

Professional Ambulance & Oxygen Service, Inc.

Employee Handbook



Table of Contents

10 – Introduction	4
Pro Policy 10.1 – Introduction	4
100 – Employee at Will	5
Pro Policy 100.1 – Employee At Will and Disclaimer	5
200 – Equal Employment Opportunity	6
Pro Policy 200.1 – Equal Employment Opportunity	6
300 – Field Training and Evaluation Program	8
Pro Policy 300.1 – Field Training and Evaluation Program (FTEP)	8
400 – Medical Examinations	9
Pro Policy 400.1 – Medical Examinations	9
500 – Disabilities	10
Pro Policy 500.1 – Disabilities	10
600 – Anti-harassment Policy	11
Pro Policy 600.1 – Anti-harassment Policy	11
700 – Employee Classifications	14
Pro Policy 700.1 – Employee Classifications	14
800 – Work Hours and Scheduling.....	15
Pro Policy 800.1 – Work Hours and Scheduling.....	15
900 – Pay Procedures and Review	19
Pro Policy 900.1 – Pay Procedures and Review	19
1000 – Time Off and Holidays.....	21
Pro Policy 1000.1 – Time Off and Holidays	21
1100 – Employee Benefits	24
Pro Policy 1100.1 – Employee Benefits.....	24
1200 – Employee Assistance and Critical Incident Stress Management	28
Pro Policy 1200.1 – Employee Assistance and Critical Incident Stress Management	28
1300 – Leaves of Absence	30
Pro Policy 1300.1 – Leaves of Absence	30
1400 – Job Posting	37
Pro Policy 1400.1 – Job Posting	37
1500 – Employee Files and Background Checks	38

Pro Policy 1500.1 – Employee Files and Background Checks	38
1600 – Conduct	42
Pro Policy 1600.1 – Conduct	42
1700 – Uniforms and Appearance	45
Pro Policy 1700.1 – Uniforms and Appearance	45
1800 – Absenteeism and Tardiness	48
Pro Policy 1800.1 – Absenteeism and Tardiness	48
1900 – Complaint/Conflict Resolution Procedure	49
Pro Policy 1900.1 – Complaint/Conflict Resolution Procedure	49
2000 – Confidentiality of Company Information	51
Pro Policy 2000.1 – Confidentiality of Company Information	51
2100 – Workplace Searches.....	52
Pro Policy 2100.1 – Workplace Searches.....	52
2200 – Electronic Communications	53
Pro Policy 2200.1 – Electronic Communications	53
Pro Policy 2200.2 – Social Media Communications Policy.....	55
2300 – Taping/ Eavesdropping on Conversations	57
Pro Policy 2300.1 – Taping/ Eavesdropping on Conversations.....	57
2400 – Solicitations/Distribution of Literature	58
Pro Policy 2400.1 – Solicitations and Distribution of Literature	58
2500 – Bulletin Boards	59
Pro Policy 2500.1 – Bulletin Boards	59
2600 – Employee Input	60
Pro Policy 2600.1 – Employee Input	60
2700 – Smoking.....	61
Pro Policy 2700.1 – Smoking	61
2800 – Drug and Alcohol Policy	62
Pro Policy 2800.1 – Drug and Alcohol Policy.....	62
2900 – Safety and Health.....	64
Pro Policy 2900.1 – Safety and Health	64
3000 – Workplace Violence	66
Pro Policy 3000.1 – Workplace Violence	66
3100 – Termination of Employment.....	68

Pro Policy 3100.1 – Termination of Employment	68
3200 – Moonlighting.....	70
Pro Policy 3200.1 – Moonlighting	70
3300 – Reference Inquiries	71
Pro Policy 3300.1 – Reference Inquiries	71
3400 – Visitors at PRO Facilities.....	72
Pro Policy 3400.1 – Visitors at PRO Facilities.....	72

10 – Introduction

Pro Policy 10.1 – Introduction

Section: Introduction

Policy #: 10.1

Modified: 04/15/2024

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An interesting and challenging experience awaits you as an employee of Professional Ambulance & Oxygen Service, Inc. (PRO). To answer some of the questions you may have concerning PRO and its policies, we have developed this handbook. Please read it thoroughly and access it often.

We have avoided the use of specific gender pronouns wherever possible; however, where such avoidance would have led to very awkward sentences, we have used the masculine pronoun. This use should be considered to refer to all genders.

It is the intent of PRO to welcome all employees in discussing their questions and/or concerns by providing an open-door atmosphere. If you feel the need to discuss any issues with a member of the Management Team, provided it does not significantly impact any of your respective duties, simply contact them.

We wish you the best of luck and success in your position and hope that your employment relationship with PRO will be a rewarding experience.

100 – Employee at Will

Pro Policy 100.1 – Employee At Will and Disclaimer

Section: Employee at Will

Policy #: 100.1

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THIS HANDBOOK HAS BEEN WRITTEN TO PROVIDE INFORMATION AND GUIDANCE FOR OUR EMPLOYEES. THE COMPANY RESERVES THE RIGHT TO CHANGE, ADD TOO, OR DELETE ANY OF THE PROVISIONS IN THIS HANDBOOK AT ANY TIME. THIS HANDBOOK IS NOT A CONTRACT AND DOES NOT MAKE ANY PROMISES OR GUARANTEES. ALL EMPLOYMENT WITH THE COMPANY IS ON AN AT-WILL BASIS. AS SUCH, YOU OR THE COMPANY MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME AND FOR ANY REASON.

Please understand that no supervisor, or representative of PRO other than the CEO (or their designee) has the authority to enter into any agreement with you for employment for any specified period of time or to make any promises or commitments contrary to the foregoing. Further, any employment agreement entered into by the CEO shall not be enforceable unless it is in a formal written agreement and signed by you and the CEO. Please also understand that no supervisor or other representative of PRO has the authority to make any verbal promises, commitments, or statements of any kind regarding PRO's policies, procedures, or any other issues that are legally binding on PRO.

THE INFORMATION CONTAINED IN THIS EMPLOYEE HANDBOOK IS TO PROVIDE YOU GENERAL INFORMATION ABOUT PRO, ITS POLICIES AND PROCEDURES. THE POLICIES STATED IN THIS HANDBOOK ARE GUIDELINES ONLY. ALL COMPANY POLICIES, MAY BE AMENDED, SUPERSEDED OR REVISED AT ANY TIME BY PRO, AT THE COMPANY'S SOLE DISCRETION.

From time to time, you may receive updated information concerning changes in policies. If you have any questions regarding any policies, please ask a supervisor for assistance.

200 – Equal Employment Opportunity

Pro Policy 200.1 – Equal Employment Opportunity

Section: Equal Employment Opportunity

Policy #: 200.1

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PRO provides equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, religion, ancestry, sex, gender identity/expression, sexual orientation, national origin, age, disability, veteran, genetic information, pregnancy, marital status, creed, national guard or reserve unit obligations or other status in accordance with applicable federal, state and local laws.

In addition, PRO complies with applicable state and local laws governing nondiscrimination in employment.

This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation, and training.

Diversity Plan

As the means to achieve the goal of equal employment opportunity and to ensure that current practices do not have an undesired discriminatory effect, PRO will take steps to:

- Ensure equal employment opportunity to all persons regardless of race, color, religion, ancestry, sex, genetic information, pregnancy, marital status, creed, national guard or reserve unit obligations, gender identity/expression, age, national origin, and disabilities, including but not limited to employee selection, promotion, training and development, compensation, termination, and disciplinary action.
- Ensure that all pre-employment inquiries and qualifying factors do not disproportionately screen members of one sex and that applicants will be judged fairly on their ability to perform the job.
- Ensure that promotion decisions are in accordance with principles of equal employment opportunity by imposing only valid requirements for promotional opportunities.
- Ensure that no such individual be denied participation in, benefits of or be subject to discrimination under any program or activity authorized by PRO.

PRO operates in a very diverse community and purposely participates in community events and programs intended to promote diversity throughout our potential applicant pool. For instance, PRO participates in Cambridge Rindge and Latin High School's Healthcare Careers Program, a program specifically targeted toward internships and opportunities for predominantly minority students.

The success in achieving racial neutrality in employment requires a conscious, deliberate, and total commitment on the part of administrators and employees to eliminate all barriers for such minorities. The management of PRO is committed to successfully implementing these established procedures and practices to achieve the goal of equal employment opportunity for all.

300 – Field Training and Evaluation Program

Pro Policy 300.1 – Field Training and Evaluation Program (FTEP)

Section: Field Training and Evaluation Program

Policy #: 300.1

Modified: 04/15/2024

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During your first few days of employment, you will participate in an orientation process conducted by the Field Training Officers. During this process, you will receive important information regarding the performance requirements of your position, company policies, your compensation and benefits, plus other information necessary to acquaint you with your job and PRO.

You will also be asked to complete all necessary paperwork at this time, such as benefits plan enrollment forms, beneficiary designation forms, and appropriate federal, state, and local tax forms. At this time, you will be required to present PRO with information establishing your identity and your eligibility to work in the United States in accordance with applicable federal law.

Please use this orientation process to familiarize yourself with PRO and our policies and

benefits. We always encourage you to ask any and all questions so that you will understand all the policies/guidelines that affect and govern your employment relationship with us.

400 – Medical Examinations

Pro Policy 400.1 – Medical Examinations

Section: Medical Examinations

Policy #: 400.1

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As part of PRO's employment procedures, an applicant is required to undergo a post-offer, pre-employment medical examination, physical test, and alcohol and drug screening. Any offer of employment from PRO is contingent upon, among other things, an applicant's satisfactory completion of this examination and screening and a determination by PRO and its examining physician that the applicant is capable of performing the essential functions of the position that has been offered, with or without a reasonable accommodation.

As a condition of continued employment, employees are also required to undergo periodic medical examinations, physical tests, and alcohol and drug screening at times specified by PRO.

Further, it should be understood that PRO receives a full medical report from its examining physicians regarding the applicant's or employee's state of health.

PRO pays for all company required medical examinations in full. Questions about medical examinations should be directed to Human Resources.

500 – Disabilities

Pro Policy 500.1 – Disabilities

Section: Disabilities
Policy #: 500.1
Modified: 04/15/2024
Reviewed: 05/11/2025

5.1.A. Individuals with Disabilities

PRO is committed to complying with the Americans with Disabilities Act and applicable state and local laws prohibiting discrimination in employment against qualified individuals with disabilities. PRO also endeavors to provide reasonable accommodation for such individuals who are otherwise able to perform the essential functions of their job in accordance with these laws.

It is PRO's policy to, without limitation:

- Ensure that qualified individuals with disabilities are treated in a nondiscriminatory manner in the pre-employment process and that employees with disabilities are treated in a nondiscriminatory manner in all terms, conditions, and privileges of employment.
- Keep all medical-related information confidential in accordance with the requirements of the ADA and retain such information in separate confidential files.

5.1.B. Procedure for Requesting an Accommodation

Qualified individuals with disabilities who are otherwise able to perform the essential functions of their job may make requests for reasonable accommodation to PRO's CEO. On receipt of an accommodation request, the CEO will meet with the requesting individual to discuss and identify the precise limitations resulting from the disability and the potential accommodation that PRO might make to help overcome those limitations.

Reasonable accommodations may include any action which enables a qualified individual with a disability to perform the essential functions of their position, but which does not result in an undue hardship to PRO or pose a threat to the health and safety of the employee or coworkers.

The CEO and appropriate management representatives identified as having a need to know, will determine the feasibility of the requested accommodation. The CEO will inform the employee of PRO's decision on the accommodation request or on how to make the accommodation.

600 – Anti-harassment Policy

Pro Policy 600.1 – Anti-harassment Policy

Section: Anti-harassment Policy

Policy #: 600.1

Modified: 04/15/2024

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6.1.A. Introduction

It is the goal of PRO to promote a workplace that is free of unlawful harassment. PRO expressly prohibits any form of unlawful harassment based on race, color, religion, ancestry, gender, gender identity/expression, sexual orientation, national origin, age, disability, veteran status, or other protected status. Harassment of employees occurring in the workplace or in other settings in which employees may find themselves in connection with their employment is unlawful and will not be tolerated by this organization. Further, any retaliation against an individual who has complained about harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated.

To achieve our goal of providing a workplace free from harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by employees.

Because PRO takes allegations of harassment seriously, we will respond promptly to complaints of harassment and where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate.

Please note that while this policy sets forth our goals of promoting a workplace that is free of harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of harassment.

6.1.B. Definition of Sexual Harassment

In Massachusetts, the legal definition of sexual harassment is this: “sexual harassment” means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- a) Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or,

- b) Such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work place environment that is hostile, offensive, intimidating, or humiliating to male or female workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct, which if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness.

- Unwelcome sexual advances — whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Dissemination in the workplace of sexually explicit voicemail, email, graphics, downloaded material, or websites;
- Inquiries into one's sexual experiences; and,
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by this organization.

6.1.C. Complaints of Sexual Harassment

If any of our employees believe that he or she has been subjected to sexual harassment, the employee has the right to file a complaint with our organization. This may be done in writing or orally.

If you would like to file a complaint you may do so by contacting the CEO, Professional Ambulance, PO Box 410326, 31 Smith Place, Cambridge, MA 02141, tel. 617.492.2700, or the COO, Professional Ambulance, PO Box 410326, 31 Smith Place, Cambridge, MA 02141, tel. 617.492.2700.

The CEO is also available to discuss any concerns you may have and to provide information to you about our policy on sexual harassment and our complaint process.

6.1.D. Sexual Harassment Investigation

When PRO receives the complaint, we will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation will include a private interview with the person filing the complaint and with witnesses. We will also interview the person alleged to have committed sexual harassment. When we have completed our investigation, we will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation.

If it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the offending conduct, and where it is appropriate we will also impose disciplinary action.

6.1.E. Disciplinary Action

If it is determined that inappropriate conduct has been committed by one of our employees, we will take such action as is appropriate under the circumstances. Such action may range from counseling to termination from employment and may include such other forms of disciplinary action as we deem appropriate under the circumstances.

6.1.F. State and Federal Remedies

In addition to the above, if you believe you have been subjected to unlawful harassment, you may file a formal complaint with either or both of the government agencies set forth below. Using our complaint process does not prohibit you from filing a complaint with these agencies. Each of the agencies has a short time period for filing a claim (EEOC and MCAD 300 days).

1. The United States Equal Employment Opportunity Commission ("EEOC") John F. Kennedy Federal Building, 475 Government Center, Boston, MA 02203. Phone: 1800.669.4000, Fax: 617.565.3196, TTY: 1800.669.6820. <http://www.eeoc.gov/>
2. The Massachusetts Commission Against Discrimination ("MCAD") Boston Office: 1 Ashburton Place, Rm. 601, Boston, MA 02108, 617.994.6000. Springfield Office: 424 Dwight Street, Rm. 220, Springfield, MA 01103, 413.739.2145. Worcester Office: 455 Main St, Rm. 100, Worcester, MA 01608, 508.799.8010. New Bedford Office: 800 Purchase St, Rm. 501, New Bedford, MA 02740, 508.990.2390

700 – Employee Classifications

Pro Policy 700.1 – Employee Classifications

Section: Employee Classifications

Policy #: 700.1

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For purposes of salary administration and eligibility for overtime payments and employee benefits, PRO classifies its employees and other workers as follows:

(1) Full time employees

Employees hired to work PRO's normal, full-time, minimum forty (40) hour workweek on a regular basis. Such employees are "nonexempt" as defined below.

(2) Part time/per diem employees

Employees hired to work fewer than forty (40) hours per week on a regularly scheduled or per diem basis. Such employees are "nonexempt" as defined below.

(1) Nonexempt employees

Nonexempt employees are required to be paid overtime at the rate of time and one half (i.e., one and one-half times) their regular rate of pay for all hours worked beyond forty (40) hours in a workweek, in accordance with applicable state and federal wage and hour laws. Employees will be paid at straight time (i.e., your regular hourly rate of pay) for all hours worked up to the fortieth hour in any given workweek.

(2) Exempt employees

Exempt employees are not required to be paid overtime, in accordance with applicable state and federal wage and hour laws, for work performed beyond forty (40) hours in a workweek. Executives and certain employees in administrative positions are typically exempt.

All employees of PRO are non-exempt unless you are notified otherwise during your orientation session. The CEO will inform you of any change in your status if you change positions during your employment as a result of a promotion, transfer, or otherwise.

Please direct any questions regarding your employment classification or exemption status to the CEO.

800 – Work Hours and Scheduling

Pro Policy 800.1 – Work Hours and Scheduling

Section: Work Hours and Scheduling

Policy #: 800.1

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8.1.A. Work Hours

As an ambulance service, PRO's work hours could be any time 24 hours per day, seven (7) days per week.

The minimum regular work week for all full-time employees is forty (40) hours. Often, full time employees are regularly scheduled for more than forty (40) hours per week. The Management Team will arrange your working hours and schedule. PRO will attempt to provide you with reasonable notice when the need for overtime work arises. Please remember, however, that advance notice may not always be possible.

If you are a part-time/per diem employee, the Management Team will arrange your working hours and schedule.

Leaving a shift when not authorized or refusing a call may result in termination.

DAILY AND WEEKLY WORK SCHEDULES MAY BE CHANGED FROM TIME TO TIME AT THE DISCRETION OF PRO TO MEET THE VARYING CONDITIONS OF THE COMPANY. THIS INCLUDES, BUT IS NOT LIMITED TO, REPORTING FOR WORK EARLY OR BEING REQUIRED TO STAY LATER THAN THE END OF YOUR SCHEDULED SHIFT.

DISPATCHERS AND CREWS COMING OFF SHIFT MUST NOT PUNCH OUT AND LEAVE UNLESS THERE IS ADEQUATE COVERAGE AVAILABLE IN THE SERVICE AREA.

IF THE ONLY PRO ALS UNIT(S) IS ON A CALL, THE CREW THAT IS COMING OFF SHIFT MUST REMAIN UNTIL A PRO ALS UNIT IS AVAILABLE TO COVER THE CITY. BLS CREWS WHO ARE COMING OFF SHIFT MAY ALSO BE REQUIRED TO REMAIN ON DUTY UNTIL THERE IS ADEQUATE PRO COVERAGE AVAILABLE.

As an ambulance service, PRO must maintain adequate staffing levels. Changes in work schedules will sometimes be necessary but they will be announced as far in advance as practicable. PRO will always strive to provide flexible scheduling to all employees within the requirements of staffing parameters.

8.1.B. Emergency Overtime (EOT) Procedure

PRO must always maintain particular staffing levels at given times. Open shifts and sickouts can occasionally result in personnel being required to stay for one (1) additional shift (up to 12 hours) to maintain adequate staffing.

All personnel should be willing to work together and make accommodations whenever possible to make a difficult situation as easy as possible. Everyone must understand that an EMS agency must always have adequate staff coverage. In an attempt to deal with these scenarios in as fair and equitable way as possible, this policy will be used as a guide to assign personnel to fill these shifts.

The last appropriate member to punch in is the “designated member.” (i.e.- “First in – first out”) If an appropriate member other than the “designated member” is willing to serve as the designated member voluntarily, it is always appreciated. If there is a question as to the “designated member” and one must be assigned it will be determined by a member of the Management Team.

Appropriate is defined as the member who meets the following criteria whenever possible in the following order of consideration (Again, someone that is not within the following criteria can volunteer):

The member who is best qualified to fill the open shift – ex. Paramedic to fill an ALS shift, approved dispatcher, driver when required, etc.

- Not currently on a 24-hour shift.
- Will not cause an involuntary 24-hour shift to be created when assigning another member would result in a 16-hour shift.
- Will not interfere with staffing levels for the next two shifts – ex. staying overnight when assigned to day-shift next day.

Emergency Overtime is defined as being paid at two and a half times (2.5) regular hourly rate. The Management Team/Dispatcher will follow the following steps in filling an open shift.

1. Page/call all appropriate part time members.
2. If no response, offer open shift to all appropriate members currently on-duty.
3. If no response, page/call any and all appropriate members.
4. If no response, contact a member of the Management Team for approval of emergency overtime and determination of “designated member.”
5. Offer shift to “designated member” for emergency overtime.
6. If refused, offer shift to appropriate member(s) currently on-duty for emergency overtime.
7. If refused, page/call any and all appropriate members and offer shift for emergency overtime.
8. If no response, “designated member” will be required to stay for shift on emergency overtime.

8.1.C. Weekend Group Assignments

In an effort to find an equitable solution to the problem of weekend coverage, we have developed a system where all personnel will be assigned to work weekends on a rotating basis. This system applies to Supervisors, ALS, BLS, and dispatch shifts.

Please keep in mind that this system in no way changes the fact that any employee can be assigned to work any shift or scheduled at any time as staffing needs require.

Eight groups of people, consisting of ALS and BLS members, have been assigned to potentially work open weekend shifts (ALS, BLS, or dispatch) once every eight weeks. Weekend shifts are any and all shifts (ALS, BLS, or dispatch) starting Friday evening at 1400 through Monday morning at 0800. A current listing of the group assignments and dates will be emailed to all personnel on a regular basis.

Generally, the system will work as follows:

- All people in the group could be required to work any and all shifts on the weekend that they are assigned to.
- The members of the group will be informed of their schedules for their assigned weekend no later than 1800 on the Wednesday before their assigned weekend. If all weekend shifts are filled by 1800 Wednesday, members of the group will not have to be assigned. This is not an “on call” system and it is not Emergency Overtime. Sickouts will be filled by using the Emergency Overtime process.
- Shifts will be assigned to each member of the group as is necessary; however, PRO hopes that the members of each group will work together in a continuing effort to address individual issues as they arise.
- You will be responsible for swapping weekends with another person who is not in your group if you have a conflict that would prevent you from working any shift on your assigned weekend. Conflicts include vacations and all other time off. Given the amount of advanced notice of which weekends that you are responsible for, swapping weekends, when necessary, should be a relatively easy task.
- All set schedules will remain the same and all personnel are still strongly encouraged to pick up weekend shifts, as this will reduce the number of shifts everyone will be required to work on their assigned weekend.

8.1.D. Swaps and Coverage

PRO strives to maintain flexibility in allowing personnel to swap shifts and obtain coverage for their own shifts with the following stipulations:

- Swaps and coverage must be completed with another staff member who is qualified to fill the shift(s) (i.e. – dispatcher, driver, ALS, P/B cleared, appropriate experience and/or rating). If there is any question, please consult a member of the Management Team as to qualifications of the staff member you are swapping with.
- SWAPS AND COVERAGE OF STRAIGHT TIME FOR OVERTIME ARE NOT PERMITTED.
- Management must be notified of all swaps as soon as possible. Management reserves the right to void any swap based on scheduling and staffing issues.

8.1.E. Recording Work Hours

It is the policy of PRO to comply with applicable laws that require records to be maintained of the hours worked by our employees. To ensure that accurate records are kept of the hours you actually work (including overtime hours where applicable) and of the accrued leave time you have taken, and to

ensure that you are paid in a timely manner, you will be required to record your time worked and any paid time off that you request.

Please ensure that your actual hours worked, EOT, details, and paid time off are recorded accurately. If there is a problem or if you neglect to punch in or out at any point you must immediately email schedule@proems.com with any changes to your timesheet.

FALSIFYING A TIME RECORD OR COMPLETING TIME RECORDS FOR ANOTHER EMPLOYEE IS A BREACH OF COMPANY POLICY AND IS GROUNDS FOR DISCIPLINARY ACTION, UP TO AND INCLUDING DISCHARGE.

900 – Pay Procedures and Review

Pro Policy 900.1 – Pay Procedures and Review

Section: Pay Procedures and Review

Policy #: 900.1

Modified: 04/15/2024

Reviewed: 05/11/2025

9.1.A. Regular Pay Procedures

All PRO employees are normally paid by check or direct deposit on a weekly basis every Friday. The workweek begins at 00:00 Sunday and ends at 23:59 the following Saturday. All required deductions, such as for federal, state, and local taxes, and all authorized voluntary deductions, such as for health insurance contributions, will be withheld automatically from your paychecks.

Please review your paycheck for errors. If you find a mistake, report it to Payroll/HR immediately. Payroll/HR will assist you in taking the steps necessary to correct the error.

PRO offers direct deposit of regular paychecks to any employee who desires to utilize this service. In order to have your paycheck deposited directly into your bank account, log into your Paycom account and update the direct deposit information. Once arrangements are made, your direct deposit will take effect within two weeks. Direct deposit can be appropriated to multiple banks and accounts.

In the event that your paycheck is lost or stolen, please notify Payroll/HR immediately. Payroll/HR will attempt to put a stop-payment notice on your check. If we are able to do so, you will be issued another check. Unfortunately, PRO is unable to take responsibility for lost or stolen paychecks, and if we are unable to stop payment on your check, you alone will be responsible for such loss. PRO strongly encourages all employees to utilize direct deposit to avoid these problems.

9.1.B. Detail Pay Procedures

Employees from time to time may be asked to work a detail. Details are normally duty for one EMT or Paramedic with medical equipment at a location requested by anyone arranging a medical detail. All employees will be paid at the detail rate of \$50.00/hr. with a minimum of four hours for qualifying events.

If working these hours would result in overtime pay at a rate greater than \$50.00/hr., the employee will be paid at their regular overtime rate.

Certain events or assignments may only qualify for regular pay or a time and one-half rate. The Management Team will inform you at which rate you will be paid.

9.1.C. Salary Administration Programs

To attract and retain above-average employees, PRO endeavors to pay salaries competitive with those paid by other employers in our industry. PRO will strive to review your salary annually in conjunction with your performance review.

Your total compensation at PRO consists not only of the salary you are paid but also of the various benefits you are offered, such as group health, dental, and life insurance and your 401K plan, as described in other sections of this handbook.

Questions regarding our salary administration program or your individual salary should be directed to the CEO or COO.

9.1.D. Performance Reviews

PRO will attempt to complete performance reviews on every employee, except for designated employees annually. Performance reviews are predominately objective and based on a system of points. Points are awarded based on certain standards and objective indicators of performance. Raises are based on the number of total points received for the evaluation. A higher number of points results in a larger raise.

The Management Team and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Ongoing discussions with the Management Team about job duties, performance, and the work environment are excellent opportunities for employees to clarify any questions they have about the job. The review gives the employee and management an opportunity to discuss job tasks, encourage and recognize strengths, identify, and correct weaknesses, and discuss constructive, purposeful approaches for meeting goals.

PRO will attempt to complete performance reviews annually from your date of hire. Once completed, the Review is available to view within the employee's Paycom account. Reviews will be maintained in the employee's personnel file.

9.1.E. Garnishments and Support Orders

PRO's policy is to comply with all valid claims against the wages of employees. If a wage garnishment, child support order, or some other legally valid claim is received by PRO against your wages, you will be notified about the amount and details of the garnishment or wage order. While you may attempt to work out your financial difficulties with your creditor in such situations, PRO will be required to comply with the provisions of the garnishment notice or order, as soon as practicable after it is received, to ensure its compliance with applicable law.

1000 – Time Off and Holidays

Pro Policy 1000.1 – Time Off and Holidays

Section: Time Off and Holidays

Policy #: 1000.1

Modified: 04/15/2024

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10.1.A. Paid Time Off Hours (PTO)

Because we recognize the importance of time off in providing the opportunity for rest, recreation, and personal activities, PRO grants paid time off hours to its full-time employees. PTO accrues annually as of your anniversary date. The amount of PTO to which you are entitled depends on your length of service as follows:

- New hires 40 hours at the start of employment
- After 1-year uninterrupted full-time service 80 hours
- After 3 years uninterrupted full-time service 120 hours
- After 8 years uninterrupted full-time service 160 hours

PTO can be used for personal time, vacation or other reasons including the following:

1. Care for the employee's child, spouse, parent, or parent of a spouse, who is suffering from a physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis, or care, or preventative medical care;
2. Care for the employee's own physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis, or care, or preventative medical care;
3. Attend a routine medical appointment or a routine medical appointment for the employee's child, spouse, parent, or parent of spouse;
4. Address the psychological, physical, or legal effects of domestic violence; or
5. Travel to and from an appointment, a pharmacy, or other location related to the purpose for which the time was taken.

PTO can be rolled over and accumulated with a limitation. PRO reserves the right to "cash out" (pay the employee for accumulated hours) an employee's PTO if PRO determines that an employee's accumulated PTO is excessive. PRO will notify the affected employee when PTO cash out will occur.

10.1.B. Paid Time Off (PTO) Scheduling

Paid Time Off may be taken as weekly periods or as individual days as long as the periods chosen are approved in advance based on staffing requirements and other vacation requests. Staffing requirements dictate that no more than two (2) employees can be on paid time off simultaneously. You should submit

PTO requests to schedule@proems.com at least two (2) months before the date you wish your vacation to begin.

10.1.C. PTO Pay

If you wish to receive PTO pay at any time, you must email schedule@proems.com with your request.

10.1.D. PTO for Terminating Employees

Employees terminating employment for any reason are entitled to payment for all accrued unused PTO hours.

10.1.E. Holidays

PRO provides holiday pay to all full-time and part-time/per diem employees. Employees will receive one (1) hour of holiday pay (paid at their regular rate) for each hour they work on a designated holiday (listed below).

- New Year's Day (12/31 from 1600 to 1/1 at 1600)
- Martin Luther King Day
- President's Day
- Patriot's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving
- Christmas Eve (1200 - Midnight)
- Christmas Day
- Your Birthday

10.1.F. Part-Time Employees and Earned Sick Time.

Part-time employees do not get PTO but can accrue earned sick time at the rate of 1 hour for every 30 hours worked up to a maximum of 40 hours. A part-time employee can never use more than 40 hours of earned sick time in a calendar year. Accrual of earned sick time begins on the employee's date of hire. Independent contractors do not accrue PTO.

Earned sick time may be used for the following purposes:

1. Care for the employee's child, spouse, parent, or parent of a spouse, who is suffering from a physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis, or care, or preventative medical care;
2. Care for the employee's own physical or mental illness, injury, or medical condition that requires home care, professional medical diagnosis, or care, or preventative medical care;

3. Attend a routine medical appointment or a routine medical appointment for the employee's child, spouse, parent, or parent of spouse;
4. Address the psychological, physical, or legal effects of domestic violence; or
5. Travel to and from an appointment, a pharmacy, or other location related to the purpose for which the time was taken.

Use of earned sick time for other purposes is not allowed and may result in an employee being disciplined.

Employees may not use earned sick time if the employee is not scheduled to be at work during the period of use. An employee may not accept a specific shift assignment with the intention of calling out sick for all or part of that shift.

Earned sick time is not payable on termination of employment.

10.1.G. Voting Time

PRO encourages all employees to fulfill their civic responsibilities and to vote in all official public elections. Generally, your working hours are such that you will have ample time to cast your vote before or after working hours. However, if you find yourself with insufficient time to vote due to overtime work, etc., please discuss the matter with a member of the Management Team. PRO complies with all applicable voting-time laws.

1100 – Employee Benefits

Pro Policy 1100.1 – Employee Benefits

Section: Employee Benefits

Policy #: 1100.1

Modified: 04/15/2024

Reviewed: 05/11/2025

11.1.A. Introduction

Pro has implemented a range of employee benefits programs designed to support you and your eligible dependents in managing financial challenges arising from illness, disability, or loss, as well as to aid in retirement planning. These programs also offer assistance in addressing job-related or personal issues and in enhancing your job-related skills.

This section provides an overview of certain features within our benefits programs. For comprehensive details on our group health, disability, life insurance, and retirement-related programs, please refer to the summary plan description booklets. These booklets will be provided to you upon meeting eligibility criteria for participation in these programs.

PRO RESERVES THE RIGHT TO AMEND OR TERMINATE ANY OF ITS BENEFIT PROGRAMS OR TO REQUIRE OR INCREASE EMPLOYEE PREMIUM CONTRIBUTIONS TOWARD ANY BENEFITS WITH OR WITHOUT ADVANCE NOTICE AT ITS DISCRETION. THIS RESERVED RIGHT MAY BE EXERCISED IN THE ABSENCE OF FINANCIAL NECESSITY.

Whenever an amendment is made to any of PRO's benefits programs Human Resources will notify plan participants of all approved amendments or plan terminations, in accordance with the requirements of applicable federal law.

For more complete information regarding any of our benefits programs, please contact Human Resources.

11.1.B. Health Insurance

All full-time employees and their eligible dependents are entitled to coverage under PRO's group health insurance program. Coverage for eligible employees is effective on the first day of employment. The cost to provide this benefit for you and your eligible dependent(s) is currently shared by you and PRO. For current cost sharing amounts please see the benefits section in your Paycom account. For further details regarding health insurance coverage please contact Human Resources.

Health insurance coverage terminates on the date of your termination from PRO's employment. (Please review PRO's policy, set forth in this handbook, regarding continuing health insurance benefits after termination of employment.)

11.1.C. Dental and Vision Insurance

All full-time employees and their eligible dependents are eligible to participate in PRO's group dental and vision insurance program. Coverage for eligible employees is effective on the first day of employment. For current cost sharing amounts please see the benefits section in your Paycom account. For further details regarding dental coverage please contact Human Resources.

Benefits under this plan terminate on the date your employment with PRO terminates. (Please review PRO's policy, set forth in this handbook, regarding continuing group health insurance benefits after termination of employment.)

11.1.D. COBRA

If your employer-provided group health care coverage is terminated for you or your dependents, you may be eligible for continuation coverage under the Consolidated Omnibus Budget Reconciliation Act ("COBRA"). The details of this coverage are set forth in the plan documents. You should review those documents for further information.

11.1.E. Short Term Disability Insurance

PRO provides employees with short-term disability insurance benefits. This short-term disability insurance is provided 100 percent by PRO.

Under this program, benefits are payable for non-work-related injuries or illnesses. They normally begin after the first day of a disability related to an accident and after the eighth day of a disability related to an illness. Short term disability benefits are payable for up to a maximum of ninety (90) days. The amount of benefits payable under our short-term disability plan is 60 percent of your 40-hour wage at the time of your enrollment in the plan.

Please contact Human Resources for further details regarding short-term disability insurance benefits.

11.1.F. Long Term Disability Insurance

PRO provides all full-time regular employees with long-term disability insurance benefits. Coverage for eligible employees begins on the first day of employment. This benefit is fully funded by PRO.

Under this program, employees who are disabled for more than 90 days because of non-work-related injury or illness are eligible to receive a benefit equivalent to 60 percent of their basic monthly earnings to a maximum benefit of \$5,000 per month (less other income benefits). Benefits continue for two years.

Coverage under this plan normally terminates on the date your employment with PRO terminates. If, however, you are receiving long-term disability benefits at the time of your termination, these benefits

continue for as long as your qualifying disability continues, as previously noted. For further details regarding long-term disability coverage, please contact Human Resources.

11.1.G. Life Insurance

All full-time regular employees are eligible to participate in PRO's life insurance program. Coverage under this program is available for employees only; dependent coverage is not available. Coverage for eligible employees is effective on the first day of employment.

Under this program, you are covered by a life insurance benefit of \$25,000. Additional coverage for the same amount is provided in the event of accidental death or dismemberment.

The cost to provide this benefit is currently paid completely by PRO. PRO provides all full-time regular employees with life insurance benefits. Coverage for eligible employees begins on the first day of employment. This benefit is fully funded by PRO.

Life insurance benefits terminate on the date your employment with PRO terminates.

For further details regarding life insurance benefits please contact Human Resources.

11.1.H. 401(k) Plan

PRO has established a 401(k) savings plan that is available to all regular employees immediately upon their employment. The purpose of the plan is to encourage eligible employees to save on a pretax basis and to build a financial reserve for retirement. Additionally, PRO matches \$0.25 of every dollar you contribute up to the first 4% of your gross compensation.

Under the plan, eligible employees may elect to have PRO withhold an amount of their gross compensation through payroll deductions (to a maximum amount per year prescribed by IRS regulations, which is adjusted by the IRS annually for inflation) and contribute that amount to the plan as a savings contribution. Withdrawals from the plan are permitted once an employee has attained age 59.5 or in the event of financial hardship as defined in the plan.

The value of each employee's account at retirement depends on a number of factors, such as how long an employee has been a member of the plan, how much the employee has contributed, and investment gains.

Once you are eligible to participate in the plan, you will receive a summary plan description describing the plan in more detail.

Questions regarding our 401(k) plan should be directed to Human Resources.

11.1.I. Continuing Education

SMEMS Rounds, ALS and BLS EMT/Paramedic continuing education, CPR and ACLS recerts are required to be taken at Pro. Outside education will not be accepted.

11.1.J. Workers' Compensation Insurance

To provide for payment of your medical expenses and for partial salary continuation in the event of a work-related accident or illness, you are covered by workers' compensation insurance. The number of benefits payable and the duration of payment depend on the nature of your injury or illness. In general, however, all medical expenses incurred in connection with an injury or illness are paid in full, and partial salary payments are provided beginning with the sixth consecutive day of your absence from work.

If you are injured or become ill on the job, you must immediately report such injury or illness to a supervisor, dispatcher, or member of the Management Team. Additionally, you must complete an Incident Report Form on ePro (ESO). This ensures that PRO can assist you in obtaining appropriate medical treatment. Your failure to follow this procedure may result in the appropriate workers' compensation report not being filed in accordance with the law, which may consequently jeopardize your right to benefits in connection with the injury or illness.

Questions regarding workers' compensation insurance should be directed to Human Resources.

11.1.K. Parking Facilities

Parking for all employees of PRO is provided free of charge. All parking spots are available for the general use of employees, subject to the "first-come, first-served" rule. Please keep in mind that the facility is unattended, and parking is at your own risk.

1200 – Employee Assistance and Critical Incident Stress Management

Pro Policy 1200.1 – Employee Assistance and Critical Incident Stress Management

Section: Employee Assistance and Critical Incident Stress Management

Policy #: 1200.1

Modified: 04/15/2024

Reviewed: 05/11/2025

12.1.A. Employee Assistance Program (EAP)

PRO recognizes that a wide range of problems including, but not limited to, marital or family distress, alcoholism, drug abuse, financial issues, legal questions, and emotional problems—not directly associated with an individual’s job function can nonetheless be detrimental to an employee’s performance on the job. Consequently, we believe it is in the interest of employees and PRO to provide an effective program to assist employees and their families in resolving problems as the need arises.

To this end, our EAP provides consultation services and referrals to local community treatment sources. All employees and members of their household are free to use this program and are encouraged to do so. There is no charge to you for these consultations. Employee visits to the EAP are held in confidence to the maximum possible extent.

Essentially, EAP will assist you with ANY problem you may have and/or refer you to someone who can. When you are referred to another entity, there are often fee arrangements, sliding scale charges, or available coverage through health insurance. EAP will assist you with this information.

Participation in our EAP program does not excuse employees from complying with normal PRO policies or from meeting normal job requirements during or after receiving assistance. Nor will participation in our EAP prevent PRO from taking disciplinary action against any employee for performance problems that occur before or after the employee’s seeking assistance through the program.

Employees interested in learning more about our EAP or in discussing a personal or job-related problem should contact PRO’s EAP 24 hours per day 7 days per week at the following:

ESI Employee Assistance Group

EAP Website: www.theEAP.com

EAP Phone: 800.252.4555

12.1.B. Critical Incident Stress Management (CISM)

PRO is committed to supporting all of its employees through its CISM program. EMS providers face stressful events every day. The work they choose to perform can be emotionally difficult, physically draining and a threat to their personal safety. Yet this same work is seen as extremely rewarding, sometimes exciting and a method for fulfilling some personal needs. The work still presents the public safety provider with a constant low to moderate level of stress and an occasional dose of high-level stress.

Critical incidents may produce a wide range of stress symptoms, which can appear immediately at the scene, a few hours later or within a few days of the event. The more symptoms experienced, the more powerful the stress reaction can be. The longer the symptoms last, the more potential there is for permanent harm.

You should feel free to contact the Management Team regarding CISM and the need for services any time you or one of your fellow workers are having difficulty dealing with an incident or when the nature of the incident suggests that intervention or a Critical Incident Stress Debriefing (CISD) might be useful. A CISD is a group interaction where a team of trained people allow public safety providers to talk about their thoughts, actions, and reactions to a stressful event.

A CISD is not group therapy and is not a critique of the event. The information shared in a debriefing is strictly confidential. A CISD is a time to learn what are normal expected behaviors and feelings following a stressful event and to receive assurance that you are experiencing a normal reaction to an abnormal event.

A critical incident is any situation faced by public safety providers that causes them to experience unusually strong emotional reactions which have the potential to interfere with their ability to function either at the scene or later.

ALL PERSONNEL INVOLVED IN A CRITICAL INCIDENT WILL BE REQUIRED TO ATTEND (NOT REQUIRED TO PARTICIPATE) A CISD THAT IS SCHEDULED AS A RESULT OF THAT CRITICAL INCIDENT.

The following critical incidents will require a CISD:

- Line of duty death or serious injury;
- Suicide of a co-worker;
- Death or serious injury to a child;
- Participation in a prolonged failed rescue;
- Mass Casualty Incident;
- Victim known to responder;
- Participation in an incident where responder safety is jeopardized; and
- Participation in an event that generates excessive media coverage.

1300 – Leaves of Absence

Pro Policy 1300.1 – Leaves of Absence

Section: Leaves of Absence

Policy #: 1300.1

Modified: 04/15/2024

Reviewed: 05/11/2025

13.1.A. Introduction

Leaves of absence for any reason other than those outlined in the following sections are generally not available at PRO. Individual requests for a leave of absence that do not fall under the following parameters will be evaluated on a case-by-case basis by the CEO. All requests for a leave of absence should be presented to the CEO.

13.1.B. Family and Medical Leave (FMLA)

(1) *Requesting a Leave of Absence*

An employee seeking a leave of absence must submit a written request for leave to Human Resources. The request for leave must include:

- Name of employee
- Name of immediate Supervisor
- Date of request
- Reason for leave (please provide specifics)
- Anticipated timing and duration of leave
- Signature of employee

Employees must provide 30 days advance notice of the need to take a leave of absence when the need is foreseeable. When 30-days' notice is not possible, the employee must provide notice as soon as practicable, which should be on the same day or next business day of the date the employee becomes aware that the leave is needed. In all cases, employees taking a leave of absence are expected to comply with PRO's normal call-in procedures for taking time off. Employees who provide less than 30-days' notice are required to provide an explanation as to why they were unable to do so. Employees who fail to meet these notice requirements may be denied leave.

(2) *Employee Obligations During a Leave of Absence*

Employees on a leave of absence are required to report to PRO periodically regarding their status and intention to return to work.

Employees on a leave of absence are not permitted to hold outside employment or consulting jobs without the written permission of PRO.

An employee returning from a leave of absence due to a serious health condition will be required to present a fitness-for-duty certificate prior to being restored to work.

(3) Family and Medical Leave Act (FMLA) Leave Eligibility for FMLA Leave

Employees are eligible for FMLA leave if they have worked for PRO for at least one year, for 1,250 hours over the previous 12 months, and if at least fifty (50) employees are employed by PRO within seventy-five (75) miles.

(4) Types of FMLA Leave

Eligible employees can take FMLA leave for the following reasons:

1. Parental Leave:

- Employees may take FMLA leave for incapacity due to pregnancy, prenatal medical care, or childbirth. Such leave may also be used to care for the employee's child after birth, or after placement with the employee for adoption or foster care.

2. Leave due to the Employee's Own or a Family Member's Serious Health Condition:

- Employees may take FMLA Leave for a serious health condition that makes the employee unable to perform the employee's job. Employees may also take FMLA leave to care for the employee's spouse, son, daughter, or parent, who has a serious health condition.
- A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.
- Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two visits to a healthcare provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

3. Qualifying Exigency Leave:

- Eligible employees with a spouse, son, daughter, or parent on active duty or call to active-duty status in the National Guard or Reserves in support of a contingency operation may use FMLA leave to address certain qualifying exigencies.
- Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

4. Military Caregiver Leave:

- Eligible employees may take FMLA leave to care for a covered servicemember who is a spouse, son, daughter, parent, or next of kin of the employee.

- A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

(5) Length of FMLA Leave

Employees may take up to 26 weeks of Military Caregiver leave during a single 12-month period.

For all other types of FMLA leave, each employee may be granted leave for a period up to twelve weeks (during any twelve-month period). In determining eligibility for leave, a “rolling” twelve-month period is used, measuring backward from the date the employee uses any FMLA leave.

In circumstances where both spouses work for the Company, the employees may be limited to a combined total of 12 weeks of leave for parental leave or for leave to care for the employee’s parent with a serious health condition, or to a combined total of 26 weeks of military caregiver leave.

(6) Required Certifications

Employees seeking leave due to a family member’s serious health condition will be required to submit a completed “Certification of Health Care Provider for Family Member’s Serious Health Condition” form. Employees seeking FMLA leave due to the employee’s own serious health condition will be required to submit a completed “Certification of Health Care Provider for Employee’s Serious Health Condition” form.

In all cases of leave due to the employee’s or a family members serious health condition, the Company reserves the right to request a second medical opinion at Company expense and further medical opinion, where appropriate. Periodic recertification also may be required for requested extensions of medical leave, lengthy leaves of absence and other appropriate circumstances.

Employees seeking Qualifying Exigency Leave will be required to submit a completed “Certification of Qualifying Exigency for Military Family Leave” form.

Employees seeking Military Caregiver Leave will be required to submit a completed “Certification of Serious Injury or Illness of Covered Servicemember” form. In lieu of the form, the employee may provide Invitational Travel Orders (ITOs) or Invitational Travel Authorizations (ITAs).

(7) Compensation During FMLA Leave

Employees on FMLA leave are required to apply any accrued paid time off while taking FMLA leave. Employees must comply with the Company’s normal policies for use of accrued paid time off.

If an employee does not have any accrued paid time, and is not eligible for other benefits, such as workers’ compensation payments the FMLA leave will be unpaid.

Any work absence that would be eligible for FMLA will be counted as such. Any other leave of absence for which the employee is eligible will run concurrently.

(8) *Genetic Information Nondiscrimination in Health Insurance Act of 2008 (GINA)*

The Genetic Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by law. To comply with this law, PRO asks that employees not provide any 'genetic information,' as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic test, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

To comply with this law, PRO will not provide any genetic information when responding to this request for medical information.

'Genetic information,' as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

If you have any questions, please contact Human Resources.

(9) *Benefits During FMLA Leave*

An employee on FMLA Leave will be retained on the Company's health plan on the same condition as active employees, except that the employee must make arrangements with Human Resources for timely payment of the employee's portion of the premium in order to continue such coverage, and if any premium payment is more than thirty days late, coverage may be lost during the remainder of the leave. In circumstances where an employee is on paid leave, the appropriate deductions will be made in the same manner as the employee's regular paycheck.

Arrangements also may be made with Human Resources for the continuation of certain other benefits during the period of leave. The employee will not be entitled to the accrual of seniority or earn additional employee benefits during the period of the leave. However, any FMLA leave will be treated as continued service for purposes of the Company's pension and other retirement plans.

An employee on an FMLA leave of absence will be eligible for holiday pay during a designated holiday observed during the leave. If a holiday falls during a full week of FMLA leave, the holiday will count towards the employee's annual FMLA total. If the employee is taking less than a full week of FMLA leave, the holiday will only count as FMLA leave if the employee would have been scheduled and expected to work on the holiday.

In the event that an employee fails to return from leave, the employee may be liable for the employer's share of the insurance premiums unless:

- a) The employee's failure to return to work stems from the continuation, recurrence, or onset of a serious health condition of the employee or a family member; or
- b) The failure to return stems from circumstances beyond the control of the employee.

(10) *Reduced Work Schedule/Intermittent FMLA Leave*

For all types of FMLA leave except Parental leave, an employee does not need to use the leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary.

Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Company's operations. Further, where a reduced work schedule or intermittent leave is foreseeable based on planned medical treatment, the Company reserves the right to temporarily transfer the employee to a position that better accommodates the employee's recurring periods of leave.

(11) *Company Notifications Regarding FMLA Leave*

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

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

(12) *Return from FMLA Leave*

Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment term, except that the employee will not be entitled to any employment rights or benefits, greater than those he or she would have had in the absence of taking such a leave.

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

If an employee is unable to return from FMLA leave on the date set forth in the leave request and/or certification of healthcare provider, the employee is expected to contact PRO prior to the anticipated return to work date. If an employee fails to return from FMLA leave when scheduled, and does not contact PRO in advance, the employee may be deemed to have resigned.

(13) *Employee Protections Under the FMLA*

Provisions to include in other non-FMLA Policies which impact FMLA Rights and Obligations:

- Provisions regarding how paid time off is accrued and used, including whether employees accrue PTO during leaves of absence, and whether there are limits on use of certain types of PTO (e.g., can an employee use sick time for things other than the employee's own illness)
- Procedures for calling in an absence, e.g., whether you have to call a certain person, when the call must be made, what information you provide, etc.
- Whether employees on a leave who fail to pay premiums will have their coverage discontinued retroactively
- That employees can be terminated for use of illegal drugs and alcohol.

13.1.C. Massachusetts Parental Leave Act

Full-time employees who are not eligible for parental leave under the federal Family and Medical Leave Act (FMLA), may still be eligible for eight (8) weeks of unpaid parental leave under the Massachusetts Parental Leave Statute. To be eligible, you must have completed at least three consecutive months of employment, and you must provide at least two week's written notice of your date of departure and intention to return to work following the leave. Leave may only be taken for the purpose of giving birth, for adopting a child under the age of eighteen (under the age of twenty-three if the child is mentally or physically disabled), or for placement of a child under the age of eighteen (under the age of twenty-three if the child is mentally or physically disabled).

Employees on Parental leave may, but are not required to, apply unused PTO towards the leave period. However, no paid leave will accrue during the leave. Health coverage will continue on the same basis as before the leave.

Upon returning to work, you will be restored to your position, or a similar one with the same status and rate of pay, unless economic or business conditions during the leave period would have resulted in a lay-off had leave not been taken.

13.1.D. Small Necessities Leave Act (SNLA)

Employees who are eligible for leave under the Company's Family and Medical Leave Policy are also eligible for leave under the Massachusetts "Small Necessities Leave Act" (SNLA). During any twelve (12) month period, eligible employees may take up to twenty-four (24) hours of leave for the following reasons:

1. To participate in school activities directly related to the educational advancement of your child, such as parent-teacher conferences or interviewing for a new school ("school" includes licensed day-care centers);
2. To accompany your child to routine medical or dental appointments, such as check-ups or vaccinations; or
3. To accompany an elderly relative to routine medical or dental appointments or other appointments for professional services related to the elder's care, such as interviewing at nursing or group homes.

Where SNLA leave is foreseeable, you must provide PRO at least seven (7) days advance written notice. Where leave is not foreseeable, you must notify PRO as soon as practicable. You must provide an Employee Form Certification (which can serve as notice), for each period of leave taken pursuant to this policy.

The available 24 hours of SNLA leave does not need to be taken all at once. Rather, leave may be taken intermittently, in minimum increments of one hour. You are required to substitute accrued vacation time and/or sick leave towards SNLA leave. Once paid leave is used up, SNLA leave is unpaid.

13.1.E. Bereavement Leave

If you are a full-time employee and a death occurs in your family, you will be compensated for time lost from your regular work schedule. In the event of the death of your spouse, domestic partner, child,

parent, sibling, grandparent, father-in-law, mother-in-law, son-in-law, daughter-in-law, step-parents and step-children, or legal guardian, you will be granted up to three (3) scheduled days (up to 40 hours paid) off from work with pay following the death, but not beyond the day after the funeral.

Requests for bereavement leave should be made to schedule@proems.com.

13.1.F. Jury and Witness Duty Leave

If you are a full-time or part-time employee who is summoned to jury duty, PRO continues your salary during your active period of jury duty for up to three scheduled working days per calendar year. You are also permitted to retain the allowance you receive from the court for such service. If you are not a full-time or part-time employee, you are given time off without pay while serving jury duty.

All employees are allowed unpaid time off if summoned to appear in court as a witness. Employees may use accrued paid time off hours during this period or take the time off without pay.

If you are summoned to appear in court as a witness pursuant to a case that arose in the course of your employment, PRO will compensate you for the time spent in court.

To qualify for jury or witness duty leave, email schedule@proems.com as soon as a summons is received. In addition, proof of service may be requested when your period of jury or witness duty is completed. PRO will not attempt to have your service on a jury postponed except when business conditions necessitate such action.

As soon as you are excused from jury service or witness duty you will be required to notify dispatch and return to work.

13.1.G. Military Leaves of Absence

Leaves of absence without pay for military or Reserve duty are granted to full-time regular and part-time regular employees. If you are called to active military duty or to Reserve or National Guard training, or if you volunteer for the same, you should notify the CEO and submit copies of your military orders to him or her as soon as is practicable. You will be granted a military leave of absence without pay for the period of military service, in accordance with applicable federal and state laws. If you are a reservist or a member of the National Guard, you are granted time off without pay for required military training. Your eligibility for reinstatement after your military duty or training is completed is determined in accordance with applicable federal and state laws.

1400 – Job Posting

Pro Policy 1400.1 – Job Posting

Section: Job Posting
Policy #: 1400.1
Modified: 04/15/2024
Reviewed: 05/11/2025

14.1.A. Job Posting

PRO advertises available positions internally and externally. PRO's job posting policy addresses internal advertising while all external advertising is done through the website.

PRO believes in promoting employees from within and has established a job-posting program to give all employees an opportunity to apply for positions that they are interested in and qualified for. Vacancies below the senior management level are normally posted on the PRO website. Postings generally include the title, the salary range, the minimum hiring specifications, the essential functions of the job, and the closing date for filing applications. Positions are normally posted for ten workdays.

To be eligible to apply for a posted position, you must meet the minimum hiring specifications for the position, be capable of performing the essential functions of the job, with or without a reasonable accommodation, and be an employee in good standing in terms of your overall work record. You are responsible for monitoring job vacancy notices and for completing and filing an online application form during the posting period for a specific opening.

14.1.B. Selection Process

PRO utilizes an online application and interviews to conduct its selection process.

PRO believes that hiring the right individual is paramount to a smooth-running organization. PRO is committed to searching for applicants who possess the specific personality profile and temperament characteristic of an EMS worker.

PRO uses a behavior-based process to screen prospective employees through its online application. The prospective employees are asked a series of questions about how they handle problems, communicate, lead people, handle stress, and various other components. PRO is looking for individuals who have the ability to match our expectations as closely as possible.

1500 – Employee Files and Background Checks

Pro Policy 1500.1 – Employee Files and Background Checks

Section: Employee Files and Background Checks
Policy #: 1500.1
Modified: 04/15/2024
Reviewed: 05/11/2025

15.1.A. Personnel Files

PRO maintains personnel files on each employee. These files contain documentation regarding all aspects of the employee's tenure with PRO, including, but not limited to, performance reviews, beneficiary designation forms, disciplinary/warning notices, letters of commendation, and copies of your driving record that PRO obtains annually. You may review your personnel file upon request. If you are interested in reviewing your file, contact the CEO and/or Human Resources to schedule an appointment.

To ensure that your personnel file is up to date at all times, you must notify Human Resources of any changes in your name, telephone number(s), home address, email address, marital status, number of dependents, beneficiary designations, scholastic achievements, all changes to driving record or criminal record or the individuals to notify in case of an emergency.

15.1.B. Medical Files

Employee medical files will be kept in a password protected database to limit access. These files will contain any and all medical information pertaining to an employee such as the results of pre-employment physicals, medical evaluations, and information pertaining to unprotected exposures.

15.1.C. CORI (Criminal Offender Record Information) Checks

(1) Conducting CORI Screening

CORI checks will only be conducted as authorized by law and only after an authorization form has been completed. Thereafter, periodic CORI checks may be performed during the course of employment.

(2) Access To CORI

All CORI obtained is confidential, and access to the information must be limited to those individuals who have a "need to know." This may include, but not be limited to, hiring managers, staff submitting the CORI requests, and staff charged with processing job applications. We shall maintain and keep a current list of each individual authorized to have access to, or view, CORI.

(3) *CORI Training*

An informed review of a criminal record requires training. Accordingly, all personnel authorized to conduct criminal history background checks and/or to review CORI information will review, and will be thoroughly familiar with, the educational and relevant training materials regarding CORI laws and regulations made available by the Mass. Department of Criminal Justice Information Service (DCJIS).

(4) *Use Of Criminal History in Background Screening*

CORI used for employment purposes shall only be accessed for applicants who are otherwise qualified for the position for which they have applied. Unless otherwise provided by law, a criminal record will not automatically disqualify an applicant. Rather, determinations of suitability based on background checks will be made consistent with this policy and any applicable law or regulations.

(5) *Verifying a Subject's Identity*

If a criminal record is received, the information is to be closely compared with the information on the Acknowledgement Form and any other identifying information provided by the applicant to ensure the record belongs to the applicant.

If the information in the CORI record provided does not exactly match the identification information provided by the applicant, a determination is to be made by an individual authorized to make such determinations based on a comparison of the CORI record and documents provided by the applicant.

(6) *Inquiring About Criminal History*

In connection with any decision regarding employment or volunteer opportunities, the subject shall be provided with a copy of the criminal history record prior to questioning the subject about his or her criminal history. The source(s) of the criminal history record is also to be disclosed to the subject.

(7) *Determining Suitability*

If a determination is made, based on the information as provided in section V of this policy, that the criminal record belongs to the subject, and the subject does not dispute the record's accuracy, then the determination of suitability for the position or license will be made. Unless otherwise provided by law, factors considered in determining suitability may include, but not be limited to, the following:

- a) Relevance of the record to the position sought;
- b) The nature of the work to be performed;
- c) Time since the conviction;
- d) Age of the candidate at the time of the offense;
- e) Seriousness and specific circumstances of the offense;
- f) The number of offenses;
- g) Whether the applicant has pending charges;
- h) Any relevant evidence of rehabilitation or lack thereof; and

- i) Any other relevant information, including information submitted by the candidate or requested by the organization.

The applicant is to be notified of the decision and the basis for it in a timely manner.

(8) Adverse Decisions Based on CORI

If an authorized official is inclined to make an adverse decision based on the results of a criminal history background check, the applicant will be notified immediately. The subject shall be provided with a copy of the organization's CORI policy and a copy of the criminal history. The source(s) of the criminal history will also be revealed. The subject will then be provided with an opportunity to dispute the accuracy of the CORI record. Subjects shall also be provided a copy of DCJIS' "Information Concerning the Process for Correcting a Criminal Record."

(9) Secondary Dissemination Logs

All CORI obtained from the DCJIS is confidential and can only be disseminated as authorized by law and regulation. A central secondary dissemination log shall be used to record any dissemination of CORI outside this organization, including dissemination at the request of the subject.

15.1.D. Driving Record Checks and Standards

PRO requests driving record checks on each employee prior to employment and annually every January. The information that PRO receives from the Massachusetts Registry of Motor Vehicles is kept in a password protected database to limit access. PRO may also request driving records from other states as PRO deems necessary.

ANY APPLICANT FOR EMPLOYMENT WITH AN UNFAVORABLE DRIVING RECORD MAY BE DISQUALIFIED FROM EMPLOYMENT.

ANY CURRENT EMPLOYEE WHO IS FOUND TO HAVE AN UNFAVORABLE DRIVING RECORD MAY BE SUBJECT TO IMMEDIATE DISCHARGE.

ALL EMPLOYEES MUST NOTIFY PRO IMMEDIATELY OF ANY CHANGES TO THEIR DRIVING RECORD.

An unfavorable driving record is defined as any one of the following:

1. More than three (3) moving violations within the past three (3) years.
2. Two (2) at-fault accidents within the past three (3) years.
3. Any DUI/DWI, Driving to Endanger, or Leaving the Scene violation within the past three (3) years.

15.1.E. Employee Files

PRO maintains an employment file for each employee that is separate and distinct from the employee's personnel file. The contents of this file include copies of all current and past certifications. This file will be updated annually to document that all our employees meet or exceed re-certification requirements. Copies contained in employee files include:

- EMT or Paramedic Certification

- Driver's License
- Driving Record
- CPR Certification
- ACLS Certification (where applicable)
- PALS Certification (where applicable)

IT IS THE RESPONSIBILITY OF ALL EMPLOYEES TO MAINTAIN CURRENT CERTIFICATIONS. FAILURE TO MAINTAIN REQUIRED CERTIFICATIONS MAY RESULT IN IMMEDIATE DISMISSAL.

15.1.F. Former Employee Files

Former employee records will be kept for thirty (30) years. These records will be stored at Professional Ambulance, 31 Smith Place, Cambridge, MA 02138.

1600 – Conduct

Pro Policy 1600.1 – Conduct

Section:	Conduct
Policy #:	1600.1
Modified:	04/15/2024
Reviewed:	05/11/2025

16.1.A. Guidelines for Appropriate Conduct

As an integral member of the PRO team, you are expected to accept certain responsibilities, adhere to high standards of personal conduct, and exhibit a high degree of personal integrity at all times. This not only involves showing sincere respect for the rights and feelings of others but also demands that you refrain from any behavior that might be harmful to you, your coworkers, PRO, or that might be viewed unfavorably by the people we service or by the public at large.

WHETHER YOU ARE ON OR OFF DUTY, YOUR CONDUCT REFLECTS ON PRO. YOU ARE, CONSEQUENTLY, REQUIRED TO OBSERVE THE HIGHEST STANDARDS OF PROFESSIONALISM AT ALL TIMES.

ANY TYPE OF BEHAVIOR AND/OR CONDUCT THAT PRO CONSIDERS INAPPROPRIATE COULD LEAD TO DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION OF EMPLOYMENT WITHOUT PRIOR WARNING, AT THE SOLE DISCRETION OF THE COMPANY.

Listed below are some of the rules and regulations of PRO. This list should not be viewed as being all-inclusive. These behaviors and/or conduct, include, but are not limited to, the following:

- Falsifying employment or other PRO records;
- Violating PRO's nondiscrimination and/or anti-harassment policy;
- Soliciting gratuities from patients or the entities that we serve;
- Establishing a pattern of excessive absenteeism or tardiness;
- Reporting to work intoxicated or under the influence of non-prescribed drugs;
- Illegally manufacturing, possessing, using, selling, distributing, or transporting illegal drugs;
- Bringing or using alcoholic beverages on PRO property or using alcoholic beverages while engaged in PRO business off PRO's premises, except where authorized;
- Fighting or using obscene, abusive, or threatening language or gestures;
- Stealing property from coworkers, patients, entities that we serve, or PRO;
- Having unauthorized firearms, weapons, or restraints such as handcuffs on PRO premises or while conducting PRO business;
- Disregarding safety or security regulations;
- Engaging in insubordination; and
- Failing to maintain the confidentiality of patient information or PRO information.

IF YOUR PERFORMANCE, WORK HABITS, OVERALL ATTITUDE, CONDUCT, OR Demeanor BECOMES UNSATISFACTORY IN THE JUDGMENT OF PRO, BASED ON VIOLATIONS EITHER OF THE ABOVE OR OF ANY OTHER PRO POLICIES, RULES, OR REGULATIONS, YOU WILL BE SUBJECT TO DISCIPLINARY ACTION, UP TO AND INCLUDING DISMISSAL.

16.1.B. Courtesy and Politeness

Working in EMS is always a trying and testing position. When you are on the job or when you are wearing your uniform, you are seen as a representative of Professional Ambulance Service.

As a representative of the company, you must maintain a courteous, polite, and in control demeanor at all times.

Occasionally, you will be subject to verbal abuse, unsavory duties, and somewhat “difficult” people. When you find yourself in this position, remember that you are there for a reason. You are there to help a sick, injured, or infirm person. The people we serve depend on you and expect you to be neat, clean, courteous, polite, and in control of yourself and the situation with which you are dealing.

Always be ready to work in concert with your partner and other people on the scene, not in conflict. If you lack any one of these attributes or if you disregard them, yourself, your patient, your coworkers, and the service will suffer. This is an unacceptable situation. You must always strive to be better and try harder for everyone concerned.

16.1.C. Discipline Process

(1) Policy

PRO, IN ITS SOLE DISCRETION, WILL DETERMINE WHEN TO WARN, REPRIMAND, OTHERWISE DISCIPLINE, OR DISCHARGE EMPLOYEES IN THE MANNER AND DEGREE PRO DEEMS APPROPRIATE.

(2) Progressive Discipline

Generally, PRO adheres to a progressive discipline policy; however, PRO may begin the discipline process at any step, or advance to any step at PRO’s sole discretion based on the circumstances at hand.

The levels of discipline are as follows:

1. Reminder Email: This is an email to document a conversation a member of the Management Team has with an employee to ensure both parties, as well as other members of the Management Team, are aware of the conversation. This Reminder Email will not be recorded on the employees review as a disciplinary action. Receipt will be acknowledged through PRO’s email.
2. Record of Conversation: documented and receipt acknowledged through PRO’s email.
3. Written Warning: documented on Corrective Action/Written Warning Form. A written warning could also be accompanied by a Decision Day.

4. Decision Day: documented on Decision Day Form completed by the employee during paid time outside of PRO. A Decision Day is eight (8) hours paid time away from PRO to complete a form documenting the employee's decision as to whether they wish to remain employed at PRO. The employee must return for their next shift with either a letter of resignation; or the completed form that documents their acknowledgement and understanding of the inappropriate conduct, their commitment to absolutely correct the inappropriate conduct, and their acknowledgement and understanding that unless the inappropriate conduct is corrected, they will be discharged.
5. Discharge

(3) *Use of Disciplinary Action*

Members of the Management Team are authorized to use disciplinary action in varying degrees.

- Members of the Management Team are authorized to issue records of conversation, written warnings, and relieve personnel from duty pending further action.
- The CEO or their designee is authorized to issue all levels of disciplinary action including Discharge.

(4) *Complaint/Conflict Resolution*

Employees may utilize the Complaint/Conflict Resolution Policy outlined in this handbook to dispute the administration of disciplinary action.

1700 – Uniforms and Appearance

Pro Policy 1700.1 – Uniforms and Appearance

Section: Uniforms and Appearance

Policy #: 1700.1

Modified: 04/15/2024

Reviewed: 05/11/2025

17.1.A. Obtaining Uniforms

PRO provides every employee with uniforms. At the completion of your hiring process, you will complete a uniform survey indicating sizes and will receive your uniforms on your first day of employment.

Fulltime employees are credited \$425.00 each calendar year (January – December) to purchase uniform items from the uniform store. Any unused credit will not be rolled over to the following calendar year.

Part-time employees are credited \$250.00 to purchase uniform items from the uniform store each calendar year (January – December). Any unused credit will not be rolled over to the following calendar year. Please see a member of the Management Team with any questions.

17.1.B. Proper Uniform

All personnel are to wear their uniforms properly at all times when on duty. All employees must be in uniform for any training conducted at PRO unless otherwise authorized by management.

- Only PRO issued uniform items may be worn while on duty.
- A short sleeve or long sleeve t-shirt, issued by PRO, are the only items that may be visible under a uniform shirt, and they must remain as an under layer at all times. Only current PRO issued items may be visible as your top layer. Please plan accordingly for weather.
- One of the approved under-shirts listed above **MUST** be worn while on duty under the uniform shirt.
- You must wear your assigned radio and have it on at all times when on duty.
- Your uniform must remain clean, unwrinkled, neat, and in good repair. Uniform items that are faded, torn, or worn are not acceptable. If your uniform endures damage from anything other than natural wear and tear or your lack of care, please contact a member of the Management Team for direction of uniform piece replacement. This includes material or functional defects, fading or shrinkage.

Please note that some of your uniform pieces are covered with antimicrobial material that makes them safe for you and stain resistant, improper washing will reduce this feature for you, so please follow washing instructions on each care tag.

Uniform items include:

- PRO issued EMS pants with silver reflective striping;
- PRO issued Job shirt (embroidered);
- PRO issued blue polo shirt (embroidered);
- PRO issued t-shirt (short or long sleeve);
- PRO issued baseball hat (embroidered);
- PRO issued winter hat (embroidered);
- PRO issued Jacket with logo and patches;
- Any black boots with slip resistant traction;
- Any plain black belt;
- Appropriate radio clip/holster/harness.

You are responsible for the care and maintenance of your uniforms. *You should always have spare uniform items available. If for any reason your uniform becomes soiled during your shift, you are to return to quarters for your own spare uniform. If your uniform is damaged beyond cleaning or repair while working at a scene, please see a member of the Management Team for assistance in replacing it.*

YOU ARE REQUIRED TO WEAR YOUR UNIFORM IN A PROFESSIONAL MANNER AT ALL TIMES. THIS MEANS SHIRTS MUST HAVE A COLLAR AND BE TUCKED IN, NO BACKWARDS BASEBALL HATS, BOOTS LACED/ZIPPED, SHINED, AND NOT BLOUSED. YOUR PROFESSIONALISM WILL BE JUDGED BY THE PUBLIC BASED ON YOUR APPEARANCE.

17.1.C. Wearing Uniform When Not on Duty

No PRO employee shall wear an identifiable uniform item when not on duty. This particularly applies to wearing an identifiable uniform item in an establishment that serves alcohol. If it is your intention to go out after work, you should plan to have a change of clothes. ANY OFF-DUTY EMPLOYEE OBSERVED WEARING AN IDENTIFIABLE UNIFORM ITEM IN AN ESTABLISHMENT THAT SERVES ALCOHOL WILL BE SEVERELY DISCIPLINED UP TO AND INCLUDING DISCHARGE.

17.1.D. Personal Hygiene and Appearance

All personnel are required to present themselves at the beginning of their shift as someone proud to represent this organization and your profession. This presentation includes your personal hygiene. It is imperative that all employees are clean, showered, and presentable.

If an individual is emitting a malodorous air, from a uniform or his or her person, it is not fair to patients or partners. The offending party will be requested to shower or wash the uniforms at the base or asked to leave by a supervisor for the remainder of the shift. There will be no pay for this time lost. We are a professional organization and must present ourselves as such 24 hours per day 7 days a week.

Employees should wear their hair short or pinned back for their own safety. Unnaturally colored hair is not permitted, i.e., purple, blue, pink, etc.

Mustaches must be neat and trimmed. Facial hair that interferes with the seal of a respirator is not permitted.

Employees may not wear earrings that hang down. Generally, facial jewelry of any type is not permitted (a single stud in the nose is permitted). PRO discourages the wearing of large rings while on duty as they have the potential to cut through gloves, creating an environment of possible exposures.

Employees should not wear cologne or perfume while on duty. Your taste may not be that of another. Some patients may be allergic or made uncomfortable by these products.

Shoes and/or boots must be cleaned and shined. A shoeshine box is always available at the base. At no time are pants to be bloused into boots. At all times, boots must be zipped/laced and under PRO pants.

17.1.E. Professional Class B Uniform

All personnel will be issued a PRO Class B Uniform upon need:

- PRO issued navy blue button-down dress shirt;
- PRO issued black tie;
- PRO issued Pro EMS badge.

You will wear this uniform at events such as: Funerals, EMS Events, Court Dates, and any other time Management deems necessary. Uniforms must be returned for cleaning.

1800 – Absenteeism and Tardiness

Pro Policy 1800.1 – Absenteeism and Tardiness

Section: Absenteeism and Tardiness

Policy #: 1800.1

Modified: 04/15/2024

Reviewed: 05/11/2025

18.1.A. Procedures

PRO expects all employees to assume diligent responsibility for their attendance and promptness. Recognizing, however, that illnesses and injuries may occur, PRO has established PTO hours to compensate full-time employees for certain time lost for legitimate medical reasons, including time off to secure necessary treatment for a disability. (Please consult the appropriate sections of this handbook for information regarding these benefits.)

If you are unable to work because of illness, you must notify dispatch as soon as possible on each day of your absence unless you are granted an authorized medical leave, in which case different notification procedures apply. (See the Family and Medical Leaves of Absence policy earlier in this handbook.) Failure to properly notify PRO will result in disciplinary action.

If you are scheduled for multiple shifts on a day you are unable to work due to illness, you must inform the dispatcher of your availability, or lack thereof, as soon as possible for all of the shifts that day. If you are able to work one or more of the later shifts, you should inform the dispatcher accordingly.

If you are absent for more than five consecutive workdays, a statement from a physician may be required before you will be permitted to return to work. In such instances, PRO also reserves the right to require you to submit to an examination by a physician designated by PRO at its discretion. In addition, PRO may require you either to submit a statement from your physician or to be examined by a company-designated physician in other instances at its discretion, such as where abuse is suspected (e.g., where an employee's record indicates a pattern of short absences and/or frequent absences before or after holidays and weekends).

ABSENTEEISM OR TARDINESS THAT IS UNEXCUSED OR EXCESSIVE IN THE JUDGMENT OF PRO IS GROUNDS FOR DISCIPLINARY ACTION, UP TO AND INCLUDING DISMISSAL.

1900 – Complaint/Conflict Resolution Procedure

Pro Policy 1900.1 – Complaint/Conflict Resolution Procedure

Section:	Complaint/Conflict Resolution Procedure
Policy #:	1900.1
Modified:	04/15/2024
Reviewed:	05/11/2025

19.1.A. Introduction

Misunderstandings or conflicts can arise within any organization and with personnel in the outside organizations we work with. This policy will apply to complaints against our personnel and any intra-departmental complaints/conflicts as well as complaints/conflicts you have with a member(s) of outside organizations.

To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally by discussing them openly with both parties working to resolve their misunderstanding; however, if a situation persists that you believe is detrimental to you or to PRO, the following procedure will be utilized to resolve and document the conflict.

19.1.B. Step One

Where you have a complaint or conflict, discussing the problem with a supervisor is encouraged as a first step. Complaints received from people outside of PRO should be referred to a member of the Management Team as soon as possible.

The Management Team will document all complaints he or she receives from any source by utilizing an Incident Report form on ePro (ESO). The supervisor will investigate and discuss the incident with all parties in question whenever possible in an effort to gather the facts of the dispute.

The Management Team will attempt to provide a completed report informing all parties of his or her findings and/or proposed resolution within three (3) working days of receiving the report.

If you do not believe a discussion with the Management Team is appropriate, you may proceed directly to Step Two.

19.1.C. Step Two

If you are not satisfied with the decision and wish to pursue the problem or complaint further, you may prepare a written summary of your concerns and request that the CEO review the matter. The CEO will

review all written material to date, discussions with all individuals concerned, and conduct a further investigation if necessary.

The CEO will attempt to provide a completed report informing all parties of his or her findings and/or proposed resolution within three (3) working days of receiving the report.

The decision of the CEO shall be final.

19.1.D. Documentation

Upon resolution of complaint/conflict, all written material regarding the complaint/conflict will be submitted to the CEO. The CEO will ensure that all complaint/conflicts are documented in Salesforce to facilitate the tracking of any trends.

19.1.E. Retaliation

PRO will not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying PRO from taking disciplinary action against any individual, up to and including termination, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor) where PRO deems disciplinary action appropriate.

2000 – Confidentiality of Company Information

Pro Policy 2000.1 – Confidentiality of Company Information

Section: Confidentiality of Company Information
Policy #: 2000.1
Modified: 04/15/2024
Reviewed: 05/11/2025

It is the policy of PRO to ensure that the operations, activities, and business affairs of PRO and our clients are kept confidential to the greatest possible extent. If, during their employment, employees acquire confidential or proprietary information about PRO, its patients, and its clients, such information is to be managed in strict confidence and not to be discussed with outsiders. Employees are also responsible for the internal security of such information. In addition, employees are prohibited from engaging in securities transactions on the basis of information not available to the general public and which, if known to outsiders, might affect their investment decisions. The dissemination of such information to others who might make use of that knowledge to trade in securities is also prohibited.

2100 – Workplace Searches

Pro Policy 2100.1 – Workplace Searches

Section: Workplace Searches

Policy #: 2100.1

Modified: 04/15/2024

Reviewed: 05/11/2025

To safeguard the property of our employees, our customers, and PRO, and to help prevent the possession, sale, and use of illegal drugs on PRO's premises, in keeping with the spirit and intent of PRO's drug-free workplace policy, PRO reserves the right to question employees and all other persons entering and leaving our premises, and to inspect any packages, parcels, purses, handbags, briefcases, lunchboxes, or any other possessions or articles carried to and from PRO's property.

In addition, PRO reserves the right to search any employee's office, desk, files, locker, or any other area or article on our premises. It should be noted that all offices, desks, files, lockers, and so forth, are the property of PRO and are issued for the use of employees only during their employment with PRO. Inspections may be conducted at any time at the discretion of PRO.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy will not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection, as well as employees who after the inspection are believed to be in possession of stolen property or illegal drugs, will be subject to disciplinary action up to and including discharge if on investigation they are found to be in violation of PRO's security procedures or any other PRO rules and regulations.

2200 – Electronic Communications

Pro Policy 2200.1 – Electronic Communications

Section: Electronic Communications

Policy #: 2200.1

Modified: 04/15/2024

Reviewed: 05/11/2025

22.1.A. Personal Telephone Calls

Open lines of communication are critical to the success of PRO. As such, our telephones should generally be used for authorized company business only. Of course, we recognize that family emergencies may occur from time to time; in such instances, use of the telephones for personal matters is permitted.

We urge you to ask your family members and friends not to call you at work unless it is an emergency. Your cooperation in this regard is appreciated.

22.1.B. Electronic and Telephonic Communications

PRO relies heavily on communication with employees through the ProEMS.com email assigned to every employee upon hire. It is required that every employee check their ProEMS.com email at least once during every shift.

The use of any software and business equipment, including, but not limited to, pagers, radios, telephones, facsimiles, computers, PRO's E-mail system, the Internet, and copy machines for improper or illicit purposes is strictly prohibited.

Reasonable personal use of PRO software and business equipment, including, but not limited to, pagers, radios, telephones, facsimiles, computers, PRO's E-mail system, the Internet, and copy machines is permitted so long as this personal use is not excessive in the sole judgment of PRO.

Employees using this equipment for personal purposes do so at their own risk. Further, employees are not permitted to use a username, password, code, access a file, or retrieve any stored communication unless authorized to do so or unless they have received prior clearance from an authorized PRO representative.

All passwords or other access codes are the property of PRO. No employee may use a password or voice-mail access code that has not been issued to that employee or that is unknown to PRO. Moreover, improper use of the E-mail system (e.g., spreading offensive jokes or remarks, including on the Internet, will not be tolerated.) Employees who violate this policy are subject to disciplinary action, up to and including discharge.

To ensure that the use of electronic and telephonic communications systems and business equipment is consistent with PRO's legitimate business interests, authorized representatives of PRO may monitor the use of such equipment from time to time. This includes monitoring usage of any kind on any device. This may also include listening to stored voice-mail messages.

22.1.C. Internet

PRO provides access to the Internet. The Internet represents a useful tool for PRO in conducting its business, but like any other tool, it must be used properly. For purposes of this policy, Internet includes any public electronic data communications network.

Use of the World Wide Web includes all restrictions that apply generally to the use of PRO's E- mail and other electronic and telephonic equipment, as noted above. In addition, the following rules apply with respect to Internet usage:

(1) No Browsing of Restricted Content Websites

Accessing Web sites that contain pornographic or other illicit material is strictly prohibited.

(2) No Downloading of Non-Business-Related Data

PRO allows the downloading of files from the Internet, however, downloading files should be limited to those which relate directly to PRO business.

(3) No Downloading of Application Programs

PRO does not permit the downloading or installation of application software from the Internet onto PRO computers. Such software may not only contain embedded viruses but is also untested and may interfere with the functioning of PRO's standard applications.

(4) No Use of Subscription-based Services Without Prior Approval

Some Internet sites require that users subscribe before being able to use them. Users should not subscribe to such services without the express approval of the CEO.

(5) No Violation of Copyright

Many of the materials on the Internet are protected by copyright. Even though they may seem to be freely accessible, many of the intellectual property laws which apply to print media still apply to software and material published on the Internet. Employees are permitted to print out Web pages and to download material from the Internet for informational purposes as long as the purpose for such copying falls into the category of "fair use". Please do not copy or disseminate material which is copyrighted. Employees having any questions regarding such materials should contact the CEO for guidance.

Pro Policy 2200.2 – Social Media Communications Policy

Section: Electronic Communications

Policy #: 2200.2

Modified: 04/15/2024

Reviewed: 05/11/2025

22.2.A. Introduction

PRO understands the importance of social computing, networking, and social media in today's world. Social media takes many forms including social media sites (Facebook, LinkedIn, Instagram, Twitter, etc.), blogs, wikis, file sharing sites, forums, discussion groups and chat rooms. Social media can be an extremely effective way of marketing our company and expanding our interactions with employees, vendors, and customers. While embracing new technologies, we also want to make sure that the Company and our employees engage in social networking in a responsible manner.

This policy provides guidance on how to engage in social networking in a way to protect yourself and the interests of the Company, its employees, vendors, and customers. These guidelines supplement current Company policies.

(1) Social Networking Sites Should Not Be Considered Private

Generally, information posted on social networking sites is public and you should expect that even with your use of certain privacy settings what you post on social networking sites will be seen by others and should not be considered private.

(2) Company Policies Still Apply/Monitoring

Company policies still apply when using social media sites. Rules against harassment and inappropriate conduct and other rules contained in the Employee Handbook apply to your on-line activities. Social media sites should not be used during work times unless for business-related activities. We may monitor employee social media communications to ensure compliance with Company policies.

(3) Use Common Sense/Think Before You Post

You are responsible for the content you publish on social media sites. Pro will regularly monitor social media postings of applicants and current employees. All applicants and current employees are held to the highest standards. The attitude and professionalism of all applicants and employees is always being evaluated based on many elements including social media. What you post could be online for a long time. As an applicant or a representative of the Company, always consider how your comments will be viewed in light of protecting and enhancing both the Company's reputation and your own.

(4) Respect Others/Keep Gripes and Disputes Offline

Each employee is expected to abide by PRO policies, both online and offline. Rudeness, unprofessional behavior, and harassment will not be tolerated. Insubordination, threats, intimidation, and disrespect toward a member of the Management Team/supervisor, coworker, patient, or vendor may result in discipline.

(5) Protect Confidential Information

Respect the privacy of patients, customers, vendors, and employees. Always obtain permission before posting references to customers, vendors, and employees (e.g., compromising pictures or other information that was intended to be private). Misuse or unauthorized disclosure of confidential information not otherwise available to persons or firms outside of PRO is cause for disciplinary action, including termination.

(6) No Phony Identities/Be Clear About Who You Are

Only authorized employees may communicate information on behalf of the Company. Without permission you are not authorized to make statements, comments or press releases on behalf of the Company. Be clear and write in first person. You should make clear that you are speaking for yourself and not on behalf of the Company.

(7) Use Your Own Email

Use of Intellectual Property: Respect all copyright and other intellectual property laws. For PRO's protection, as well as your own, it is critical that you show proper respect for the laws governing copyright, fair use of copyrighted material owner by others, trademarks, and other intellectual property, including PRO's own copyrights, trademarks, and brands.

(8) Stay Productive

Social media participation can be productive and beneficial both personally and professionally. However, ensure that such personal activities do not interfere with your work activities.

(9) Use Social Networking Safely

Understand which social networking sites you would benefit from most, how each works and what features each offers. Always review the applicable privacy and security settings so that you understand how much or little information you are comfortable sharing.

22.2.B. National Labor Relations Board (NLRB)

This policy is not intended to infringe upon an employee's right to engage in protected concerted activity under 29 U.S.C. sec. 157. Employees have the right to discuss terms and conditions of employment and mutual work-related concerns.

If you have any questions about this policy or any issues surrounding social media, please contact the CEO or the COO.

2300 – Taping/ Eavesdropping on Conversations

Pro Policy 2300.1 – Taping/ Eavesdropping on Conversations

Section: Taping/ Eavesdropping on Conversations

Policy #: 2300.1

Modified: 04/15/2024

Reviewed: 05/11/2025

PRO may tape, record, videotape, or otherwise monitor conversations or other communications between employees and/or between employees and non-employees for legitimate business purposes; including, but not limited to, customer service training and protecting the integrity of certain business transactions. Employees may not tape, record or videotape any communication without prior written authorization.

PRO utilizes a drive cam system that is mounted on the windshield of all PRO vehicles to record significant driving events, distracted driving, and seat belt violations. The drive cam is also activated by G-force caused by harsh breaking, turns, and acceleration. Events that are not automatically captured, can be manually pulled retrospectively. The cameras are downloaded on a regular basis and the events are reviewed by a member of the Management Team. PRO will provide positive and negative feedback to drivers based on the events and archive each notable event to a folder for each driver.

IT IS STRICTLY FORBIDDEN TO TAMPER WITH DRIVE CAM IN ANY FASHION. DISABLING OR TAMPERING WITH A DRIVE CAM COULD RESULT IN IMMEDIATE DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION.

Drive cam digitally records video and sound inside and outside of the ambulance. Drive cam video clips are password protected and should only be accessed by authorized personnel.

2400 – Solicitations/Distribution of Literature

Pro Policy 2400.1 – Solicitations and Distribution of Literature

Section: Solicitations and Distribution of Literature

Policy #: 2400.1

Modified: 04/15/2024

Reviewed: 05/11/2025

To prevent litter and disruption in the operation of the Company, interference with patient care, and inconvenience to our clients and their families, as well as staff, the following rules apply to solicitation or distribution of literature and fundraising by or to Company employees.

1. Individuals who are not employed by the Company may not solicit or distribute materials on Company premises or in Company vehicles.
2. No employee may distribute literature or materials for any purpose not directly related to his or her assigned work during the employee's working time or the working time of any employee approached. In addition, distribution of written materials of any kind is prohibited in all working areas and patient care areas.
3. No employee may solicit patients or clients for any purpose not directly related to his or her assigned work.
4. No employee may solicit other employees for any purpose not directly related to his or her assigned work on Company premises during his or her working time or the working time of the employee being solicited.
5. No employee may directly or indirectly sell any item, or post literature or other matters, on Company premises without proper authorization.
6. No employee may engage in oral or written solicitation in patient or client care areas.
7. As used in these rules, the term "working time" means the period of time that is spent in the performance of actual job duties and does not include meal periods or breaks.
8. Nothing herein shall be interpreted or applied to interfere with an employee's rights under the National Labor Relations Act

2500 – Bulletin Boards

Pro Policy 2500.1 – Bulletin Boards

Section: Bulletin Boards

Policy #: 2500.1

Modified: 04/15/2024

Reviewed: 05/11/2025

To maintain an effective avenue for communicating with our employees, PRO may from time to time utilize bulletin boards or post notices. The bulletin boards are located in the crew room in order to ensure that employees have constant access to posted information. PRO's bulletin boards are used to communicate official government information on equal employment opportunity, wage and hour, health and safety, and other issues. They can also be used to communicate information regarding PRO's policies and announcements, including, but not limited to, job postings, safety rules, health items, benefit programs, and notices announcing special events. The vast majority of information, however, will be communicated electronically via email, ePro, and/or the PRO website. Employees may not tamper with these bulletin boards or postings in any manner.

PRO's bulletin boards may not be used by employees or outside parties for the posting of commercial notes and advertisements, announcements and witticisms, sales of personal property, or any other matters.

2600 – Employee Input

Pro Policy 2600.1 – Employee Input

Section: Employee Input

Policy #: 2600.1

Modified: 04/15/2024

Reviewed: 05/11/2025

In an effort to increase employee morale, improve work quality, efficiency, productivity, and quality of work life in general, and to improve and facilitate communications with employees, it is the policy of PRO to solicit the ideas, suggestions, views, and concerns of employees, by providing employees with the opportunity to always give their input. Most often this is done through informal conversations with supervisors or members of the Management Team.

Employees are encouraged to provide input and suggestions by submitting an Incident Report form in ePro (ESO). These submissions can be made for any reason; including, but not limited to, safety issues, complaints, and commendations. These submissions can be made anonymously.

2700 – Smoking

Pro Policy 2700.1 – Smoking

Section: Smoking
Policy #: 2700.1
Modified: 04/15/2024
Reviewed: 05/11/2025

To maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking in PRO's offices and facilities is strictly regulated. You should become familiar with the areas throughout PRO's premises where smoking is either permitted or prohibited. These areas have been marked clearly. Because PRO may be subject to criminal and civil penalties for violations of applicable smoking laws, we must insist on strict adherence to this policy. SMOKING OF ANY TYPE OF CIGARETTE, INCLUDING ELECTRONIC, IS NOT PERMITTED IN ANY PRO VEHICLE.

SMOKING IS NOT PERMITTED IN ANY AREA OF PRO'S FACILITIES. SMOKING IS NOT PERMITTED ON ANY HOSPITAL PROPERTY.

EMPLOYEES SMOKING IN ANY NON-SMOKING AREA ARE SUBJECT TO DISCIPLINARY ACTION.

Please contact a member of the Management Team if you have any questions about PRO's Smoking Policy.

2800 – Drug and Alcohol Policy

Pro Policy 2800.1 – Drug and Alcohol Policy

Section: Drug and Alcohol Policy

Policy #: 2800.1

Modified: 04/15/2024

Reviewed: 05/11/2025

28.1.A. Introduction

It is the intent of PRO to provide a working environment that is free from the use of non-prescription drugs and alcohol.

The costs of alcohol and drug abuse are staggering and are manifested by accidents, tardiness, absenteeism, property damage, increased workers' compensation costs, increased health insurance costs, and the cost of replacing and retraining new employees. In an effort to curb the abuse of alcohol and drugs in the workplace, PRO has adopted the following policy regarding drugs and alcohol. We ask for your full cooperation in implementing this policy.

28.1.B. Drug and Alcohol Policy

1. The sale, manufacture, distribution, purchase, use, possession of the following substances or having the following substances in one's system when reporting to work or working while impaired by the following substances-intoxicants, non-prescription narcotics, hallucinogenic drugs, non-prescription marijuana, or other non-prescription controlled substances-is prohibited while at PRO, during working hours, or while conducting PRO's business outside the workplace.
2. The distribution, sale, purchase, use, or possession of equipment, products, and material that are used, intended for use, or designed for use with non-prescribed controlled substances also is prohibited while on PRO property or during working hours.
3. Reporting to or being at work with a measurable quantity of intoxicants, non-prescribed narcotics, hallucinogenic drugs, marijuana, or other non-prescribed substances in blood or urine is prohibited.
4. Employee use of prescription drugs while at work is permitted, provided that the drug has been prescribed for the employee by a licensed physician and is used in accordance with the physician's instructions and in the prescribed dosage, and provided also that use of the drug does not impair the employee's ability to perform his or her job duties and responsibilities safely and effectively.

5. An employee must report the use of any prescription drug which may affect the employee's safety or job performance to a member of the Management Team. An employee may be required to provide PRO with a copy of the prescription and/or other medical verification. If an employee is unable to perform his or her job duties safely and effectively while taking a prescribed medication, the employee may be re-assigned, or, if no suitable position is available, may be placed on a leave of absence.
6. The purchase, sale, or transfer of a prescription drug by any employee to or from another employee or any other individual while on PRO premises or while otherwise engaged in PRO business is prohibited.
7. Employees are prohibited from using, or reporting to work impaired by, or under the influence of, any over-the-counter drug which may affect the employee's safety or job performance.
8. Reporting to or being at work with a measurable quantity of prescribed narcotics in blood or urine, or use of prescribed narcotics is also prohibited where in the opinion of PRO such use prevents the employee from performing the duties of his or her job or poses a risk to the safety of the employee, other persons, or property.

Violations of this policy will result in disciplinary action up to and including termination of employment. In lieu of termination, other disciplinary action may apply in the judgment of PRO including, but not limited to, suspension of an employee, EAP intervention, or requiring the employee's attendance and successful completion of an approved substance abuse assistance or rehabilitation program.

28.1.C. Drug and Alcohol Testing

It is a condition of employment that employees may be required to submit to PRO approved drug tests under circumstances that include, but are not limited to, the following:

- Incident to investigations of accidents resulting in bodily injury or property damage;
- Where, in PRO's opinion, violations of safety rules or procedures are suspected;
- Where, in PRO's sole discretion, there is reasonable cause to believe an employee has been engaging in illegal drug use at any time, or working under the influence of alcohol;
- When an employee returns from any type of leave in excess of thirty days;
- On a periodic basis for employees who return to work after participation in a rehabilitation program; and
- Annually

AS A CONDITION OF EMPLOYMENT, EVERY EMPLOYEE MUST ABIDE BY THE TERMS OF THIS DRUG AND ALCOHOL POLICY.

Nothing in this policy alters the fact that all employees of PRO are employed for an indefinite period and that such employment may be terminated with or without cause or notice at the will of either the employee or PRO. This policy and any related policies, practices, or guidelines are not employment contracts or parts of any employment contract.

2900 – Safety and Health

Pro Policy 2900.1 – Safety and Health

Section: Safety and Health

Policy #: 2900.1

Modified: 04/15/2024

Reviewed: 05/11/2025

29.1.A. Responsibilities

PRO is committed to providing a safe and healthful working environment. PRO's policy is aimed at minimizing the exposure of our employees, customers, and other visitors to our facilities to health or safety risks. To accomplish this objective, all PRO employees are expected to work diligently to maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses.

The responsibilities of all employees of PRO in this regard include:

1. Exercising maximum care and good judgment at all times to prevent accidents and injuries;
2. Reporting all injuries to a member of the Management Team and seeking first aid, regardless of how minor;
3. Reporting unsafe conditions, equipment, or practices to a member of the Management Team;
4. Using safety equipment provided by PRO at all times;
5. Conscientiously observing all safety rules and regulations at all times;
6. Notifying the Management Team, before the beginning of the workday, of any medication they are taking that may cause drowsiness or other side effects that could lead to injury to them and their coworkers;
7. Know the locations of all fire and safety exits;
8. Never use compressed air to clean clothing you are wearing;
9. Smoke only in areas designated as smoking areas;
10. Never attempt to catch falling objects;
11. Non-slip shoes must be worn at all times;
12. Make certain all emergency equipment, such as fire extinguishers, alarms, and exit doors, is accessible at all times;
13. Horseplay and practical jokes are prohibited;
14. Maintain all equipment in good repair; and
15. Know and be familiar with all PRO Health and Safety Plans including, but not limited to, Bloodborne Pathogen Exposure Control Plan, TB Control, Respiratory Protection Plan for TB, Hazard Communication, Workplace Violence Prevention, and Emergency Plan and Fire Safety.

29.1.B. Safety Committee

To ensure a safe and healthful working environment, PRO has established a safety committee comprised of members of the Management Team and field providers. The committee is responsible for fulfilling a variety of tasks such as reviewing workplace accidents and incidents and making recommendations to eliminate their recurrence; reviewing safety suggestions made by employees; recommending safety training programs; and assisting in facility audits to help identify unsafe workplace situations. Safety Committee meetings will be held annually at minimum.

If you have any suggestions, concerns, or questions regarding safety issues, please contact a member of the Management Team.

3000 – Workplace Violence

Pro Policy 3000.1 – Workplace Violence

Section: Workplace Violence

Policy #: 3000.1

Modified: 04/15/2024

Reviewed: 05/11/2025

PRO is concerned about the increased violence in society, which has also filtered into many workplaces throughout the United States, and has taken steps to help prevent incidents of violence from occurring at PRO.

In this connection, it is the policy of PRO to expressly prohibit any acts or threats of violence by any PRO employee or former employee against any other employee in or about PRO's facilities or elsewhere at any time. PRO also will not condone any acts or threats of violence against PRO's employees, customers, or visitors on PRO's premises at any time or while they are engaged in business with or on behalf of PRO, on or off PRO's premises.

In keeping with the spirit and intent of this policy, and to ensure that PRO's objectives in this regard are attained, it is the commitment of PRO:

1. To provide a safe and healthful work environment, in accordance with PRO's health and safety policies.
2. To take prompt remedial action up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures.
3. To take appropriate action when dealing with customers, former employees, or visitors to PRO's facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
4. To establish viable security measures to ensure that PRO's facilities are safe and secure to the maximum extent possible and to properly manage access to company facilities by the public, off- duty employees, and former employees.

In furtherance of this policy, employees have a "duty to warn" members of the Management Team or dispatch of any suspicious workplace activity or situations or incidents that they observe or that they are aware of that involve other employees, former employees, customers, or visitors and that appear problematic. This includes, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like. Employee reports made pursuant to this

policy will be held in confidence to the maximum extent possible. PRO will not condone any form of retaliation against any employee for making a report under this policy.

3100 – Termination of Employment

Pro Policy 3100.1 – Termination of Employment

Section: Termination of Employment

Policy #: 3100.1

Modified: 04/15/2024

Reviewed: 05/11/2025

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3. To take appropriate action when dealing with customers, former employees, or visitors to PRO's facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
4. To establish viable security measures to ensure that PRO's facilities are safe and secure to the maximum extent possible and to properly manage access to company facilities by the public, off- duty employees, and former employees.

In furtherance of this policy, employees have a "duty to warn" members of the Management Team, Supervisors, or dispatch of any suspicious workplace activity or situations or incidents that they observe or that they are aware of that involve other employees, former employees, customers, or visitors and that appear problematic. This includes, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like. Employee reports made

pursuant to this policy will be held in confidence to the maximum extent possible. PRO will not condone any form of retaliation against any employee for making a report under this policy.

3200 – Moonlighting

Pro Policy 3200.1 – Moonlighting

Section: Moonlighting
Policy #: 3200.1
Modified: 04/15/2024
Reviewed: 05/11/2025

Although PRO expects you to devote your primary efforts towards your duties and responsibilities with us, you may engage in outside employment with the prior approval of the CEO. Generally, outside employment will be approved if it:

- Does not conflict with your responsibilities at PRO, including your ability to work overtime as required in your position;
- Does not interfere with your performance at PRO;
- Does not prove detrimental to the interests of PRO;
- Does not involve a conflict of interest or the appearance of a conflict of interest (such as working for a competitor, vendor, or customer); and
- Does not involve the use of confidential or proprietary information of PRO or its customers.

Before you serve as a paid officer, director, or advisor for another company, PRO must determine that you are accepting such a role is in the best interests of PRO. The CEO will make such determinations.

Any issues regarding any outside employment you may be contemplating should be resolved prior to your accepting such employment.

3300 – Reference Inquiries

Pro Policy 3300.1 – Reference Inquiries

Section: Reference Inquiries

Policy #: 3300.1

Modified: 04/15/2024

Reviewed: 05/11/2025

From time to time, PRO may receive inquiries from third parties regarding employees, such as a bank verifying employment for an employee applying for a mortgage or personal loan. All requests for reference information should be directed to the Management Team.

Normally, PRO will respond only to written inquiries. If a telephone reference inquiry is received, a member of the Management Team will typically only verify whether an individual is employed or no longer employed and will inform the caller that he or she must submit a written request for additional information.

Generally, information will be released only after a written release has been received from the employee or former employee, whichever the case may be. However, PRO reserves the right to release any information it deems appropriate in its discretion without authorization.

3400 – Visitors at PRO Facilities

Pro Policy 3400.1 – Visitors at PRO Facilities

Section: Visitors at PRO Facilities

Policy #: 3400.1

Modified: 04/15/2024

Reviewed: 05/11/2025

For safety and security reasons, personal visits to PRO's facilities and offices by relatives, friends, and former employees are not encouraged. Visitors of any kind who enter our facilities should be accompanied by an employee of PRO whenever possible.

Visitors must comply with all company policies, including safety and security regulations. Employees who are serving as escorts for any visitors are responsible for assisting visitors with compliance. Any noncompliance must be reported to a member of the Management Team.