



PetVet Care
CENTERS

PetVet Care Centers Team Member Handbook

You Care For Pets. We Care For You.



Welcome to PetVet Care Centers

We're so glad you're here!

You've joined a community built around a *Culture of Care* — for pets, the people who love them, and each other. Whether you're providing medical care, supporting operations, or guiding our teams, your role is essential to our shared purpose: delivering exceptional, compassionate care every day.

This handbook is here to support you. Inside, you'll find information about the benefits, policies, and expectations that help shape our work together.

While it won't teach the empathy, integrity, or teamwork that brought you here — those are already part of who you are — it will help you navigate your journey as a PetVet team member and understand what it means to thrive in a culture rooted in trust, growth, and respect.

As our organization grows and evolves, some policies may change. We'll keep you informed along the way. Whether it's your leadership team or HR partner — you've got a team here to support you.

Thank you for choosing PetVet Care Centers.

We're proud to have you with us and look forward to what we'll accomplish together.

On behalf of the leadership team, sincerely,



Eric Enderle

Eric Enderle

Chief Executive Officer,
PetVet Care Centers

Cheryl Penava

Cheryl Penava

Chief People Officer,
PetVet Care Centers





Our Mission

We improve the lives of animals and people, providing exceptional and compassionate care at every stage, for all the moments that matter.

Because life is better with pets.

Our Vision

Our team will deliver **the Ultimate Care Experience**.

Every Pet.
Every Client.
Every Time.

Our Values

We foster a **Culture of CARE** where everyone feels included and supported. It's how we get things done! It takes all of us. #OnePetVet

C – Compassion

We approach every interaction with empathy, kindness, and patience.

A – Accountability

We take ownership of our actions and commitments – we do the right thing, even when it is hard, and when nobody is watching.

R – Relationships

We build meaningful connections with pets and with people – grounded in trust, teamwork and mutual respect.

E – Excellence

We have high professional standards and are always raising the bar.

Our Care Decision Compass (Decision-Making Framework)

Every day, our teams balance competing priorities — a waiting lobby, a critical patient, a ringing phone. The PetVet Care Decision Compass (decision-making framework) helps you confidently choose what to do first, aligning every action with **Safety, Courtesy, Appearance, and Efficiency** — while staying true to our Care Experience values of Warmth and Competence.



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A Word About Our Handbook

This Handbook (and its corresponding state supplements) contains information about the employment policies and practices of PetVet Care Centers ("PetVet"). Each team member is expected to read the Handbook carefully, as it is a valuable reference for understanding their job and PetVet. The policies outlined in the Handbook may require changes from time to time. PetVet retains the right to make employment-related decisions as needed in order to conduct its work in a manner that is beneficial to both team members and the organization. This Handbook, along with its state-specific supplements, supersedes and replaces all prior Handbooks and any inconsistent verbal or written policy statements.

PetVet reserves the right to revise, delete, or add to the provisions of the Handbook at any time without further notice. While PetVet Care Centers will endeavor to give team members advance notice of any changes, all revisions, deletions, or additions will be made in writing. No oral statements or representations can alter the provisions of the Handbook.

The content in the Handbook and its state supplements is intended for team members' information and guidance. It is not intended to be comprehensive or to address all laws, applications, or exceptions to the general policies and procedures described herein or elsewhere. For that reason, any team member with questions regarding eligibility for a particular benefit or the applicability of a policy or practice should direct their inquiry to their leader or Human Resources. Nothing in the Handbook is intended to interfere with, coerce, or restrain any team member from exercising their rights under any State or Federal Labor Law including the National Labor Relations Act.

Employment Relationship

Employment with PetVet is "at-will," meaning the team member enters the relationship voluntarily and may resign at any time. It also means that PetVet may terminate the employment relationship at any time, without notice and without cause, and may make other employment decisions (such as promotions, demotions, or discipline) regarding a team member, so long as the reason is lawful. Statements made by any leader, particularly those that may contradict a team member's at-will status, are not binding on PetVet.

This Handbook is not a contract and shall not be construed as creating any contractual employment obligations between any team member and PetVet, whether implicit or explicit. No provision or language contained in the Handbook is intended to bind PetVet to any policy or procedure, nor does it guarantee or commit PetVet to any period of employment for a definite duration. Furthermore, PetVet management may terminate or modify the employment relationship at any time.

The Handbook refers to current benefit plans maintained by PetVet. Team members should refer to the actual plan documents and summary plan descriptions if they have specific questions regarding any benefit plan.

If a written contract signed by the CEO or designee conflicts with the Handbook, the written contract supersedes the information contained in the Handbook.

A Bright Future

At all times, team members represent PetVet, and each individual must take this responsibility seriously. The success of the organization relies on the collective efforts of every team member, and each person's contributions play a vital role in shaping PetVet's outcomes.



Clients who invest their time, money, and trust in PetVet Care Centers are a key part of this equation. They directly influence PetVet's growth, the number of people it employs, the services it provides, and the profits it generates. To maintain clients' trust and loyalty, it is crucial for PetVet and its team members to continue delivering exceptional service by offering the highest possible value and quality. By working together and upholding PetVet's standards of excellence, team members help ensure a prosperous future and, most importantly, a strong and reputable brand.

Equal Employment Opportunity

PetVet is committed to equal employment opportunity and will not discriminate against team members or applicants for employment on any legally recognized basis ["protected class"] including, but not limited to: race (including hair texture/protective styles), creed, color, religion, (including religious dress or grooming practice), ancestry, age, family care status, domestic partner status, sex (including pregnancy, childbirth, breastfeeding, or any related medical condition) gender, gender identity, gender expression, military or veteran status, citizenship status, national origin, sexual orientation, marital status, medical condition, mental or physical disability including HIV or AIDS that does not prevent a team member or applicant from performing the essential functions of his or her job, with or without reasonable accommodation, genetic information, family or medical leave status, or any other protected class under federal, state, or local law.

Americans With Disabilities Act

PetVet is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate for an otherwise qualified individual to perform the essential functions of the job. For more information on accommodations, see the Reasonable Accommodations policy, below.

Team Member Relations Philosophy

PetVet is committed to providing the best possible climate for maximum development and goal achievement for all team members. Its practice is to treat each team member as an individual, while fostering a spirit of teamwork in which individuals work together to attain common goals.

To support this objective, PetVet asks team members to refrain from using foul or offensive language. Verbal abuse, bullying, or any other violations of the Code of Business Ethics and Conduct will not be tolerated. Professional reputations are considered important assets, and PetVet expects all team members to act in a manner that promotes and protects both their own professional reputations and those of their coworkers. PetVet expects team members to act honestly and does not permit dishonest or slanderous remarks to be made by one team member about another, or about PetVet, including remarks made through electronic means such as email or social media.

Team members who fail to treat each other, clients, or PetVet with respect will be subject to disciplinary action, up to and including termination.

To maintain an atmosphere where these goals can be achieved, PetVet provides a comfortable and progressive workplace. Most importantly, the organization maintains an environment where communication is open, and problems can be discussed and resolved in a mutually respectful manner. Individual circumstances and the needs of each team member are considered.



PetVet Care Centers firmly believes that through direct communication, any difficulties that arise can be resolved, and a mutually beneficial relationship can continue to grow.

Open Door Policy

PetVet is committed to creating a work environment where everyone's voice can be heard, where issues are promptly raised and resolved, and where communication flows across all levels of PetVet. Openness and honesty are essential to fostering this environment, enabling the organization to recognize business issues as they arise and to address the changing needs of a diverse workforce. PetVet's Open Door Policy relies on communication to promote trust and mutual respect, providing a strong foundation for collaboration, growth, high performance, and success.

Team members are encouraged to engage in frequent one-on-one communication with their leader, using the Open Door Policy to address any work-related problems or concerns directly with management. When possible, concerns should first be raised with direct leaders. Although communication channels to executive-level management are open to all team members, use of the Open Door Policy should follow a hierarchical structure and should not bypass management levels unless special circumstances arise based on the nature of the concern. If a problem cannot be resolved between the team member and the direct leader, the Human Resources department will assist in addressing the issue promptly.

Under no circumstances will a team member's job status, security, working conditions, or any other aspect of employment be jeopardized as a result of using this procedure in good faith.

Non-Harassment

PetVet prohibits all forms of harassment and discrimination of one team member by another team member, leader or third party for any reason including, but not limited to: race (including hair texture/protective styles), creed, color, ethnicity, religion (including religious dress or grooming practice), ancestry, age, family care status, domestic partner status, sex (including pregnancy, childbirth, breastfeeding, or any related medical condition), gender, gender identity, gender expression, military or veteran status, citizenship status, national origin, sexual orientation, marital status, medical condition, mental or physical disability including HIV or AIDS that does not prevent a team member or applicant from performing the essential functions of his or her job, with or without reasonable accommodation, genetic information, family or medical leave status, or any other protected class under federal, state or local law. Harassment of or by any third parties is also prohibited.

The purpose of this policy is not to regulate the personal morality of team members, but to ensure that in the workplace, no team member harasses another for any reason or in any manner. The conduct prohibited by this policy includes conduct in any form, including but not limited to, e-mail, voicemail, chat rooms, social media sites, Internet use or history, text messages, pictures, images, writings, words, or gestures.

While it is not easy to define precisely what harassment is, it includes: slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes, and teasing. This policy not only prohibits conduct severe enough to be unlawful, but also conduct that is not severe enough to be unlawful yet deemed inappropriate by PetVet in its workplaces. It is the responsibility of every team member to follow this policy conscientiously.

PetVet Care Centers takes all reports of discrimination, harassment, and retaliation seriously. Any team member who is found to have engaged in inappropriate conduct, including violation of this policy or applicable law, is subject to appropriate disciplinary action, up to and including termination. Any team



member who feels that he or she is a victim of such harassment should immediately report the matter to one of the following members of management who have been designated to receive such complaints: A leader, Hospital Medical Director, or a member of human resources. If a team member makes a report to any member of management and they do not respond or do not respond in a manner the team member deems satisfactory or consistent with this policy, the team member is required to report the situation to Human Resources. Contact information can be found on the [PetVet Community](http://www.petvetcommunity.com) (www.petvetcommunity.com).

Additionally, concerns can also be reported, either anonymously or with identification, by visiting the AllVoices reporting site.

Website: <https://petvetcarecenters.allvoices.co>

QR Code:



PetVet will investigate all such reports as confidentially as possible. Adverse action will not be taken against a team member because the team member, in good faith, reports or participates in the investigation of a violation of this policy. Violations of this policy are not permitted and may result in disciplinary action, up to and including termination. Failure or refusal to participate in an ongoing investigation, as well as knowingly providing inaccurate information, may also result in disciplinary action, up to and including termination of employment.

Sexual Harassment

Any type of sexual harassment is against PetVet policy and may be unlawful.

The purpose of this policy is to ensure that in the workplace, no team member is subject to sexual harassment. While it is not easy to define precisely what sexual harassment is, it may include: unwelcome sexual advances, requests for sexual favors, and/or verbal or physical conduct of a sexual nature including, but not limited to, sexually related drawings, pictures, jokes, teasing, uninvited touching, or other sexually related comments. The conduct prohibited by this policy includes conduct in any form including but not limited to email, voicemail, chat rooms, social media sites, internet use or history, text messages, pictures, images, writings, words, or gestures. We firmly prohibit sexual harassment of any team member by another team member, leader or third party. Harassment of third parties by our team members is also prohibited. Similarly, same-sex harassment or harassment by or of gender non-binary team members is also prohibited.

Sexual harassment of a team member will not be tolerated. Violations of this policy may result in disciplinary action, up to and including termination. There will be no adverse action taken against team members who report violations of this policy in good faith or participate in the investigation of such violations.

Any team member who feels that they are a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly investigated and thoroughly as confidentially as possible.



Any team member who believes that they are a victim of sexual harassment or has been retaliated against for complaining of sexual harassment, should report the situation immediately to one of the following members of management who have been designated to receive such complaints: A leader, Hospital Medical Director, or a member of human resources. All team members who become aware of potential violations of this policy are required to report them. If a team member makes a report to any member of management and they do not respond, do not respond in a manner that the team member deems satisfactory or consistent with this policy, or the reported behavior continues, the team member is required to report the situation to Human Resources.

PetVet Care Centers will investigate every reported incident as soon as possible. Any team member, leader, or agent of PetVet Care Centers who has been found to have violated this policy may be subject to appropriate disciplinary action, up to and including termination.

PetVet will conduct a fair, prompt, and thorough investigation. All investigations are conducted in a discreet manner, but confidentiality is not guaranteed. PetVet recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation can have. We trust that all team members will participate in an investigation and continue to act responsibly.

Non-Retaliation

PetVet prohibits and does not tolerate unlawful retaliation against any team member, by any team member. All forms of unlawful retaliation are prohibited, including any form of discipline, reprisal, intimidation, or other form of retaliation for participating in any activity protected by law.

Any team member who believes that he or she is subjected to any conduct in violation of this policy should report the situation immediately to their leader. If a team member makes a report to their leader and they do not respond, or do not respond in a manner the team member deems satisfactory or consistent with this policy, or the reported behavior continues, the team member is required to report the situation to Human Resources.

Whistleblower Hotline

PetVet provides a reporting hotline for team members to anonymously report instances of fraud as well as compliance, theft, and ethics violations. Fraud reports are related to embezzlement, fraudulent reporting or accounting issues, auditing violations, internal control matters, and any securities violations. Compliance and Ethics reports are related to compliance and regulation violations, Code of Ethics violations, conflicts of interest, and waste and abuse of PetVet equipment and resources.

Concerns can be reported, either anonymously or with identification, by visiting the AllVoices reporting site.

- Website: <https://petvetcarecenters.allvoices.co>
- QR Code:



Whistleblower Protection

PetVet Care Centers shall not retaliate against any team member who reports or discloses (or who PetVet believes disclosed or might disclose) information to a government or law enforcement agency if that team member has reasonable cause to believe that the information disclosed constitutes a violation of local, state, or federal law. PetVet further shall not retaliate against any team member who discloses what he or she reasonably believes to be a violation of state or federal law to a leader; another team member with authority to investigate, discover, or correct violations; or any public body conducting investigations, hearings, or inquiries. PetVet also will not retaliate against a team member based on his or her refusal to participate in any activity that would result in a violation or noncompliance with local, state, or federal laws.

PetVet expects and requires full cooperation of all team members and all levels of management in applying good Equal Employment Opportunity, non-discrimination, and non-harassment practices. Thus, it is the duty of every team member to conscientiously follow these policies. Any team member who violates these policies is subject to discipline, up to and including termination of employment.

PetVet will not tolerate retaliation against any team member because he or she has reported in good faith an act or perceived act of prohibited harassment or discrimination; has opposed conduct that he or she reasonably believes constitutes prohibited harassment or discrimination; or has cooperated in an investigation, proceeding, or hearing about possible prohibited harassment or discrimination.

Reasonable Accommodation

PetVet complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act (ADAAA), the Fair Employment and Housing Act (FEHA), and all applicable local fair employment practices laws, and is committed to providing equal employment opportunities.

PetVet will promptly provide reasonable accommodations to qualified applicants, team members (full and part time)(regular and temporary), interns and volunteers (paid or unpaid), and consultants (herein after collectively referred to as "Requestors") based on their (1) disability, (2) religion, (3) status as a victim of domestic violence, sex offenses, or stalking, and (4) for pregnancy, childbirth, or medical condition related to pregnancy or childbirth, unless providing such an accommodation would create an undue hardship for PetVet or pose a direct threat of harm to the health and safety of the Requestor, patients, or others in the workplace. Reasonable accommodations are for the Requestor's condition only. Requestors must consult their leader for options to address needs about caring for another.

Requests for accommodation should be made via your leader and Human Resources or may be submitted by visiting the AllVoices reporting site.

- Website: <https://petvetcarecenters.allvoices.co>

- QR Code:



Team members may make the request orally or in writing. However, PetVet encourages team members to make their request in writing and to include relevant information, such as:

- A description of the accommodation the team member is requesting.



- The reason the team member is requesting accommodation.
- How the accommodation will help the team member perform the essential functions of his or her job.

After receiving the team member's oral or written request, PetVet may request information from the team member and/or team member's medical provider and will engage in an interactive dialogue with the team member to explore potential reasonable accommodations.

Team members will not be subject to retaliation for making a good faith request for accommodation. PetVet strictly prohibits any form of discipline, reprisal, intimidation, or retaliation against any person who requests accommodation in good faith. The success of these efforts relies heavily on individuals reporting inappropriate workplace conduct. Team members or applicants who believe they or someone else may have been subjected to conduct in violation of this policy are expected to report the matter promptly to Human Resources. Failure to report potential retaliatory behavior may prevent PetVet from becoming aware of a possible policy violation and from taking appropriate corrective action.

Employment of Relatives/Personal Relationships in the Workplace

PetVet desires to avoid misunderstandings, complaints of favoritism, claims of sexual harassment, and team member morale and dissension problems that can potentially result from familial, personal, or social relationships. Accordingly, leaders who are related to another PetVet team member, or have an intimate personal relationship outside the workplace with a team member, generally may not work in a direct supervisory relationship with each other or in circumstances where their working together may create a conflict of interest or other difficulties in supervision, security, safety, or morale. Leaders are also prohibited from becoming romantically involved with any subordinate team member under their direct supervision or in their chain of command.

It is a team member's responsibility to inform management if a familial, personal, or social relationship exists that could create a conflict of interest or other difficulties in supervision, security, safety, or morale. If current team members become related by marriage or form an intimate personal relationship, it is the responsibility of the team members to advise management of the situation. PetVet will evaluate each situation on an individual basis to determine whether reassignment or another work-related adjustment is appropriate. Failure to notify management of such a relationship, however, may result in disciplinary action, up to and including termination.

In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment, at the discretion of PetVet.

If two team members marry, become related, or enter an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. Team members must disclose their new relationship to Human Resources, who can decide on potential conflicts of interest.

For the purposes of this policy, PetVet Care Centers considers "a marital, familial or intimate relationship" as any relationship where persons are related by either blood or marriage, or whose relationship is similar to that of those who are related by blood or marriage, even if not actually related, but is based on an adoption, foster, step, in-law, domestic partnership or intimate relationship. These include parent, child, sibling, spouse, domestic partner, girlfriend, boyfriend, roommate, significant other, grandparent, grandchild, aunt, uncle, nephew, niece, cousin, in-law, and other relatives.



Standards of Conduct

Each team member has an obligation to observe and follow PetVet Care Centers' policies, including the Code of Business Ethics and Conduct, and to always maintain proper standards of conduct. If a team member's behavior interferes with the orderly and efficient operation of a department, corrective disciplinary measures will be taken. Further, as far as a team member witnesses actions by co-workers or clients who are in violation of the law or PetVet policy, he or she is expected to report such conduct to his or her leader. Among other things, the following may result in disciplinary action, up to and including termination:

- Theft or unauthorized possession or use of any property belonging to PetVet or a fellow team member, visitor, or customer.
- Violation of workplace violence rules and threats of violence or fighting.
- Use of abusive or threatening language.
- Falsification of PetVet records and documents, such as but not limited to, time records, employment applications, pay records, client records, benefit applications, travel and expense (T&E) records, production records, medical records.
- Failure to fully and truthfully disclose all facts related to workers' compensation and insurance claims.
- Gross negligence.
- Insubordination.
- Breach of trust or dishonest behavior.
- Unlawful, unethical, or indecent conduct.
- Deliberate destruction of, or damage to, PetVet property, or other team member's property.
- Waste of materials or mishandling of supplies or equipment.
- Willful hampering of work production.
- Failure or refusal to comply with PetVet's alcohol and drug policy.
- Carrying or possessing a weapon of any kind on PetVet property (unless permitted by applicable state law).
- Gambling or soliciting gambling on PetVet property or on PetVet devices.
- Smoking in prohibited areas.
- Unauthorized sleeping on the job.
- Violation of safety rules.
- Misuse, theft, or misappropriation of PetVet property.
- Unauthorized disclosure, use, or theft of PetVet, team member, or client confidential information.
- Making any unlawful agreement with distributors, customers, or suppliers.
- Excessive lateness or absenteeism as well as failure to report an absence prior to start time.
- Recording time for another team member.
- Misrepresented reasons for a leave of absence or an unauthorized leave of absence.
- Violation of PetVet policy prohibits discrimination and harassment.
- Behaviors that are not in accordance with PetVet Care Centers' Values or the Code of Ethics and Business Conduct.
- Surreptitiously recording workplace conversation or unauthorized photos of clients, team members, or PetVet property.
- Inappropriate conduct or indecency on PetVet property or within its facilities.
- Patient abuse or neglect.
- Violation of any PetVet policies, procedures, or guidelines.
- Knowingly providing false or misleading information to PetVet or a representative of PetVet during an investigation or otherwise refusing to comply or participate in an investigation.
- Controlled substance policy violations may result in statutory reporting to the DEA or other government agencies.



Along with any other types of conduct in which PetVet's sole discretion warrants disciplinary action and/or termination of employment.

These examples are not all inclusive. It should be emphasized that termination decisions will be based on an assessment of all relevant factors.

Nothing in this policy is intended to modify the employment-at-will policy.

Business Communications

To promote clear, consistent, and effective communication throughout the organization, PetVet provides business related communications, training, and documentation in English only, unless otherwise required by applicable law.

PetVet-Sponsored Events

To foster a respectful, inclusive, and safe environment at all PetVet-sponsored events, this policy outlines expectations for team member conduct and clarifies the scope of PetVet responsibility.

All participants are expected to uphold the same standards of professionalism and respect that apply during regular work hours. Specifically:

- Harassment, discrimination, bullying, or any form of threatening or disruptive behavior is prohibited.
- Excessive consumption of alcohol, use of illegal substances, or any conduct that impairs judgment or safety is not tolerated.
- Team members must comply with all venue rules, local laws, and PetVet policies, including those related to harassment, ethics, and safety.
- Participation in games, contests, or entertainment must be voluntary and appropriate for a professional setting.

Attendance at work-related events is voluntary unless otherwise specified. By choosing to participate, team members acknowledge and accept the following:

- They assume full responsibility for their personal conduct and any consequences arising from it.
- They release PetVet its officers, and affiliates from liability for personal injury, property damage, or other loss incurred during or as a result of participation, except were prohibited by law.
- They understand that PetVet does not provide insurance coverage for personal activities outside the scope of employment.

Any concerns or incidents should be reported promptly to Human Resources. PetVet Care Centers will investigate and respond in accordance with its standard procedures.

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



Employment Topics

Employment Applications

PetVet Care Centers relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in PetVet's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Background & Reference Checks

To ensure that individuals who join PetVet are well qualified and have a strong potential to be productive and successful, PetVet may conduct background checks and/or check the employment reference(s) of all applicants. All offers of employment are contingent upon the successful completion of a background check conducted in compliance with all federal, state, and local laws, including but not limited to the Fair Credit Reporting Act (FCRA) and application state and local fair employment and privacy laws.

In general, all team members must be at least 18 years of age.

New Team Member Onboarding

Upon joining PetVet, each team member receives a link to an electronic copy, along with other PetVet policies and procedures. Each team member is required to electronically sign the receipt or acknowledgment pages and return them to their direct leader. Completion of this step is a mandatory condition of employment. Team members will also be required to complete additional human resources, payroll, and benefits forms.

The Handbook and applicable State Supplements are available to all team members in electronic format on the [PetVet Community](https://community.petvetcarecenters.com) (community.petvetcarecenters.com).

Each leader is responsible for overseeing the operations of their department and serves as a valuable resource for information regarding PetVet and team member roles.

Employment Eligibility Requirements

As a condition of employment, all team members are required to complete the Employment Verification Form I-9 on or before their first day of employment and provide documentation verifying their identity and employment eligibility within three (3) business days of beginning employment. Team members may also be asked to confirm their ability to perform the essential functions outlined in their job description.

Individuals authorized to work in the United States for a limited period must submit proof of renewed employment eligibility prior to the expiration of their authorization in order to remain employed with PetVet. It is the team member's responsibility to obtain and present updated employment authorization documents upon expiration of existing documentation.

Corrective Action

Corrective action **may** include a verbal warning, written warning(s), suspension with or without pay, and/or termination. The appropriate disciplinary action imposed will be determined by PetVet. The procedures below are provided as general guidelines to assist leaders in the corrective action process.



PetVet reserves the right to eliminate or repeat any of these steps depending on the circumstances of the infraction.

The goals of progressive discipline are to:

- Inform the team member of inadequacies in performance or instances of improper behavior.
- Clarify what constitutes satisfactory performance or behavior.
- Instruct the team member on what action must be taken to correct the performance or behavior problem.
- Inform the team member about the action that will be taken in the future if the expectations are not met.

Progressive discipline will continue to the next appropriate step even if the previous disciplinary action is for a different rule of violation. Nothing in this policy is intended to modify the at-will employment relationship.

Performance Management

PetVet believes that feedback is essential to job performance and career development. Management and team members are encouraged to engage in regular, informal discussions about performance and goals on a day-to-day basis. Leaders will continually assess performance and provide constructive feedback.

Typically, a formal performance review will be conducted approximately 90 days after a team member's hire date to evaluate performance status. Following this meeting, leaders will continue to provide ongoing feedback regarding expectations, job responsibilities, strengths, and areas for improvement.

Dispute Resolution Agreement

As a condition of employment with PetVet, team members may be required to sign a Dispute Resolution Agreement (DRA). Team members working in states where such an agreement is required should be aware that continued employment after receiving the DRA constitutes acceptance of its terms, regardless of whether the DRA has been signed. Failure to sign the DRA may result in interruption or termination of employment without notice.

Classifications

Introductory/Probationary Period

All full-time and part-time team members are subject to an introductory and probationary period during their first 90 days of employment. This period allows team members to assess whether the position is a good fit, while providing their direct leader with an opportunity to evaluate job performance.

During the introductory period, attendance and overall work performance will be closely monitored. In the event of performance or attendance concerns, PetVet Care Centers will follow its progressive disciplinary process, which may include verbal counseling, written warnings, and other corrective actions as appropriate under the circumstances. However, depending on the severity of the conduct or performance issue, PetVet reserves the right to accelerate steps in the disciplinary process.

Completion of the introductory period does not guarantee continued employment and does not alter the at-will nature of the employment relationship.



Classifications

Throughout this Handbook, PetVet Care Centers will use different terms to refer to different team member classifications. As used in this Handbook, and at PetVet, the following terms have the following meanings:

Full-time: team members who regularly work at least a 30-hour workweek.

Part-time: team members who regularly work less than 30 hours each week. Part-time team members are generally not entitled to benefits, unless otherwise required by law.

Per diem or pro re nata (PRN): team members who do not work regularly scheduled hours but are called in to work on an as-needed basis. Per diem or PRN team members are generally not entitled to benefits, unless otherwise required by law. PRN team members must work at least one shift per quarter to maintain PRN status.

Seasonal: Team members hired for a set time period with a scheduled end date. Seasonal team members may work full-time or part-time during their employment period. Seasonal team members are generally not entitled to benefits, unless otherwise required by law.

In addition to the preceding categories, team members are also categorized as "exempt" or "non-exempt."

Non-exempt (typically paid hourly): team members are entitled to overtime pay as required by applicable federal, state, or local law.

Exempt team members: pursuant to applicable federal and state laws are not entitled to overtime pay and are not subject to certain deductions to their salary under PetVet's policies. Your salary is intended to compensate you for all hours worked.

Upon hiring, your direct leader will notify you of your employment classification.

Anniversary Date

The first day a team member reports to work is considered their Anniversary Date. This date may be used to determine eligibility for various PetVet benefits. Team members who have questions regarding their Anniversary Date should contact their leader for clarification.

Time and Attendance

Work Schedules

Work schedules for team members vary throughout the business. Leaders will advise team members of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Meal and Rest Periods

Meal and rest breaks will be granted in accordance with this policy or applicable to federal and state law. If applicable, please consult your state-specific handbook addendum for details.



A non-exempt team member may take meal and rest breaks as follows:

Meal period: Non-exempt members **are required to** take a 30-minute unpaid meal break for shifts of six hours or more. All non-exempt team members must clock in and out for meal periods.

Rest periods: In addition to meal periods, non-exempt team members who work at least three and half hours are entitled to a 10-minute minimum rest period and are required to take such rest periods. Thereafter, team members are entitled to a second 10-minute rest period for every four hours worked. Team members should take their rest breaks as close to the middle of each four-hour work period as possible.

Rest periods are counted as hours worked. As such, it is not required to clock out or otherwise record them unless state mandated. However, **failure to take a rest period must be reported to the leader on duty**. Failure to take state mandated meal or rest periods without having a waiver on file, will result in disciplinary action.

Lactation Breaks

All team members who are lactating may take a reasonable amount of break time to accommodate the need to express breast milk for the team member's nursing child. Eligible team members should notify their direct leader of the frequency, timing, and duration of lactation breaks necessary. Team members should contact their leader for information about the designated location for lactation breaks.

Lactation breaks under this policy are unpaid. However, team members who use their rest break time to express breast milk should advise their leader.

Non-exempt team members must accurately record the start and end of lactation breaks on their time sheets in accordance with PetVet Care Centers' timekeeping policy. Uninterrupted lactation breaks, outside of normal break times, do not count as time worked.

This policy will be superseded by any state-specific guidance.

Recording Work Time

PetVet Care Centers relies on accurate timekeeping records to compensate all non-exempt team members. For this reason, all non-exempt team members are required to accurately record all time worked on the e-timesheet or PetVet's biometric timekeeping system. Failure to comply with PetVet timekeeping requirements will result in disciplinary action, up to and including termination of employment. Team members are expected to arrive on time for their shift and must clock in at the beginning and clock out at the end of their shift. Team members are prohibited from performing any work prior to the start of their scheduled shift, and team members may not work or clock out past the end of their scheduled shift, unless specifically authorized to do so by their leader. Team members must not clock in or clock out for another team member under any circumstances. In addition, non-exempt team members are required to accurately record the times of all meal periods.

Non-exempt team members are prohibited from working at any time that is not recorded. Failure to comply with this policy will result in disciplinary action, up to and including termination of employment. Requesting, demanding, or otherwise suggesting that a team member work unrecorded time is grounds for discipline, up to and including termination of employment. Such actions should be promptly reported to management or to Human Resources. PetVet encourages reporting of all perceived incidents and PetVet's policy prohibits any and all forms of retaliation against anyone who in good faith complains that



this policy is not being followed, or who otherwise participates in a PetVet or agency investigation into such complaints, even if sufficient evidence is not found to substantiate the complaint.

Incidents can be reported, either anonymously or with identification, via the AllVoices reporting site.

- Website: <https://petvetcarecenters.allvoices.co>
- QR Code:



Exempt team members may be required to accurately record their time worked in accordance with federal and state wage and hour laws. All team members subject to this policy are required to accurately record all time worked.

Exchanging Shifts

A team member is not permitted to exchange shifts with another team member without the prior authorization of both team members' leader(s). No authorization for exchanging shifts will be granted unless the exchange can be done without interference with PetVet Care Centers operations or any team member working overtime. Shift exchanges in care centers/hospitals should be coordinated through the Hospital Leader.

Workweek

The workweek starts on Monday at 12:00 a.m. and ends on Sunday at 11:59 p.m. A workday starts at 12:00 a.m. and ends at 11:59 p.m.

Attendance and Punctuality

PetVet is committed to providing the highest level of patient care and service while fostering a strong Culture of Care for our patients, clients, and team members. Regular attendance and punctuality are critical to effective operations, consistent access to care, and a positive experience for those we serve. Showing up for one another, and on time, ensures our care centers/hospitals are appropriately staffed; supports our teammates; and allows us to deliver reliable, compassionate, and high-quality care.

This policy establishes general attendance expectations while ensuring compliance with applicable federal, state, and local laws and reinforcing our shared responsibility to care for our patients, clients, and each other. This policy supersedes any existing attendance policies, including those policies that may be used in individual care centers/hospitals.

Scope

This policy applies to all team members of PetVet, regardless of position, classification, or work locations, unless otherwise required by applicable law or written agreement.



Attendance Definitions

For purposes of this policy, the following definitions apply:

Attendance:	A team member's presence at work as scheduled, including reporting to work, remaining at work for scheduled hours, and performing assigned duties.
Absence:	Failure to report for or remain at work as scheduled for any reason, whether for a full or partial shift.
Early departure (early out):	Leaving work before the scheduled end of a shift without prior approval or without a qualifying reason.
Excessive attendance issues:	A level or pattern of absences, tardiness, or early departures — excused or unexcused — that negatively impact operations, patient care, staffing, or coverage. Determinations of excessiveness are made on a case-by-case basis and consider frequency, duration, timing, and overall impact rather than a fixed numerical standard.
Excused time off / excused absence	An absence, tardy, or early departure that is approved by management or is protected under applicable federal, state, or local law, including but not limited to approved PTO, Care Time, protected leave, or reasonable accommodations. An excused absence does not necessarily exempt a team member from review of overall attendance reliability or patterns.
No call/no show	Failure to report to work as scheduled and failure to notify the leader in accordance with established reporting procedures.
Protected leave	Time away from work that is protected by federal, state, or local law, for which the team member has completed the PetVet Care Centers Leave of Absence process and received approval from the Leaves Office. Approved protected leave will not be counted as a violation of this policy. Protected leave includes but is not limited to leave under the Family and Medical Leave Act (FMLA), ADA-related leave or reasonable accommodations, state or local paid sick leave, workers' compensation leave, military leave, or jury duty.
Punctuality:	Reporting to work, returning from breaks, and resuming duties at the scheduled time.
Reasonable accommodation:	A modification or adjustment to attendance expectations or scheduling provided to a qualified team member, who is able to perform the essential functions of his or her position with the reasonable accommodation, due to medical condition, disability, pregnancy, or other legally protected reason, as required by law.
Tardiness (late arrival):	Reporting to work after the scheduled start time.



Attendance Expectations

Team Members are expected to:

- Report to work as scheduled.
- Be clocked in and prepared for work on time. There is no grace period for clocking in late.
- Remain at work for their scheduled hours.
- Perform duties during scheduled work times.
- Take lunch and rest breaks as required.

Regular and reliable attendance is considered an essential function of most positions.

Reporting Absences, Tardiness, and Early Departures

Team members must notify their leader as soon as reasonably practicable if they will be absent, late, or need to leave early. Specific reporting procedures may vary by location and will be communicated by management.

Failure to follow established reporting procedures, absent extenuating circumstances, may result in corrective action.

Excused and Unexcused Absences

Absences may be designated as excused or unexcused based on the circumstances, applicable policies, and governing law. Approval of an absence does not exempt a team member from accountability for overall attendance reliability or attendance patterns.

Review of Attendance Patterns

PetVet Care Centers may evaluate attendance on a case-by-case basis, considering factors such as:

- Frequency and duration of absences.
- Tardiness or early departures.
- Failure to follow call in procedures.
- Patterns that negatively impact operations or coverage.

No single factor is determinative.

Protected Leave and State Specific Rights

Nothing in this policy is intended to interfere with or discourage team members from exercising rights under applicable law. Approved absences protected by federal, state, or local law or approved as reasonable accommodations will not be counted as violations of this policy.

Reasonable Accommodations

Team members needing accommodation related to attendance should notify their leader or Human Resources. PetVet Care Centers will engage in an interactive process as required by law.

Use of PTO/Care Time

PTO, when available, or Care Time, when requested, will be applied to cover all absences, with certain exceptions. Use of PTO or Care Time does not automatically excuse an absence for attendance-management purposes unless approved or legally protected.



No Call/No Show

Failure to report for work or to notify the leader of the team member's absence in a timely manner for two (2) consecutive scheduled workdays will be considered a voluntary resignation and processed as job abandonment, except as provided by law and absent extenuating circumstances. Failure to report for work or to notify the leader of the team member's absence in a timely manner for two nonconsecutive scheduled workdays, within a reasonable time period absent extenuating circumstances, will be considered a termination for cause and processed as due to violation of the attendance policy. This policy is not intended to limit a team member's right to engage in a lawful strike, work stoppage, or other conduct protected by Section 7 of the National Labor Relations Act.

Readiness for Work at Scheduled Start Time

Team members are expected to be fully ready to begin work at their scheduled start time. Being "ready for work" means the team member is present at their workstation or assigned areas and prepared to perform all job duties, including but not limited to being properly attired, logged in to required systems and equipped with necessary tools or materials.

Arriving onsite or clocking in at the scheduled time does not, by itself, constitute readiness if preparatory activities are still required. Any required preparation must be completed before the scheduled start time.

Failure to be ready to work at the scheduled start time may be considered tardiness and may result in corrective action, up to and including disciplinary measures, in accordance with PetVet policy. Repeated instances may be addressed through performance management. There is no grace period for late clock in.

Team members who anticipate delays or issues affecting their readiness must notify their leader as soon as possible.

Replacement Coverage

Team members should attempt to secure their own shift coverage when they will be absent from work, except in cases of emergency where advance notice is not possible.

- Team members must notify their direct leader of the need to be absent before contacting coworkers for coverage.
- Coverage arrangements must be confirmed and approved by a leader prior to the start of the scheduled shift.
- The team member who will be absent remains responsible for the shift until coverage has been officially approved by management.
- If unable to secure coverage, the team member must inform their leader immediately so alternative arrangements can be considered.
- Repeated failure to follow shift coverage procedures may result in corrective action in accordance with the attendance policy.

Clocking In Early

Team members are expected to clock in no earlier than their scheduled start time, unless prior approval has been given by a leader

Clocking in early without authorization is not permitted and may result in corrective action, as it can lead to unauthorized overtime or payroll discrepancies.



Corrective Action

Attendance issues may be addressed through progressive discipline; however, PetVet Care Centers reserves the right to determine the appropriate level of corrective action based on the circumstance.

Corrective action may include, but is not limited to:

1. Coaching or verbal counseling.
2. Written warning.
3. Final warning or performance improvement plan.
4. Termination of employment.

PetVet may accelerate, repeat, or bypass steps when warranted by the severity, frequency, or impact of the issues, consistent with applicable law.

Documentation and Consistency

Leaders are responsible for documenting attendance issues and corrective actions accurately, objectively, and consistently. Documentation should focus on observable facts and operational impact, not assumptions or protected characteristics.

Introduction Period

During the first 90 days of employment, a team member may receive no warning prior to termination, when absences, tardiness, or early outs are excessive. Generally, three (3) unexcused incidents during this time may result in termination.

During the introductory period, attendance and overall work performance will be closely monitored. In the event of performance or attendance concerns, PetVet Care Centers will follow its progressive disciplinary process, which may include verbal counseling, written warnings, and other corrective actions as appropriate under the circumstances. However, depending on the severity of the conduct or performance issue, PetVet reserves the right to accelerate steps in the disciplinary process.

Completion of the introductory period does not guarantee continued employment and does not alter the at-will nature of the employment relationship.

At-Will Employment

Nothing in this policy alters the at-will employment relationship, where permitted by law. Employment may be terminated by the team member or PetVet at any time, with or without cause or notice, consistent with applicable law.

Policy Administration

PetVet reserves the right to interpret, apply, modify, or discontinue this policy at its discretion, and is subject to federal, state, and local legal requirements.

Overtime

There may be times when overtime is required to meet the needs of PetVet's clients. Although advance notice will be provided when feasible, this is not always possible. Non-exempt team members must have all overtime approved by their direct leader.

Non-exempt team members will receive overtime pay in accordance with federal and state wage and hour laws. Federal law requires overtime pay for all hours worked over forty (40) in a workweek;



however, team members should consult the state-specific handbook addendum for additional state requirements.

Any non-exempt team member who works beyond their scheduled hours without authorization will be subject to disciplinary action. Regardless of whether disciplinary action is taken, PetVet will pay team members for all hours worked, including overtime.

Only actual hours worked count toward computing overtime. Hours worked do not include meal periods, vacation days, personal days, sick days, holidays, or any leave of absence.

Team members with questions regarding overtime pay should speak with their direct leader.

Non-exempt team members will be paid at a rate of time and one-half their regular rate for hours worked more than 40 hours in a workweek unless state law provides a greater benefit. In such cases, the state-required rate will apply. Team members should refer to their applicable state addendum for more details.

Inclement Weather

The safety of our team members, clients, and patients is our top priority. During periods of inclement or severe weather (such as snow, ice, hurricanes, flooding, or other hazardous conditions), PetVet will make reasonable efforts to maintain operations while prioritizing safety.

Decisions regarding delayed openings, early closures, or full closures will be based on local weather conditions, government advisories, and business needs. Team members will be notified of any operational changes through established communication channels as soon as practicable.

Team Member Attendance

Team members are expected to make reasonable efforts to report to work as scheduled when PetVet remains open. However, team members should not put themselves at risk. If a team member believes travel is unsafe, they should notify their leader as soon as possible.

Pay and Time Off

Pay practices during inclement weather will comply with PetVet policy and applicable federal, state, and local laws. Specific guidance will be provided at the time of the weather event; however, typically wages for team members at care center/hospital locations will be paid as follows when PetVet opts to adjust a location's operating schedule.

Hourly Team Members

- **Care center/hospital closes early:** Hourly team members will be paid for hours worked plus any remaining scheduled hours for that day.
- **Care center/hospital is closed:** Hourly team members will be paid for scheduled hours, up to three (3) days during the event.
- **Care center/hospital is closed due to power loss or other conditions while other care centers/hospitals in the market remain open:** Team members should be scheduled to work at a neighboring care center/hospital when feasible. If this is not reasonable, the team member will be paid for scheduled hours, up to three (3) days.
- **Care center/hospital remains open, and a team member chooses not to report to work:** The time will be unpaid, or the team member may use available PTO, including Care Time.



DVMs

- **Care center/hospital is closed:** As exempt team members, DVMs will be paid and are not required to use PTO. Every effort should be made to reschedule the DVM to another day to allow them to see clients and meet production goals.
- **Care center/hospital remains open, and a DVM elects not to report to work:** The DVM may work an alternate day to cover production or use PTO for the missed day.

Remote Work

When feasible and appropriate for the role, team members, particularly those on the Center Support Team, may be permitted or required to work remotely during inclement weather, subject to leader approval.

Essential Functions

Certain positions may be designated as essential to maintain critical operations. Team members in these roles may be required to report to work unless otherwise directed.

Team members with questions regarding inclement weather expectations should contact their direct leader or Human Resources.

Personal and Pay Data

PetVet Dayforce System

The PetVet Dayforce System is a web-based application that allows team members to manage personal information online.

Using the PetVet Dayforce System, a team member can self-serve in the following ways:

- Edit and view direct deposit and tax information.
- View and edit address, dependent information, emergency contact, and marital status.

Team members are expected to update their information when changes occur. Questions may be directed to the team member's direct leader.

Pay Schedule and Payday

Team members will be paid biweekly on Friday for the period that ends on the previous Sunday.

Team members' first paycheck will be sent to their work location. For team members working remotely (Center Support), paychecks will be mailed to their home address. Team members may enroll in direct deposit for subsequent paychecks. Direct deposit paystubs can be accessed on Dayforce — the HR System of Record — and should be reviewed each pay period for errors. Any errors must be reported to the team member's direct leader and/or Human Resources immediately. Management will assist in taking the steps necessary to correct the error. Direct deposited funds will be automatically deposited and available on payday.

Paycheck Deductions

PetVet Care Centers is required by law to make certain deductions from each team member's paycheck every pay period. Such deductions typically include federal and state taxes and Social Security (FICA)



taxes. Depending on the state in which a team member is employed and the benefits they elect, additional deductions may apply. All deductions and their amounts are listed on each pay stub. These deductions are totaled annually on Form W-2, Wage and Tax Statement, which is made available each year by January 31.

Paychecks should reflect the time worked, along with any personal or leave time taken during that pay period. Team members will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law.

Safe Harbor Policy for Exempt Team Members

Exempt team members receive a salary which is intended to compensate for all hours worked during the pay period. While the salary may be subject to review and modification from time to time, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, a team member's salary is subject to certain deductions. For example, absent contrary state law requirements, a salary may be reduced for the following reasons:

- Full-day absences for personal reasons.
- Full-day absences from sickness or disability.
- Full-day disciplinary suspensions for infractions of written policies and procedures.
- To offset amounts received as payment for jury and witness fees or military pay.
- The first or last week of employment when the team member works less than a full week.

A team member's salary may also be reduced for certain types of deductions, such as the team member's portion of health, dental, or life insurance premiums; state, federal, or local taxes; Social Security; or voluntary contributions to a 401(k), IRA, or pension plan, in accordance with PetVet policy.

However, in any workweek in which a team member performs any work, their salary will not be reduced for any of the following reasons:

- Partial-day absences for personal reasons, sickness, or disability.
- Absence on a day when the employer has decided to close a facility on a scheduled workday.
- Absences for jury duty, attendance as a witness, or military leave in any week in which the team member has performed any work.
- Any other deductions prohibited by state or federal law.

However, subject to state law, it is not considered an improper deduction to reduce a team member's accrued paid time off (PTO) for full or partial-day absences for personal reasons, sickness, or disability.

Direct Deposit

To expedite access to pay and minimize the possibility of lost or stolen paychecks, team members are encouraged to enroll in the direct deposit program through Dayforce, the HR System of Record. Any team member not enrolled for direct deposit will receive a paper payroll check distributed to their work location. For team members working remotely (Center Support), paychecks will be mailed to their home address.



Promotions and Transfers

PetVet believes that career advancement is rewarding for both the team members and PetVet. It is the Companies goal to promote qualified team members to new or vacated positions whenever possible. Team members should discuss promotion and transfer opportunities with their direct leader.

Job openings may be on the PetVet Care Centers website. Team members interested in applying for an open position should notify their leader.

Access to Personnel Files

PetVet maintains a personnel file for each team member. The personnel file includes information such as the team member's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of PetVet, and access to the information they contain is restricted in accordance with applicable state law. Team members who wish to review their own file should contact their Regional Human Resources Business Partner in writing.

Personal Data Changes

It is each team member's responsibility to update their personal information (i.e., mailing addresses, telephone numbers, dependents, marital status, and emergency contacts). Failure to maintain correct information or update in a timely manner may result in delays with receipt of the W-2 or ability to change benefit enrollments.

Confidential Information

All PetVet records are confidential and may not be copied or disclosed without management authorization. Team members should not discuss confidential PetVet affairs, accounts, files, or printed material concerning PetVet Care Centers' clients, except on a need-to-know basis with other team members. Confidential information includes all financial, personnel and payroll records, information about clients, and anything else about the way PetVet operates.

All patient medical information and client financial information are strictly confidential. Legally, and ethically, any information seen, heard, or read regarding patients and clients must not be discussed outside of PetVet; this includes, but is not limited to posting on social media. No original or copied documents may leave the premises without the consent of the Hospital Leader. Records shall not be released to third parties without the approval of the Hospital Leader. Team members shall not discuss clients, patients, referring veterinarians, or their care centers/hospitals unnecessarily. Failure to adhere to these confidentiality requirements may result in disciplinary action, up to and including termination of employment.

Team members are hereby notified in accordance with the Defend Trade Secrets Act of 2016 that you will 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 that is filed under seal in a lawsuit or other proceeding.



Team members are further notified that if they file a lawsuit for retaliation by an employer for reporting a suspected violation of law, they may disclose the employer's trade secrets to their attorney and use the trade secret information in the court proceeding if they: (a) file any document containing the trade secret under seal, and (b) do not disclose the trade secret except pursuant to a court order.

Press Releases and Communication with the Media

All requests for information or comments from the media must be directed to the respective Vice President or their designee. If a team member is contacted, they should direct the reporter to their direct leader. Team members are not permitted to provide comments to the media on behalf of PetVet unless specifically directed to do so by the CEO. The leader will ask the reporter several background questions, including but not limited to the following:

- The reporter's name.
- The name of the publication, news service, or station that they represent.
- The reporter's deadline.
- What the reporter wants to know.

Once satisfied with the legitimacy of the reporter and the information that they are requesting, the leader may provide PetVet Care Centers Corporate contact information.

Computer Software Licensing

PetVet Care Centers purchases or licenses the use of various computer software programs. Neither PetVet nor any of PetVet's team members have the right to duplicate this computer software or its related documentation.

PetVet does not condone the illegal duplication of software. You must use the software in accordance with the license agreement. This policy applies not only to individual desktop computers and laptops, but also to local area networks.

Team members learning of any misuse of software or related documentation within PetVet shall notify a member of management. Team Members who reproduce, acquire, or use unauthorized copies of computer software will be subject to discipline, up to and including termination.

Electronic Mail and Monitoring

The hardware and software systems underlying electronic mail, electronic databases, and internet access are provided to assist in the conduct of business within PetVet. They are the property of PetVet and, like all other PetVet owned systems, should be used only for business purposes.

This policy contains guidelines for electronic communications created, sent, received, used, transmitted, or stored using PetVet communication systems or equipment and employer-provided systems or equipment used either in the workplace, during working time, or to accomplish work tasks. Electronic communications include, among other things, messages, images, data, or any other information used in email; instant messages; voicemail; fax machines; computers; personal devices; cell phones (including those with cameras); text messages; telephones; intranet; internet; back-up data storage; information on a USB flash drive, SD or memory card, or jump or zip drive; or any other type of internal or external removable storage or media drives. In the remainder of this policy, all these communication devices, when they have been paid for, reimbursed, or otherwise provided by PetVet, are collectively referred to as the "Systems."



Team members may use the Systems to communicate internally with coworkers or externally with customers, suppliers, vendors, advisors, and other business acquaintances for business purposes.

All electronic communications contained in, or transmitted by using, the Systems are PetVet records and/or property. Team members should have no expectation of privacy in any electronic communications or any other information that you enter, store, or communicate using the Systems.

The Systems and electronic communications are subject to use, access, monitoring, review, recording, and disclosure by PetVet without further notice. PetVet Systems and Electronic Communications are not confidential or private. PetVet's right to use, access, monitor, record, and disclose electronic communications without further notice applies equally to team member-provided systems or equipment used during working time or to accomplish work tasks.

The Systems should not be used for personal communications, and any personal communications in the Systems are treated the same as all other electronic communications and may be used, accessed, recorded, monitored, and disclosed by PetVet at any time without further notice. Since all Electronic Communications and the Systems can be accessed without advance notice, team members should not use the Systems for communication or information that team members would not want revealed to third parties.

Team members may not use the Systems in a manner that violates PetVet's policies, including but not limited to Non-Harassment, Sexual Harassment, Equal Employment Opportunity, Protecting PetVet Information, and Solicitation and Distribution.

System users are urged to keep their messages business-like. The wording of all Systems communications should be such that, if they were revealed in public, the sender and receiver would neither experience embarrassment nor be subject to claims of defamation or harassment.

No team member may send an email message utilizing another team member's Systems identity in an attempt to deceive the recipient as to its origin.

Only PetVet-approved screen savers may be used.

In addition, team members may not use the Systems:

- To download, save, send, or access any unlawfully discriminatory or obscene material.
- To download, save, send, or access any music, audio, or video file; with this exception of those required for business needs, with proper approval.
- To download software from the internet (including shareware or free software) without the advance written permission of PetVet's IT department.
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or Systems of PetVet, or any other person or entity.
- In connection with any infringement of intellectual property rights, including but not limited to copyrights and trademarks.
- In connection with the violation or attempted violation of any law.

A team member may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using the Systems; make changes to electronic communications or the Systems without clearly indicating such changes; or use another person's account, mailbox, password, etc.



Team members must always respect intellectual property rights such as copyrights and trademarks. Team members must not copy, use, or transfer proprietary materials of PetVet or others without appropriate authorization. Team members may only use legitimate, licensed copies of software and may not make unauthorized copies of any software.

All Systems passwords and encryption keys must be available and known to PetVet. Team members may not install password or encryption programs without their leader's written permission. Team members may not use the passwords and encryption keys belonging to others.

Numerous state and federal laws apply to electronic communications. PetVet will comply with applicable laws. Team members also must comply with applicable laws and should recognize that a team member could be personally liable and/or subject to a fine and/or imprisonment for violation of applicable laws.

Violations of this policy may result in disciplinary action up to and including termination, as well as possible civil liabilities or criminal prosecution. Where appropriate, PetVet may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations.

PetVet will not, of course, unlawfully retaliate against anyone who reports policy violations or assists with investigations.

We recognize your need to be able to communicate efficiently with fellow team members and clients. Therefore, we have installed an electronic mail (email) system to facilitate the transmittal of business-related information within PetVet and with clients.

The email system is intended for business use only. The use of PetVet's email system to solicit fellow team members or distribute non-job-related information is prohibited to the extent allowed by applicable law.

PetVet's policies against sexual and other types of harassment apply fully to the email system. Violations of those policies are not permitted and may result in disciplinary action, up to and including termination. Therefore, team members are also prohibited from the display or transmission of sexually explicit images, messages, ethnic slurs, racial epithets, or anything that could be construed as harassment or disparaging to others.

Team members shall not use unauthorized codes or passwords to access others' files.

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

For business purposes, management reserves the right to enter, search and/or monitor the PetVet private email system and the files/transmissions of any team member without advance notice and consistent with applicable state and federal laws. Team members should expect that communications that they send and receive using the PetVet private email system will be disclosed to management. Team members should not assume that communications that they send and receive through the PetVet email system are private or confidential.

Internet Use and Monitoring

PetVet recognizes the need to stay on the forefront of technology. The internet is intended for business use. Limited personal use is permitted, but such use must not interfere in any way with the performance of a team member's job. PetVet policies against sexual and other forms of harassment apply fully to Internet usage, including the use of instant messaging programs. Violations of these policies are not permitted and may result in disciplinary action, up to and including termination. Accordingly, team



members are prohibited from displaying, transmitting, and/or downloading sexually explicit images or messages, ethnic slurs, racial epithets, or any material that could be construed as harassment or disparaging to others.

Consistent with applicable federal and state law, the time a team member spends on the internet may be tracked through activity logs for business purposes. All abnormal or inappropriate usage will be thoroughly investigated. For business purposes, management reserves the right to search and/or monitor PetVet internet usage and the files or transmissions of any team member without advance notice and consistent with applicable state and federal laws. Team members should expect that internet communications they send or receive may be disclosed to management and should not assume such communications are private or confidential.

Team members who become aware of any misuse of the internet must notify a member of management. Violation of this policy may result in disciplinary action, up to and including termination of employment.

Social Media Policy

PetVet recognizes that social media can be a fun and rewarding way for individuals to share their lives and opinions with family, friends, and coworkers around the world. However, the use of social media also presents certain risks and carries specific responsibilities. To assist team members in making responsible decisions regarding social media use, PetVet has established guidelines for appropriate use.

This policy applies to all team members who work for PetVet (and its individual care centers/ hospitals) in the United States.

Guidelines

In the rapidly expanding world of electronic communication, social media can take many forms. Social media includes all methods of communicating or posting information or content of any kind on the internet, including a team member's own or someone else's blog, journal, personal website, social networking or affinity site, web bulletin board, or chat room — whether or not associated with PetVet — as well as any other form of electronic communication.

The same principles and guidelines found in PetVet policies apply to online activities. Each team member is solely responsible for what they post online. Before creating online content, team members should consider the risks and rewards involved. Any conduct that adversely affects a team member's job performance, the performance of others, or that negatively impacts clients, suppliers, individuals working on behalf of PetVet, or PetVet's legitimate business interests may result in disciplinary action, up to and including termination.

Know and Follow the Rules

Team members should carefully read these guidelines, along with PetVet policy on discrimination and harassment prevention, to ensure that their postings are consistent with PetVet expectations. Inappropriate postings — including discriminatory remarks, harassment, threats of violence, or similar unlawful or inappropriate conduct — will not be tolerated and may result in disciplinary action, up to and including termination.

Be Respectful

Team members are expected to be fair and courteous when interacting online with coworkers, clients, suppliers, or individuals working on behalf of PetVet. Work-related complaints are better resolved through direct communication or by using the Open Door Policy rather than posting concerns publicly on social media. However, if a team member chooses to post complaints or criticism online, they should



avoid statements, photographs, videos, or audio that could reasonably be viewed as malicious, obscene, threatening, intimidating, or disparaging toward clients, team members, or suppliers, or that might constitute harassment or bullying.

Examples include offensive posts intended to harm someone's reputation or posts that could contribute to a hostile work environment based on any status protected by law or PetVet policy.

Be Honest and Accurate

Team members must be honest and accurate when posting information or news and should correct mistakes promptly. They should be transparent about any alterations made to previous posts. Because online content can be archived indefinitely, even deleted postings may be retrievable. Team members may not post information or rumors known to be false about PetVet, its team members, clients, suppliers, individuals working on behalf of PetVet, or competitors.

Post Only Appropriate and Respectful Content

Team members must maintain the confidentiality of PetVet trade secrets and private or confidential information regarding the development of Systems, processes, products, know-how and technology. Internal reports, policies, procedures, or other internal business-related confidential communications may not be posted.

Team members may not create a link from a personal blog, website, or other social networking site to a PetVet website or social media profile without clearly identifying themselves as PetVet Care Centers team members.

Team members must express only their personal opinions and never represent themselves as spokespersons for PetVet Care Centers. If PetVet is referenced in online content, the team member must disclose their affiliation while clearly stating that their views do not represent those of PetVet, its team members, clients, suppliers, or individuals working on its behalf. When posting about work-related matters or topics associated with PetVet, it is recommended that team members include a disclaimer such as: *"The postings on this site are my own and do not necessarily reflect the views of PetVet Care Centers" or a specific care center/hospital.*

Using Social Media at Work

Team members must refrain from using social media during work time or on PetVet-provided equipment unless such use is work-related, authorized by a leader, or otherwise consistent with PetVet policy. PetVet email addresses may not be used to register for social networks, blogs, or other online tools used for personal purposes.

Retaliation is Prohibited

PetVet prohibits any negative action against a team member who reports a deviation from this policy or who cooperates in an investigation. Any team member who retaliates against another for such participation will be subject to disciplinary action, up to and including termination.

Media Contacts

Team members may not speak to the media on behalf of PetVet. All media inquiries must be directed to the team member's direct leader or a member of the Executive leadership team, if located at the Support Center in Westport, CT. Refer to the [Press Releases and Communications with the Media](#) section of this Handbook for additional information.

For More Information

Team members who have questions or need guidance should contact Human Resources.



Nothing in this policy is intended to interfere with, restrain, or coerce any team member in the exercise of their rights under any state or federal labor law, including the National Labor Relations Act.

Solicitation and Distribution of Literature

In order to respect team members and customers:

- Team members may not solicit other team members during work time.
- Team members may not distribute or post literature, other printed materials or sell merchandise at any time in PetVet working areas.
- Team members may not solicit clients.

PetVet considers “working time” any time during a team member shift when they are not on an approved work break. “Working areas” are defined as any areas where a team member performs assigned job duties. The definition does not include restrooms or other non-work areas of PetVet.

Non-team members are also prohibited from distributing material or soliciting team members on PetVet premises at any time.

Conflict of Interest

Team members are expected to devote their best efforts to advancing PetVet Care Centers’ interests. All team members are required to conduct PetVet business in an honest and ethical manner, including the ethical handling of actual or potential conflicts of interest between personal and business relationships.

Conflicts of interest may arise under the following circumstances:

- A team member or a close family member is employed by, or acts as a consultant to, a competitor or potential competitor, supplier, or contractor — regardless of the nature of the employment — while the team member is employed with PetVet. This includes any outside employment while on a leave of absence.
- Hiring or supervising family members or closely related individuals.
- Serving as a board member for an outside commercial company or organization.
- Owning or having a substantial interest in a competitor, supplier, or contractor.
- Having a personal interest, financial interest, or potential gain in any PetVet transaction.
- Using, or allowing others to use, PetVet equipment for personal gain.
- Placing PetVet business with a firm owned or controlled by a team member or family member.
- Accepting gifts, discounts, favors, or services from a customer, potential customer, competitor, or supplier unless such benefits are equally available to all team members.
- Engaging in research projects, collaborations, or consulting activities with external companies, academic institutions, or industry partners without prior review and approval from leadership.

Team members should refer to PetVet policy regarding the acceptance of gifts.

Before engaging in any activity, transaction, or relationship that could give rise to a conflict of interest, team members must seek review from their leader or Human Resources.



Accepting Gifts

Pursuant to reasonable standards of professional conduct, team members are not to solicit or accept a personal benefit from any vendor, individual, government official, or organization seeking to do business with PetVet. A personal benefit is any type of gift, gratuity, compensation, or anything of monetary value.

Any deviation from the above must be specifically approved in writing by the CEO. PetVet recognizes that situations may arise when it is appropriate for a team member to accept the benefit of a gift. Such situations include:

- Gifts of nominal value (not more than \$50) given during the holidays or special occasions that represent expressions of friendship.
- Reasonable entertainment such as a luncheon, dinner, or business meeting with present or prospective suppliers, when the return of the expenditure on a comparable basis is likely to occur and is properly chargeable as a business expense.

Time Off

Paid Time Off

PetVet Care Centers believes that having time off is not only important but is essential to physical and mental well-being. Being able to have time away from work has proven benefits that help all of us recharge and live a more balanced and healthy life.

Paid Time Off ("PTO") is granted to full-time team members, based on hire/eligibility date, or qualifying change of employment status date and years of full-time service. PTO will be accrued, per fiscal year as defined below, unless a state addendum, employment contract or offer letter provides an alternative rate of accrual. PetVet fiscal year calendar dates can be found on the [Payroll Calendar](#) page on the [PetVet Community](#) (www.petvetcommunity.com).

Years of Full-Time Employment	Annual PTO Maximum	Hourly Accrual Rate
Years 0–4	80 Hours	0.038461538
Years 5–9	120 Hours	0.057692308
10+ Years	160 Hours	0.076923077

Team members accrue PTO based on all hours worked, including overtime hours. Team members do not accrue PTO for hours during which they are not working. Salaried, exempt team members will accrue based on their standard, regular workweek on record (i.e., 40 hours per week).

- Full-time team members will be entitled to take PTO only upon completion of their introductory period (at 90 days of employment), unless otherwise required by applicable law.
- To ensure team members have time immediately available, 16 hours of PTO will be front loaded on the first day of the fiscal year, which will be credited towards the annual PTO maximums outlined. In addition, with leader approval, team members may be allowed to take time off in advance of accruing their full, annual amount.
- PTO may be used in any increment.



- D. PTO time should be taken within the fiscal year it is earned to ensure team members have time away from work throughout the year. However, team members are permitted to carry over up to 40 hours of unused PTO, or the amount specified in the state's addendum, whichever is greater, into the next fiscal year. PetVet Care Centers fiscal year begins the Monday prior to January 1 and ends the Sunday prior to January 1 of each year.
- E. PTO for non-exempt team members will be paid at a team member's base hourly rate, unless otherwise provided in your state addendum. Unpaid time off may be approved, but only after any available, accrued PTO balance has been exhausted. Unpaid time off will be subject to the Attendance Control Policy and may be approved at the discretion of the team member's direct leader.
- F. Please consult the state addendum for details on whether alternate rules apply to PTO for the state in which you work. PTO is intended to include paid sick leave in all jurisdictions, subject to any additions or revisions outlined in your state's addendum.

Care Time

Full-time team members who are employed at a care center/hospital location, excluding DVMs whose PTO is determined via contract, are eligible for up to an additional sixteen (16) hours of PTO for the specific purpose of caring for themselves, family members, or pets. These days accrue at a rate of .00769230769 per hour worked. Care Time should be requested through Dayforce in the same manner as PTO by selecting the Care Time option.

The Approval Process

Team members must submit requests for PTO on Dayforce in addition to following their care center's/hospital's specific approval process to schedule PTO. Requests for PTO must be submitted through Dayforce as far in advance as possible and according to scheduling guidelines. Please try to request PTO at least a month or two ahead to allow time to plan properly for time away.

Dayforce will allow for PTO requests five weeks or more ahead of time. Your leader can enter approved PTO requests that are less than five weeks out in Dayforce.

Unused PTO

Team members may choose to carry up to 40 hours of unused PTO into the next fiscal year. PTO is not paid when employment terminates, for any or no cause, or if work schedule changes to an employment status that is not eligible for PTO, unless required under applicable law and/or stated in the applicable state addendum. Please note PTO cannot be taken during a resigning team member's notice period. Please see the applicable state addendum for any alternate rules regarding carryover and payout of PTO.

Employment Agreements/Contracts

If a team member has an employment agreement that describes specific provisions of Paid Time Off that differ from this policy, the agreement will define his or her benefit.



Holidays

PetVet Care Centers normally recognizes the following holidays during the year:

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

The holidays listed above are those for which holiday pay applies. Due to the nature of the business, some care centers/hospitals may remain open during these recognized holidays. Any deviations from regular care center/hospital hours must receive written approval from the executive leader.

Team members may receive holiday pay beginning on their first day of employment.

Due to business needs, team members may be asked to work on a holiday. Leaders will make every effort to accommodate individual preferences throughout the year. Team members who have a preference regarding working or not working on a specific holiday should inform location management as early as possible.

Emergency Coverage on Holidays

Technicians and Assistants in the Emergency Department are expected to rotate holiday coverage and work a minimum of two holiday shifts per year.

Holiday Pay

Full-time and part-time hourly team members who work holidays will be paid two (2) times their base rate.

Full-time hourly team members will be paid "Holiday Pay" for regularly scheduled hours at their base rate when not working the holiday if it is observed on a day in which the team member would normally work.

Part-time hourly team members will not be paid for any holiday not worked.

Bereavement Leave

PetVet wants to be sensitive to the difficulties associated with a death in the family. Therefore, if a death in the team member's immediate family occurs, time off and continuation of pay will be granted as follows:

- Regular full-time team members are eligible for bereavement leave pay after the first day of employment.
- Up to two (2) workdays **(16 hours in total)** may be paid for bereavement of immediate family. For the purposes of this policy, immediate family is defined to include spouse or partner, mother, father, stepparent, grandparent, children, sister, brother, stepchildren, grandchildren, father-in-law, and mother-in-law.
- Days eligible for bereavement leave pay include the day of the death through the day after the funeral.
- If additional time off is necessary, PTO or unpaid personal leave can be requested for additional days.



If schedules and staffing permits, PTO can be used to attend a funeral if the person is not covered by this policy.

Jury Duty

PetVet Care Centers believes that it is the civic duty of its team members to accept jury duty service when called. It is PetVet's philosophy that a team member should not suffer a loss of income in the performance of this civic responsibility.

Permanent full-time and part-time team members who are summoned for jury duty are eligible for jury duty pay. When called to jury service, team members shall:

- Present the subpoena or other documentation which gives instructions to report to jury duty to their leader.
- Eligible team members will receive regular pay for missed scheduled shifts, for a period of up to five (5) workdays, unless additional paid time off is detailed in the state addendum.
- Benefits for which the team member is enrolled will continue during jury service. Cost of insurance contributions and/or other benefits will be deducted from the payment.
- Jury service that exceeds one (1) week will be treated as an unpaid leave of absence, to the extent permitted by law.

Personal Leave of Absence

Under exceptional circumstances, full-time team members may be granted a personal leave of absence without pay. The granting of this type of leave is discretionary based on business needs and is granted for compelling reasons and is dependent upon the written approval of the Regional Human Resources Business Partner in conjunction with the Regional Operations Director.

Personal leaves may not exceed four (4) weeks. Personal leaves of absence are granted only after PTO is exhausted.

To the extent allowed by the insurance contract, we will continue to provide medical insurance, dental insurance, and vision care insurance coverage for team members on an authorized personal leave of absence, up to a maximum of four (4) weeks. During this time, you will be responsible for paying your portion of the monthly premium(s).

We will make reasonable efforts to return you to the same or similar job you held prior to the leave of absence, subject to our staffing and business requirements.

Returning From a Leave of Absence

PetVet Care Centers will comply with its legal obligations under the ADA, FMLA, USERRA, and/or other federal, state, or local law equivalent with respect to the reinstatement of team members. When a team member is placed on a leave of absence, PetVet will make an effort to hold his or her position open for the period of absence. However, due to business needs, positions cannot be held open past any legally required job protection period.

If an active team member's former position is unavailable when he or she is ready to return from a leave, PetVet will work to place the team member in a comparable position through regular processes for which they are qualified, if any are available. Additionally, to the extent required by law, PetVet will make every effort to provide reasonable accommodation for team members, including those who are able to perform the essential functions of their job, including those who are released for partial and/or modified duty.



For team members returning from leave due to the team member's own health condition, PetVet will require that the team member provide certification from his or her health care provider that the team member is able to resume work and can perform the essential functions of the job. In some circumstances, a Fitness for Duty form may be required for a team member to return to work.

If you believe that you require accommodation or exception, please contact your Regional Human Resources Business Partner. PetVet will consider these requests on an individualized basis and will comply with its obligations under FMLA, ADA, and other similar state and local laws by providing exceptions or reasonable accommodation and engaging in the interactive process where required or where it is appropriate to the circumstances.

Medical And Other Benefits

PetVet has developed a comprehensive set of benefit programs to supplement regular wages. The benefits represent a hidden value of additional income to team members.

This Handbook describes the current benefit plans maintained by PetVet in place at the time of Handbook publication. Refer to the actual plan documents and Summary Plan Descriptions if you have specific questions regarding the benefit plan. Those documents are controlled.

PetVet reserves the right to modify its benefits at any time.

Details on many of these programs, including team member cost, where applicable, can be found on the [PetVet Community Benefits page](http://www.petvetcommunity.com) (www.petvetcommunity.com).

Medical Benefits

Benefits eligibility is dependent upon a variety of factors, including team member classification.

All regular full-time team members scheduled to work thirty (30) hours or more per week, or those otherwise determined to be eligible under the Affordable Care Act (ACA), are eligible to participate in PetVet's health and welfare insurance on the first of the month following thirty (30) of eligible employment. If a team member elects coverage for themselves, they may also elect coverage for any eligible dependent.

Retirement Plan

All team members who meet the minimum work requirements are eligible to participate in PetVet Care Centers-sponsored 401(k) Plan on the first of the month following 30 days of employment. In accordance with the Plan, eligible team members can defer a portion of their salary, subject to limitations established by the IRS and EGTRRA.

Life, Long-Term and Short-Term Disability Insurance

Full-time team members will be eligible to participate in these programs on the first of the month following 30 days of employment. Premiums are paid by participating team members. Designated beneficiaries should be reviewed at least annually to keep them current.



Social Security and Medicare

Team members are entitled to retirement, disability, and survivor benefits under the federal government's Social Security program. The cost of Social Security and Medicare benefits is shared by the team member and PetVet. Questions regarding Social Security or Medicare should be directed to the local Social Security office.

Paid Parental Leave

PetVet will grant up to a four (4) week paid leave in a twelve (12) month period to eligible team members for the birth, adoption, or foster care placement of a child under the age of eighteen (18) to all regular, full-time team members upon completion of twelve (12) months of service. Part time, PRN, or seasonal team members are not eligible. If both parents are full time team members, both are eligible for Paid Parental Leave for a single child. No more than two parents are permitted to utilize Paid Parental Leave for a single child. For additional details, refer to the Paid Parental Leave policy.

Unemployment Insurance

Funds are made available for unemployment benefits should you qualify for such benefits through your state of residence. These funds are created and maintained from taxes paid by PetVet. Each state governs the allocation of unemployment benefits, and therefore, also determines which applicants are eligible and how much they may collect.

Continuing Education

It is important that team members remain knowledgeable concerning advances in the field of veterinary medicine and its delivery. In addition to CE opportunities and resources already provided by PetVet, all full-time medical support team members (Technicians and Assistants) may receive up to \$250 per year as reimbursement for attending continuing education (CE) seminars. This amount is intended to cover the cost of travel, lodging and food, and CE registration. We will provide 24 hours of paid time off to attend continuing education if the course occurs during normally scheduled days. If a CE course is offered in-house, it must be attended in place of outside educational seminars.

Employment Agreements/Contracts

If a team member has an employment agreement that describes specific provisions of CE that differ from this policy, the agreement will define his or her benefit.

Pet Care Discount

Team members will receive a discounted rate for medical service and prescriptions based on full- or part-time status and the location in which you work. Please refer to the [PetVet Employee Discount Policy](#) on the [PetVet Community](#) (www.petvetcommunity.com) for specific details.

Calm Health

PetVet provides access to Calm Health at no charge to team members. Calm Health supports mental and physical wellbeing via evidence-based programs that help team members navigate a variety of health experiences, life stages, and mental health challenges.



To download the Calm Health app, scan the QR code or visit the App Store or Google Play Store.



Then, follow these steps to sign up:

- Log in with your existing Calm Health account or create a new Calm Health account.
- Enter the access code: Petvet

PetVet Grant Circle, Powered by Canary

The PetVet Grant Circle is a pool of funds for and funded by the PetVet community to support team members during emergency and hardship situations such as weather disasters, unexpected financial expenses due to death in the family, or any unusual or unexpected events that make it difficult to afford basic living expenses. These funds are grants, which means the funds do not ever need to be repaid. Grants of up to \$1,000 may be requested up to two times per year. Please visit petvet.grantcircles.org for additional information and apply for assistance.

FMLA Leave

Eligible team members may take up to twelve (12) weeks of unpaid leave in a 12-month period under the Family and Medical Leave Act. The 12-month period is a rolling 12-month period, measured backwards from the date the Team Member intends to commence a requested FMLA leave.

Team members may take leave on a consecutive, reduced leave schedule, or intermittent basis. PetVet Care Centers may require that the team members transfer temporarily to an alternative position so as not to unduly disrupt PetVet operations while the team member is on the reduced or intermittent schedule.

FMLA leave may not be taken in increments of less than fifteen (15) minutes, and leave time is calculated as a percentage of the team member's normal work week. For example, a team member who normally works thirty (30) hours per week and takes ten (10) hours of FMLA leave in one week, will have used one-third of a work week of FMLA leave. For team members who work variable hours, the normal work week is determined by the average hours worked per week by the team member during the twelve (12) weeks prior to the start of the team member's leave.

FMLA Leave Period – Care for a Covered Service Member

Eligible team members may take up to twenty-six (26) weeks in a single 12-month period in the event the leave is taken to care for a covered service member, on a per-covered-service member, per-injury basis. The 12-month period is measured forward from the date a team member's leave to care for the covered service member began, unless otherwise required by applicable laws. If a team member takes military caregiver leave to care for more than one covered service member or to care for the same covered service member who has incurred a subsequent serious injury or illness, and if the single 12-month periods involved overlap with each other, the team member may take no more than twenty-six (26) weeks of leave in each single 12-month period. If a team member does not take all the twenty-six (26) weeks of military caregiver leave during the applicable single 12-month period, the balance is forfeited and no carryover is permitted. During any single 12-month period, the team member's total leave entitlement is limited to a combined total of twenty-six (26) weeks for all qualifying reasons.

If PetVet Care Centers employs both spouses, the aggregate FMLA leave taken by both spouses for the same qualifying reason may not exceed twelve (12) weeks, or twenty-six (26) weeks in the event the leave is taken to care for a covered service member.



Eligible team members may take FMLA leave in full week increments, up to twenty-six (26) consecutive weeks in the event the leave is taken to care for a covered service member. Team members may also take intermittent or reduced-schedule FMLA leave to care for a covered service member or in connection with any qualifying event as defined above. In addition, team members may take intermittent or reduced-schedule leave with PetVet approval for other qualifying reasons. If a team member takes intermittent or reduced-schedule FMLA leave to care for a covered service member, or due to a qualifying event, PetVet may require that the team member transfer temporarily to an alternative position so as not to unduly disrupt PetVet operations while the team member is on the reduced or intermittent schedule.

Intermittent or reduced-schedule FMLA leave may not be taken in increments of less than fifteen (15) minutes. Reduced schedule or intermittent leave time is calculated as a percentage of the team member's normal work week. Therefore, a team member who normally works thirty (30) hours per week and takes ten (10) hours of FMLA leave in one (1) week, will have used one-third of a work week of FMLA leave. For team members who work variable hours, the normal work week is determined by the average hours worked per week by the team member during the twelve (12) weeks prior to the start of the team member's leave.

Qualifying Reasons

Eligible team members may take FMLA leave for any of the following qualifying reasons:

1. The care of a child following the birth or adoption of the child, or the placement of a foster child.
2. The care of a parent, child, or spouse with a serious health condition.
3. The treatment of a team member's own serious health condition makes the team member unable to perform the essential functions of his or her job.
4. The care of a "covered service member," which is defined as a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, as a result of a serious injury or illness incurred or aggravated in the line of duty; or a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness incurred or aggravated in the line of duty and who was a member of the Armed Forces, including a member of the National Guard or Reserves, at any time during the five (5) year period preceding the date on which the veteran obtains that medical treatment, recuperation, or therapy, when the eligible Team Member is the spouse, son, daughter, parent, or next of kin (i.e. nearest blood relative) of the covered servicemember.
5. Any "qualifying event" arising out of the fact that the team member's parent, child, or spouse is on "covered active duty" or has been notified of an impending call or order to "cover active duty" in the Armed Forces. "Covered active duty" is defined as duty during the deployment of the service member with the Armed Forces to a foreign country.

A "serious health condition" is an illness, injury, impairment, or physical or mental condition that causes a period of incapacity resulting in:

1. The need for inpatient overnight care in a hospital, hospice, or medical care facility, and any subsequent treatment in connection with such inpatient care.



2. Absence from work, school, or other regular activities for more than three consecutive, full calendar days and requiring continuing treatment or supervision by a healthcare provider at least once within seven days of the first day of incapacity and (i) requires either a regimen of continuing treatment initiated by the health care provider during the first treatment or (ii) a second in-person visit to the health care provider for treatment (the necessity of which is determined by the healthcare provider) within 30 days of the first day of incapacity.
3. The need for continuing treatment or supervision by a healthcare provider for a condition so serious that, if not treated, would result in a period of incapacity of more than three calendar days and requires visits for treatment by a healthcare provider at least twice a year.
4. Incapacity due to pregnancy, prenatal medical care, or childbirth.

A "serious injury or illness" in the case of a covered service member who is a member of the Armed Forces means an injury or illness, that was incurred by the service member in the line of duty while on active duty in the Armed Forces, or an injury or illness that existed before the beginning of the member's active duty and was aggravated by service in the line of duty while on active duty in the Armed Forces, and that may render the service member medically unfit to perform the duties of the member's office, grade, rank, or rating; and, in the case of a covered servicemember who is a veteran of the Armed Forces, a "serious injury or illness" means a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the service member in the line of duty while on active duty in the Armed Forces, or an injury or illness that existed before the beginning of the servicemember's active duty and was aggravated by service in the line of duty while on active duty in the Armed Forces, and that manifested itself before or after the member became a veteran.

A "qualifying event" is defined as: short notice deployment; attending military events and activities; arranging for alternative childcare or parental care, attending school activities; addressing financial and legal arrangements; attending counseling; rest and recuperation; attending post-deployment activities within 90 days following the termination of the covered military member's covered active duty status; and, addressing other events which arise out of the covered military member's covered active duty or call to covered active duty (provided that the employer and team member agree that such leave shall qualify as an event, and agree to both the timing and duration of the leave). Team Members should consult with the Regional Human Resources Business Partner or designee to determine whether an event qualifies for FMLA leave.

Continuation of Benefits

Team members on FMLA leave are entitled to maintain insurance coverage through the PetVet Care Centers group health plan under the same terms and conditions that apply to team members who are not on leave. PetVet reserves the right to recover from the team member any group health plan premium payments it makes during any unpaid portion of the team member's FMLA leave if the team member fails to return to work at the end of the planned leave period, unless the team member's failure to return to work was due to circumstances beyond the team member's control. PTO time and other service-related benefits do not accrue during unpaid FMLA leave. Use of FMLA leave will not result in the loss of any benefit that accrued prior to the start of a team member's leave.

Reinstatement

Upon return from FMLA leave, most team members are entitled to reinstatement in the same or equivalent position with equivalent pay, benefits, and terms and conditions of employment. In some cases, reinstatement may be denied. Reinstatement may be denied if:



1. PetVet eliminates the team member's position while the team member is on leave and would have eliminated the position even if the team member had not been on leave.
2. The team member is a "key Team Member" (generally, one of the highest paid 10% of all team members within a 75-mile radius of the team member's worksite) and reinstatement of the team member would cause substantial and grievous economic harm to PetVet operations.
3. The team member fails to provide PetVet with the required fitness-for-duty certification, as described herein.

Notice and Certification Requirements

Team members requesting FMLA leave must give thirty (30) days' written notice, including the anticipated timing and duration of the leave if the need for the leave is foreseeable. Where the need for leave is foreseeable due to the covered active duty or impending call or order to covered active duty of a parent, child, or spouse, team members must give such notice as soon as practicable. Failure to do so will result in denial of leave until proper notice is given. If the need for leave is not foreseeable, team members must give notice as soon as it is practical under all circumstances. Team members requesting FMLA leave should complete an FMLA leave request form via AbsenceSoft. Team members must provide sufficient information for PetVet to determine if the leave is FMLA-qualifying and must inform PetVet if the requested leave is for a reason for which FMLA leave was previously taken or applied. Team members generally must comply with PetVet procedures for reporting absences when requesting leave for an FMLA-qualifying reason.

Team members requesting leave (other than to care for a covered service member or for a qualifying event) may be required to provide medical certification from a health care provider. The Leaves Department, or designee may, after providing the team member with an opportunity to cure any deficiencies, contact the health care provider for verification or clarification of a medical certification. In addition, PetVet, at its sole discretion, may require second or third opinions of medical certification at PetVet's expense. Failure to provide the required pre-leave medical certification may result in denial of leave until such certification is provided. If a certification is ultimately not submitted, or the submitted certification does not certify the leave, the leave may be denied, and the team member's absences will be managed in accordance with the Attendance Policy.

Team members may also be required to provide periodic re-certification, as permitted by applicable laws, and/or certification of fitness-for-duty, which must address the team member's ability to perform essential job functions. If the leave is to care for a covered service member, PetVet may require a certification from an authorized health care provider of the covered service member. PetVet may seek verification or clarification of the certification as set forth herein but may not seek second or third opinions of the certification.

The first time a team member requests leave because of a qualifying event; PetVet Care Centers may require the team member to provide a copy of the covered military member's covered active-duty orders or other documentation issued by the military which indicates that the covered military member is on covered active-duty status. Team members requesting leave for a qualifying event will be required to provide a certificate including a signed verification or description of appropriate facts sufficient to support the need for leave; the approximate date on which the qualifying event commenced or will commence; the beginning and end dates of the absence if on a continuous basis; an estimation of the frequency or duration of the event if on an intermittent or reduced schedule basis; and, if the qualifying event involves a meeting with a third party, the contact information and brief description of the purpose for the meeting.

PetVet will advise team members requesting a leave of absence whether they are eligible for FMLA leave and whether the requested leave qualifies under the FMLA. If the team member is eligible and the leave



qualifies, PetVet will provide the team member with a notice of the team member's rights and responsibilities and a calculation of the leave to be counted against the team member's FMLA entitlement. If team member is not eligible, or the leave does not qualify, PetVet will advise the team member of the reason.

Substitution of Paid Leave

Once a FMLA leave is granted, PetVet, to the extent permitted by law, requires the team member to exhaust all available PTO/Care Time to run concurrently during their FMLA leave prior to the leave being unpaid. In order to apply PTO, the team member must conform to the terms and conditions of the applicable PTO/Care Time policy.

If no PTO is available, FMLA leave will be unpaid, regardless of whether such leave is taken consecutively, on a reduced leave schedule or intermittently. As described above, FMLA leave may not be taken in increments of less than fifteen (15) minutes. In the case of intermittent FMLA leave where no PTO is available:

- Non-exempt team members will be paid only for hours worked; and
- Exempt team members may have partial pay reductions as permitted by law.

Complaints

It is unlawful to, and PetVet will not, interfere with, restrain, or deny the exercise of any right provided under the FMLA, or terminate or discriminate against any person for opposing any practice made unlawful by the FMLA, or for involvement in any proceeding under or relating to the FMLA. Team members who believe that their rights under the FMLA have been violated may file a complaint with the United States Department of Labor or bring a private lawsuit.

This policy statement on The Family and Medical Leave Act of 1993 is intended to summarize the basic provisions of the FMLA. Team members should address questions about FMLA leaves to the Leaves Office.

Safety And Security

Our Commitment to Safety

PetVet Care Centers makes every effort to provide a safe environment for all team members and clients. Safety is, and must be, a primary consideration in every job in the practice.

PetVet is committed to reducing or eliminating the risks to the health and safety of its team members and clients. Our commitment to health and safety can only be successful if team members do their part in accepting responsibility by developing and practicing safety awareness.

Unsafe conditions shall immediately be reported to leaders who will initiate appropriate corrective action and notify senior management. Procedures devised for handling hazardous situations and materials shall be followed conscientiously. All those in leadership roles must accept responsibility for the safety of all team members and visitors and take particular precautions against hazards associated with the activities they oversee.

The elimination and reduction of accident-related illness and injury is thus a cooperative effort and an important one. Team members have a right to request information from their leader about safety and health hazards in their work area, what precautions that should be taken to prevent them, and what to



do in case of an accident. PetVet offers ongoing training and information about safety and hazard prevention.

Workplace Safety Practices

PetVet is committed to maintaining a safe and healthy workplace for all team members, patients, and clients. All team members must follow Occupational Safety and Health Administration (OSHA) guidelines and all applicable workplace safety policies.

Team members are required to use appropriate personal protective equipment (PPE) based on job duties and potential exposure risks. PPE may include, but is not limited to, gloves, masks, eye protection, face shields, gowns, respirators, and other necessary protective equipment.

Food and beverages are only permitted in designated break areas. Eating or drinking in treatment areas, laboratories, radiology rooms, kennels, or other clinical spaces is prohibited to prevent exposure to chemicals, biological hazards, or contaminants.

When working with radiology equipment, radiation sources, nuclear medications, or radioactive drugs, team members must follow radiation safety procedures and minimize exposure in accordance with As Low As Reasonably Achievable (ALARA) principles.

Safety measures may include, but are not limited to, radiation signage, lead protective equipment, written operating procedures, and dosimetry badges.

Team members must practice safe, low-stress animal handling techniques and use appropriate restraint equipment, including but not limited to cages, leashes, muzzles, and gates, to ensure the safety and well-being of patients while protecting team members from bites, scratches, or other injuries.

Team members must follow infection prevention and exposure control protocols to reduce the risk of exposure to biological and chemical hazards. These hazards may include, but are not limited to, infectious diseases, disinfectants and cleaning chemicals, hazardous drugs, and waste anesthetic gases. Safety practices include proper hand hygiene, appropriate PPE use, safe handling and storage of chemicals and medications, environmental cleaning and disinfection, and prompt reporting of potential exposures, injuries, unsafe conditions, or safety concerns to their supervisor or hospital leadership.

PetVet Care Centers expects all team members to support a culture of safety by consistently demonstrating care and concern for the well-being of team members, clients, and patients while following established safety practices.

Failure to comply with required safety policies, procedures, and protocols may result in disciplinary action.

Drug-Free Workplace

It is the intent of PetVet to maintain a workplace that is free of drugs and alcohol and to discourage drug and alcohol abuse by its team members. PetVet's business is very safety sensitive because many of our team members work with controlled substances, animals under stress, and dangerous equipment daily. Team members working under the influence of drugs or alcohol can easily cause injury to themselves, their co-workers, the public, or pets. Therefore, substance abuse is incompatible with the health, safety, efficiency, and success at PetVet. No team member may have in their system or otherwise be impaired by drugs, alcohol, or a controlled substance while in the workplace, while on duty or while operating a vehicle or equipment owned or leased by PetVet.



Possessing, distributing, transferring, purchasing, selling, using, or being under the influence of alcoholic beverages, illegal drugs, or controlled substances while on PetVet property, while attending business-related activities, while on duty or while operating a vehicle or machine leased or owned by PetVet may lead to disciplinary action, up to and including termination. Team members who take over-the-counter medication or other lawful medication that can be legally prescribed under both federal and state law to treat a disability should inform their leader if they believe the medication will impair their job performance, safety, or the safety of others, or if they believe they need a reasonable accommodation before reporting to work under the influence of that medication.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational use, it remains an illegal drug under federal law. PetVet prohibits marijuana use in the workplace, and you may not possess, consume, or be impaired by marijuana while on duty or at work.

Any team member may be subject to a drug test if there is a reasonable suspicion that the team member is under the influence of any drugs, including marijuana, or alcohol. For purposes of this Policy, "marijuana" includes all THC-infused products in any form.

Reasonable Suspicion Testing

A team member may be required to submit to a drug and alcohol test under this Policy when PetVet has reasonable suspicion that drug or alcohol use has affected job performance, including safety, productivity, quality of work, or attendance, or that a violation of the PetVet Drug-Free Workplace Policy has occurred.

A team member may also be required to submit to substance testing when the team member is reasonably believed to have been involved in a job-related accident that is recordable under OSHA regulations, reportable to PetVet Care Centers' Workers' Compensation insurance carrier, results in off-site medical treatment, or results in property damage, bodily injury, or both, whether or not the team member is deemed to be at fault. Team members must report any accident or injury to the appropriate leader immediately, and the team member shall be tested for drugs or alcohol as soon as possible following the accident. A positive drug or alcohol test following such an accident may result in a delay or denial of Workers' Compensation benefits, and disciplinary action, up to and including termination of employment.

A reasonable suspicion shall be based on specific, objective, and articulable observations that include, but are not limited to, observations of physical symptoms, appearance, behavior, speech, conduct, odor of alcohol or other drugs, or some combination thereof, or credible reports or other evidence of a violation. In addition, these observations may include indications of the chronic and withdrawal effects of drugs or alcohol. For the avoidance of doubt, any drug and alcohol test conducted for reasonable suspicion or after a job-related accident will screen for alcohol and marijuana (THC) in addition to other illegal drugs. Where applicable, testing for cannabis will follow state guidelines for the testing of THC as opposed to metabolites.

The abnormal behavior or physical symptoms must be confirmed by management. Upon a confidential interview, if the team member cannot present a reasonable explanation for their behavior or physical symptoms, the team member must submit to drug testing immediately. Failure to submit to drug testing will lead to disciplinary action, up to and including termination of employment.

Accommodations and Rehabilitation

PetVet maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from drug and/or alcohol dependencies. Team members with drug or



alcohol problems that have not resulted in and are not the immediate subject of disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Unpaid leave may be granted if (a) the team member agrees to abstain from use of the problem substance and abides by all PetVet policies, rules, and prohibitions relating to conduct in the workplace, and (b) if granting the leave will not cause PetVet any undue hardship or jeopardize the health and safety of coworkers, customers, or other members of the public. Team members cannot request an accommodation to avoid discipline for a violation of PetVet's Drug-Free Workplace Policy.

Workplace Violence Prevention

Conduct that threatens, intimidates, or coerces another team member, a client, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to a leader or Human Resources Representative. This includes threats by team members, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

PetVet will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

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

PetVet Care Centers encourages team members to bring their disputes or differences with other Team Members to the attention of their leader before the situation escalates into potential violence. PetVet is eager to assist in the resolution of team member disputes and will not discipline team members for raising such concerns.

Weapons, Firearms, and Other Prohibited Items

In order to maintain a safe workplace, PetVet specifically prohibits possession of explosives, hazardous materials or articles, illegal drugs or controlled substances, drug paraphernalia, and alcoholic beverages on PetVet property. No weapons or firearms are allowed in our facility except for those carried by law enforcement officers visiting a PetVet Care Center.

Workplace Searches

To protect the property and to ensure the safety of all team members, clients, and PetVet, PetVet reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, briefcases, lunch boxes, or any other possessions or articles carried to and from PetVet property. In addition, PetVet reserves the right to search any team member's office, desk, files, locker, equipment, or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment, etc. are the property of PetVet and are issued for the use of team members only during their employment. Inspection may be conducted at any time at the discretion of PetVet.



Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy may not be permitted to enter the premises. Team members working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as team members who after the inspection are believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including termination, if upon investigation they are found to be in violation of PetVet security procedures or any other PetVet rules and regulations.

Video and Audio Surveillance

PetVet currently may video surveil all workplace premises other than locker rooms, restrooms, lactation rooms, or other rooms that are designated as changing rooms. The primary purpose of this surveillance is to secure our workplace.

In addition, with or without notice to team members, PetVet may also conduct audio and/or photographic recording of the workplace premises.

Suitable Seating

PetVet Care Centers will provide suitable seating where the nature of the work reasonably permits and in accordance with applicable law.

Smoking in the Workplace

PetVet is committed to providing a safe and healthy environment for team members and visitors. Smoking is not permitted in the workplace, including all indoor facilities and outdoor property, unless there is a designated area. For purposes of this policy, smoking includes lighting, smoking, or carrying a lighted cigarette, cigar, or pipe and the use of any electronic smoking device, such as a vape. This list is illustrative only and not exhaustive.

Dress Code

Regardless of the quality of veterinary medicine delivered, clients will inevitably judge PetVet Care Centers in part by team members' appearance. Team members are expected to be well groomed, which includes professional hairstyles and haircuts. Any team member who interacts with clients, or who works in or passes through public areas of the center, should dress in their medical uniform or in appropriate business casual attire.

Qualifying team members will have the opportunity to order PetVet provided scrubs at PetVet's expense. Team members who have satisfactorily completed the 90-day introductory period are eligible. Uniforms must be returned when they are no longer fit to wear for replacement or at separation of employment.

In addition, the following guidelines apply:

- No shorts.
- No skirts (hemlines) more than two (2) inches above the knee.
- No T-shirts, hoodies, or shirts with slogans.
- No sweatpants.
- No canvas shoes or sandals.
- No visible body piercings except ear and nose piercings. All facial piercings must be limited to studs.
- Scented personal products (such as fragrances, colognes, lotions, and powders) that are perceptible to others should not be worn by team members.



Front desk team members are the front line in making a good impression on clients, and it is critical that they look professional while separating themselves from the medical staff.

PetVet will reasonably accommodate any team member's sincere religious practice, natural hairstyle, disability, or gender-identity/expression-related need, if it conflicts with this dress policy.

The dress code for care center/hospital team members will be appropriate for medical personnel. Shoes are to be supportive, medical shoes or athletic shoes.

Certain care center/hospital team members may be required to wear nametags / monogrammed scrubs.

Any team member who is not dressed in proper professional attire consistent with this policy will be considered unsuitable to work and may be asked to go home and return to work appropriately dressed. In such a case, the team member will not be compensated for time spent away from work. A team member who disregards this policy and its standards will be subject to discipline up to an including termination of employment.

Care of Equipment

PetVet Care Centers has invested in equipment designed to help team members perform their work more efficiently. Their cooperation in the proper care and use of this equipment is necessary to keep it in good operating condition.

If any equipment becomes defective or is not suitable for the task, team members should notify their leader immediately. Prompt repairs may prevent a complete breakdown.

Team members should also ensure that all equipment is properly secured and turned off before leaving work.

Center Cleanliness

Taking pride in the centers is a universal team commitment. Likewise, the appearance of the work environment is important to create a positive perception for team members, clients, and guests. Therefore, it is crucial that everyone works together to keep the environment clean and pleasant. All Center team members are responsible for cleaning, including but not limited to, vacuuming animal hair, cleaning up an occasional "accident," tidying up the restrooms, and washing dishes. Cooperation in this effort is important. Maintaining a clean Center is the responsibility of all team members.

Remote Work Guidelines

Center Support team members may be permitted to telecommute where all the functions of the job can be completed remotely. Job functions are determined by individuals, and by department, for example, a team member that needs to maintain a presence in the office for internal or external customers. Telecommuting is a benefit, not an entitlement, which is available to team members meeting performance expectations and in good standing. Center Support Team members who wish to telecommute some or all the workweek should discuss it with their leader. Working remotely is planned in advance, with leader approval. Remote work that has not been prearranged and approved by your leader will fall under the PetVet Care Centers PTO policy.



Telecommuting changes when team members are present in the office, but it does not change the expectations of the role. The following guidelines apply to telecommuting or remote work:

- Remote team members are expected to be available and communicative during scheduled work hours, and to complete the same amount of work as when they are in the office.
- PetVet work rules and other policies continue to apply to offsite work locations.
- Utilization of substances prohibited by the Drug Free Workplace Policy is unacceptable.
- Team members should seek a quiet and distraction-free working space, to the extent possible.
- Team members are expected to maintain their workspace in a safe manner, free from safety hazards.
- Team members are responsible for making arrangements for child or other dependent care during work hours.

Internet and other remote office expenses are not eligible for reimbursement.

OSHA Requirements

In compliance with federal and state regulations, all team members must become familiar with the guidelines for handling hazardous chemicals and materials and emergency procedures that are required in the event of an accident.

Additional health and safety measures may be implemented for pandemic/illness prevention as required by law from time to time.

Each practice maintains Material Safety Data Sheets (MSDS) on every drug, chemical, or cleaning product in our inventory that is categorized as hazardous by OSHA. The information contained in the MSDS will give the appropriate treatment procedures to be followed for the material involved in an accident. All MSDS information will be maintained in a binder labeled "MSDS." All team members are required to know the location of this binder and organization of the data so that in the event of an emergency, proper treatment can be given swiftly to ensure the wellbeing of each team member. In the event of a hazardous material accident, notification must be made immediately to the Hospital Leader and attending Doctor.

The manual, as well as other safety and compliance related materials, are maintained in each care center/hospital. Questions concerning the location of the manual or electronic files should be directed to the team leader.

Training is key in orienting team members regarding safety and compliance issues. Every team member will be expected to attend training seminars provided by the practice and learn how to treat and manage a hazardous material accident. All new center team members will be required to take a test in order to demonstrate their familiarity with the safety program and safety and compliance issues. Any questions or concerns regarding OSHA guidelines should be addressed to the team leader.

Client Illness or Accident

Should a client become ill or have an accident while visiting a care center/hospital, obtain the most available veterinarian for assistance and notify a leader. Keep the client calm and, if necessary, get help from another team member until the leader arrives on the scene. If necessary, call 911 for assistance providing the center name, address, and phone number. Instruct other clients to refrain from handling the client to prevent additional injury. The client's pet should be placed in a kennel for safekeeping.



A team member should complete an accident/injury report form with the appropriate information and submit it to their leader in a timely manner.

On-The-Job Injuries and Workers Compensation

Workers' Compensation insurance provides benefits to team members who experience an injury or illness connected with employment. PetVet Care Centers pays the entire amount of the insurance premium.

All team members are eligible for Workers' Compensation benefits if injured as a direct result of employment at PetVet.

Understand, it is a crime to file a knowingly false or fraudulent claim for Workers' Compensation benefits or to submit knowingly false or fraudulent information in connection with any Workers' Compensation claim. Violation of this law is punishable by imprisonment, a fine, or both. In addition, filing a false or fraudulent claim is against PetVet Care Centers policy and will result in disciplinary action, up to and including immediate termination.

All injuries (regardless of the need for treatment) must be immediately reported to the leader (when present) or the doctor on duty. PetVet's first concern is team members, and their needs.

Step 1: Report the injury.

Step 2: If required and with permission of the leader or doctor on duty, seek medical attention.

Be prepared to give the team member name, address, telephone number, and Social Security number and brief description of the injury.

Inform the urgent care or hospital that this is a Workers' Compensation Injury, and PetVet Care Centers will accept responsibility for payment. They will also need PetVet address and telephone number.

Step 3: Write a report of the incident, using the center's/hospital's accident report form, including witnesses (if any), the date, and the time of injury. Give this report to the leader as soon as possible.

Step 4: The claim will be reported to the Worker's Compensation carrier as soon as reasonably possible by the leader within 24 hours.

Step 5: If the injury is the result of an animal bite, contact the treating Veterinarian for a vaccination history. Call the Emergency Center caring for the Team Member with this information while medical attention is being received, then call the local Animal Control office and report the incident. The animal must be quarantined.

Rabies Protection

Team members are encouraged, but not required, to be vaccinated and keep vaccinations current. Protocols for identifying unvaccinated animals, or animals of unknown status should be followed.



Team members must be prepared to handle emergency situations calmly and effectively. The manner in which they conduct themselves during a crisis will influence how clients respond and will affect the safety of everyone involved.

Fire Emergency Procedure

Team members on duty are instructed to call 911 and inform emergency services of the situation. They should calmly report the care center's/hospital's name, address, and location of the fire. If the fire is not life-threatening, one individual should attempt to extinguish or contain the fire using appropriate fire extinguishers, while the remaining team members move patients and clients to a safe area or escort them outside to the parking lot.

If the building must be evacuated, the following guidelines should be used to safeguard patients: patients should be moved outside and secured to fences or placed in portable cages. The leader on duty should be notified as soon as possible to coordinate emergency procedures.

Team Member Reimbursement Policy

To the extent a team member incurs an expense as a requirement of his or her job, such as mileage, fuel, cell phone usage, travel, or other required expenditures; PetVet will reimburse said expenses. This policy only applies to necessary expenditures. Questions concerning expenditure reimbursement should be directed to a leader or Human Resources prior to incurring the expenditure.

Leaving PetVet

Ending Employment

PetVet Care Centers hopes that each team member's employment will be long and prosperous. However, it is understood that circumstances may arise that necessitate a team member's separation from employment.

If a team member leaves PetVet, they will be paid all earned wages in accordance with local, state, and federal requirements, as outlined in the applicable state handbook supplement. A final check may include accrued but unused PTO in accordance with state law, but only if specified in the applicable state addendum. Team members should keep their address information current during the calendar year in which termination occurs to ensure that tax documents are sent to the correct address the following year.

All resigning team members may be asked to complete a brief exit interview.

PetVet does not provide letters of reference to former team members. Upon request, PetVet will generally confirm a former team member's date of employment and job title.

Notice of Resignation

Two (2) weeks written advance notice should be provided in the event a team member decides to resign their employment with PetVet. This thoughtfulness is appreciated and will be noted favorably should the team member ever wish to reapply for employment with PetVet.



Return of PetVet Equipment and Property

During the course of employment, a team member may be issued PetVet-owned property for use solely within the scope of and during their employment. Upon separation from employment, the team member will be expected to return all PetVet equipment in proper working order.

Upon separation, the team member must also immediately deliver to PetVet copies of any and all materials and writings received from, created for, or belonging to PetVet, including — but not limited to — those that relate to or contain Confidential and Proprietary Information.

Additionally, upon separation, the team member must surrender all tangible Proprietary Information, documents, books, notebooks, records, reports, notes, memoranda, drawings, sketches, models, maps, contracts, lists, computer disks (and other computer-generated files and data), any other data and records of any kind, and copies thereof (collectively, “PetVet Records”), created on any medium and furnished to, obtained by, or prepared by the team member in the course of or incident to their employment that are in their possession or under their control.

All PetVet property, including the Handbook, must be returned upon termination. Otherwise, PetVet may recover any replacement costs and/or seek the return of PetVet property through appropriate legal recourse.

Rehire Eligibility and Process

Former team members who left PetVet in good standing and were classified as eligible for rehire may be considered for reemployment. An application must be submitted through the proper channels, and the applicant must meet all minimum qualifications and requirements of the position to be considered for rehire.

Leaders must obtain approval from their Regional Director and Human Resources prior to rehiring a former team member. If rehired, team members begin benefits just as any other new team member, and previous tenure will generally not be considered in calculating longevity, leave accruals, or any other benefits.

A team member who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation is generally ineligible for rehire.



Receipt of Team Member Handbook and Employment-At-Will Statement

Team Member Copy

This is to acknowledge that I have received a copy of PetVet Care Centers' Team Member Handbook, and I understand that it contains information about the employment policies and practices of PetVet. I agree to read and comply with this Handbook. I understand that the policies outlined in this Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that PetVet retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the team members and PetVet. I understand that this Handbook supersedes and replaces any and all prior Handbooks and any inconsistent verbal or written policy statements.

I understand that except for the policy of at-will employment, which can only be changed by the CEO of PetVet in a signed written contract, PetVet reserves the right to revise, delete, and add to the provisions of this Handbook at any time without further notice. All such revisions, deletions or additions to the Team Member Handbook will be in writing. I understand that no oral statements or representations can change the provisions of the Handbook. I agree that I will be considered to have expressly consented to any changes, deletions, or additions that may be made to the Handbook by my continued employment with PetVet.

I understand that this Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Handbook does not create a contract guaranteeing that I will be employed for any specific time period.

PetVet is an at-will employer. This means that regardless of any provision in this Handbook, PetVet or I may terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this Handbook or in any document or statement, written or oral, shall limit the right to terminate employment at will. No officer, team member, or representative of PetVet is authorized to enter into an agreement — express or implied — with me or any team member for employment for a specified period of time unless such an agreement is in a written contract signed by the management team of PetVet.

I understand that this Handbook refers to current benefit plans maintained by PetVet and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

If I have questions regarding the content or interpretation of this Handbook, I will ask my direct leader or a member of management.

Team Member Name

Date

Team Member Signature

