected to contact their supervisor no later than two hours before their scheduled work time. Excessive unapproved absences may lead to disciplinary action, up to and including termination.

Team members must speak with their supervisors directly, and must contact their supervisor each day they're absent from work, unless on an approved leave of absence. If team members don't come to work and don't call out for three consecutive scheduled workdays, Exos will assume they've voluntarily resigned.

Additional employment policies

- [Employment applications, reference checks, job postings, and referrals](#)
- [Immigration Law compliance](#)
- [Forced Labor Policy](#)
- [Working Hours Policy](#)



04 BUSINESS



Business

We're proud of the Exos brand that we've built over the last 20-plus years. It's our priority to protect that brand in order to keep making Exos a great place for our team members to work, and a company that clients trust.

Conflict of interest

Exos team members must be aware of the potential for conflicts of interest and have an obligation to prevent these conflicts from happening. No team member should use their Exos affiliation for private or personal advantage. In addition, no team member should have any outside business interests which might, in fact or appearance, interfere with the individual's wholehearted loyalty to Exos.

A situation presenting a conflict of interest may take many different forms. No statement of policy can be made so comprehensive as to cover all possible situations in which a conflict of interest can arise. For that reason, it's expected that every team member will exercise their best judgment with respect to each situation. It's recommended that team members seek clarification if there's any doubt in their mind as to whether a particular situation or issue presents a potential conflict.

For general informational purposes, examples of a conflict of interest include, but are not limited to, a team member or member of the team member's family receiving a personal benefit as a result of their position with Exos (e.g., gifts of any kind with a value of more than \$100; a financial interest or relationship in another company that may be in direct conflict or competition with Exos; participating in another business activity that interferes with the team member ability to devote proper time and attention to Exos matters; accepting or providing loans to others having business dealings or relationships with Exos; and/or exploitation of information or position within Exos for personal gain), .accepting from or offering an outside person or company any gratuities, gifts or favors; or divulging proprietary information including business prospects, marketing plans, or confidential projects. Even the appearance of a conflict of interest can undermine or seriously damage the credibility of Exos and the team members.

If Exos determines that a conflict of interest exists or that a team member's outside work interferes with their performance or ability to meet the requirements of Exos, the team member may be asked to terminate the activity or the outside employment if they wish to remain with Exos. Team members should contact their immediate supervisor if they have any questions.

Business, cont.

Outside employment

Team members are not prohibited from working second non-competing or non-conflicting jobs. We ask that team members considering outside employment think seriously about the effects that the extra work may have on their overall health and their job effectiveness with Exos.

Exos holds all team members to the same standards of performance and scheduling demands, and can't make exceptions for team members who hold outside employment. Team members are asked to discuss this issue with their supervisor before accepting outside employment. Team members who work for or accept work with another employer while on leave of absence from Exos may be subject to disciplinary action, up to and including termination.

Additional business policies

Please review the appropriate business policies below for specific information:

- [Trade secrets and confidential information](#)
- [Solicitations and collections](#)
- [Dress code](#)
- [Travel policy](#)



05 SAFETY



Safety

We're concerned about the safety, health, and well-being of our team members, clients, equipment, and facilities. We strive to ensure a safe workplace by providing proper equipment, training, and methods and procedures. No job is so important that we can't take time to work safely. This section is intended to provide a general overview of safety.

On-the-job injuries

If an accident or injury occurs – no matter how small – team members should notify their supervisor immediately. If applicable, follow first aid actions indicated on the material safety data sheet. For instructions on how to report an incident, please visit our [safety and accident reporting](#) site on WorkVivo.

Fire safety

It's important to know the location of exits, fire extinguishers, and emergency evaluation routes. All fire alarms must be taken seriously. If there's a fire, the safety of team members and any customers that may be in the building are the most important considerations. In the event of a fire:

- Evacuate all persons from the building.
- Meet at the designated location.
- Call the fire department.
- Use fire-extinguishing equipment if trained to do so.

Equipment maintenance and cleanliness

We expect team members to keep their work area, Exos vehicles, and any equipment and machinery they work with neat and clean. Not only will this make it a nicer workplace, it will make it a safer workplace and will help team members maintain the required quality standards. Housekeeping is the responsibility of every team member.

Team members are expected to maintain all equipment, including vehicles, in good working order and free from damage. Depending on the circumstances, in the event of loss or damage to equipment, team members may be required to participate in the replacement cost or deductible cost, as allowed by applicable law.

OSHA right to know

The OSHA Hazard Communication Standard is a federal regulation that requires employers to make team members aware of any hazardous chemicals in the workplace. Some of the best safety improvement ideas come from team members. Team members should share any suggestions for improved safety in the workplace with their supervisor.

Additional safety policies

Please review the appropriate business policies below for specific information:

- [General safety guidelines](#)
- [Children in the workplace](#)
- [Inspections to administer and enforce policy](#)
- [Tobacco-free policy](#)
- [Drug and alcohol policy](#)



06 ANTI- HARASSMENT

Anti-harassment

We support our team members and are committed to making Exos a safe place, both physically and psychologically. Cultivating this kind of environment is vital to our success and we need you to let us know when things aren't as they should be.

No retaliation

Exos prohibits any form of retaliation against any team member for filing a bona fide complaint under this policy, for assisting in a complaint investigation, or for engaging in any other protected category as defined by law. However, if after investigating any complaint of harassment or unlawful discrimination, Exos determines that the complaint isn't bona fide and wasn't made in good faith, or that a team member has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or gave the false information.

Team members should report any retaliation to their designated people operations representative, their supervisor, or via our ethics reporting website speakup.teamexos.com. Team members may also wish to include contact information such as phone number and/or email address to report such incidents. Any report of retaliatory conduct will be investigated in a thorough and objective manner. If a report of retaliation is substantiated, appropriate disciplinary action, up to and including termination of employment, will be taken.

Additional harassment policies

Please review the appropriate harassment policies below for specific information:

- [Workplace violence prevention](#)
- [Workplace harassment](#)

Speak up

Exos is committed to the highest possible standards of openness, propriety, and accountability. In line with this commitment, we expect and want our team members or anyone else who has serious concerns about any aspect of Exos' business, to come forward and voice those concerns. However, Exos requires more than just a willingness and commitment.

Exos believes it is the responsibility of all team members to promptly report any instance of suspected or known non-compliance, or if they learn of, or are asked to participate in, an activity that could potentially violate or is suspected or known to violate any Exos policy or any law or regulation.

Exos is committed to correcting any errors, and sometimes team members addressing those errors may be the only way they will come to light so that they can be addressed. This policy makes it clear that team members can address such errors or other issues, including, but not limited to, discrimination or harassment, without fear of retaliation of any kind, provided the team member has a reasonable belief that they have made any disclosure in good faith.

All team members are encouraged to report to their designated people operations representative any conduct or activity by any department of Exos or team member that may constitute: an instance of fraud of any kind, including, but not limited to, corporate fraud or any other act of dishonesty; concerns about the quality and integrity of the Exos' accounting, auditing, and financial reporting controls and procedures and/or legal or regulatory compliance; unethical business conduct; a violation of federal, state, or local law; incidents of discrimination or harassment; or substantial and specific danger to the team member's or public's health and safety.

Team members can also report concerns through our anonymous ethics reporting line at speakup.teamexos.com or 1-800-461-9330.

Speak up, cont.

Whistleblower protection policy

A whistleblower as defined by this policy is an Exos team member who reports an activity that they consider to be illegal, dishonest, or unethical to one or more of the parties specified in this policy. The whistleblower isn't responsible for investigating the activity or for determining fault or corrective measures. Appropriate management officials are charged with these responsibilities. Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If a team member has knowledge of or a concern of illegal or dishonest fraudulent activity, the team member is to contact their immediate supervisor, reach out to their designated people operations representative, or submit the claim through our independent third-party anonymous reporting at speakup.teamexos.com. The team member must exercise sound judgment to avoid baseless allegations. A team member who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas: confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their legal rights of defense.

The company won't retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, poor work assignments, and threats of physical harm. Any whistleblower who believes they are being retaliated against must contact their designated people operations representative immediately. The right of a whistleblower for protection against retaliation doesn't include immunity for any personal wrongdoing that's alleged and investigated.

Defend Trade Secrets Act compliance

Immunity from liability for confidential disclosure of a trade Secret to the government or in a court filing:

1. Immunity: An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that — (A) is made — (i) in confidence to a federal, state or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.
2. Use of trade secret information in anti-retaliation lawsuit: An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual — (A) files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order.

All reports of illegal and dishonest activities will be promptly submitted to the chief people operation officer, who's responsible for investigating and coordinating corrective action. Team members with any questions regarding this policy should contact their designated people operations representative.



07 CONDUCT



Conduct

Exos is committed and required to conduct all business in a fair and ethical manner. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations as well as a scrupulous regard for the highest standards of conduct and personal and professional integrity.

The continued success of Exos depends on our customers' trust, and we're dedicated to preserving that trust. Team members have a responsibility to Exos, its customers, and shareholders to act in a way that will merit the continued trust and confidence of all stakeholders and the public at large.

Exos business and ethical conduct

Each team member must comply with the following guidelines:

1. Ensure all team members are treated fairly, respectfully, and with dignity. Ensure our commitment to equal opportunity is adhered to at all levels of the organization and that diversity is nurtured and valued. Each team member must be provided ample opportunity to progress within the organization, limited only by their own desire and skills.
2. All team members must accurately fulfill their responsibility to adhere to established guidelines and procedures as it pertains to accounting controls, procedures, and Exos records. Accounting records must accurately reflect all business transactions and account for all revenues and expenses without fabrication. Team member records must be equally maintained with honesty, fairness, and equity. All internal records must be maintained with the highest security and confidentiality.
3. Team members must refrain from any conflict of interest (as described in Section 4 above).
4. All team members must maintain confidentiality of all confidential information unless proper authorization is provided to disclose such information.
5. Every team member is expected to manage all relationships with Exos vendors, clients, competitors, government regulators, and team members fairly and appropriately, consistent with established policy, procedure, and guidelines. The aforementioned guidelines are in summary form and shouldn't be considered to be the complete comprehensive guidelines. These guidelines are provided to establish parameters in which to govern individual actions. Should a situation present itself that's in conflict with these guidelines, team members must seek out a senior manager for a full review of the individual circumstances in conjunction with the complete Exos guidelines to ascertain appropriate action. Disregard or failure to comply with this standard of business ethics and conduct will lead to disciplinary action up to and including termination.

Rules of conduct

Our rules are in line with common sense, requiring conduct acceptable to a safe work environment. While it's impossible to provide team members with a complete list of unacceptable behaviors, the following are some examples of types of conduct that are considered unallowable and will result in corrective action, including immediate discharge:

- Willful misrepresentation of facts or falsification of any Exos record, including timekeeping records.
- Harassment or discrimination against another team member or other person dealing with Exos.
- Reporting to work under the influence of alcohol, cannabis, or illegal drugs, possession or consumption of alcohol or cannabis or other illegal drugs on Exos or client premises or possession, sale or use of illegal drugs at any time.
- Repeated absence or tardiness, failure to report to work without satisfactory reason, or leaving work before quitting time without approval.
- Failure to report to work for three consecutive scheduled shifts without approval.
- Gross insubordination—a willful and deliberate refusal to follow valid and reasonable orders by supervision—or other displays of conduct which may interrupt the successful operation of the facility.
- Failure to comply with work and safety rules.
- Possession of firearms or weapons at the workplace.
- Deliberate violation of Exos policies.
- Theft, pilferage, or unauthorized removal of property belonging to Exos, other team members, or customers.
- Failure to meet performance expectations.
- Negligence.
- Dress code policy violations.
- Exos vehicle operation policy violations.
- Improper or inappropriate treatment of co-workers or customers.
- Intentional and/or negligent misuse, damage, abuse, or destruction of Exos, client, or customer property, or the property of another team member (e.g., equipment, tools, and materials).
- Verbal or physical threats toward persons or threats to damage property.
- The use of vulgar or profane language toward others, disparaging or derogatory comments or slurs, verbal intimidation, exaggerated criticism, and name-calling.
- Any physical assault or threat of violence or intimidation such as hitting, pushing, kicking, holding, impeding, or blocking the movement of another person.
- Engaging in horseplay.
- Sleeping on the job.
- Excessive use of Exos telephone for personal calls.
- Unauthorized use of Exos issued credit cards.
- Unauthorized use of Exos vehicles.
- Willful, deliberate violation of laws or regulations governing our business, or failure to report knowledge of such violation to Exos management.
- Engaging in lewd, illegal, or indecent behavior while on Exos or client property or Exos business.
- Failure to comply with Exos' or client's drug testing policy.
- Failure to return to work after a leave of absence or engaging in other employment while on leave from Exos.
- Repeated unsatisfactory job performance.
- Repeated violation of housekeeping standards.
- Solicitation or distribution of material in violation of Exos policy, including unauthorized posting of material on any Exos bulletin boards or other areas.
- Indictment or conviction of a crime or other behavior that reflects negatively on the business reputation of Exos.

Additional conduct policies

Please review the appropriate conduct policies below for specific information:

- [Social media policy](#)
- [IT resources and communications systems policy](#)
- [Anti-nepotism](#)
- [Prohibition of fraternization](#)



08 JOB PERFORMANCE

Job performance

We're a company of performers, and the best performance comes from having goals and exceeding them. By setting the bar high, we ensure that Exos team members stay at the top of their game.

Performance evaluations and salary reviews

A team member's supervisor regularly monitors each team member's performance and will talk with them about it whenever necessary. Any time a team member isn't sure how they're doing, or has a question about their performance, they should talk to their supervisor.

In a team member's first year, they should meet with their supervisor for a review following their introductory period and at appropriate times throughout the year, including end of year. We believe in continuous improvement and feedback. These evaluations are an objective, consistent, and fair way for a team member to gauge how they're doing.

Team members may also evaluate themselves, and then they can sit down with their supervisor and compare notes. They'll talk about what they did well, how they can improve, and review their goals for the future.

Exos is a work environment with high expectations and the potential for high reward. While many people thrive in an entrepreneurial setting, not everyone is a perfect fit. As an organization, we'll commit to providing positive and constructive feedback to best position team members to succeed.

Compensation

Exos strives to provide a competitive compensation package that reflects the key responsibilities of each job, the relative importance of the job within Exos, the skills required to do the job well, and the merit and skills of the team member at issue.

Please be aware that our client agreements have a lot to say in terms of compensation. Exos doesn't have a uniformed fixed schedule for wage increases. Instead, increases are based on each team member's job skills, the amount of responsibility they shoulder, the physical and mental effort required, job performance, and business conditions. Wage reviews do not automatically raise wages.

The amount and frequency of wage increases are at the discretion of management, and although they're dependent on performance, they're also dependent on the financial performance and position of the business and, in some cases, individual client contracts.

Corrective action policy

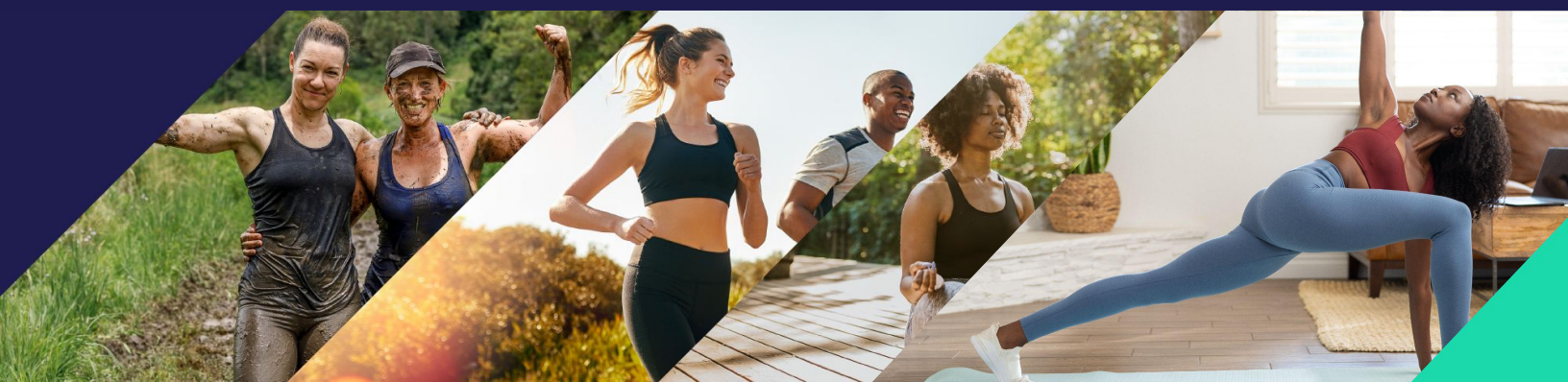
The purpose of corrective action is to reinforce the importance of acceptable levels of behavior and performance. Exos may choose, at its discretion, to use the form of corrective action or discipline that is most appropriate for a given offense and a team member's level in the organization. Such action may include verbal warnings, written warnings, suspension, probation, and/or termination.

A team member may, of course, resign at any time. Exos may also terminate the employment relationship without following any particular series of steps whenever it determines, in its own discretion, that termination should occur.

If a team member's work falls below acceptable Exos standards, or if they don't follow Exos rules, established practices, or procedures, they may be subject to corrective action, including a verbal warning, written warning, final warning, and/or termination (each to be decided in Exos' sole discretion). This corrective action may include verbal warnings, written warnings, suspension, probation, or termination. Exos may choose to take one or more of these actions as necessary and may skip one or more steps progressing to immediate termination when it feels that circumstances warrant such action.

Corrective action will be documented and placed in the team member's personnel file. Team members will have the opportunity to provide comments and/or rebuttal on the corrective action document; such comments and/or rebuttal shall not change the corrective action result. A team member can request an appeal to the corrective action process by submitting a written request to their People Operations representative within seven business days of receiving the corrective action document.

Manager level and above team members may receive various forms of corrective action, including but not limited to, verbal coaching, a formal written warning, a formal performance improvement plan, or a notice of dismissal.



09 SUPPLEMENTAL



Supplemental

Team members based in California, New Jersey, New York, and Washington must review state-specific addendums to learn of different and/or additional requirements.

[CALIFORNIA](#)

[NEW JERSEY](#)

[NEW YORK](#)

[WASHINGTON](#)



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RECEIPT &
ACKNOWLEDGEMENT



Signature page of receipt and responsibility to review these policies, practices, and benefits.

My signature on this form is to acknowledge that I have received a copy of Exos' Guidebook and attached Addendums.

I understand that it is my responsibility to read the Guidebook and attached Addendums. If I have questions concerning the information herein, I will bring them to the attention of my supervisor/manager and/or People Operations.

I understand that this Guidebook is not an employment contract. Unless I have a written employment contract with Exos that states otherwise, **I am an at-will team member**. My at-will status means Exos or I may terminate the employment relationship at any time, with or without cause or advance notice. My at-will status can be changed only through a written contract signed by me and the President of Exos or their designee. With the exception of a written employment contract, this handbook supersedes all prior agreements or statements regarding my employment at Exos.

I understand that Exos may change its policies and procedures and any provision of this handbook at any time without advance notice.

Print Name: _____

Signature: _____

Date: _____