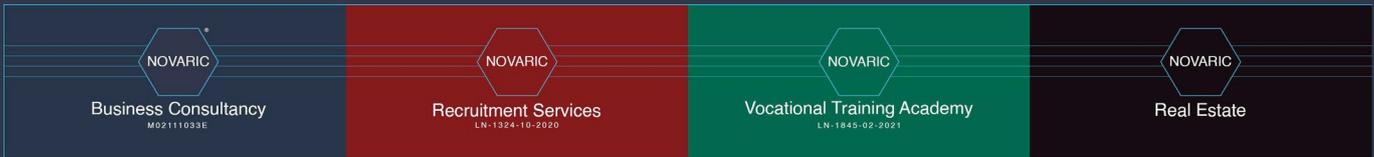


NOVARIC® employee handbook

Bridging Human To Industry.™



The Future Starts At The Endgame.™



NOVARIC® - GDPR Security and Compliance Policy
NOVARIC® Employee Handbook - Created 01/09/2022
Modified March 2024

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Welcome to NOVARIC®

Bridging Human To Industry.™ - one of the Albania's leading staffing and HR services companies.

Our Employee Handbook (EH) has been designed to provide Company employees with useful information needed to know when they are engaged in employment term assignments with NOVARIC®. Should you have any queries about the information enclosed in the handbook, please do not hesitate to contact the Administration Team to discuss.

Please read this Employee Handbook (EH) thoroughly as it pertains to your employment with NOVARIC® (including its operating divisions and subsidiaries, hereafter referred to as, —The Company), one of the largest staffing firms in Albania and an international presence helping to shape individual career paths and lives. Once you have finished reading the Handbook please sign the acknowledgement form.

We are committed to providing you with rewarding, safe and satisfying work experience. It's good to know you.

Digital repository link: https://novaric.sharepoint.com/sites/NOVARIC_Sh-A

NOVARIC® Employee Handbook V 1.1- Created 01/09/2022.
Modified V 2.1 March 2024

Important Notice. The policies contained In this Employee Handbook apply only to Employees engaged with NOVARIC®. If you are not in this engaged, please consult the Handbook applicable to you by contacting Human Resources. NOVARIC® reserves the right to change, modify, alter, amend, discontinue, or otherwise revise these Policies in its sole discretion. **Printed copies of this document may not be the latest version and should not be relied upon. Please check the electronic version to make sure that you have the most current version.** Please contact your recruiter, manager or Human Resources if you require any further information.

[NOVARIC® - GDPR Security and Compliance Policy](#)





IMPORTANT INFORMATION ABOUT THIS EMPLOYEE HANDBOOK

This is not an employment contract. We hope that your employment with the Company will be mutually beneficial. You should know, however, that your employment is at will. Your employment and/or compensation can be terminated, with or without cause, at any time at the option of the Company. No representative of the Company, other than the Board/Executive Team has the authority to enter into any agreement for a specified period of time or to make any agreement contrary to the foregoing. Any such agreement must be by individual agreement, in writing, and signed by you and one of the individuals noted above. No one has the authority to make any verbal statements of any kind which are legally binding to the Company. Accordingly, you should not view any documentation you may receive regarding the anticipated duration of a client assignment as a guarantee of employment for that period.

Covered Employees

The policies in this Employee Handbook apply only to NOVARIC® employees, who are considered — Engaged in employment by signing the employment contract. If you are not engaged employee, you will need to consult the manual applicable to you by calling the NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00.

Version Control

Printed copies of this document may not be the latest version and should not be relied upon. Please check the electronic version, via the link above to make sure that you have the most current version. Also, please contact your Recruiter, NOVARIC® Manager, Human Resources, or NOVARIC® HELP line if you require any further information.





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SECTION 1: GENERAL INFORMATION

1.1 OUR MISSION AND VALUES

- **Our mission: shaping the world of work**

Our mission is to bring innovation, expertise, and skilled manpower to drive progress and excellence in the industry. As Albania's one of the top HR services company, we are a true international player in our industry and see it as our responsibility to take an active role in developing the industry. By identifying the ideal alignment between employees and their roles, and connecting employers with candidates who perfectly complement their organizations, we create significant value for society as a whole. We strive to stand at the forefront of evolving labor market trends, including an aging population, flexibilization, and resolving labor market shortages. By continuously developing innovative solutions, we aim to address these challenges while delivering top Employee to organizations, thereby contributing to the advancement and sustainability of industries. Our mission is to take the lead in shaping the world of work by finding the right balance between the evolving needs of employers and the changing wishes of employees. Through this approach, we aim to bring supply and demand closer together, fostering a dynamic and mutually beneficial labor market.

- **Our core values**

At NOVARIC®, we uphold a commitment to expertise, ensuring thorough understanding of our clients, their companies, our candidates, and our business, recognizing the significance of details in our field. We excel in service, surpassing industry standards through a spirit of excellence, while fostering trust by valuing relationships and treating people with respect. Striving for perfection, we continuously innovate to delight our clients and candidates, gaining a competitive advantage. Simultaneously, we embrace our social responsibility, promoting the interests of all stakeholders and ensuring our business benefits society as a whole.

At NOVARIC®, our collective identity thrives on our shared commitment to values that create a virtuous circle. We understand that promoting the interests of all stakeholders hinges on our deep knowledge of them and our business. This understanding enables us to serve them better, fostering engagement and building mutual trust. By continuously striving for perfection and advancing the interests of our stakeholders and society, we enhance this trust further. These shared values serve as a guiding compass for every member of our team, shaping our behavior and defining our culture. Our ongoing success, our ability to fulfill our mission, and our reputation for integrity, service, and professionalism are firmly rooted in these values.

1.2 WHERE TO GO FOR MORE INFORMATION

The Company has several resources for you to go to get additional information about the Company and information to help you do your job. For most information related to your employment, the following groups or individuals are a good place to start.

1. NOVARIC® Admin Team: Can address questions regarding your work hours, your job duties, your performance, as well as any concerns you have about your employment.
2. Human Resources: Can address questions related to your employment, issues or concerns,





or questions relating to the Company's policies and practices.

3. NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00: Can address questions relating to Payroll, Benefits, Human Resources, Accounting, etc.

1.3 HOURS OF OPERATION

Working hours and assignments schedules vary among client locations. Please check with NOVARIC® Admin Team for an explanation of your work schedule. Because of the nature of the Company's business, night or weekend work may be required, and your hours and/or days of work may vary with each job. **Section 5.6** also covers attendance at work.

1.4 BUSINESS APPROPRIATE DRESS

As a company with a strong reputation and dedication to professionalism, the personal appearance of our Employee is important. Each time our Employee represents the Company, they must wear clothing/uniforms that is appropriate for the business situation.

The Company has a business appropriate dress policy, meaning that appropriate business attire depends on the nature of the work performed. When working at our client's location(s), your default assumption, absent specific instructions to the contrary, should be that professional business attire is required.

However, if the client has a casual dress code policy, you should match their standards accordingly with NOVARIC® provided uniforms. In all instances, however, the Company expects Employee to meet a minimum standard of dress. Uniforms must be neat and clean, without any obvious wear, holes or frayed areas. Employee's uniforms must also be appropriate for the type of work performed. Footwear should be comfortable and clean, and must meet the safety requirements of the job, where applicable. Employee who report to work dressed in inappropriate attire will be asked to leave and report back to work with appropriate attire.

1.5 OPEN DOOR POLICY

The Company is committed to providing answers to your questions and concerns. The Company has an "open door policy," which means that you should feel free to discuss any work-related problems or issues with your NOVARIC® Admin Team. If you would rather not approach NOVARIC® Admin Team, or if you do not believe they have addressed a problem adequately, then you should feel free to discuss the problem with our Human Resources Department by calling the NOVARIC® HELP line at +355 (0) 222 55 999. You may rest assured that you will not be penalized for using this open door policy. Finally, if you have concerns about wrongdoing that you do not believe can be addressed with your local contacts, you should consult NOVARIC®'s Misconduct Reporting Procedure (discussed further in **Section 5.2** of this Handbook).

1.6 CLIENT RELATIONS

The Company considers clients to be both external and internal, depending on where you may be assigned. All Employee of the Company, including your fellow coworkers should be treated as you would treat your client. All Employee who have any client contact must remember that the impression a client has of the organization is the one that you give. It is very important that you deal with clients in a professional and courteous manner.

1.7 JOB DESCRIPTION

The Company does not, as a general practice, provide its Employee with formal, written job descriptions. Some





jobs may have written job descriptions, while others may not. You should, however, understand the nature of your position and the scope of your responsibilities. If you have any questions about your duties and/or responsibilities, you should speak with your NOVARIC® Admin Team.

1.8 JOB POSTINGS

The Company encourages Employee to take advantage of career opportunities with the Company by utilizing our web site, <https://novaric.co/vacancy-industries/industries/>

1.9 EMPLOYMENT OF MINORS

The Company complies with applicable child labor laws. The Company's employment decisions are made without regard to age except in the case where a candidate is not at least 18 years of age at the time he or she seeks to commence employment with the Company.

Candidates who are 17 years of age are generally eligible for employment with the Company in clerical and administrative (non-hazardous) positions only; whereas candidates under 17 years of age are not eligible. If a conditional offer of employment is made to a minor candidate, he or she may be required to provide an age certificate (proof of age) and/or an employment certificate (work permit) before being able to begin employment at or through the Company as required by law. Failure to provide any such requested documentation will result in rescission of the offer of employment. The Company will comply with all scheduling limitations and task restrictions imposed by country, Albanian, laws.

1.10 BACKGROUND CHECKS

Consistent with its commitment to safety and security, the Company has established this Background Check Policy. The Company may conduct background checks on Employee prior to their being assigned to a client or when the client has specific background check requirements. When conducting background checks, continued employment with the Company will be contingent upon successful completion of the background check.

The discovery of a criminal background or history through the results of a background check will not necessarily bar employment, promotion or assignment. Refusal to submit to a required background check, however, may result in withdrawal of a conditional offer of employment or assignment, removal from and/or ineligibility for assignment, reassignment or promotion, and/or termination of employment, depending on the facts and circumstances. It is the Company's policy to follow all federal, state and local laws with respect to the use of Background Checks.





SECTION 2: EQUAL EMPLOYMENT OPPORTUNITY

The Company firmly believes that individuals have the right to be treated equitably, fairly and with respect. We actively promote good internal and external business relationships and understand that our success is directly linked to the diverse backgrounds, skills and experiences of our Employee.

The management and staff of the Company are required to conduct their business affairs in a manner that is free from discrimination, harassment, and any other unlawful employment practices.

Discrimination, harassment, and other unlawful employment practices will not be tolerated. All reports of such conduct will be treated seriously and investigated promptly and impartially.

The Company expects every manager and Employee to work within the spirit and intent of the Company's goal of achieving and maintaining an environment free of discrimination, harassment, and other unlawful employment practices.

The Human Resources Executive has been designated as the equal employment opportunity compliance officer. Inquiries concerning the application of Albanian laws and regulations should be referred to him or her.

To achieve the goals of equal employment opportunity, it is necessary that each member of the Company understand the importance of this policy and his or her individual responsibility to contribute toward its maximum fulfillment.

2.1 EQUAL EMPLOYMENT OPPORTUNITY

The Company is committed to equal employment opportunity. All recruitment, hiring, job assignments, transfers and promotions, as well as all other personnel actions, including, but not limited to, compensation, benefits, layoffs, returns from layoffs, terminations, training, social and recreational programs, shall be made without regard to race, color, religion, ancestry, national origin, age, sex, sexual orientation, marital status, disability, veteran status, citizenship status or any other legally protected status.

2.2 WORKPLACE HARASSMENT

The Company is committed to providing a work environment free of unlawful harassment. Harassment based on an individual's race, religion, color, national origin, citizenship, marital status, sex, age, sexual orientation, veteran status, disability or any other legally protected status is strictly prohibited and will not be tolerated by the Company. This prohibition includes harassment in any workplace context including conferences, work-related activities/social events, and work-related trips. This prohibition also includes unlawful harassment from managers, coworkers and non-employees with whom Employee has a business or professional relationship, including, but not limited to, vendors, clients and client employees.





Prohibited Harassment. Prohibited harassment includes, but is not limited to, verbal or physical conduct that shows hostility toward an individual, epithets, abusive language, comments, slurs, jokes, displays, innuendos, cartoons, pranks or physical harassment which are based on an individual's protected class membership or an individual's participation in activities identified with or promoting the activities of a protected group and that creates an intimidating, hostile or offensive working environment.

Sexual Harassment. Sexual harassment includes, but is not limited to, the types of prohibited harassment identified above, as well as, unwelcome sexual advances, request for sexual favors and other verbal or physical conduct that is based on an individual's sex or is of a sexual nature constitutes sexual harassment when any of the following occur or are present:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
2. Submitting to or rejection of such conduct is used as the basis for employment decisions; and
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work or performance or creating an intimidating, hostile or offensive working environment.

Because our Employee is typically working at client sites and the Company is unable to know or control many aspects of client work environments, it is imperative that you report any harassment you experience, as well as any harassment you may witness involving other Company Employee, to the Company. See **Section 2.5** for how to file a complaint.

2.3 REASONABLE ACCOMMODATION OF DISABILITIES

The Company prohibits discrimination against individuals with disabilities. The Company will make reasonable accommodations, as required by law, to assist qualified disabled applicants and Employee to meet job requirements once made aware of their disabilities and provided that the accommodations do not cause undue hardship to the Company's business.

2.4 VETERANS AND INDIVIDUALS WITH DISABILITIES

The Company affords equal employment opportunity through affirmative action for qualified disabled individuals, qualified disabled veterans, and qualified veterans of the Vietnam era or other veterans who served on active duty during a war or in a campaign for which a campaign badge has been authorized. If you have a disability and would like to be considered under the affirmative action program, please tell us. You may inform us of your desire to benefit under the program at any time.

Submission of this information is voluntary and refusal to provide it will not subject you to any adverse treatment. Information you submit about your disability will be kept confidential, except that (i) supervisors and managers may be informed regarding restrictions on the work or duties of individuals with disabilities, and regarding necessary accommodations; (ii) first aid and safety personnel may be informed, when and to the extent appropriate, if the condition might require emergency treatment; and (iii) Government officials engaged in enforcing laws administered by Office of Federal Contract





Compliance Programs or the Americans with Disabilities Act, may be informed. The information provided would be used only in ways that are not inconsistent with Section 503 of the Rehabilitation Act.

2.5 COMPLAINT AND INVESTIGATION PROCEDURES

Reporting of Complaints. The Company encourages and expects Employee to report incidents of discrimination or harassment whether they are directly involved or are merely a witness. Any Employee who believes that he or she is being subjected to discrimination or harassment by a coworker, supervisor, manager or other individual at the workplace or believes that his or her employment is being adversely affected by such conduct, or believes that he or she has witnessed such conduct should immediately report such concerns to NOVARIC® Admin Team, another manager or by calling the NOVARIC® HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00.

Finally, if you have concerns about wrongdoing that you do not believe can be addressed with your local contacts; you should consult NOVARIC® Misconduct Reporting Procedure (discussed further in **Section 5.2** of this Handbook).

Investigation. After a complaint of discrimination or harassment is received, a prompt and impartial investigation will be conducted and, in the event the complaint is found to have merit, appropriate corrective steps will be taken which may include disciplinary action up to and including discharge of the offending NOVARIC® Employee. Our investigative procedures may also involve Client Human Resources Representatives when the offending person is not employed by NOVARIC®. Likewise, Client Human Resources, Client Managers and Employees and/or Vendors and their employees at the client work site may also be involved in resolving complaints. All complaints will be handled in a discreet manner and information will be limited to those personnel with a need to know.

Obligations of Individuals Involved or Witnesses to an Incident. The person complaining, the respondent, managers, and any other individual who is a witness to, or hears about an incident are expected to cooperate in the investigation of the matter, including acting in good faith to provide any and all information as requested that would aid in the investigation.

2.6 PROTECTION AGAINST RETALIATION

The Company will not tolerate retaliation against Employee for cooperating in an investigation or for making a complaint of discrimination, harassment or alleged illegal conduct. If you believe you have been retaliated against for reporting such conduct, for making a complaint, or for participating in an investigation related to harassment, you should immediately report the alleged retaliatory action to the Human Resources Department by calling the NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00. Finally, if you have concerns about wrongdoing that you do not believe can be addressed with your local contacts, you should consult NOVARIC® Misconduct Reporting Procedure (discussed further in **Section 5.2** of this Handbook).





2.7 VIOLATIONS

Any Employee who discovers or becomes aware of a violation of this Section should report the violation to his or her Recruiter, next level NOVARIC® Manager, or a Human Resources Representative. Employees who violate any provision in this Section may be subject to disciplinary action, up to and including unpaid suspension or termination of employment, depending on the severity and/or frequency of the violation. The Company also reserves the right to report any illegal conduct to the appropriate authorities and may avail itself of any other legal remedies it deems appropriate. The Human Resources Department may be reached by calling the NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00. If you have concerns about wrongdoing that you do not believe can be addressed with your local contacts, you should consult NOVARIC® Misconduct Reporting Procedure (discussed further in **Section 5.2** of this Handbook).

2.8 AFFIRMATIVE ACTION PROGRAM

The Company maintains an affirmative action program as required by law. Our affirmative action program is available for review Monday through Friday between the hours of 09:00 and 15:00 CET. Write to the Human Resources Department to request such a review:

NOVARIC® Sh.A.
c/o: Human Resources Department
NOVARIC Building
Lv7
Rruga Studenti,
Shkoder 4001





SECTION 3: COMPENSATION AND WORKING HOURS

3.1 PAY PERIOD AND METHODS OF PAYMENT

The standard payroll week for Employee begins on 12:01 a.m. Sunday and ends on Saturday at 12:00 midnight. All Employee are paid on a weekly basis every Friday for the previous week's hours that were approved.

Methods of Payment. Payroll will be directly deposited to your pay card, checking, savings or other account, unless other arrangements are made with the Payroll Department. However, direct payroll deposit (electronic funds transfer) is the Company's preferred method for issuing your pay. All Employee are encouraged to take advantage of this convenient and efficient service. It enables the Company to automatically deposit your pay into one or more financial institutions of your choice each payday. To use this service, you must complete a Direct Deposit Authorization Form when you join the Company and submit it to the Payroll Department. Otherwise, you may also elect Direct Deposit via the direct deposit form available from your local NOVARIC® Branch location.

Payroll Distribution. Payroll is issued on Friday, one week after the end of the pay period. If the payday falls on a holiday, then the payroll check will be distributed the day prior to the holiday.

3.2 PAY ERRORS

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, contact the Payroll Department through the NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00. They will take the necessary steps to promptly investigate the error and make any appropriate corrections; including reimbursing for any improper deductions that are determined to have been made. Employee who make good-faith reports will not be retaliated against for complying with this procedure or otherwise seeking to obtain what they are entitled to under applicable law.

3.3 MERIT INCREASES

Merit increases are to be offered at the Company's sole discretion. Compensation adjustments may be considered by NOVARIC® Admin Team depending on business needs, your performance and other factors.

3.4 CLIENT-MANDATED DECREASES

From time to time we have had the experience of a particular client mandating bill rate decreases. Such decreases are difficult for all parties but in most cases the options are to accept the decrease or terminate the assignment. The Company reserves the right to adjust pay rates in response to such client- mandated decreases, subject to applicable Country/Albanian law.





3.5 CALL-IN/REPORTING PAY (Non-Exempt Employee Only)

The Company provides compensation to non-exempt Employee who are recalled after a scheduled shift ends or called in to work on otherwise unscheduled time. The Company also pays call-in time/waiting time where required by law. Where required by law, Employee will be compensated for a minimum of 1 to 4 hours at their regular hourly rate regardless of whether or not they were assigned to actual work performance. In instances of regularly scheduled work of less than 4 hours, managers may waive the above provision provided the Employee is compensated at his/her regular rate for hours worked. Where a guarantee of minimum daily earnings is waived because the employee is unable or unwilling to work 4 hours, a written statement to this effect must be signed by the Employee and kept on file as part of the Employee's record.

3.6 TRAVEL PAY (Non-Exempt Employee Only)

The Company provides payment to non-exempt Employee for time spent traveling as part of the Company's *principal activity*. The typical commute from a Employee's home to the work site (the usual place to which Employee reports on a scheduled workday) is not compensable. However, the time that Employee spend traveling as part of their *principal activity*, such as travel from location to location during the normal workday, will be counted as hours worked.

3.7 TIME ENTRY REQUIREMENTS AND RESPONSIBILITIES

It is NOVARIC® policy to pay all of our Employee for time worked in an accurate and timely manner, in accordance with applicable laws, while maintaining required supporting documents and records.

Timely and accurate entry of your hours worked is as important for you as it is for the Client to which you are assigned. As an employee of the Company, you have responsibility for your own time entry. Your local Branch office will direct you on how to submit your hours each week. You are expected to accurately enter your time by the last day of your work week. Upon approval, the time is transmitted through the payroll process ensuring accurate and prompt processing.

You should always enter all of the time you have worked. You may not work —off the clock or otherwise under-report or over-report your time.

3.8 TIME REPORTING SYSTEMS (Please see your Branch for the supplemental forms) Enterprise Time Capture (ETC) is the standard method for time entry, but we also utilize several other methods. The ETC web based time collection application provides you with the ability to enter, review and submit your worked hours electronically and directly over the Internet anytime anywhere for your placement. This time entry method prevents potential processing delays and provides better means to have your time entry promptly reviewed and approved, thus ensuring the accurate and timely processing of your pay.

When you are placed at a client that requires time entry into its own electronic time entry application, you are responsible to abide by that system's time submission and approval requirements; provided,





however, that just as with ETC, you should always enter all of the time you have worked. You may not work —off the clock or otherwise under-report or over-report your time.

Overtime Policies. Consistent with the Company’s overtime policies, all overtime hours must be approved in advance by NOVARIC® Admin Team. Except for extenuating circumstances where unplanned overtime is necessary to address a client emergency, you must obtain your Client Manager’s approval before working any overtime hours. Even in extenuating circumstances where unplanned overtime is unavoidable, you must immediately (i.e. the same day) notify NOVARIC® Admin Team of any overtime hours that you worked and the specific reason for doing so. Regardless whether any overtime hours were approved in advance by your Client Manager, you will be paid for all overtime hours that you work. *Accordingly, it is imperative that you accurately report overtime hours on your time sheet even if the overtime was not approved in advance.*

Time Sheet Procedures. Employee who work in offices that use electronic or manual time sheets must observe the following rules. When filling out your time sheet each week, you must record:

- the time you began working each day; the
- time you quit working each day;
- the beginning and end of each break or meal period; any
- absences during the week;
- the total number of hours worked each day; and the
- total number of hours worked each week.

Your timesheet must reflect the *actual* hours you work each week, including all overtime hours, even if the hours you work in a given day or week deviate from your normal work schedule. For example, if you are scheduled to work from 8 a.m. to 5 p.m., but a client or client need requires you to stay at work until 6 p.m., your timesheet must reflect that you worked until 6 p.m. Regardless of whether any overtime hours were approved in advance or are outside your normal schedule, you will be paid for all overtime hours that you actually work. Accordingly, you must accurately report all overtime hours on your time sheet even if the overtime was not approved in advance. **Do not sign your timesheet unless you are sure that it is accurate and complete.**

The workweek begins on Sunday at 12:01 a.m. and ends on Saturday at midnight. Unless you are directed by your manager or NOVARIC® Admin Team to submit your timesheets more frequently, Employee must submit timesheets to their NOVARIC® Admin Team or Manager no later than the Monday following the end of each workweek. If you will be on a leave of absence or otherwise out of the office on a day timesheets are due, you must submit your timesheet in advance of the deadline. Employee who will be out of the office for several days are expected to contact his/her NOVARIC® Admin Team or Manager in order to coordinate the preparation of a timesheet.





Time Clock Procedures. Employee who work on assignments that use time clocks or similar timekeeping systems other than timesheets must observe the following rules:

Generally, Employee should punch their timesheet or clock in/out four times each day: at the beginning and end of the workday, and at the beginning and end of a meal period. Employee are generally expected to clock out for any break period of more than 20 minutes.

Employee must be ready to work as soon as they clock in. If more than five minutes elapse between the time you clock in and when you actually begin working, you must immediately alert your manager.

Employee must **not** work before clocking in or after clocking out. If, due to emergency or other circumstances, you perform any work before clocking in or after clocking out, you must immediately alert your Supervisor or Manager and write the correct starting or stopping time on your timesheet.

Employee is strictly forbidden from clocking in or out for other Employee. Before clocking in or out, Employee are expected to verify that they are using the correct timesheet, or log-in information. Employee who clock in or out for other Employee will be subject to discipline up to and including termination.

After reviewing and confirming that the reported hours worked on the timesheet are accurate and complete, each Employee must sign his or her timesheet. By signing, you are verifying that the total hours worked on the timesheet are accurate. At the end of each workweek, you should submit your completed timesheet or report to your supervisor. In some situations, your manager may require you to submit your timesheet daily. **Do not sign your timesheet or submit your timesheet unless you are sure that it is accurate and complete.**

Corrections or Modifications.

If, after submitting your timesheet, you believe that a correction or modification is necessary, you must notify NOVARIC® Admin Team immediately. Your manager will review your timesheet with you as soon as possible. After you and your manager have both verified the accuracy of the corrections or modifications, both you and your manager must initial the changes on the timesheet. In some instances, depending on the nature and extent of the corrections or modifications, your manager may ask you to complete a new timesheet to replace the timesheet being corrected. To avoid having to make corrections or modifications to your timesheets, you are expected to carefully review each timesheet for accuracy and completeness *before* signing it and submitting it to your manager.

Employee should also carefully review all paychecks and/or earnings statements to identify any errors or discrepancies in payment. If you notice a discrepancy on your paycheck and/or earnings statement, you are expected to immediately notify your NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00: Can address questions relating to Payroll, Benefits, Human Resources, Accounting, etc.





Falsification of Time Records.

Employee time records are official Company documents. As explained above, accurate recordkeeping is required by law. Accurate timekeeping is also necessary for the Company to ensure that all Employee are paid correctly and clients' accounts are appropriately invoiced. Accordingly, accurate time submission is a serious matter. Falsification of time records, including, but not limited to, any of the following actions, is a serious offense that will not be tolerated by the Company:

- over-reporting hours (i.e., reporting more hours than actually worked)
- under-reporting hours (i.e., reporting fewer hours than actually worked)
- falsifying signatures or other information on a timesheet
- working —off-the-clock (i.e., working but not reporting hours) tampering with the Company's time clock or other timekeeping system
- tampering with other Employee timesheets
- encouraging or coercing other Employee to misrepresent hours worked

Employee found to have engaged in any of these prohibited actions are subject to immediate discipline up to and including termination of employment. If anyone encourages or attempts to coerce you to misrepresent the number of hours you worked, you must immediately notify your NOVARIC® Manager or NOVARIC® Human Resources.

No supervisor or manager has the authority to require, permit, or ask any Employee to work —off-the-clock or to otherwise work hours without reporting them. If you believe that a supervisor or manager is requiring or asking you to work —off-the-clock, you must immediately notify your NOVARIC® Manager or NOVARIC® Human Resources.

If you believe you have not been accurately paid for all hours you worked, you are expected to immediately notify your NOVARIC® Manager or NOVARIC® Human Resources. Employee are encouraged to report any questions, concerns, or complaints about their pay or hours worked. Employee will not be retaliated against for reporting such questions, concerns, or complaints. Please call the NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00. Can address questions relating to Payroll, Benefits, Human Resources, Accounting, etc.

REIMBURSEMENT FOR BUSINESS EXPENSES

The Company's Employee Business Expense Reimbursement Policy sets forth guidelines for when the Company will reimburse Employee for business expenses.

In general, Employee will only be reimbursed for business expenses approved by a Client. Employee must comply with the Client's policies and requirements for reimbursement of business expenses or NOVARIC®'s policy if the Client does not have an applicable policy. Employee should expect to provide receipts, prepare





and sign an expense report documenting the purpose of the expense, and only submit for reimbursement expenses that are business-related. NOVARIC® will not reimburse Employee for personal expenses.

Employee should contact their Recruiter, NOVARIC® contact or NOVARIC® Manager for the Client's requirements for reimbursing expenses or NOVARIC® requirements if the Client does not have an applicable policy.

Important Notice. The policies contained In this Employee Handbook apply only to Employees engaged with NOVARIC®. If you are not in this engaged, please consult the Handbook applicable to you by contacting Human Resources. NOVARIC® reserves the right to change, modify, alter, amend, discontinue, or otherwise revise these Policies in its sole discretion. **Printed copies of this document may not be the latest version and should not be relied upon. Please check the electronic version to make sure that you have the most current version.** Please contact your recruiter, manager or Human Resources if you require any further information.





SECTION 4: BENEFITS OVERVIEW

Please see your Branch for the supplemental on-boarding forms for your Operating Company's benefit programs, which you may participate in, provided you meet the eligibility criteria.

Important Notice. The policies contained In this Employee Handbook apply only to Employees engaged with NOVARIC®. If you are not in this engaged, please consult the Handbook applicable to you by contacting Human Resources. NOVARIC® reserves the right to change, modify, alter, amend, discontinue, or otherwise revise these Policies in its sole discretion. **Printed copies of this document may not be the latest version and should not be relied upon. Please check the electronic version to make sure that you have the most current version.** Please contact your recruiter, manager or Human Resources if you require any further information.





SECTION 5: CODE OF CONDUCT & PERFORMANCE MANAGEMENT

The following Section outlines the Company's expectations about Employee conduct and performance. If you still have questions about the expectations governing your employment at the Company or about managing your performance as company Employee, please speak with your Recruiter, NOVARIC® Manager or Human Resources Representative. You can contact NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00.

5.1 NOVARIC® BUSINESS PRINCIPLES

NOVARIC® recognizes the need to always act with integrity and to respect human rights. NOVARIC® Business Principles are organized around and are supportive of our core values; they guide us to do what is right. The Business Principles project a positive message, guide us to live up to the core values and ensure that the needs of the world in which we work and our business and personal behavior are aligned and reinforce one another.

The Business Principles are our minimum standards but, in addition, we must always ensure that we comply with all laws, human rights principles and NOVARIC® internal policies and procedures; no one is authorized to violate them. If the Business Principles conflict with local law then local law must be followed while striving to act in the spirit of the Business Principles. Some of the Business Principles will be outlined in more detail in separate NOVARIC® Policies and Procedures as required. You may also visit this website:

<http://www.novaric.co/governance.cfm>.

To know

We are experts. We know our clients, their companies, our candidates and our business. In our business it's often the details that count the most.

1. We know and comply with the laws that govern our business, international human rights principles and NOVARIC® internal policies and procedures.
2. We know and comply with competition and antitrust laws.
3. We know and comply with the laws on insider trading and market abuse of NOVARIC® shares or securities.
4. We ensure that our records (including those containing personal information) are created, used, stored and destroyed in accordance with the law.

To serve

We succeed through a spirit of excellent service, exceeding the core requirements of our industry.

5. We conduct business in a fair and ethical manner and avoid any situation that could create a conflict of interest, or the appearance of conflict, between the interests of NOVARIC® and our private interests.





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6. We do not offer, pay or accept bribes that could create undue influence or the appearance of undue influence.
 7. We decline gifts or hospitality that could create undue influence or the appearance of undue influence.

To trust

We are respectful. We value our relationships and treat people well.

8. We treat others fairly, act with care and consideration and respect human rights.
We do not tolerate intimidation or harassment in any form.
9. We respect the right to privacy; ensure that confidential information is kept confidential and we do not abuse the confidential information of others.
10. We do not misuse NOVARIC® property for personal purposes.

Simultaneous promotion of all interests

We see the bigger picture and take our social responsibility seriously. Our business must always benefit society as a whole.

11. We value diversity and do not discriminate on grounds of age, color, disability, gender, marital status, nationality, race, religion or sexual orientation or any other irrelevant or illegal characteristics.
12. We do not engage with anybody that is connected with terrorism or other criminal activities.
13. We do not make contributions to candidates for public or private office, to political parties or other political interests.

Striving for perfection

We always seek to improve and innovate. We are here to delight our clients and candidates in everything we do, right down to the smallest detail. This gives us the edge.

14. We regard health and safety in our business, including for our corporate and temporary workers, as the utmost priority.
15. We maintain and provide full, fair, timely, accurate and understandable contracts, records and financial information.
16. We take into account and seek to minimize the environmental impact of our business.

5.2 MISCONDUCT REPORTING PROCEDURE

In the event of a breach of the Business Principles, or other misconduct or wrongdoing, Employee should first raise concerns through their normal (local) reporting channels, such as NOVARIC® Admin Team or HR Representative. Reporting to management in this way is usually the fastest and preferred route, and the best way to ensure a good and open work environment throughout the NOVARIC® Group. If local reporting channels are likely to be inappropriate or ineffective, the NOVARIC® Misconduct Reporting Procedure should be used but this should be considered as a last resort. All concerns raised in accordance with this procedure will be treated strictly confidentially and with the complete assurance that there will be no retaliation against any Employee filing a good faith complaint. Reports will be investigated promptly, and corrective action will be





taken where required to resolve issues satisfactorily. Although reports under the Misconduct Reporting Procedure can be submitted anonymously, if the complainant reveals their identity this greatly facilitates the investigation of the report.

The Misconduct Reporting Procedure can be found at:

<https://novaric.co/misconduct-reporting-procedure/>

5.3 PERFORMANCE

Due to the almost infinite variety of performance-related issues that can arise, The Company does not have a formal performance improvement process to address specific performance problems. The Company believes it is best to address these issues on a case-by-case basis. Nevertheless, performance issues will generally be addressed in an informal manner first. If there are continued or new performance issues following the informal conversation, subsequent discussions may be documented through a more formal process. The Company reserves the right to end Employee assignments and/or employment with the Company for performance deficiencies regardless of whether these deficiencies have been formally documented. If you are having problems or concerns, you should identify and discuss them with your NOVARIC® Admin Team.

5.4 DISCIPLINARY PROCESS

Any violation of the policies contained in this Section or the policies contained in this Employee Handbook, or of any other work rules may subject Employee to discipline, up to and including termination of employment, depending on the seriousness and/or frequency of the violation. Any Employee who discovers or becomes aware of a violation contained in this Section should report the violation to their Recruiter, NOVARIC® Manager or a Human Resources Representative through NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00. The Company also reserves the right to report any illegal conduct to the appropriate authorities and may avail itself of any other legal remedies it deems appropriate.

5.5 RULES OF CONDUCT

Certain rules for conduct are necessary for the safety and productivity of our Employee and the protection of property. Listed below are some examples of prohibited conduct. Prohibiting such conduct is for the best interests of the Company and all Employee. This list is not intended to be exhaustive, and may be further supplemented by rules of conduct in place at the client worksite. This list is intended simply to demonstrate types of activities prohibited in the workplace. All other conduct that is detrimental to the Company's interests or the interests of your coworkers or the Company's clients or suppliers is similarly prohibited.

1. Violating any policy in this Employee Handbook or any other applicable work rule or policy.
2. Falsifying Company and/or employment records, or dishonesty towards supervisory personnel, coworkers, clients, suppliers, or others.
3. Illegal gambling on the Company property.
4. Use or illegal possession of weapons or firearms on Company property, or in the conduct of the Company business.
5. Failure to report for scheduled medical treatment relating to an on-the-job injury.
6. Violation or disregard of safety rules or practices.
7. Arrest or conviction of a felony or other crime involving moral turpitude or crimes which can be construed to indicate that the continued presence of the Employee would constitute a hazard





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- to fellow Employee, the Company or its property.
8. Unauthorized work elsewhere while on leave of absence or failure to return to work at the end of an authorized leave of absence.
 9. Threatening, intimidating, coercing, profane, obscene or abusive language or conduct to other Company Employee, clients, suppliers, or others, or otherwise engaging in disorderly conduct while on the Company property, work assignment, or while engaging in Company business. Obscene language, obscene conduct or displaying indecent materials, literature or pictures on Company property.
 10. Fighting, horseplay, and other types of physical altercations on Company premises during work hours, after hours, or at any other time while engaging in Company business.
 11. Sleeping, giving the appearance of sleeping, or loafing during working hours.
 12. Insubordination, which includes, but is not limited to, the following conduct: (a) refusal or failure to obey work orders or perform a job assignment given by your supervisor or any authorized Employee or the Company representative; (b) disrespect, publicly displayed on The Company premises or client premises, toward a supervisor or Company; (c) threatening, intimidating, coercing, or interfering with supervision; (d) abusive language to any supervisor or coworker; (e) openly making or publishing false, vicious, or malicious statements concerning supervisors; or (f) disobey the order of a supervisor.
 13. Stealing, theft, misappropriating, misusing, removing, defacing, abuse, vandalizing or otherwise destroying or impairing the usability of the Company property or property belonging to your coworkers, the Company's clients or suppliers.
 14. Carrying on your own or another business enterprise during working hours, or otherwise allowing your own or another business enterprise to interfere with the performance of your duties as a the Company employee, as well as unauthorized use of the Company property or property belonging to your coworkers, the Company's clients, or suppliers for the purpose of carrying on your own business or another enterprise.
 15. Providing any person with unauthorized access to the Company's premises or property, or to property belonging to your coworkers or the Company's clients or suppliers.
 16. Any act that adversely affects the Company, the Company's Employee or clients' integrity, security, effectiveness, or safety.

5.6 ATTENDANCE AT WORK

You are expected to be at work as required by your NOVARIC® Admin Team, or as required by the task you are working on at the client work site. Your normal working hours, as well as any rest and/or meal periods to which you may be entitled, will be communicated to you by your NOVARIC® Admin Team. If you have any questions about your working hours, or about any rest or meal periods to which you may be entitled, contact NOVARIC® Admin Team or Human Resources Representative.

Tardiness/Absence If you will be tardy or absent from work for part or all of the workday, you must report it to your Recruiter and Client Manager at least 30 minutes before the start of your workday. You must also report the anticipated duration of the absence. If you are tardy or absent from work without reporting your absence at least 30 minutes prior to your scheduled start time, you may be subject to disciplinary counseling and/or termination of employment. Similarly, if you have a history of excessive tardiness, excessive absenteeism, or a pattern of tardiness or absenteeism, you may be subject to disciplinary counseling and/or termination of employment.





Job Abandonment - No Call/No Show: The Client may end your assignment immediately for a single “No Call / No Show.” If you do not report to work for three (3) consecutive scheduled work days, without reporting these absences as outlined above, the Company will consider you to have resigned from your employment without notice. The effective date of your resignation will be the first day of your no call/no show.

There may be situations in which compliance with this policy is not feasible. If you believe you face such extenuating circumstances, you must notify your Recruiter, NOVARIC® Manager or your Human Resources Representative immediately.

5.7 SMOKING IN THE WORKPLACE

The Company does not permit smoking inside any of its offices at any time. The Company also prohibits smoking in toilets, stairwells, foyers, or any common areas within any building in which the Company office or client work site / operation is located. Employee working at client and other sites must also observe the client's policies regarding smoking.

5.8 DRUG AND ALCOHOL POLICY

The use of illegal drugs and alcohol misuse by Employee is inconsistent with the commitment of the Company to its clients and to its Employee to provide a safe, healthy, secure and productive work environment.

This policy, which is part of the Company's drug-free workplace program, applies to all applicants and Employee. Applicants and Employee must comply with this policy as a condition of their employment. This policy is effective September 1, 2020, and supersedes any prior policy as well as any other written or oral statements or representations by the Company that are inconsistent with the policy. The Company reserves the right to revise, supplement or rescind this policy in its discretion in accordance with the requirements of applicable law, or for any other lawful reason. This policy does not alter the at-will nature of employment with the Company, nor does it restrict in any way the Company's discretion to discipline Employee or terminate the employment relationship at-will.

Drug and Alcohol Free Workplaces. Whenever Employee is working, operating the Company or client vehicles, machinery or equipment, present on the Company or client premises, or present in any other location performing for the Company or a client, they are prohibited from: 1) using, possessing, buying, selling, manufacturing, distributing, dispensing or transferring illegal drugs; 2) using, possessing, buying, selling, manufacturing, distributing, dispensing or transferring prescription drugs without a prescription; and 3) being under the influence of illegal drugs or alcohol; and consuming alcohol while working or on assignment. Employee should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol.

Crimes Involving Drugs. Employee who are convicted of, plead guilty to (including a plea of nolo contendere or no contest), or are sentenced for a crime involving illegal drugs in the workplace must report the conviction, plea or sentence to their NOVARIC® Recruiter / Manager or the Human Resources Department within five (5) days after such conviction, plea or sentence. If any Employee is convicted of, pleads guilty to or is sentenced for a crime involving illegal drugs performs work directly relating to the Company's contracts or grants with a state or the federal government, the Company will report such conviction, plea or sentence to the appropriate agency within ten (10) days after it receives notice.

Employee Assistance Program. The Employee Assistance Program ("EAP") provides confidential





counseling and referral services to eligible Employee for assistance with such problems as drug and/or alcohol abuse or addiction. It is the Employee's responsibility to seek assistance from the EAP prior to reaching a point where his or her judgment, performance, or behavior has led to imminent disciplinary action. Participation in the EAP after the disciplinary process has begun may not preclude disciplinary action, up to and including, termination of employment. If you need additional information regarding the EAP, you may contact NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00.

Drug and Alcohol Testing. Except where precluded by applicable state or local law, the Company may conduct various types of testing including:

1. **Post-accident Testing.** Any Employee who has a work-related accident or an incident in which safety precautions were violated or unusually careless acts were performed while on assignment may be requested to undergo drug and/or alcohol testing immediately following the accident or incident, if required by office policy or client policy.
2. **Reasonable Suspicion.** Where there is reasonable suspicion that you are using or are under the influence of illegal drugs, alcohol, or prescription medication without a prescription, you may be requested to undergo drug and/or alcohol testing.
3. **Random.** Random drug testing without cause or suspicion may be conducted.
4. **Assignment Related Testing.** As a condition of assignment, continued assignment or a permanent position with some of our clients, you may be required to undergo drug and/or alcohol testing. Submission to such testing is not mandatory unless you wish to be considered for the assignment, continued assignment or permanent position.

Summary of Alcohol Collection and Testing Procedures: Except where precluded by applicable state law, the Company will follow the general collection and testing procedures set forth below:

1. Employee subject to alcohol testing will be required to sign the consent form in which they agree to and authorize testing. Employee shall go to the Company designated collection site where they shall be required to cooperate in the site's normal specimen collection procedures. The collection and testing will be conducted, in private, by a trained technician who will use approved testing devices and testing forms. Chain of custody procedures shall be maintained from collection to the time specimens may be discarded to ensure proper identification, labeling, recordkeeping, handling and testing of specimens.
2. A screening test will be conducted first. If the Employee's screen test result is less than .02, the employee will have passed the test. If the Employee's measured alcohol concentration is .02 or more, the Employee shall be required to take a confirmation test. The results of the confirmation test, not the screen test, are determinative. If the Employee's confirmation test result is less than .04, the Employee will have passed the test. If the Employee's confirmation test result is .04 or more, the Employee will have tested positive for alcohol. The technician will notify the Company of the Employee's test results in a confidential manner. The Company will notify the Employee of his/her test results.

Summary of Drug Collection and Testing Procedures. Worksite (onsite testing), where permitted by





state and/or local law, will generally be completed through the use of urine or oral fluid testing. Off- site testing which is used in locations where onsite testing is prohibited by law, required by a client, to confirm an onsite test result, or in circumstances determined to be appropriate in the sole discretion of the Company, will normally follow the general collections and testing procedures set forth below unless otherwise prohibited by law:

1. Applicants and Employee subject to drug testing will be required to sign a consent form in which they agree to and authorize testing. Applicants and Employee shall go to the Company designated collection site where they shall be required to cooperate in the site's specimen collection procedures. They may also disclose over-the-counter and/or prescription medications they may be using if they believe it to be relevant to the testing.
2. Specimens shall be collected, in private, by a trained collection site person who will use approved collection containers and custody and control forms. Collected specimens shall be tested by a certified laboratory. The laboratory shall test specimens for marijuana, cocaine, opiates, amphetamines, and phencyclidine (and such other controlled substances as may be dictated by the circumstances in accordance with the requirements of applicable law). The laboratory will send the test results to the Medical Review Officer (—MROII).
3. The Medical Review Officer (—MROII) is responsible for ensuring the accuracy and integrity of the drug testing process. The MRO shall advise the Company if an applicant or Employee has passed or failed the test, refused to cooperate, if a specimen is dilute, or if a test should be canceled. If the MRO determines that there is a legitimate medical explanation for a positive, adulterated, or substituted test result, the MRO will report a negative test result to the Company. If the applicant or Employee does not provide a legitimate medical explanation for a positive test result, the MRO will verify the test result as positive. If the applicant or Employee does not provide a legitimate medical explanation for an adulterated or substituted test result, the MRO will report to the Company that the applicant or Employee has refused to take a drug test. Invalid test results will be canceled and, depending on the circumstances, may subject an applicant or Employee to additional testing.
4. The Company will notify applicants and Employee of their test results. If an applicant or Employee wants his/her specimen to be retested by another certified laboratory approved by the Company, he/she must submit his/her request in writing to the Company within twenty-four (24) hours from the receipt of notice of the test results. The Company will require the applicant or Employee to pay for the costs of the retesting.
5. If the second laboratory does not confirm a positive test result or that the specimen was adulterated or substituted, the Company will cancel the initial test results, and it will rescind any disciplinary or other action taken, if any, against the applicant or Employee as a result of the initial test results. If the second laboratory confirms a positive test result or that the specimen was adulterated or substituted, any disciplinary or other action taken by the Company against the applicant or Employee will stand or the applicant or Employee will be subject to the Consequences described in this Section.

Consequences. In general, applicants who refuse to cooperate in a drug test or who test positive for drugs will not be hired by the Company. Employee who refuse to cooperate in a drug and/or alcohol test may be terminated. Employee who test positive for drugs and/or alcohol or who otherwise violate this policy will be subject to appropriate disciplinary action, up to and including, termination of employment.





Records and Confidentiality. Information and records relating to test results and other medical information shall be kept confidential and maintained in files separate from Employee personnel files. Such records and information may be disclosed to applicants and Employee, the Company clients where the applicant or Employee is working or being considered for work, any third party designated in writing by the applicant or Employee, the MRO, the EAP, a substance abuse professional, physician or other health care provider responsible for determining a Employee's ability to safely perform his/her job and/or the Employee's successful participation in and/or completion of any and all evaluations, counseling, treatments, and rehabilitation programs, to and among the Company's supervisors on a need to know basis, where relevant to the Company's defense in a grievance, arbitration, administrative proceeding, lawsuit or other legal proceeding, or as required or otherwise permitted by law.

All of the foregoing drug and/or alcohol testing procedures may be subject to additional or different procedures mandated by a client, subject to applicable law.

5.9 SOLICITATION AND DISTRIBUTION GUIDELINES

In order to ensure a productive working environment, the Company generally prohibits solicitation and the distribution of literature on its property or on client property, whether made by Employee or by individuals or groups not associated with the Company, as set forth below.

The Company Employee. Employee may not, for any reason, engage in the following activities in Company and/or client work site locations

1. Solicitation of other Employee during working time.
2. Distribution of literature during working time.
3. Distribution of literature at any time in working areas.

As used in these guidelines, the phrase "working time" includes the working time of both the Employee engaged in solicitation or the distribution of literature and the Employee to whom the solicitation or distribution is addressed. Working time does not include break periods, meal periods, or other times during the workday when Employee are not properly engaged in performing their work tasks. As used in these guidelines, the phrase "working areas" includes all areas of the Company's property, except break areas, restrooms, locker rooms, and Employee parking areas.

Persons not Employed by The Company. Persons not employed by the Company may not, for any reason, engage in the solicitation of the Company Employee or the distribution of literature to the Company Employee on the Company property at any time. As used in these guidelines, the phrase "The Company property" includes working areas, as defined above, and break areas, restrooms, locker rooms, and Employee parking areas.

Solicitation of Monetary Contributions for Charities. Solicitation of monetary contributions for charities designated by the Company is permitted. All charities must be approved in advance by the President, or the Senior Vice President of Human Resources of the Company or his/her designee(s).

5.10 EMPLOYMENT OF RELATIVES AND ROMANTIC RELATIONS

The Company prohibits Employee from knowingly hiring, transferring, or promoting, or attempting to exert





influence over the hiring, transfer, or promotion, of their relatives, family members, or romantic relations into any position which they supervise, manage, have authority over, or a position that is actually or potentially subject to a tangible employment action which results from a decision they make, can make, or participate in making.

Relatives, family members, and/or romantic relations of the Company Employee are generally not prohibited from seeking, obtaining, and/or continuing employment at the Company so long as no conflict of interest or direct reporting and/or supervisory relationship is or would be created between such Employee. Relatives, family members, and/or romantic relations of Employee of the Company who have the required qualifications and experience are encouraged to apply for positions at the Company and will be considered equally with all other candidates and applicants. The Company does not guarantee to employed relatives, family members, or romantic relations any special consideration with respect to requests for coordinating work assignments, schedules, time off requests, etc., but will make reasonable efforts to accommodate such requests when feasible.

If Employee is promoted, transferred, or inadvertently hired to a position, which creates a violation of this policy; or if two members of our Employee become involved in a romantic relationship that creates a violation of this policy, the Employee must advise their NOVARIC® Manager or Human Resources Representative of the relationship immediately. The two affected members of Employee must decide which one will seek alternative employment (i.e., either transfer, if possible, or resign) to avoid further violation of the policy. If no decision is made in accordance with this policy, the Company will make an appropriate decision based on the applicable facts and circumstances, which may include ending the employment relationship with both members of Employee.

5.11 COPYRIGHT COMPLIANCE

The Company recognizes and respects intellectual property rights. As part of our mission to maintain the highest standards for ethical conduct, we are committed to fulfilling our moral and legal obligations with respect to our use of copyright-protected works. Copyrights may cover a broad range of documents such as pictures, graphics, audiovisual, sound recordings, GIF and JPG image files, WAV audio files, articles from publications, TV and radio programs, videotapes, music performances, photographs, training materials, manuals, documentation, software programs, databases and World Wide Web pages. In general, the laws that apply to printed materials are also applicable to visual and electronic media.

Prohibition on Copyright Violations. No Employee may reproduce or duplicate any copyrighted work in print, video or electronic form in violation of the law. Keep in mind that works are protected by copyright laws in the Copyright Law in the EU and Albania even if they are not registered with the National Copyright Office, so even if the marks do not carry the copyright symbol (©), they are still protected by law. In addition, a copyright is automatic when an original work is first "fixed" in a tangible medium of expression. That means material is protected by copyright at the point when it is first printed, captured on film, drawn, or saved to hard drive or disc. (All of the email you write is copyrighted, for instance.) Always assume that any pre-existing work you would like to use is copyrighted work and that it requires permission from the copyright owner to use or copy.

5.12 THE COMPANY AND STAFF SOCIAL FUNCTIONS

At certain times during the year, the Company, its clients, and/or its suppliers may hold work-related social functions organized for the enjoyment of staff. These functions may be held on The Company's premises, client premises or at another venue. Clients, suppliers, and other business colleagues may sometimes attend these functions. Employee is reminded that these functions require a degree of responsibility that is consistent with the high standards of behavior and professionalism on which the Company prides itself. The Company





expects our Employee to act in a professional manner at these functions and to remember that all the Company policies apply to those functions as well, including, but not limited to, the Company's policy regarding EEO and workplace harassment, the Company's work rules as noted in this Section, and the Company's policy prohibiting the use of illegal drugs. **Consumption of alcohol may be allowed, but Employee must refrain from consuming in excess, becoming intoxicated or even the appearance of being intoxicated.**

5.13 SOCIAL NETWORKING GUIDELINES

The Company encourages its Employee to be responsible and professional in any social networking activities that mention or refer to the Company, its clients, or coworkers.

Rules of Engagement:

1. **Under no circumstance should you comment on behalf of the Company or Client, reference clients, or discuss any business transactions.** You are not a spokesperson for the Company. If you identify yourself as a member of NOVARIC® Employee online, please use the following disclaimer: —The views expressed on this post are mine and do not reflect the views of NOVARIC® Professionals. ll
2. **Proceed with caution:** Your online presence is a reflection of you and the Company. Remember, your actions online reach a global audience and is a permanent record. Whatever you publish will remain public indefinitely — be mindful to protect your and NOVARIC® privacy. You are responsible for your postings.
3. **Company, Client logos and trademarks** may not be used for any personal social networking sites.
4. **Proceed with integrity.** Know and follow NOVARIC® Business Principles.
5. **Respect copyrights:** You must recognize and respect others' intellectual property rights, including copyrights. When using third party information, we advise that you receive permission from the owner of the content. On that same note, you should always give credit where credit is due.
6. **When in doubt, don't post:** If you're about to publish something that makes you even the slightest bit uncomfortable, refrain from posting it. Ultimately, **you have sole responsibility for what you post** to or publish in any form of online social media.
7. **Don't forget your day job:** You should make sure that your online activities do not interfere with your job, The Company or commitments to the client.
8. **Inquiries from members of the press:** Should you receive any online inquiries from members of the press, investment community and/or a significant shareholder, you must advise them to contact the NOVARIC®'s Public Relations through the NOVARIC® Admin Team HELP line at





+355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00.

Please direct all questions related to this social media policy to the Social Media Team through the social.media@novaric.co or NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00.

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SECTION 6: PAID TIME OFF

Please see the supplemental on-boarding forms for your Operating Company's Policy. For information regarding other leaves of absence, please see **Section 7**.

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SECTION 7: LEAVES OF ABSENCE

The following types of leaves of absence may be available to eligible Employee.

7.1 FAMILY AND MEDICAL LEAVE (FML) POLICY AND PROCEDURES

The Family and Medical Leave provides eligible Employee with up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. During leave, an eligible Employee is entitled to continue group health plan coverage, subject to the same terms and conditions, as if the Employee had continued to work. At the conclusion of the leave, subject to some exceptions, Employee has a right to return to the same or to an equivalent position.

Employee's failure to comply with the Company's leave policies and procedures, including those related to FML leave requests, can result in the delay or denial of the Employee's request for leave, including FML leave unless there are —unusual circumstancesll preventing the Employee's compliance with the policy and procedure or it was not practicable for the Employee to comply. In those instances, the Employee should comply as soon as it is practicable under the circumstances.

- Examples of situations when it is not practicable to comply include but are not limited to situations where the Employee has a lack of knowledge of approximately when the leave will or was going to occur, a change in circumstances or a medical emergency.
- Unusual circumstances include but are not limited to situations where the Employee is unable to comply with the policy where the person(s) they need to notify cannot be reached or the Employee cannot leave a message because their voicemail box is full.

When leave is denied due to the failure to comply with the policies and procedures as outlined herein, the Company may subject the Employee to discipline up to and including discharge in conformity with FML Regulations and the Company's policies and practices.

Coordination with National Leave Laws

If you live in a state that also has rights to family leave, you should be aware that nothing in this policy limits your rights under the state law for which you may be eligible. If your leave qualifies as leave under both the FML and state law, then the leave will be counted under both statutes and run concurrently unless prohibited by state law. In all cases, you will have the benefit of the most generous leave statute, subject to eligibility requirements.





Eligibility to Take FML Leave

Employee are eligible for leave under the FML if they have worked for the Company, or one of its subsidiaries:

- For at least 12 months. Such period need not be consecutive; however, employment prior to a continuous break in service of 7 years or more will not be counted except in certain circumstances; and
- For at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave.

Reasons for Leave

The Company will grant an unpaid leave of absence under the FML to eligible Employee for one, or for any combination of, the following reasons:

1. The birth of the Employee's child or to care for the newborn child;
2. The placement of a child with the Employee for adoption or foster care or to care for the newly placed child;
3. To care for Employee's child (which includes those over 18 years of age who are incapable of self-care because of a disability and also includes a child for whom the Employee stands *in loco parentis*), spouse, or parent with a serious health condition (does not include domestic partners or in-law relations, unless State Law requires);
4. A Employee's own serious health condition that renders him or her unable to perform the essential functions of his or her position;

For purposes of 3 and 4, above, a —serious health condition^{ll} is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a healthcare provider for a condition that either prevents the Employee from performing the functions of the Employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the —continuing treatment^{ll} requirement may be met by a period of incapacity of more than three consecutive full calendar days combined with one of the following: (1) at least two visits to a healthcare provider within 30 days, the first of which must occur within 7 days of the first day of incapacity; (2) one visit and a regimen of continuing treatment; (3) incapacity due to pregnancy; or (4) incapacity due to a chronic condition. Other treatments may also meet the definition of continuing treatment.

For purposes of this policy, phrases such as —next of kin,^{ll} —covered service member,^{ll} —covered military member,^{ll} —eligible family members of covered service members and covered military members,^{ll} and —contingency operation^{ll} are terms of art defined in governmental regulations.

Leave for —qualifying exigent circumstances^{ll} includes: (1) *Short Notice Deployment* (limited to seven or less calendar days prior to the date of deployment); (2) *Military Events and Related Activities*; (3) *Childcare and School Activities*; (4) *Financial and Legal Arrangements*; (5) *Counseling*; (6) *Rest and Recuperation* (limited to five days of leave for each instance up to a maximum of 12 weeks in a 12-month period); (7) *Post-Deployment Activities*; and (8) *Additional Activities* (if agreed upon by the Company and the employee).

No Limitation on Rights

Nothing in this FML policy limits any Employee leave rights under the Company's Military Leave Policy, in





accordance with applicable federal or state law. See that Policy or contact the Human Resources Department for further details.

Duration of FML Leave

Eligible Employee may take up to 12 workweeks of unpaid Family and Medical Leave during any rolling 12-month period, for the FML qualifying reasons described above. However, leave to care for a newborn or for a newly-placed child must conclude within 12 months after the birth or placement of the child. The rolling period is measured backward from the date Employee uses any leave under FML.

Combined Leave. A husband and wife who are both employed by the Company may take a combined total of 12 workweeks of leave under the FML for the birth or placement for adoption or foster care of a child, or for the aftercare of the newborn or newly placed child absent a serious health condition. If spouses do not use the full 12 week FML leave entitlement for this purpose, they would each be entitled to take the remainder of their FML leave entitlement for other FML qualifying reasons, but not more than a total of 12 workweeks per person.

Leave taken as a Military Caregiver. Eligible Employee may be entitled to take up to 26 workweeks of unpaid military caregiver leave as described above. Such leave is available in a single 12-month period commencing on the first day of leave. Military caregiver leave not used in the 12-month period is forfeited. This leave is to be applied on a per-covered service member, per-injury basis. Thus, Employee may be entitled to take more than one period of 26 workweeks of leave during the course of his or her employment if the leave is to care for different covered service members or to care for the same service member with a subsequent injury or illness. The Company will not toll military based leave and other FML leave concurrently; however, during a single 12-month period, the Employee may not take more than a maximum combined total of 26 workweeks of FML leave for all purposes, *i.e.*, for any or all of the reasons described above.

Except for military caregiver leave, FML protected leave is still limited to 12 workweeks for all other qualifying reasons.

Intermittent or Reduced Work Schedule Leave

Intermittent leave is leave taken in separate blocks of time. A reduced work schedule leave is a leave that reduces Employee's usual number of hours per workweek or hours per workday. Intermittent or reduced work schedule leave is subject to the following:

- Leave requested to care for a newborn or for a newly placed child on an intermittent basis or on a reduced work schedule is subject to approval by the Employee's NOVARIC® Admin Team;
- Leave due to Employee's own serious health condition, to care for a Employee's spouse, child or parent with a serious health condition, or to care for a service member relative with a serious injury or illness, may be taken all at once or, where medically necessary, intermittently or on a reduced work schedule;
- Leave because of a qualifying exigency due to the active duty or impending call to duty of a spouse, son, daughter or parent may be taken all at once or on an intermittent or reduced work schedule.

If Employee takes leave intermittently or on a reduced work schedule basis for a planned medical treatment for his or her own serious illness, then Employee must make a reasonable effort to schedule the treatment so as to accommodate the Company's needs and not disrupt unduly the Company's operations. When Employee takes





intermittent or reduced work schedule leave for foreseeable planned medical treatment, the Company may temporarily transfer the Employee to an alternative position with equivalent pay and benefits for which the Employee is qualified and which better accommodates recurring periods of leave.

Notification to the Company of Need for Leave

When applying for leave under the Family and Medical Leave, Employee will be required to adhere to the following requirements. Failure to do so may result in the postponement or denial of leave, loss of rights under the FML, and/or termination of employment, depending on the facts and circumstances.

1. Employee should at least verbally notify their NOVARIC® Admin Team NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00 of their need or request to take leave under the FML.
 - When leave is foreseeable for childbirth or placement of a child, or for planned medical treatment due to the serious health condition of Employee or family member or due to a covered service member's serious injury or illness, the Employee must provide the Company with at least 30 days advance notice, or such shorter notice as is practicable (*i.e.*, the same day if Employee becomes aware of the need for leave during work hours or the next business day if Employee becomes aware of the need for leave after work hours).
 - Where the need for leave was foreseeable but the Employee fails to provide 30 days advance notice, the Employee may be asked to submit an explanation in writing for the omission.
 - When leave is foreseeable due to a qualifying exigency arising from a family member's call to active duty, the Employee must provide as much notice as is practicable (*i.e.*, within 2 business days of learning of the need for the leave absent unusual circumstances), regardless of how far in advance such leave is foreseeable.
 - When the timing of the leave is *not* foreseeable, the Employee must provide the Company with notice of the need for leave *as soon as practicable* (*i.e.*, within 2 business days of learning of the need for the leave absent unusual circumstances).

Again, in all cases, Employee must comply with the Company's usual procedures for calling-in and requesting leave, except when unusual circumstances exist. So don't forget, you should notify NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00 to request the FML leave.

2. Within 5 business days (absent extenuating circumstances) of being made aware of the Employee's need for FML leave.
3. Within 15 business days of receipt of the Certification Form, the Employee must return the completed Certification Form to the NOVARIC® Admin Team, unless not reasonably possible under the circumstances to do so.
 - Upon provision of sufficient information, the Company will notify the Employee that leave has been designated as FML leave and the amount of leave to be counted against the Employee's leave entitlement.
 - The Company will also notify the Employee if the leave is not designated as FML leave due to insufficient information or a non-qualifying reason.
 - The Company may provisionally designate the Employee's leave, at the outset, as





FML leave, subject to submission of sufficient information.

If the Employee has not notified the Company of the reason for the leave, and the Employee desires that leave be counted as FML leave, the Employee must notify the NOVARIC® Admin Team within 2 business days of the Employee's return to work that the leave was for an FML reason.

Required Certifications

Employee will be required to submit a Certification Form from a healthcare provider to support a request for FML leave for the Employee's or a family member's serious health condition, or for a service member relative's serious injury or illness. Similarly, where leave is requested because of exigent circumstances arising from the Employee's spouse, son, daughter or parent's call to active duty in support of a contingency operation, the Employee will need to submit a completed Certification Form. Medical Certification and Exigent Circumstances Forms are available by contacting NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00.

- It is the Employee's obligation to have his or her healthcare provider provide sufficient information for the Company to determine if the leave may qualify for FML protection and the anticipated timing and duration of the leave.
- Following review of the FML leave request by NOVARIC® Admin Team, a Designation Notice will be issued and, among other things, will indicate that a Fitness for Duty Certification will be required for the Employee's release to return to work. If necessary, an assessment of the Employee's ability to perform essential job functions may be required.
- If the Medical Certification or Exigent Circumstances Leave Form is incomplete, ambiguous, or insufficient, the Company will advise the Employee in writing as to what additional information is needed and will give the Employee additional time to complete and return the form. The amount of time will normally be seven (7) calendar days depending on the circumstances, but will not be less than seven (7) calendar days. If the Employee notifies us within the first 7-day calendar period that, despite diligent, good faith efforts on their part, he or she was unable to obtain the additional information, the Employee will be afforded a reasonable period of additional time to resubmit the Certification. If the Employee is unable to provide such notice within the first 7-day calendar period due to some extraordinary circumstance, the Employee should do so as soon as reasonably practicable.

Employee may be required to submit information about family relationships, facts underlying the need for leave due to a —qualifying exigency, the healthcare provider's specialization and fax number, the Employee or family member's diagnosis, whether intermittent or reduced leave is medically necessary, identifying the job functions the Employee cannot perform, and information on the anticipated frequency and duration of intermittent or reduced schedule leaves. Employee must inform the Company if the requested leave is for a reason for which FML leave was previously taken or certified.

Recertifications and Updates. The Company may require the Employee to submit subsequent recertifications depending on the duration stated in the Certification, but not more frequently than every 30 days, except under certain circumstances provided by law.

During FML leave, the Company may require the Employee to provide their NOVARIC® Admin Team with periodic reports regarding the Employee's status and intent to return to work.





- If the Employee's anticipated return to work date changes and it becomes necessary for the Employee to take more or less leave than originally anticipated, the Employee must provide NOVARIC® Admin Team with reasonable notice (i.e., within 2 business days absent unusual circumstances) of the Employee's changed circumstances and new return to work date.
- If the Employee gives NOVARIC® Admin Team clear and unequivocal notice of the Employee's intent not to return to work, the Employee will be considered to have voluntarily resigned.

Contacting Employee's Healthcare Provider. The Company's Administration may contact Employee's healthcare provider directly to get clarification and authentication of a medical certification (whether initial certification or recertification) after the employer has given the Employee an opportunity to cure any deficiencies. Under no circumstances will the Employee's direct NOVARIC® supervisor contact the Employee's healthcare provider. Such contact will only be made by NOVARIC® Admin Team professional, a leave administrator or management official. For purpose of contact with the health care provider, authentication means providing the health care provider with a copy of the certification and confirming that the document was completed or authorized by the health care provider. Clarification means contacting the health care provider to understand the handwriting on the certification or to understand the meaning of a response. The Company will not ask health care providers for additional information beyond that required by the Certification Form.

- If Employee chooses not to provide the Company with a HIPAA-authorized release allowing the Company to clarify the Certification with his or her healthcare provider, and the Employee does not otherwise clarify the Certification, the Company may deny FML leave if the Certification is unclear.
- In addition, the Company may require Employee to obtain a second opinion by an independent Company-designated provider at the Company's expense. If the initial and second Certifications differ, the Company may, at its expense, require Employee to obtain a third, final and binding Certification from a jointly selected healthcare provider.

The Company reserves the right to obtain other documentation to the extent permissible under the law to substantiate a Employee's request for leave.

Returning from FML Leave

Fitness for Duty Certifications. Before the Employee returns to work from FML leave for the Employee's own serious health condition, Employee will be required to submit a fitness for duty certification from the Employee's healthcare provider, with respect to the condition for which the leave was taken, stating that the Employee is able to resume work and addressing the Employee's ability to perform the essential functions of the job.

Return from FML Leave. Upon return from FML leave, the Company will place Employee in the same position they held before the leave or an equivalent position with equivalent pay, benefits and other employment terms.

Limitations on Reinstatement. Employee is entitled to reinstatement only if he or she would have continued to be employed had FML leave not been taken. Thus, Employee is not entitled to reinstatement if, because of a

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layoff, reduction in force or other reason, Employee would not be employed at the time job restoration is sought.

Failure To Return To Work Following FML Leave. If the Employee does not return to work following the conclusion of FML leave, and does not request a leave extension and/or fails to satisfy the Company's requirements for an extension of leave, the Employee will be considered to have voluntarily resigned. The Company may recover health insurance premiums that the Company paid on behalf of Employee during any unpaid FML leave except that the Company's share of such premiums may not be recovered if Employee fails to return to work because of: (i) the Employee's or a family member's serious health condition; (ii) a service member relative's serious injury or illness; or (iii) other circumstances beyond the Employee's control. In such cases, the Company may require the Employee to provide medical Certification of the Employee's, or the family member's, serious health condition, or the service member relative's serious injury or illness, or of the other circumstances.

Compensation and Maintenance of Benefits During Leave

Leave under the FML is unpaid. As with other forms of unpaid leave with the Company, Employee will not be compensated for any Company-observed holidays that occur during an FML leave of absence.

1. Relationship to Paid Time Off (PTO), if any.

- a. For FML leave taken in connection with the need to care for a parent, spouse, or child with a serious health condition or Employee's own serious health condition (including a period of disability before or after the birth of a child):
 - Please see the supplemental on-boarding forms, which define your Operating Company's PTO, Employee may not be eligible for PTO, unless by client contract. If Employee does earn PTO via the client contract, Employee will be required to exhaust all paid time off, which they have accrued but not yet taken.
 - The remainder of the FML leave will be unpaid unless the Employee qualifies for benefits under Short Term Disability (STD) or Long Term Disability (LTD) or other salary continuation programs.
- b. For FML leave taken in connection with the birth or placement of a foster or adopted child:
 - At the beginning of any such leave, if Employee earns PTO, Employee will be required to exhaust all paid time off which they have accrued but not yet taken. Employee will continue accrue PTO in accordance with supplemental on-boarding forms and will be required to exhaust such accrued PTO during the leave.

a. **Time off following return to work.** Upon returning to work after an FML leave of absence, Employee will not be permitted to use any advanced or accrued PTO benefits if eligible via the client contract for a period of thirty (30) calendar days following the return from the FML leave.

2. **Relationship to Disability Benefits.** If Employee qualifies for salary continuation benefits under a Short or Long Term Disability plan or other program, he or she may receive such benefits during an FML leave of absence. STD benefit payments, however, will be offset by any PTO benefits or other income Employee receives during the leave. Employee should refer to their benefits enrollment information or contact NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00 for additional details on the interaction between these benefits during an unpaid FML leave of absence.
3. **Relationship to Health and Welfare Benefits.** Employee on an FML leave of absence have the option to continue participating in any group health and welfare benefit plans in which they were participating





prior to the commencement of the leave, so long as they timely remit their portion of the premium payment to the Company (such premiums may automatically be deducted from any paid time off or disability benefits the Employee receives during the leave). If Employee fails to pay the Employee portion of the benefit premiums while on an approved leave of absence, benefits will be subject to cancellation (but will be restored upon the Employee's timely return from FML leave). Employee must call NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00 to arrange to continue participating in health and welfare benefit programs during an FML leave of absence. If the Employee's payment of health insurance premiums is more than 30 days late, the Company may discontinue health insurance coverage upon notice to the Employee. The Company will provide 15 days advance notice prior to discontinuing coverage in order to allow the Employee to correct the deficiency.

4. ***Relationship to Retirement Benefits.*** Vesting in accordance with the Company's 401(k) Benefit Plan will continue in accordance with plan provisions during an FML leave of absence.

Prohibition of Discrimination and Retaliation

The Company strictly prohibits discrimination or retaliation against Employee because of their exercise of rights under this policy and/or the FML. Employee who believe that their rights have been violated under this statute or that they have been discriminated or retaliated against for exercising their rights under this policy are required to report such belief to their Recruiter, NOVARIC® Manager or the NOVARIC® Human Resources Department immediately via the NOVARIC® HELP Line at (866) 435-7456.

Additional Information

For further information or clarification about FML leave, please contact NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00.





7.2 UNPAID PERSONAL LEAVE OF ABSENCE

The Company may provide an unpaid personal leave of absence to Employee who have completed at least six (6) months of continuous employment and are not eligible for, or have already exhausted, other types of leave provided by the Company. Eligible Employee may request to take a maximum of 12 workweeks of unpaid personal leave during any rolling 12-month period, measured backward from the date Employee uses any leave under this Personal Leave of Absence Policy.

Notice and Approval. Employee must notify their NOVARIC® Admin Team , in writing, of their request to take a personal leave of absence in accordance with the procedures set forth under the Family and Medical Leave Policy and Procedures. Notice must specify the expected dates of the leave and the reason why the Employee is requesting it. The Company has the right to request documentation to verify or support any personal leave request and may deny a request in the absence of it. Requests for personal leaves of absence will be evaluated by management on a case-by-case basis. Approval, which can be complete or partial, is not guaranteed.

Compensation and Coordination of Benefits During Leave. Personal leaves of absence are not paid and Employee will not be compensated for any of the Company-observed holidays that occur during such leave. The Company's policies regarding PTO and the relationship to disability, health and welfare, and retirement benefits while on a personal leave of absence are the same as if the Employee were on a Family and Medical Leave Act leave of absence. Please refer to **Section 7.1** for more information about the coordination of these benefits while on a personal leave of absence. Following their return to work, Employee is not permitted to use any PTO benefits, if eligible via client contract, for a period of thirty (30) calendar days.

Reinstatement. The policy and procedures for Employee to return to work after an unpaid personal leave are the same as those for leave under the FMLA, with two key difference; (1) Reinstatement to employment at the conclusion of an unpaid personal leave of absence is not guaranteed, and (2) Employee on personal leave of absence for non-medical reasons may not be required to provide a medical certification (Return to Work Release) upon return.

Prohibition of Alternative Employment. Engaging in gainful employment during a personal leave of absence is prohibited and will result in termination of employment as well as liability for reimbursement to the Company of any insurance premium payments that were made on the Employee's behalf during the leave.

7.3 MILITARY LEAVE

The Company provides eligible Employee with unpaid military leaves of absence.

Eligibility and Purpose of Leave. No minimum length of employment with the Company is required before Employee may take time off for "service" in the "uniformed services." "Service" in this paragraph is defined as the performance of duty on a voluntary or involuntary basis including active duty, active duty for training, initial active duty for training, inactive duty training.

1. **For military leave of 30 days or less.**
 - a. **Reporting to Work.** Employee must report to work on the first regularly scheduled workday following the end of service, provided that the Employee has had an allowance to travel home from the military duty location and a rest of 8 hours prior to commencing work. If, due to no fault of the Employee, timely reporting back to work would be





- impossible or unreasonable, Employee must report back to work as soon as possible.
- b. Documentation that must be submitted. None. Simply notify your NOVARIC® Admin Team .
 - c. Retention. Employee may be discharged with or without cause at any time.
 - d. Type of Job upon Reemployment. The Company will promptly reemploy Employee in the position he or she would have held had he or she remained continuously employed, so long as Employee is qualified for it or can become qualified for it after reasonable efforts by the Company to qualify him or her. If Employee is not qualified for that job or cannot become qualified for it after the Company makes reasonable efforts to assist him or her in doing so, Employee will be returned to the position he or she held before commencing military leave.
2. *For Military leave between 31 - 180 days.*
- a. Reporting to Work. Employee must submit an application for reemployment with the Company within 14 days of release from service. If submission of a timely application is impossible or unreasonable through no fault of Employee, the application must be submitted as soon as possible. The application must be submitted in writing via an Employee Data Change Form (available by calling the NOVARIC® HELP Line at (866) 435-7456 and sent to the NOVARIC® Human Resources Department and your NOVARIC® Admin Team .)
 - b. Documentation that must be submitted. Prior to or upon reemployment, Employee must provide documentation listed below to his or her NOVARIC® Admin Team . If





documentation is not readily available, the Company will not deny reemployment, but will require Employee to provide such documentation as soon as it becomes available. If documentation subsequently provided shows that one or more of the requirements were not met, Employee will be subject to immediate (but not retroactive) discharge. Employee must provide documentation showing that:

- i. the application for reemployment is timely as discussed above;
 - ii. he or she has not exceeded the 5 year service limitation; and
 - iii. his or her separation from service was honorable.
- c. Retention. Employee will not be discharged without cause for six (6) months from the date of reemployment.
- d. Type of Job upon Reemployment.
 - i. If the leave is for 90 days or less, the Company will promptly reemploy Employee in the job he or she would have had if he or she remained continuously employed, or a job of similar seniority, status and pay as long as Employee is qualified for the job or can become qualified after reasonable efforts by the Company to qualify him or her. If Employee is not qualified for the job or cannot become qualified after reasonable efforts by the Company to attempt to do so, the Company will place Employee in the same job he or she held before leaving for military service, or, if qualified, in a position of like seniority, status, and pay.
 - ii. If the leave is for 91 days or more, the Company will promptly reemploy Employee in the job he or she would have had if he or she remained continuously employed, or a job of similar seniority, status and pay as long as Employee is qualified for the job or can become qualified after reasonable efforts by the Company to qualify him or her. If Employee is not qualified for the job or cannot become qualified after reasonable efforts by the Company to attempt to do so, the Company will place Employee in the same job he or she held before leaving for military service, or, if qualified, in a position of like seniority, status, and pay. If Employee is not qualified for any such positions, a job of lesser pay and status for which the Employee is qualified may be offered, without loss of seniority.

7.4 JURY AND WITNESS DUTY LEAVE

The Company recognizes that Employee may occasionally be called to serve as jurors or subpoenaed to appear as witnesses in legal proceedings. The Company encourages Employee to fulfill these civic duties and will grant time off for this purpose.

Notification to the Company. Employee is required to provide their NOVARIC® Admin Team with notice of the need to take time off to serve as a juror or witness, including the date when such service will begin, as soon as they become aware of it. The Company reserves the right to require Employee to provide a copy of their jury summons or witness subpoena. Upon returning to work, Employee may be required to provide proof of their service as a juror or witness to their NOVARIC® Admin Team. Failure to provide such notification to the Company or to comply with requests from management may result in disciplinary action under this section.





Duration of Leave. Generally, Employee that is called to jury duty or to serve as a witness will be granted time off to fulfill such obligations. Under extraordinary circumstances, such as when the Employee's absence due to service as a witness or juror would be severely detrimental to his or her Department, operations of the Company's, and/or service obligations to our client(s), the Company reserves the right to request postponement of the jury or witness service. If Employee is granted time off for jury or witness duty is excused for any full day during the jury or witness service, he or she is required to report to work that day. If Employee is released early from jury or witness duty and can work for at least three (3) hours, Employee must do so.

Compensation During Leave. Unless state or local law provides otherwise, Employee will not be paid for absences in connection with their service as a juror or witness, unless required by state or local regulations. Please contact NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00.

7.5 BEREAVEMENT LEAVE

The Company will provide up to 3 days of unpaid time off in the event of a death in the immediate family. —Immediate Family includes Employee's parent, spouse, domestic partner, child, sibling, parent, grandparent, grandchild, aunt, uncle, niece, and nephew as well as half-, step- and in-law relations of the same. If more than 3 days off is needed, Employee may request time off in accordance with the Unpaid Personal Leave of Absence policies.

Notification to the Company of the Need for Leave. Notification of a need for bereavement leave and an expected date of return must be provided at least verbally to the Employee's NOVARIC® Admin Team as soon as the need for leave is known. The Company reserves the right to require employees to put their request in writing and/or provide documentation supporting the need for the leave (i.e., a death certificate, obituary, etc.). Failure to give verbal or, if requested, written notice, or to provide requested verification, may result in disciplinary action.

7.6 VOTING TIME

On days when municipal, county, state and federal primaries and general elections are scheduled we encourage you to fulfill your civic responsibility to vote. Most polls open early and close late. We encourage you to use this time to cast your vote. You will not be penalized or retaliated against for any reasonable time you take away from work to vote. Reasonable time is generally no more than two hours, so consult with your NOVARIC® Manager about your work schedule and taking time off to vote. If you are non-exempt Employee, you will not be paid for time away from work. NOVARIC® will adhere to all state regulations regarding time away from work to vote.





SECTION 8: THE COMPANY AND CLIENT PROPERTY AND RESOURCES

All property, equipment, and materials supplied to you by the Company or Client ("Property") are deemed to be the Property of the Company or Client and not your personal property. This Property includes, but is not limited to, resources (as defined in **Section 9** of this Policy Manual), computers, laptops, personal digital assistance, cellular phones, pagers, badges, access cards, keys, the Company credit cards, software, hardware, office supplies, office equipment, and office furniture. Property also includes documents, data, confidential information, and trade secrets.

Upon request by the Company or Client, at any time, and in any event upon termination of an assignment with a Client or the Employee's employment with the Company for any reason, Employee shall promptly deliver to the Company all Property of the Company and/or Client.

Employee is expected to demonstrate an appropriate level of care/security for all Property that you use. This also includes any property or materials the client may entrust you with in the performance of your work assignment. **UNDER NO CIRCUMSTANCES SHOULD PROPERTY BE LEFT IN PERSONAL AUTOMOBILES**

(EVEN IF LOCKED), OR ANY UNSECURED LOCATION. Should you choose to bring personal items into the workplace, the Company takes no responsibility for such personal items.

8.1 NON-DISCLOSURES AND NON-USE OF CONFIDENTIAL INFORMATION

Employee is expected to respect the confidentiality of private or proprietary information that is acquired during the course of employment with the Company and hold such Confidential Information in trust and confidence. No confidential information learned during employment with the Company should be disclosed to any other party, or used for any purpose other than the advancement of the Company's interests, either during employment or following termination of employment for any reason. All information about the Company, its business, clients, and suppliers should be considered confidential unless the information is already publicly known. It includes, but is not limited to, confidential technology, strategy, proprietary information, trade secrets, business plans, documents and records. No copies, abstracts or summaries of such materials may be made except for use in performing duties for the Company. Any such materials must be returned to the Company prior to leaving the Company.

8.2 FUNDS & PROPERTY

All funds and property received by Employee on behalf of the Company or any related entity, or on behalf of a client, shall be received and held by the Employee in trust, and Employee shall account for and remit all such funds to the Company and/or the client, as appropriate.

8.3 INVENTIONS

All inventions (meaning any discovery whether or not patentable) which are first conceived, developed, practiced by, contributed to, or otherwise related to the Company's business or the business of the client at which you are assigned during the period of and within the scope of employment shall become the property of the Company. These inventions may include, but are not limited to, all patent rights and copyrights in same.





Thus, if an invention may be reasonably expected to be used in a product/service of the Company or the client; results from work that you have been assigned as part of your employment with the Company; is in an area of technology which is the same as or substantially related to the areas of technology with which you are in the performance of your duties; or is useful, or which may reasonably be expected to be useful in any product/service of the Company or its client, you irrevocably assign to the Company all rights to all such inventions. You acknowledge and understand that in most cases the Company will in turn assign such rights to its client.

8.4 COPYRIGHTS

Any copyrightable work of authorship, including without limitation, any technical descriptions for products/services, users guides, illustrations, advertising materials, computer programs (including the contents of read only memories) and any contribution to such materials ("Works") you create in the course of your duties constitute as defined in Albanian and E.U. Copyright Law. All right, title and interest to copyrights in all Works which have been or will be prepared by you within the scope of your employment will be the property of the Company. As Employee of the Company, you acknowledge and agree that, to the extent the provisions of E.U. Law do not vest in the Company the copyrights to any Works, you assign to the Company all right, title and interest to copyrights which you may have in the Works. You agree to disclose to the Company all Works referred to E.U. Law and will execute and deliver all applications, registrations, and documents relating to the copyrights to the Works and will provide assistance to secure the Company's title to the copyrights in the Works. You agree that the Company may use and publish your name, picture or voice, including video or sound recordings and broadcasts, for purposes relating to its business, without further permission by or compensation to you.

8.5 THE COMPANY'S LOGO & TEMPLATES

From time to time you may have to use the Company's (and associated organizations) logo and templates when performing your work. To achieve the full benefit of our corporate identity, it is essential that everyone uses the logo(s) both uniformly and correctly. The logo(s) were designed to reflect the corporate image that the Company (and associated organizations) wishes to project. They must always be used in a professional and tasteful manner. Note that under no circumstances may the logos and templates be modified or altered in any way. Please address any questions to Social Media and Marketing by calling NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00. Client logos and templates should be used only in accordance with client policies.





SECTION 9: COMPUTERS & TELECOMMUNICATIONS RESOURCES

9.1 GENERAL USE

The Company is committed to protecting you, the Company and our clients from illegal or damaging actions by individuals, either knowingly or unknowingly. The following guidance will assist you in your daily activities:

Personal Use of Information Systems: Clients may issue guidelines concerning personal use of information services (i.e. Internet and email). If there are no instructions or policies provided you should not use information systems for personal use except under exceptional circumstances. NOVARIC® Admin Team can assist in identifying the scenarios in which limited personal usage may be authorized.

Password Security: Keep passwords secure and do not share account information. You are responsible for the security of your passwords and account information.

Email Security: You should not open email attachments or click on links received from unknown or unsolicited senders.

Incident reporting: Clients should be aware of all incidents involving their information systems. If you become aware of an incident, you should start by reporting it to NOVARIC® Admin Team and then the Client supervisor or manager.

Privacy: Users do not have a right or expectation of privacy or confidentiality as it pertains to any systems unless mandated by law. The Company and our client companies have and reserves the right to access, enter, search, inspect, monitor and disclose the contents of any User's transmissions, files or messages at any time for inappropriate or illegal use, security concerns, network management or other business reasons without notice to the User. The Company (and likely all client companies) has software and systems in place that can monitor and record usages.

Data Security: You must maintain the confidentiality, availability and integrity of sensitive Company and client data by following all guidelines on data access. You are not authorized to copy or transmit client data to a third-party, including the Company.

9.2 UNACCEPTABLE USE

Under no circumstances is Employee of the Company authorized to engage in any activity that is illegal under national or international law while utilizing client or Company's owned resources. Examples of these activities include, but are not limited to:

Unauthorized Use: You must have explicit permission to use any information service (web, email), telecommunications device (phone, fax), or information system prior to use. This use also prohibits





copying or taking software and hardware.

Hacking: You will not exploit any vulnerability, install hacking tools, use unauthorized passwords, run scans or perform any activity that compromises the information services or systems.

Unauthorized Software or Hardware: You are not authorized to install and use any software or hardware on any system or network, except as part of a specific contract duty.

Cameras: You are not authorized to take photos at client sites, even with permission of the client. This restriction includes a camera built into your cell phone.

Use of Personal Electronic Devices: All personal electronic devices, except your cell phone, are prohibited at client sites.

Inappropriate Information: You may not send, download, store, create, receive or forward any items that contain fraudulent, harassing, discriminatory, embarrassing, defamatory, pornographic, indecent, profane, obscene, intimidating, hateful, derogatory, sexual or otherwise offensive or inappropriate language, pictures, sounds or materials.

9.3 ENFORCEMENT

Any Employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.





SECTION 10: LEAVING THE ORGANIZATION

People leave the Company for a variety of reasons. The following policies describe what happens when Employee leaves the organization. **NOTE: If your assignment has ended, you are still actively employed by the company and should call your local branch office or Recruiter for a new assignment.**

10.1 EMPLOYMENT AT-WILL

Your employment is at-will and for an indefinite period of time. Your employment and/or compensation can be terminated, with or without cause, and with or without notice at any time at the option of the Company. No representative of the Company, other than the Chief Executive Officer or the Senior Vice President of Human Resources has the authority to enter into any agreement for a specified period of time or to make any agreement contrary to the foregoing. Any such agreement must be by individual agreement, in writing and signed by you and one of the individuals noted above.

10.2 TYPES OF TERMINATION

Voluntary Termination a/k/a Resignation. We hope that your employment with us will be mutually beneficial. We recognize, however, that needs and circumstances do change. The following will describe resignation procedures for the Company.

1. If you do decide to resign your employment, as a courtesy, we request that you give us as much notice as possible, preferably not less than 14 days prior to your leaving.
2. During any notice period, the terminating Employee is expected to perform normal work activities and to conform to all the Company policies and procedures.
3. The two weeks-notice does not limit the Company's ability to end your employment immediately after you have given notice, or at any time prior to the expiration of your notice period.
4. While the Company would prefer to receive all resignations in writing, the Company also accepts verbal resignations. The Company will consider as a verbal resignation any statement conveying the impression that you intend to end your employment with the Company. A resignation is considered binding at the time it is given.

Involuntary Termination a/k/a Discharge. Conditions may arise that necessitate that the Company discharge Employee. Since it is impossible to list all the possible grounds that might constitute involuntary termination, the following provides some examples of reasons for involuntary discharge, but is not an exhaustive list, and nothing in this Section is intended to alter your at-will employment status. Some of the reasons for involuntary termination may include, but are not limited to:

1. Unsatisfactory job performance;
2. Reduction in the workforce;
3. Violation of the Company policy;
4. Acts that are detrimental to the Company.





10.3 PAYMENT OF FINAL PAYCHECK

A final payment will be prepared and transmitted to you or your designated bank account on the next regularly scheduled pay date, unless otherwise required by law. The final paycheck will include all wages earned through your termination date.

10.4 RETURN OF COMPANY / CLIENT PROPERTY / TRAVEL ADVANCES

Any Employee, whose employment is terminated, whether voluntarily or involuntarily, must return all the Company property in their possession immediately. This property, may include, but is not limited to: keys, ID badge, Credit or American Express Credit Cards (Travel and/or Purchase), cellular telephone, laptop computers, personal digital assistance, other equipment, uniforms issued to Employee, documents, manuals, and other Client or Company property.

In addition, any Employee who terminates will be required to repay the Company, Relocation Reimbursement, or outstanding travel advances in accordance with the applicable policy or plan, consistent with applicable law.

10.5 BENEFIT CONTINUATION UPON TERMINATION

On the day you terminate employment, your coverage, if any, under the NOVARIC® Health and Welfare Benefit Program will terminate in accordance with the Plan provisions at the end of the month.

- Basic Life and the Voluntary Life Insurance (if enrolled prior to termination) may be converted to individual life insurance policies by contacting the insurance carrier within 31 days of their termination date. Upon conversion, Employee is then responsible for making premium payments (as determined by the insurance company) and any other associated costs directly to the carrier. Refer to the SPD for additional details on your conversion rights or contact NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00.

For information on all other Plans in which you may have participated, refer to the SPD for details.

10.6 REHIRE

When Employee terminates either voluntarily or involuntarily, you may be eligible for rehire with the Company.

Employee that wishes to be considered for reemployment must reapply as external applicants for open positions. Eligibility for rehire is not a guarantee of reemployment. Former Employee whose employment was terminated by the Company for cause, including but not limited to violation of the Company policy, misconduct, dishonesty, or insubordination, who is contractually barred from reemployment with the Company, who breached a contract with the Company, or who was otherwise identified with a "do not rehire" or similar notation upon separating from the Company, is permanently ineligible for rehire. All other former Employee are eligible to seek reemployment.

Former Employee is not necessarily given priority or special consideration over candidates who did not previously work for the Company. All hiring decisions are made on the basis of legitimate, non-discriminatory, non-retaliatory, business-related criteria in order to select the most qualified candidates for available positions.

Lastly, if your assignment has ended, we require that you contact NOVARIC® Admin Team at your local branch





office to be considered for new assignments and opportunities they may have or that might be coming up. This is also required to remain eligible for unemployment benefits.

Important Notice. The policies contained In this Employee Handbook apply only to Employees engaged with NOVARIC®. If you are not in this engaged, please consult the Handbook applicable to you by contacting Human Resources. NOVARIC® reserves the right to change, modify, alter, amend, discontinue, or otherwise revise these Policies in its sole discretion. **Printed copies of this document may not be the latest version and should not be relied upon. Please check the electronic version to make sure that you have the most current version.** Please contact your recruiter, manager or Human Resources if you require any further information.





SECTION 11: SAFETY, PREMISES, AND WORK AREAS

The following guidelines are consistent with regulations relating to occupational safety and health, buildings, premises, and work areas. In addition to these general guidelines, Employee should at all times be familiar with any additional rules, regulations, and guidelines applicable to the Client location at which they work.

11.1 OCCUPATIONAL SAFETY AND HEALTH

Your health, safety, and welfare are of paramount concern to the Company. The Company, therefore, will take all reasonably necessary steps to ensure that you are provided with a safe working environment.

The Company also expects you to take certain steps to ensure your own safety, as well as the safety of those around you. Specifically,

1. You must adhere to the Company's and/or the client's safe work practices;
2. You must promptly report any accidents, unsafe conditions, and/or unsafe acts to NOVARIC® Admin Team and the appropriate client management representative;
3. You must wear all prescribed personal protective equipment ("PPE");
4. You must become familiar with emergency and evacuation procedures;
5. You must know the location of safety and emergency equipment and how to operate them (such as safety showers, eye washes, fire extinguishers, and alarm pull stations);
6. You must maintain your personal work area in accordance with Company or Client housekeeping guidelines; and
7. You may not operate any equipment or machinery unless trained and certified to do so.

When you are assigned to work at a client site, NOVARIC® Admin Team may also provide you with a basic safety orientation, if required. You should also receive site-and hazard-specific training from the client, as appropriate. If you do not receive one or both of these orientations, please contact your Recruiter or NOVARIC® Management Representative immediately.

11.2 OTHER SAFETY AND SECURITY CONSIDERATIONS

The security of our Employee is of the utmost concern for the Company. All Company Employee must comply with the security requirements of the site at which they are working. Employee working at a client site or facility are responsible for learning and complying with the client's security requirements. Some of the Company clients have sensitive or security areas. No NOVARIC® Employee is authorized to enter areas of the client's building that store sensitive information and have been restricted access.

If you possess a reasonable fear that your safety and security, or the safety and security of your coworkers, clients, or suppliers, are at immediate risk, contact the local police immediately. More general concerns should be raised immediately with your NOVARIC® Admin Team.





11.3 BUILDING ACCESS

In some situations, the Company or its clients may provide access cards or security numbers to our Employee that allow access to secure, but not restricted areas and after-hours access to their worksites. Where access cards are provided, Employee is required to wear or carry their security badge at all times. Also, where a location requires that individuals accessing a building sign a login sheet, whether during or after business hours, Employee is required to cooperate and comply with such requests. Under no circumstances should our Employee provide false information, false applications or security related documents, where such information has been requested.

11.4 WORK AREA

Employee should keep their work area at client facilities clean and neat at all times. Personal pictures and other postings on workstation panels should not be displayed unless specifically authorized by the client.

11.5 DRIVING AND PARKING YOUR VEHICLE

Parking at Client facilities may or may not be provided, depending on the client location. You are responsible for paying for your own parking while at work and are not eligible to claim reimbursement, unless the client has specifically provided reimbursement.

If driving during work time, you are not permitted to use personal or Company / client issued cell phones, text or hands free type communication devices or any other type of electronic communications equipment while driving. Note that several states or local jurisdictions have banned the usage of this type of equipment while driving and any tickets issued will not be reimbursable by the Company as well.





SECTION 12: REFERENCES, RECORDS AND NOTICES

This Section describes the Company's policies regarding employment references, records, and notices. It also describes where you should send other the Company related documents that you may receive in the course of your work duties.

12.1 REFERENCES

The Company provides employment information on all Employee to authorized agencies and companies according to the following guidelines.

Personal or Other References. The Company does not provide verbal or written references, unless otherwise required by law. You may choose to ask NOVARIC® Admin Team or other colleague to provide a reference for you. Individuals may personally choose to provide these references for you, but this is at the individual's discretion. If they do so, they are not acting as representatives of the Company. Individual Employee or managers may provide their own references, but these are personal references and do not reflect the Company's position. They are not provided within the scope of the Employee's or manager's employment with the Company, and they may not be written on the Company letterhead.

12.2 EMPLOYMENT RECORDS

The employment records compiled and maintained by the Company about its Employee is the property of the Company. Except where otherwise required by state law, current or former Employee may not review these records, or third parties designated by current or former Employee. If you have any questions about whether you may review your personnel file, please contact your Recruiter, NOVARIC® Manager or your NOVARIC® Human Resources Representative through NOVARIC® Admin Team HELP line at +355 (0) 222 55 999 to be connected with Human Resources during office hours, CET, Monday to Friday, 08:00 to 16:00



