



WellHaven
Pet Health



WELLHAVEN PET HEALTH

TEAM MEMBER
HANDBOOK

OHIO

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WELCOME FROM THE CEO

Welcome to WellHaven Pet Health!

We are thrilled that you've chosen to join us at WellHaven Pet Health. Our reputation for providing exceptional veterinary care to the communities we serve is something we take great pride in—and it's a reputation that's been built on our unwavering commitment to our team members and clients, ultimately delivering the best to the pets we care for. This dedication is strengthened by our focus on teamwork, collaboration, and delivering the highest standards of care.

At the heart of WellHaven is our Mission: "Supporting veterinary teams in delivering the highest standard, patient-centered care to the pets in our communities." Our Vision is clear: "To help pets and people bond together in health and happiness." These principles guide everything we do; from the way we care for our patients to the way we support our team members.

Well People is where it all begins. At WellHaven, we ensure you have the support, resources and tools necessary to excel in your role and deliver outstanding care. We believe in fostering an environment where collaboration, friendship, and healthy teamwork thrive. Your contributions are crucial to the care we provide, and we are here to support you throughout your career with us.

As a member of our team, you are our greatest asset. Your passion, expertise, and fresh ideas matter to us. Please don't hesitate to share your thoughts and suggestions. We look forward to working alongside you as we continue to grow, strengthen our communities, expand our services, and, most importantly, deliver exceptional veterinary care.

Welcome, I am glad you are here!

Sincerely,

Justin Scambray

Chief Executive Officer

INTRODUCTION – ABOUT THIS HANDBOOK

Purpose & Expectations of the Handbook

This handbook is designed to acquaint you with WellHaven Pet Health (“WellHaven”), and to give you a ready reference to answer common questions regarding your employment. We intend for this handbook to offer and expect two-way communication: what you can expect from WellHaven, and what we expect from you. The contents of this handbook constitute a summary of Team Member benefits, WellHaven policies, and employment regulations in effect at the time of its publication.

This handbook should not be construed as creating any kind of “employment contract” since WellHaven reserves the right to edit, add to, suspend, or remove any or all matters contained in this handbook, including benefits, wages, policies, and all other working conditions it deems appropriate without obtaining another person’s consent and agreement. WellHaven retains the sole discretion to interpret the provisions of this handbook and to depart from those provisions or any other WellHaven policies, rules, or procedures if WellHaven determines that such action is appropriate. WellHaven’s decision to apply or not apply any or all of these policies at any particular time does not change its right to do so in the future as it deems necessary and appropriate.

Please know, this handbook is not a contract of employment, and nothing in this handbook is intended to create or imply a contract for employment or for the provision of any employment benefit.

It is the intent of WellHaven to comply with all applicable federal, state, and local laws, which may change from time to time. In all cases, WellHaven’s purpose is to comply with applicable law, and WellHaven will update the handbook periodically to incorporate applicable changes in federal, state, and local law. The provisions of this handbook and any supplements supersede the provisions of all other manuals, policies, rules, and procedures that address the subjects covered in this handbook or that are inconsistent with this handbook.

Section 1

ABOUT WELLHAVEN PET HEALTH

About WellHaven Pet Health

The Heart of WellHaven

WellHaven was born of the conviction that each veterinary team member and pet parent makes a difference when it comes to the profession as a whole. Because when we all work together, our pets get better care and feel loved. That, to us, is what it's all about.

We are guided by four pillars, and they are at the heart of everything we do:

- **Well People** – We believe in the wellbeing of people and pets, and that starts with supporting our Team Member's work/life balance. Balancing support includes: outstanding benefits, career growth through training and development opportunities, flexible schedules, and tools and resources provided by our Support Service Team.
- **Well Pets** – Our compassionate community of caregivers are advocates for one another, preventive care, and healthy, happy pets. We are guided and supported by AAHA medical guidelines.
- **Well Practice** – We partner with hospital leadership to help the hospital reach its full potential in servicing the clients, efficient workflows, and financial outcomes. We leverage an enterprise practice management system and invest in professional development, technology, and equipment, in support of a productive and safe workplace.
- **Well Community** – We have several hospitals in each market to encourage best practices and shared resources. We support the communities we serve and the veterinary profession we're a part of including: rescue shelters and nonprofits such as Pet Peace of Mind, working with neighborhood events, and collaborating with professional communities such as AAHA, AVMA, NAVTA and more.

Section 2

EMPLOYMENT STATUS

2.1 At-Will Employment Relationship

All Team Members of WellHaven are employed at-will. This means that you have the right to terminate your employment whenever you choose, for any reason or no reason. Similarly, WellHaven has the same right to terminate your employment whenever it chooses, for any reason or no reason. This also means that job title, duties, responsibilities, compensation, benefits, and other employment terms are subject to change at the discretion of WellHaven.

Furthermore, your status as an “at-will” Team Member may not be changed, except in writing, signed by the Chief Executive Officer.

2.2 Team Member Classification

All Team Members will be assigned two (2) Team Member Classifications:

2.2-A The first (1st) Classification is based on the Team Member’s work schedule:

- **Full-Time Regular (FTR)** – Team Members classified as FTR are normally scheduled to work thirty (30)+ hours per week on a regular and consistent basis
- **Part-Time Regular 20+ (PTR20)** – Team Members classified as PTR20 are normally scheduled to work twenty (20) to twenty-nine (29) hours per week on a regular and consistent basis.
- **Part-Time Regular 5+ (PTR5)** – Team Members classified as PTR5 are normally scheduled to work five (5) to nineteen (19) hours per week on a regular and consistent basis.
- **Hourly as Needed (HRLY)** – Team Members classified as HRLY are not scheduled to work a regular and consistent weekly schedule of five (5) or more hours but rather work as needed.
- **Temporary** – Team Members classified as Temporary are employed for a set period of time, not longer than ninety (90) days. Work assignments normally include special projects and high season (summer/holiday) support. Temporary assignments cannot be extended beyond ninety (90) days.

2.2-B The second (2nd) Classification is based on the position exemption classification:

- **Non-Exempt** – Team Members classified as Non-Exempt work in positions that are paid an hourly rate for hours worked. Non-Exempt classified Team Members are entitled to receive overtime pay when working more than forty (40) hours in a given work week subject to applicable local, state, or federal wage and hour laws.

- **Exempt** – Team Members classified as Exempt work in positions that are normally paid on a salary basis. Exempt classified Team Members are not eligible for overtime pay, regardless of the number of hours worked in a given workweek.

2.3 Employment of Minors

WellHaven complies with all federal, state, and local laws relating to the employment of minors, including but not limited to hours of work, minimum wage, and permitting. All questions regarding the employment of minors should be directed to Human Resources (HR@wellhaven.com).

Section 3

OUR WORK ENVIRONMENT

3.1 Alcohol, Drugs and Controlled Substances

- **Purpose:** Our Team Members are our most valuable resource, and their safety and health is of paramount concern. We are committed to providing a safe working environment to protect our Team Members and others, to provide the highest level of service, and to minimize the risk of accidents and injuries.
- **General Policy:** Each WellHaven Team Member has a responsibility to co-workers, clients, patients, and the public to deliver services in a safe and conscientious manner. For this reason, we have adopted a policy that all Team Members must report to work completely free from the presence and effects of drugs, alcohol, marijuana, controlled or intoxicating substances (including prescription medications), and illegal drugs.
- **Drug Distribution, Impairment, Possession and/or Use:** All team members are prohibited from manufacturing, cultivating, distributing, dispensing, possessing, or using illegal drugs or other unauthorized, mind-altering, or intoxicating substances (including prescription medications) while on WellHaven property (including parking areas and grounds), or while performing work duties away from WellHaven. Included within this prohibition are lawfully controlled substances, which have been illegally or improperly obtained. Team members are also prohibited from reporting for work or remaining on duty with any alcohol or illegal drugs in their systems, as well as from having otherwise lawful controlled substances in their system which impairs their ability to work safely. WellHaven will take any and all appropriate and lawful actions necessary to enforce this policy including, but not limited to, the inspection of desks, lockers, or other suspected areas of concealment, as well as a team member's personal property when WellHaven has reasonable suspicion to believe that the team member has violated this policy. Team members have no expectation of privacy in company or personal property while on Company property.
- **Alcohol, Marijuana, Drug Distribution, Impairment, Possession and/or Use:** All Team Members are prohibited from distributing, dispensing, possessing, using, or being under the influence of alcohol and marijuana or other controlled substances while at work or on duty. Furthermore, all Team Members are prohibited from reporting for work or remaining on duty with any alcohol, mind-altering prescription medications, or illegal drugs in their system.
- **Prescription Drugs:** Misuse of prescribed medication violates this policy. Team Members are prohibited from reporting to work or working when using legal drugs and medications where the Team Member's physician has advised the Team Member that the substance could adversely affect the Team Member's ability to safely perform their duties. It is the Team Member's responsibility to work with their physician to determine whether a prescribed drug may impair their specific job performance.
- **Notification of Impairment:** Any Team Member who observes or has knowledge of another Team Member in a condition that impairs the Team Member to perform their job

duties, presents a hazard to the safety and welfare of Team Members, customers, and pets, or violates this policy, must promptly report it to their immediate supervisor.

- **Testing:** WellHaven maintains the right to require a team member to submit to a drug and/or alcohol test, as a condition of employment, if there is reasonable suspicion the Team Member (i) is under the influence of a controlled substance, (ii) has violated a work rule prohibiting the use, possession, sale or transfer of a controlled substance while the Team Member is working or while the Team Member is on WellHaven's premises, or (iii) caused or sustained a work-related accident or injury. Drug and alcohol testing will comply with applicable state law. WellHaven's drug and alcohol testing policies and procedures will be available by request from the Human Resources Department or WellHaven's Intranet resource.

3.2 Anti-discrimination and Harassment

Harassment and Discrimination Prohibited – Policy Statement

WellHaven is committed to providing a work environment free from unlawful discrimination, and disrespectful and offensive behavior based upon an individual's Protected Status. Disrespectful and offensive behavior, including inappropriate or degrading remarks and conduct, has the potential of being perceived as harassment or discrimination. Discrimination and harassment, including the unlawful creation of a hostile work environment because of an individual's Protected Status, are prohibited, and will not be tolerated by WellHaven. This policy prohibits harassment based upon any of the characteristics listed in our Equal Employment Opportunity Policy below. Many harassment situations in the work environment involve sexual harassment. However, complaints alleging harassment or discrimination based upon other protected characteristics or alleging retaliation will be handled in the same manner as complaints alleging sexual harassment. Offensive behavior may have a connection to the workplace even if the alleged behavior occurs outside of WellHaven's property. For this reason, team members should use good judgment when engaging with coworkers, managers, subordinates, vendors, customers, and all others with whom they have a professional relationship.

Harassment includes unwelcome remarks and physical conduct that denigrates or shows hostility toward an individual based on any of the characteristics listed in our Equal Employment Opportunity Policy below, or other applicable protected class status.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

1. submission to this conduct is made either explicitly or implicitly a term or condition of an individual's employment;

2. submission to or rejection of this conduct is used as a component or basis for employment decisions affecting an individual; or
3. the conduct has the purpose or effect of substantially interfering with an individual's work performance or of creating an intimidating or hostile or offensive work environment, and the Company knew or should have known of the existence of the harassment and failed to take timely and appropriate action.

Harassment may be verbal, physical, written, or visual. Conduct that may constitute sexual harassment may include, but is not necessarily limited to:

- Use of offensive or demeaning terms that have a sexual connotation.
- Objectionable physical closeness, behavior, actions, or contact.
- Unwelcome suggestions regarding, or invitations to, social engagements or work-related social events.
- Any indication, expressed or implied, that a team member's job security, job assignment, conditions of employment, or opportunities for advancement may depend on the granting of sexual favors.
- Any action relating to a team member's job status which is in fact affected by consideration of the granting or refusal of social or sexual favors.
- Deliberate or careless creation of an atmosphere of sexual harassment or intimidation.
- Deliberate or careless jokes or remarks of a sexual nature to or in the presence of any Team Member who may find such jokes or remarks offensive.
- Showing or sending materials that have a sexual content or are of a sexual nature (such as cartoons, articles, pictures, etc.), either by email, text or other electronic communication, interoffice mail, Internet, or otherwise, to Team Members who may find such materials offensive.

This list is not exhaustive. WellHaven reserves the right to determine whether particular conduct violates this policy or is otherwise inappropriate.

All Team Members are expected to treat their co-workers, subordinates, supervisors, customers, and others with whom they come into contact in connection with their work with respect at all times.

Complaint and Reporting Procedures

Unlawful harassment and discrimination are prohibited, will not be tolerated, and should be promptly reported. If you believe that you or someone else has been subject to sexual harassment or other harassment or discrimination prohibited by this policy, you should:

1. Tell the harasser or offending party that their conduct is offensive, violates this policy, and must stop, if you feel comfortable doing so; and
2. Immediately report the incident to your supervisor and/or Human Resources (HR@wellhaven.com) in writing. If you feel uncomfortable doing so or if your supervisor is the source of the problem, condones the problem, or ignores the problem, you should report the incident to your supervisor's supervisor, and/or Human Resources (HR@wellhaven.com).

Supervisors who are aware of conduct that may violate this policy must report the information to Human Resources immediately.

These individuals are responsible for receiving, investigating, and resolving harassment and discrimination complaints. It is generally insufficient to report a complaint of sexual harassment or other harassment or discrimination to any person other than one (1) of these designated individuals.

Investigation and Action

Upon receipt of a complaint of harassment, discrimination, and or retaliation, WellHaven will promptly investigate the complaint in an appropriate manner. The investigation will be kept confidential to the extent consistent with the need for a thorough investigation and response, and WellHaven's legal obligations. Team members may bring complaints, ask questions, and raise concerns in good faith without fear of retaliation. All team members are responsible for understanding, adhering to, and strictly enforcing this policy. Any violation of this policy may result in disciplinary action, up to and including termination. Making allegations and/or supplying information in bad faith is a violation of this policy.

In determining whether the alleged conduct constitutes harassment or other inappropriate conduct, WellHaven may consider the surrounding circumstances, the nature of the alleged statements or conduct, the relationships between the parties involved and the context in which the alleged incident(s) occurred. Whether a particular action or incident constitutes harassment or other inappropriate conduct requires consideration of all the facts and surrounding circumstances.

The investigation may include, but are not limited to, personal interviews with the complainant, the individual(s) against whom the complaint or report is filed, and others who may have knowledge of the alleged incident(s) or circumstances giving rise to the complaint or report. Team members must participate in an investigation when asked to do so, including providing

information from or access to accounts and technology. The investigation may also include any other lawful methods deemed pertinent by the investigator.

In addition, WellHaven may, at its discretion, take immediate steps it deems prudent pending completion of an investigation, including but not limited to administrative leave or suspension for any team member and/or safety measures.

When it is determined that a team member has violated this policy, WellHaven will take appropriate disciplinary action, up to and including termination of employment. If it is determined that a non-team member (i.e., vendor, client, etc.) has violated this policy, WellHaven will take action reasonably calculated to end the harassment.

Non-Retaliation Policy

WellHaven strictly prohibits any acts of reprisal or retaliation against any team member who, in good faith, reports an allegation of harassment or discrimination or who in good faith participates in an investigation of such a report. If you believe that you or someone else has been subject to retaliation prohibited by this policy, you should immediately report the incident to your supervisor and/or Human Resources (HR@wellhaven.com) in writing. If you feel uncomfortable doing so or if your supervisor is the source of the problem, condones the problem, or ignores the problem, you should report the incident in writing to your supervisor's supervisor and/or Human Resources (HR@wellhaven.com).

Any person who violates this non-retaliation policy may be subject to discipline, up to and including termination of employment.

Discipline and Other Appropriate Action

WellHaven may take any appropriate action it deems necessary in response to complaints which are confirmed by investigation or for other violations of this policy, up to and including termination of employment.

3.3 Equal Opportunity Employer

WellHaven is an Equal Opportunity Employer. WellHaven is an Equal Opportunity Employer. WellHaven is committed to complying with all applicable federal, state, and/or local laws prohibiting discrimination based on race, color, creed, religion, national origin, sex (including transgender status), disability, genetic information, sexual orientation, age, military or veteran status, or any other status protected by law.

3.4 Ideas and Suggestions

WellHaven encourages innovative ideas and suggestions, which may enhance productivity or Team Member morale. When a team member has an idea or suggestion that might improve the effectiveness or efficiency of the operation or our Team Members, please submit it in writing or discuss it with your supervisor.

3.5 Compliance with Federal Immigration Reform Control Act

In compliance with the United States Citizenship and Immigration Services (USCIS) regulations, all Team Members are required to provide identification and proof of their authorization to work in the United States via completing Employment Eligibility Verification Form (Form I-9).

Newly hired, rehired, or Team Members part of an acquisition transaction, are to complete Section 1 of Form I-9. This includes entering their name, address, date of birth, social security number, and citizenship status. Team Members will also be required to present evidence of identity and employment eligibility by providing identification as outlined on Form I-9 within the first three (3) days of hire, rehire, or acquisition transaction.

Team Members unable to comply with these requirements within the first three (3) days of hire, rehire, or acquisition will not be allowed to continue working. Depending on the individual situation, noncompliance may result in a delayed start date, Leave of Absence, or separation of employment.

3.6 Reasonable Accommodation

Disability Accommodation

WellHaven will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

Team members seeking an accommodation because of a disability, should notify Human Resources (HR@wellhaven.com) in writing. The request should include relevant information such as:

- The reason the team member needs an accommodation.
- A description of the proposed accommodation.
- How the accommodation will help the team member perform the essential functions of their job.

After receiving an team member's request, WellHaven will engage in an interactive dialogue with the team member to determine the precise limitations of the disability and explore potential

reasonable accommodations that could overcome those limitations. Where appropriate, WellHaven may need the team member's permission to obtain additional information from their medical provider. All medical information received by WellHaven in connection with a request for accommodation will be treated as confidential.

What constitutes a reasonable accommodation may vary depending upon individual circumstances, and requests for reasonable accommodation will be evaluated on a case-by-case basis. Team members are not entitled to their accommodation of choice, but only to a reasonable one. Reasonable accommodations will be provided to the extent they do not impose an undue hardship on WellHaven.

A team member requesting accommodation upon return from a leave of absence must submit their request at least seven (7) calendar days before their return to work. Failure to do so may result in a delay in the start of the accommodation, if approved.

Where state or local law provides greater protections to team members than federal law, WellHaven will apply the law that provides the greatest benefit to team members.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by applicable law. At the end of a leave taken as an accommodation, WellHaven may require documentation from the team member's physician stating the team member is able to safely perform all aspects of their job.

WellHaven will not discriminate or retaliate against team members for requesting an accommodation.

Religious Accommodation

WellHaven recognizes the diversity of religious beliefs and is committed to providing equal employment opportunities to all team members, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, WellHaven complies with Title VII of the Civil Rights Act of 1964 and all applicable state and local laws that prohibit employment discrimination on the basis of religion. WellHaven will reasonably accommodate the sincerely held religious beliefs of team members if the accommodations would resolve a conflict between the individual's religious belief or practice and a work requirement, unless doing so would create an undue hardship.

An team member who needs an accommodation because of their religious beliefs or practices, should make the request in writing to Human Resources (HR@wellhaven.com). Team members may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason the team member needs the accommodation.

- How the accommodation will help resolve the conflict between the team member's religious beliefs or practices (or lack thereof) and their work requirements.

After receiving the request, WellHaven will engage in an interactive dialogue with the team member to explore potential accommodations that could resolve the conflict between their religious beliefs or practices and work requirements. WellHaven encourages team members to suggest specific reasonable accommodations. However, WellHaven is not required to make the specific accommodation requested and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on WellHaven. WellHaven will not discriminate or retaliate against team members who, in good faith, request a religious accommodation.

Pregnancy Accommodation

WellHaven will provide reasonable accommodation to team members for known limitations related to pregnancy, childbirth, or other related medical conditions in accordance with the federal Pregnant Workers Fairness Act (PWFA) and similar state and local laws.

Examples of potential reasonable accommodations include, but are not limited to:

- Seating;
- Closer parking;
- Flexible hours;
- Appropriately sized uniforms and safety apparel;
- Additional break time to use the bathroom, eat, and rest;
- Leave or time off to recover from childbirth; and
- Limitations on strenuous activities or those that involve exposure to compounds not safe for pregnancy.

Team members who require an accommodation, should notify Human Resources (HR@wellhaven.com), preferably in writing. Team members may be asked to include relevant information such as:

- The limitation they are experiencing.
- A description of the accommodation they are seeking.

WellHaven will engage in the interactive process to accurately understand the team member's limitations and explore potential accommodations. However, WellHaven is not required to make the specific accommodation the team member requested and may provide an alternative, equally effective accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on WellHaven.

If the team member's limitation or need for accommodation is not obvious, WellHaven may ask the team member to provide supporting documents showing that they have a limitation within the meaning of the Pregnant Workers' Fairness Act (PFWA) and applicable state or local laws and that the team member's limitation necessitates a reasonable accommodation. No advice of the team member's health care provider will be needed, and undue hardship will not apply, if the pregnant team member requests more frequent or longer restroom, food and water breaks, seating, or limits on lifting over 20 pounds. Furthermore, WellHaven will not require that a team member take a leave or accept an accommodation that is not agreed upon.

If leave is provided as a reasonable accommodation, it may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by law. WellHaven will comply with state or local laws that provide additional protections beyond the PFWA.

WellHaven will not interfere with, threaten, restrain, coerce team members' accommodations under this policy or applicable law. Team members will not be discharged, disciplined, penalized, discriminated against or retaliated against for exercising their rights under this policy or applicable law.

3.7 Smoking and Tobacco Use

WellHaven prohibits and will not tolerate smoking or other tobacco use (including e-cigarettes, chewing, vaping, etc.) in the workplace, including all indoor facilities and company vehicles. Tobacco use is also prohibited on WellHaven's outdoor property, with the exception of designated areas.

Designated areas must comply with state regulations regarding the number of feet smoking is permitted from any public building.

3.8 Use of Photos and Media Consent

As part of WellHaven's operations and marketing efforts, photos or videos may be taken in the workplace to highlight our team, facilities, and services. By working at WellHaven Pet Health, team members acknowledge and agree to the following:

Consent to Use:

Any photos or videos taken in the workplace or at company-related events may be used for marketing, promotional, or internal purposes, including but not limited to social media, website content, brochures, and advertising materials.

Notification:

Team members will be notified in advance of any planned photoshoots or media activities whenever possible. However, candid or event photos may also be utilized at the company's discretion.

Opt-Out Option:

Team members who do not wish to have their image used must notify the HR department in writing. WellHaven will make reasonable efforts to honor such requests but cannot guarantee the exclusion of team members from photos taken in group or public settings.

No Compensation:

Team members understand that participation in photographs or videos for WellHaven's promotional use is voluntary and that no monetary or other compensation will be provided for the use of such media. Furthermore, any photographs or videos are owned by WellHaven without any further assignment of rights.

Respect for Privacy:

WellHaven will not use images that may infringe on a team member's personal privacy, place them in danger, or portray them in an unprofessional manner.

Section 4

TEAM MEMBER RESPONSIBILITIES AND STANDARDS OF CONDUCT

4.1 Attendance, Absenteeism and Punctuality

This policy covers WellHaven's practice for handling Team Member absences and tardiness to promote the efficient operations of the Company and minimize unscheduled absences.

Punctual and regular attendance is an essential responsibility of each Team Member. Team Members are expected to report to work as scheduled, on time, and prepared to start working. Team Members are expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and should be avoided.

Reporting Absences

If a team member is unable to report to work as scheduled, they must notify their manager at least two (2) hours before the start of their scheduled shift, or as soon as possible if emergent circumstances apply.

- Notification is to be via phone or text directly to their manager.
- Notification applies to both an absence and tardy (late start).

Types of Absences

- Excused Absence: occurs when the following conditions are met:
 - The absence request is approved in advance by the Team Member's supervisor
 - The Team Member has sufficient accrued paid time off (PTO) to cover the absence
 - Illness related to self or immediate family member
 - Wellhaven will seek documentation, including related to illness, injury, and/or fitness for duty, in accordance with state law. See your State Supplemental for details.
 - The Team Member is out due to a documented/approved leave of absence by Human Resources.
- Unexcused Absence: occurs when any singular or combination of the above conditions is not met, as applicable.
 - No Call/No Show - occurs when a team member has not reported to work at the start of their shift and has not properly notified their supervisor (as noted above under Reporting Absences). This is one type of unexcused absences.

If a team member's absence is due to a serious circumstance, they must speak with Human Resources regarding their eligibility for leave of absence.

- Tardiness: occurs when a team member reports to work ten plus (10+) minutes after their scheduled start time, including returning from breaks and meal periods.
- Early Departure: occurs when a team member leaves work ten plus (10+) minutes before the end of their scheduled shift without prior approval.

PTO Usage Guidelines

- **Accrued PTO Requirement:** All team members must use their accrued PTO for absences otherwise allowed by Company Policy, where allowed by applicable law (i.e., Leave of Absence, Hospital Closures, Company Requested Absences, etc.).
- **Unpaid Time Off:** Unpaid time off that is not part of a legally-required leave of absence may only be granted when all accrued PTO has been exhausted. Unpaid time off is not guaranteed, unless required by law.
- **Insufficient PTO Balances:** If a team member does not have enough accrued PTO to cover a full scheduled shift, they should coordinate with the manager to determine how the remaining time should be handled. Insufficient PTO balances during a last-minute illness would be classified as unexcused for the portion of time that is not covered by PTO.
- **Team members should follow their hospital protocol for requesting and obtaining approval for PTO prior to confirming and purchasing fares for travel plans for vacation or personal time.**

PTO Payout Policy

Team members may be eligible for a payout of their unused accrued PTO upon separation from employment under the following conditions:

1. **Voluntary Resignation:** To be eligible for a PTO payout:
 - Non-veterinarian hospital Team Members are requested to provide 14 days' advance written notice of resignation.
 - Practice managers and WellHaven's Support Service Team are requested to provide at least thirty (30) days' advanced written notice.
 - If an associate veterinarian resigns from WellHaven, they must provide advanced written notice as stated in their Offer of Employment. Generally, 60 days' notice is expected.
 - If a principal veterinarian resigns from WellHaven, they must provide advanced written notice as stated in their Offer of Employment. Generally, 90 days' notice is expected.
 - The team member must work professionally through their entire notice period and fulfill their duties until their final day of employment.

- If a team member fails to complete the full notice period or does not work through their last scheduled day, they will forfeit their right to a PTO payout.

2. Involuntary Termination: Team members who are involuntarily terminated are not eligible for PTO payout.

PTO payouts are subject to applicable federal, state, and local taxes and will be processed through payroll, following the same withholding guidelines as regular compensation.

WellHaven follows applicable laws in places where PTO must be paid out to team members without imposing any conditions. Please see your state handbook supplement for more information. The company reserves the right to modify, amend, or terminate this PTO policy at any time, with or without notice, to comply with changing business needs or legal requirements.

Attendance during Notice Period

Once a Team Member has given notice of their resignation, they must work through their notice period and may not take PTO, CE time, or use a floating holiday during that period. If PTO, CE time, or a floating holiday has been approved in advance, the time may be cancelled when notice of resignation is submitted. WellHaven will comply with applicable state and local sick and safe time laws when enforcing this policy.

Disciplinary Action

Unexcused absence or tardiness more than four (4) times in a continuous six (6) month period (beginning at the time of the initial occurrence) is considered excessive and may result in termination. Tardiness or unexcused absences may be subject to disciplinary action up to and including termination of employment. WellHaven may follow the following disciplinary steps or may deviate as appropriate:

- 1st Occurrence – Verbal Warning
- 2nd Occurrence – Written Warning
- 3rd Occurrence – Final Written Warning
- 4th Occurrence – Employment Termination

Job Abandonment

If a team member is absent from work for two (2) or more consecutive scheduled shifts without giving notice, WellHaven may consider the Team Member to have voluntarily resigned from their position and their employment may be terminated at the end of the second (2nd) day.

Holiday Pay and Unscheduled Absences

Team members must work the complete scheduled shifts prior to, on, and following a Company-observed Holiday in order to be eligible for Holiday Pay.

Inclement Weather and Emergency Situations

WellHaven's community of hospitals will make every effort to maintain normal work hours even during periods of inclement weather and during emergency situations; however, where circumstances warrant the hospital leadership will decide on the operating hours. The Principal Doctor and/or Practice Manager from the affected office will make the final determination whether the office will delay opening or close early.

Designated team members will work to contact the affected patients to notify them of the hospital closure and to reschedule their appointment.

- **Definitions**

- Inclement Weather – weather that is physically severe including but not limited to snow, ice, and flooding and other hazardous conditions such as tornadoes.
- Emergency – an unforeseen combination of circumstances or an urgent need for immediate action, including but not limited to riots and other public disturbances, natural disasters, lack of heating or cooling during severe weather, plumbing and power outages.

Hospital Open

If a team member elects not to work on a given day when the hospital is open, the Team Member is to notify hospital leadership at least two (2) hours prior to the start of their scheduled shift. Team Members are to follow the Reporting Absence procedures outlined above.

- Non-Exempt Classified Team members who do not report to work, arrive late, or leave early will have their accrued PTO automatically applied to cover the absence or tardy.
- Exempt Classified Team members who do not report to work will have their accrued PTO automatically applied to the missed shift.

Employees must notify WellHaven if they do not want their PTO automatically applied when they notify leadership of their absence.

Hospital Closes Early or Opens Late

If a hospital closes early or opens late due to inclement weather, Non-Exempt Classified Team members will be paid for their time worked. If the team member works less than the time the hospital is open, their accrued PTO will be automatically applied to the remaining hours they have

not worked, as described above. Exempt Classified Team members will be paid for the entire shift.

Absence, tardy and leaving early will follow guidelines outlined above.

Hospital Closure Full Day

If a hospital is closed for a full day, Team Members will not be paid but have the option to use accrued PTO or the day will be considered Unpaid Time Off.

4.2 Electronic Devices

Some WellHaven Team Members may use their personal electronic devices for work purposes, while others may use Company-provided devices.

Personal Electronic Device Usage

Personal electronic devices include personally owned cellphones, smartphones, tablets, “smart” devices, laptops, and computers. The Company may, at its discretion, limit the use of personal devices to certain Team Members, and the use of personal electronic devices may be limited based on the compatibility of technology. Contact WellHaven’s IT Department for more details.

To ensure the security of WellHaven’s information, Team Members may be required to have anti-virus and mobile device security software installed on their personal mobile devices. Due to security issues, personal devices may be synchronized with other devices or external sources, but Team Members must do so in a way that does not leave WellHaven’s Confidential Information vulnerable to inadvertent disclosure to third parties. Personal devices should be turned off or set to silent or vibrate mode during meetings, conferences, and in other locations where incoming calls may disrupt normal workflow.

Maintaining Appropriate Communication

All team members who are assigned a WellHaven email address must check their WellHaven email inbox regularly and respond promptly to work-related communications while working. Failure to consistently read and respond to work email may cause operational breakdowns and security risks. Furthermore, Pulse must be used for all patient and client communication. Violations of this policy may result in discipline up to and including termination of employment.

Restrictions on Authorized Use

While at work, Team Members are expected to exercise the same discretion in using their personal devices as is expected for the use of Company devices. WellHaven policies pertaining to harassment, discrimination, retaliation, trade secrets, Confidential Information, acceptable use

of company IT resources, and ethics apply to Team Member use of all electronic devices for work-related activities.

Non-Exempt Team Members may not use electronic devices for work purposes outside of their normal work schedule without authorization in advance from management (example: Apps such as Paycom). This includes reviewing, sending, and responding to e-mails or text messages, responding to phone calls, or making phone calls.

WellHaven may deactivate the company's applications and access on the Team Member's personal device during periods of unpaid leave. Upon termination of employment, all Company data on personal devices must be removed, and Team Members are forbidden from using Company data outside of the scope of their employment with WellHaven.

To prevent unauthorized access to Confidential Information, Team Members should ensure that access to the device is secured through the use of password/PIN and lock-screen features; further, Team Members are responsible for ensuring that their electronic devices are securely stored and not left unattended.

A team member may not store information from or related to former employment on the company's application. Team members are prohibited from allowing family and friends' use of personal devices that are used for Company purposes.

Privacy/Company Access

No team member using their personal device should expect any privacy except that which is governed by law. WellHaven has the right, at any time to, and does in fact, monitor, and preserve any communications that use WellHaven's networks in any way, including data, voice mail, telephone logs, Internet use, and network traffic, to determine proper use. This includes having the capability and authority to wipe out all company-related data on the device as determined necessary in WellHaven's sole discretion.

Management may review or retain personal and Company-related data on personal devices or release the data to government agencies or third parties during an investigation or litigation. Management may review the activity and analyze use patterns and may choose to publicize these data to ensure that WellHaven's resources in these areas are being used according to this policy. Furthermore, no Team Member may knowingly disable any network software or system identified as a monitoring tool.

Financial Responsibility

Team Members electing to use personal devices under this policy will do so at their own cost and the Company will not be responsible for any fees, charges, or tolls incurred as a result of the use of their personal device. This includes cellular service fees, data charges, or overage expenses that might be incurred.

Safety

Team Members are expected to follow applicable local, state, and federal laws and regulations regarding the use of electronic devices at all times. Team Members must also observe all Company safety regulations regarding the use of electronic devices.

Lost, Stolen, Hacked or Damaged Equipment

Team Members are expected to protect electronic devices used for work-related purposes from loss, damage, or theft. To secure sensitive company data, Team Members are required to report the loss or theft of any electronic devices used to access Company systems or data within twenty-four (24) hours of becoming aware of the loss. Team Members may notify the Company via email or telephone call to Company's IT Helpdesk (itsupport@wellhaven.com) or by reporting the loss directly to their supervisor/manager who, in turn, will immediately notify the IT Helpdesk.

WellHaven is not responsible for loss/damage of personal equipment, applications, or data.

Team members who use any personally-owned device as an ancillary tool and must continue to maintain copies of all work products directly on Company-managed servers or on computing devices that are backed up onto Company-managed servers. Team members must store or maintain documents or other records in a manner that can be recovered in the event of loss or damage to the device.

4.3 Code of Conduct

In order to maintain a positive and productive work environment, each Team Member must be able to complete their assignments while complying with WellHaven rules and regulations. WellHaven maintains an open and informal atmosphere for resolving work-related problems. All Team Members must conduct themselves in a professional manner, and all discussions around work-related problems should be professional, open, and candid. If this informal procedure fails, the supervisor will usually have a formal consultation to assist in correcting the problem, including outline steps for corrections and/or possible action and follow-up. If a team member or supervisor believes an impasse has been reached and further discussion is needed, either the Team Member or the supervisor may contact Human Resources (HR@wellhaven.com) to assist in resolving the issue in question.

Disciplinary action may be used when a team member violates WellHaven policies, or work rules, or fails to meet performance standards. WellHaven strives to apply its discipline consistently; however, the form of discipline that is appropriate will be case-specific.

Work problems or policy violations may be corrected by coaching, counseling, verbal warnings, written warnings, suspension, demotion with reduction in pay, final warning, or suspension, and/or termination of employment. In some cases, written performance improvement plans will be issued that outline specific areas in which improvement is needed. However, certain conduct may result in termination without any prior disciplinary action or warnings. WellHaven retains the sole discretion to structure and impose discipline on a case-by-case basis as the circumstances warrant.

Examples of unacceptable conduct, include but are not limited to:

- Any act of theft, pilferage, fraud, forgery, embezzlement, or other dishonesty.
- Damage to WellHaven property due to negligence, carelessness or unsafe acts, or other improper use of WellHaven property.
- Disclosure and/or misappropriation of WellHaven's proprietary, confidential and/or trade secret information.
- Insubordination, neglect, or failure to perform assigned duties as directed by managers, supervisors, or others with authority, unwillingness to obey a lawful directive from a superior, verbal or nonverbal refusal or an unreasonable delay in completing a task, disrespectful behavior toward a superior, including but not limited to obscene language, verbal or physical intimidation, or speaking loudly or argumentatively.
- Dishonesty, including but not limited to misrepresentation of facts on reports and/or forms, personal employment documents, customer, or pet information.
- Unsafe acts that endanger the life or result in injury to a team member or client, including the handling of pets in an unsafe or reckless manner.
- Possession or use of a firearm or dangerous weapon on Company premises except where expressly authorized by law.
- The sale, use of, or possession of alcohol, marijuana, controlled substances, illegal drugs, etc., during work hours and/or on Company property, or reporting to work while under the influence of alcohol, marijuana, controlled substances, or illegal drugs.
- Threatening behavior, fighting, or any other attempt to injure another person.
- Verbal confrontation, including but not limited to yelling, screaming, use of inappropriate language and/or use of obscene gestures.
- Discrimination, harassment, retaliation, or any other violation of WellHaven's Equal Employment Opportunity, Harassment, Discrimination, or Non-Retaliation policies (which must be reported consistent with the Equal Employment Opportunity, Harassment and Discrimination, and Complaint Procedures policies set forth in this handbook).
- Offensive behavior.

- Unsatisfactory performance.
- Unsatisfactory attendance and/or tardiness.
- Failure to respond to prior disciplinary action or notification of performance issues.
- Excessive absenteeism or tardiness.
- Sleeping on the job.
- Any other activities that WellHaven believes would be harmful and damaging to Team Members, clients, pets, or the company.

This list is not exhaustive because WellHaven cannot anticipate all possible situations that may occur. Violation of Company policies and regulations, and any other unacceptable or inappropriate conduct, may result in disciplinary action, up to and including termination of employment. Nothing in this policy, or anywhere in this handbook, may be construed to create a contract of employment. All Team Members are employed on an “at-will” basis, and may be terminated with or without cause, notice, or prior discipline.

4.4 Confidential and Proprietary Information

As the result of employment with WellHaven, Team Members will have access to and become acquainted with various confidential, proprietary, and trade secret information which is created, owned, and used by WellHaven in the operation of its business. Protecting this information is critical to WellHaven’s success.

Except as is necessary for the proper performance of their duties for WellHaven, Team Members must not, for any reason, directly or indirectly use or disclose to any person or entity outside of WellHaven, any confidential information of WellHaven. This strict prohibition on the use or disclosure of WellHaven’s confidential information applies with equal force during Team Members’ employment with WellHaven or at any time following termination of that employment.

“Confidential Information” means any information that relates to the business of WellHaven and its affiliates, successors, or assigns, and which has independent economic value from not being generally known to the public. Examples include, but are not limited to, the following:

- trade secrets;
- information about current or future products and services offered to or by WellHaven, including, but not limited to pricing, scope of services, treatment procedures, and wellness plans;
- information relating to WellHaven’s patients, clients, vendors, referral sources, officers, directors, shareholders, agents, Team Members, or independent contractors;

- information relating to WellHaven's business operations, finances, and business plans; and
- other WellHaven data, materials, accounts, procedures, handbooks, manuals, and supply resources, information about hardware and software related to WellHaven's systems and operations, existing and potential business opportunities, and any other information which provides WellHaven with a competitive advantage.

It also includes the existence and terms of any negotiations, agreements, and/or business relationships involving WellHaven and others. Confidential information does not include information that a team member can demonstrate by reliable, corroborated documentary evidence is or has become generally available to the public through no act or failure to act by the Team Member.

It is important and our responsibility to ensure Confidential Information is held in a secure location. This responsibility is not intended to impede normal business communications and relationships, but is intended to alert Team Members to their obligation to use discretion to safeguard the business operations of WellHaven. Not all Team Members may have access to certain Confidential Information. Those Team Members authorized to have access to Confidential Information are responsible for its security and for not disclosing it to Team Members and/or others who do not have authority to receive the information.

You may not always be able to determine whether information is Confidential Information. You should treat information as confidential, even if it is not labeled "Confidential," if under the circumstances you know or have reason to know that WellHaven intends to keep that type of information confidential. When in doubt, you should ask your supervisor or err on the side of treating the information as confidential. Any Team Member who discloses Confidential Information will be subject to disciplinary action, up to and including unpaid suspension and/or immediate termination of employment, and possibly legal action.

In addition, as a condition of employment, team members agree not to divulge or disclose, directly or indirectly, to anyone, except in the responsible exercise of their job, during or after a team member's employment any such Confidential Information, whether or not it has been designated specifically as "confidential." Upon separation of employment, team members must return all Confidential Information to the Company, regardless of whether such information is in physical or electronic form, as well as any other WellHaven property. A team member's obligation to maintain the confidentiality of such information and not to disclose or remove it continues, both during and after employment with the Company, without time limitation.

WellHaven Team Members must, at all times, take all precautions necessary to protect from loss or disclosure of any and all documents, materials or other information containing, referring to, or relating to Confidential Information. This prohibition applies to any postings or uploads on websites of any kind. Team Members may not post Confidential Information to any forum or

website on the Internet, through the use of texting, personal email, WellHaven email and Social Media platforms, or any other manner of prohibited use or disclosure.

Care is especially important in the area of electronic communications. All WellHaven Team Members are required to use all reasonable and necessary means to ensure that electronic transmissions containing or relating to Confidential Information are not disclosed or disseminated outside the Company. These methods include, but are not limited to, the use of firewalls, data encryption, antivirus software, and any other electronic programs that would facilitate protection of Confidential Information. No information may be forwarded to outside sources unless approved by your supervisor. At the end of each workday, all Confidential Information, as listed, should be secured and locked.

Notwithstanding the foregoing, nothing in this Policy is intended to or will be used in any way to (i) interfere with, restrain, or prevent protected Team Member communications regarding wages, hours, or other terms and conditions of employment; (ii) prevent disclosure of Confidential Information in accordance with the immunity provisions set forth in Section 7 of the Defend Trade Secrets Act of 2016 (18 U.S.C. § 1833(b)), meaning disclosure (A) in confidence to a government official or attorney solely for the purpose of reporting or investigating a suspected legal violation; or (B) under seal in connection with a lawsuit (including an anti-retaliation lawsuit); or (iii) otherwise limit a team member's right to communicate with a government agency, as provided for, protected or warranted by applicable law.

4.5 Conflict of Interest and Outside Employment

All Team Members classified as Full-Time Regular (FTR) are expected to consider WellHaven to be their primary employer. Team Members may hold outside jobs so long as performance of their job with WellHaven meets the Company's standards. Team Members should consider the impact that outside employment may have on their well-being and their ability to satisfactorily perform their work and job duties with WellHaven.

If the Company, in its sole discretion, determines that a team member's outside work interferes with performance or the ability to meet the Company's requirements, the Team Member may be asked to terminate the outside employment in order to retain their employment status with WellHaven.

WellHaven requires all Team Members to maintain the confidentiality of its confidential business, proprietary and trade secret information as set forth in WellHaven's separate policy regarding confidentiality. Thus, you should also avoid engaging in any activity, whether in connection with outside employment or not, that would require you to disclose confidential business, proprietary and/or trade secret information belonging to WellHaven.

Finally, WellHaven Team Members are prohibited from engaging in any conduct, activity, practice, or act that conflicts with, or appears to conflict with, the interests of WellHaven, its clients, or vendors, including any conduct which is, directly or indirectly, unethical, dishonest, disloyal, disruptive, competitive, or damaging to the Company's interests. All Team Members must report any business relationship with an enterprise that supplies, buys from, or competes with the Company. These relationships may include the receipt of gifts of money or other gifts or favors of more than nominal value from such an enterprise, particularly in situations where business judgment may be influenced.

4.6 Dress and Appearance

Work attire should reflect an efficient, orderly, and professionally operated organization. Appropriate dress is determined based on position. For example, for some positions, scrubs are most appropriate, while for other positions, business professional will be appropriate on some days and business casual will be appropriate on other days. The Company's primary objective is to have Team Members project a professional image in whatever position they work. All Team Members should use discretion in wearing attire that is appropriate for the workplace and consult with their supervisors/managers if questions arise.

Regardless of the item clothing, it is essential to avoid wearing anything to the workplace that is excessively worn, stained, dirty, frayed, or wrinkled. All shoes must be close-toed. Jewelry is discouraged due to safety reasons. A good rule of thumb is that if you are not sure if something is acceptable, choose something else or inquire first.

All Team Members must maintain good hygiene. Good hygiene includes: proper bathing, taking measures to avoid body odor, keeping clothes clean, brushing teeth, etc. Perfume, cologne, and body lotions should be avoided or worn with restraint as co-workers and/or clients may have allergies or sensitivities to fragrance. While we are reluctant to require Team Members to refrain from wearing fragranced products into the workplace, we wish to prevent, to the extent possible, the difficulties experienced in the workplace by Team Members and clients with chemical/fragrance sensitivities.

4.7 General Housekeeping

WellHaven endeavors to maintain our hospitals, facilities, parking lots, and grounds in good order and wants to continue to reflect the image of quality and excellence. Therefore, Team Members are responsible for maintaining their work areas in a clean and presentable manner. Confidential information must always be used and stored in a manner that ensures it will remain confidential. At the close of each business day, ensure that all equipment is cleaned and put away. All paperwork and miscellaneous supplies should be removed from benches/countertops, etc. All

paperwork should be put away overnight. Tools and equipment should be properly stored when not in use. All floor areas must be kept free of dirt, litter, and other substances to prevent falls.

Hospital treatment areas, surgical suites, surgical equipment, etc. require additional cleaning pursuant to OSHA regulations.

If a team member notices or is aware of any problems relating to the care, cleanliness, safety, or security of the buildings or grounds, report it to your supervisor.

At the end of each workday, all client and Confidential Information, as listed, should be secured and locked.

4.8 Personal Calls, Mail and Visitors

We understand that Team Members spend much of their time in the workplace. We welcome the opportunity to meet your family members and close friends. However, visits by your family or friends during the workday can be disruptive. Thus, Team Members should keep personal visitors to an absolute minimum. Visitors should only come to the workplace during a meal break when you are punched out and are not allowed in Team Member-only areas. You should always get your supervisor's permission before personal visitors arrive.

Similarly, personal phone calls during the workday can be disruptive and should never come through the front Reception Desk unless in an emergency. Your supervisor's phone or your personal cell phone can be called during your workday in an emergency. Team Members can use their personal cell phone during meal and rest breaks at their leisure.

Team Members may not use the Company's mailing address for personal mail, including but not limited to packages, bills, letters, and holiday mailings.

4.9 Personal Property and Workplace Searches

The Company is not responsible for, and accepts no liability for, personal property that Team Members may bring onto Company premises. When reasonable suspicion arises, WellHaven reserves the right to, and does in fact, search and inspect property and persons while on any WellHaven premises (including WellHaven parking facilities), while operating WellHaven machinery, equipment, or while engaged in WellHaven business off premises. Team Members have no expectation of privacy while on WellHaven premises and must submit to a search as a condition of employment and consent to such search by their acknowledgement of this Handbook and as a condition of their employment. Refusal to allow search or inspection may result in discipline up to and including unpaid suspension and/or termination of employment.

Depending on the situation, and reasonable suspicion, WellHaven reserves the right to partner with local police when conducting a search of persons or personal property.

4.10 Posting and Bulletin Boards

Information of importance and of interest to you is regularly posted on our bulletin boards and in other common areas throughout WellHaven hospitals and facilities. Labor Posters are also posted at each location. We encourage you to review these postings regularly to keep up with what is happening. The bulletin board is for Company administrative use only. Only official WellHaven notices may be posted on this board.

Nothing in this policy is meant to, or should be interpreted to, diminish any existing Team Member rights under the National Labor Relations Act or other applicable law.

4.11 Safe Operation of Motor Vehicles While Working

WellHaven Team Members who drive motor vehicles while working must observe all speed limits and traffic safety rules. While driving, Team Members must always have in their possession a current valid driver's license with proper endorsements. If an accident occurs while using your personal vehicle for Company business, your personal automobile insurance remains the primary policy covering the incident. Therefore, you must carry adequate insurance coverage as required by your state of residence.

WellHaven prohibits Team Members from operating a motor vehicle while using a wireless communications device (i.e., cell phone, tablet, etc.) to compose, read, or send an electronic message when the vehicle is in motion, a part of traffic, or stopped at a red light or stop sign. An electronic message includes, but is not limited to, email, text message, instant message, or accessing the Internet. These prohibited actions apply at all times while driving for business purposes and regardless of whether the wireless communication device is personal or WellHaven-provided.

This prohibition does not apply if a wireless communications device is used:

- for making a cellular phone call, solely in a voice-activated or other hands-free mode;
- for obtaining emergency assistance to report a traffic accident, medical emergency, or serious traffic hazard or prevent a crime about to be committed; or
- in the reasonable belief that a person's life or safety is in immediate danger.

4.12 Social Media Policy

WellHaven recognizes the use of certain social media websites is common for many Team Members. WellHaven encourages Team Members to share information with co-workers and with those outside the Company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on websites is available to the public and, therefore, the Company has established the following guidelines for Team Member participation in social media.

Note: As used in this policy, “social media” refers to blogs, forums, and social networking sites and apps, such as X, Facebook, LinkedIn, Instagram, Snapchat, TikTok, and YouTube, among others. This policy applies with equal force to postings or social media use on publicly available websites and forums and private websites and forums.

Good judgment. While this policy cannot address every possible situation, Team Members are expected to exercise good judgment with regards to social media use.

Off-duty personal use of social media. Team Members may maintain personal websites or web logs on their own time using their own facilities. Team Members must ensure that social media activity does not interfere with their work. Unless posting on behalf of the Company is within a team member’s job description, if a team member’s social media use references or relates in any way to WellHaven, its products or services, the Team Member must include a disclaimer which makes clear that the social media use or post(s) are personal to the Team Member and do not represent the positions, strategies, or opinions of WellHaven. An example of such disclaimer: *“The views I express on this site are my own and do not represent those of WellHaven.”*

On-duty work-related use of social media. Team Members may not use WellHaven-owned equipment, facilities, or time to make personal social media postings or use social media for non-work purposes. Team Members may engage in social media activity during work time provided it is directly related to their work, approved by their supervisor, and does not identify or reference WellHaven clients or other Confidential Information without express permission. Team Members are prohibited from speaking or claiming to speak on behalf of WellHaven without express permission. WellHaven may monitor Team Member use of Company computers and the Internet, including Team Member blogging and social networking activity.

Respect and compliance with WellHaven policies. Social media sites are public, and Team Members should avoid inappropriate and offensive comments. For example, do not use ethnic slurs, personal insults, or obscenity. All WellHaven policies, including but not limited to, the Equal Employment Opportunity, Harassment and Discrimination, and Retaliation policies, apply with equal force to social media postings and interactions. Social media activity that affects the workplace, even if not intended to do so, may disrupt the workplace, and if the activity violates Company policies, may be cause for discipline, up to and including termination.

Competition. Team Members should not use social media to criticize the Company's competition and should not use it to compete with the Company.

Confidentiality. Team Members are expected to protect the privacy of WellHaven, its Team Members, and its clients. Do not identify or reference Company clients, Team Members, property, vendors, or Confidential Information without express permission. Team Members may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of Confidential Information, please refer to the confidentiality policy. When in doubt, ask your supervisor to review what you've written before publishing.

New ideas. Please remember that new ideas related to work or WellHaven's business belong to the Company. Do not post them on a social media site without WellHaven's permission.

Trademarks and copyrights. Do not use WellHaven's or others' trademarks on a social media site or reproduce WellHaven's or others' material without first obtaining permission.

Legal. Team Members are expected to comply with all applicable laws including, but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.

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

Note: Nothing in this policy is meant to, nor should it be interpreted to, in any way limit or discourage Team Members' rights under any applicable federal, state, or local laws, including Team Member rights under the National Labor Relations Act to engage in protected concerted activities with other Team Members to improve terms and conditions of employment, such as wages and benefits.

4.13 Solicitation and Distribution

Team Members may not solicit other Team Members or distribute written materials on Company premises during work time or in work areas at any time.

To "solicit" includes, but is not limited to, selling raffle tickets, cookies, and candy. It also includes promoting political candidates, religious causes, employment-related causes, charitable campaigns, or other groups or interests. To "distribute" means handing out or giving Team Members written materials about, among other things, causes, groups, products, charities, or political issues.

"Work time" means the time in which either the Team Member doing the solicitation (or distribution) or the person being solicited (or to whom literature is being distributed) is actually, or required to be, performing work. Work time does not include meal and/or break times. "Work

areas” means the areas where the Team Members perform their work. Work areas do not include Team Member break rooms or parking lots.

Individuals not employed by WellHaven may not solicit or distribute literature anywhere on Company premises at any time.

Nothing in this policy is intended to diminish any existing Team Member rights under the National Labor Relations Act or other applicable law.

4.14 Travel Policy

Team Members will be paid for all Company-required travel as required by federal, state, and local law. Travel must be pre-approved. Refer to the "WellHaven Travel and Expense Policy" for more information.

4.15 Workplace Technology Policy

Users are expected to use their best judgment regarding the use of WellHaven's assets and information systems (Workplace Technology). If a question comes up, the User should contact their immediate supervisor or designated IT Personnel.

WellHaven Users may not disable nor circumvent any security policies, controls, or safeguards deployed across WellHaven’s Workplace Technology environment. This includes, but is not limited to, installing unauthorized remote access software, by passing web filtering, removing, or disabling virus or monitoring software. WellHaven’s assets must be configured according to WellHaven’s standards and must remain joined to the WellHaven corporate domain. Company-owned equipment or devices may not be rebuilt or reconfigured without explicit permission.

- All Users are required to report instances of non-compliance with this policy to their supervisor or directly to designated IT Personnel.
- Users are expected to take all reasonable precautions when using the Internet. Company-assigned accounts for web-based services or applications are for WellHaven business only. Supervisor or IT approval is required before creating accounts or using new web-based tools.
- All Internet connections and networks require management authorization and configuration by WellHaven’s IT Department, designated representative, or third party.
- All User accounts must be registered on a WellHaven domain name server and be configured by WellHaven designated IT Personnel. WellHaven Users must be conscientious custodians of Practice Management (PM), Confidential or Customer Data.

- Users are prohibited in all circumstances from placing PM, Confidential or Internal Use Only Data on the Internet, unless prior, written approval has been given by the Chief Information Officer in collaboration with the Legal and Compliance teams.
- Mobile devices owned by WellHaven must at all times have password protection and Multi-factor Authentication (MFA) enabled. Any devices that could potentially transmit, store, or use PM or Confidential Data shall have additional controls, including FIPS-validated encryption.

Information Technology Responsibilities

To meet business objectives, all Workplace Technology must be maintained by WellHaven's designated IT Personnel to:

- Provide support of troubleshooting and issue resolution through the IT service desk ticketing system.
- Ensure assets or applications joining a WellHaven Information System do not inject errors nor create performance degradation issues.
- Maintain User data files stored on approved file servers and platforms to facilitate routine backup and continuity procedures, wherever practical.
- Perform operating system (OS) maintenance on a regular basis to remediate new vulnerabilities as they are discovered and validate that operating systems have been appropriately patched, hardened, or otherwise cleared of known security risks.
- Maintain organization-approved anti-virus, spyware, malware prevention software, and configuration controls.

Unacceptable Use

To mitigate the security risk of WellHaven, company-owned technology resources including all computers, printers, phones, tablets, electronic communication equipment, and other standard IT equipment; team members shall not:

- Download and store PM or Confidential Data from any WellHaven applications or Workplace Technology servers without a valid business need. If a business need is approved, the User should promptly and securely delete information as soon as possible after the business need is satisfied.
- Delete WellHaven property without prior management approval.
- Develop unauthorized programs that are malicious in design or could be used to reveal, corrupt, or delete WellHaven Data or PM information, damage an Information System in any way, or harass Users or clients.

- Violate the legal protections provided by state and federal laws, including trademark, copyright, and license to programs and Data.
- Install or use any software without an approved ticket from WellHaven designated IT Personnel.
- Attach or install any non-WellHaven assets, such as laptops or peripheral devices to any WellHaven Information System without an approved ticket. All equipment and configurations must be compatible with WellHaven's systems and security requirements and approved by designated IT personnel.
- Conceal or misrepresent your Username or affiliation to mask irresponsible or offensive behavior. Using identifiers of others as your own constitutes fraud.
- Transmit discriminatory, fraudulent, harassing, or obscene messages, files, or attachments.
- Engage in any illegal activity.
- WellHaven email addresses should only be used for business purposes and not for personal use, such as subscriptions or shopping.
- Allow unauthorized Users, including family members, to access WellHaven Workplace Technology.

WellHaven specifically reserves the right to, and does, block any website or email address that contains or transmits communications or data prohibited by this policy (i.e., pornographic websites, email addresses sending spam or viruses, etc.).

No Expectation of Privacy

WellHaven's Workplace Technology and the information, files, and data transmitted by, accessed, received, or stored on them are not private or confidential, and team members and other individuals have no expectation of privacy in their use. WellHaven reserves the right to, and in fact does, inspect, monitor, track, review, retain, disclose, intercept, forward, block, and/or use (collectively "access") WellHaven's Electronic Resources and all documents, email, and other electronic communications (both incoming and outgoing), telephone conversations, and voicemail recordings, internet websites, internet history, instant messages, text messages, internet and social media postings and activities, files and other information accessed, sent, received, created on, transmitted to, received or printed from, cached, stored or recorded therein, in its sole discretion, notwithstanding the use of any password or other limitation on access.

WellHaven reserves the right to notify law enforcement officials of any illegal activity. Any email, Internet history, text messages, information, files, data, or other material accessed by WellHaven may be disclosed and/or used as WellHaven deems appropriate.

Security

Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to WellHaven's computer system, software applications, networks, and voicemail system. In addition, secure facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. The following activities, which present security risks, are prohibited:

- Attempts should not be made to bypass, or render ineffective, security systems provided by WellHaven.
- Passwords and other login information should not be shared between users, except that passwords and other login information must be provided to designated IT Personnel upon termination of employment, or earlier if requested. If written down, passwords should be kept in locked drawers or other places not easily accessible.
- Individual users should never change or modify the hardware or software configuration provided on WellHaven's computer equipment. Requests for such changes should be directed to designated IT Personnel. For example, individual users should not load personal software onto WellHaven computers. This practice risks the introduction of a computer virus into the system. Requests for loading such software should be directed to designated IT Personnel via ticket submission (ITsupport@wellhaven.com).
- Do not use personal email accounts for work-related purposes. For example, do not email confidential or proprietary WellHaven information, including but not limited to, customer information, trade secrets, financial information, or other business information to or from your personal email account, or to or from a family member or friend's email account.
- WellHaven's computer facilities should not be used to attempt unauthorized access to or use of other organizations' computer systems and data.

There are several practices that individual users should adopt that will foster a higher level of security. Among them are the following:

- Turn off or log out from your personal computer when you leave your work area or office for an extended period.
- Exercise good judgment in assigning an appropriate level of security to documents stored on WellHaven's networks based on a realistic appraisal of the need for confidentiality or privacy.
- Avoid using flash drives or other removable storage devices to copy, download, or otherwise transfer any confidential or proprietary WellHaven information, including but not limited to, customer information, trade secrets, financial information, or other business information.

- Downloading or copying documents or opening email attachments from outside WellHaven risks the introduction of computer viruses and should be performed with caution. When in doubt, contact WellHaven's designated IT Personnel.

Consent

By using WellHaven's Electronic Resources, you consent and agree to abide by the terms of this policy. If a team member receives email, text messages, Internet links, information, files, or data from non-Team Members on WellHaven's Electronic Resources, such email, text messages, links, information, files, and/or data are subject to the terms of this policy. Individuals who receive emails, text messages, links, information, files, and/or data that may violate the terms of this policy are expected to see that such behavior stops immediately.

Violation

WellHaven reserves the right to determine whether particular conduct violates this policy. Violation of this policy may result in disciplinary action, up to and including unpaid suspension and/or termination of employment and/or legal action.

Should you have any questions about any of the above policy guidelines, please contact WellHaven's IT Department.

Section 5

GENERAL TERMS

5.1 Background Checks and Employment References

Offers of employment and continued employment are conditioned on the receipt of satisfactory results of background checks that will normally be conducted prior to employment and periodically thereafter as required by law or in accordance with Company policy.

All team members are prohibited from providing employment information regarding former or current team members of WellHaven to any third party, including outside agencies, organizations, and any person not employed by WellHaven. If you receive a request to provide employment information about a former or current team member, please forward to WellHaven's Human Resources Department (HR@wellhaven.com). Human Resources will respond to the request per Company policy.

WellHaven will provide only dates of employment and last position held.

For purposes of this policy, a request for employment information includes a verbal or written request for:

- A job reference.
- Employment verification.
- Information about an individual's job performance, attitude, attendance, or employment history.
- Any "off the record" information about an individual.
- A recommendation on LinkedIn or other social media websites.

This list is illustrative only, and not exhaustive.

5.2 Consensual Romantic Relationships

Consensual romantic relationships between team members are not prohibited, except when one's position has any influence over the employment conditions of the other person. If you are engaged in a romantic relationship with another team member, you are required to disclose this information to hospital leadership or WellHaven's Human Resources Department so we may determine if any reporting or other job-related adjustments need to be made. You are expected to act professionally at all times in the workplace, at work-related functions, and while performing any work or services for WellHaven or any client, and to ensure that the relationship does not interfere with your or anyone's work responsibilities or work environment at WellHaven.

Team Member Relationships

To minimize the risk of conflicts of interest WellHaven maintains the following protocol with respect to consensual romantic relationships between Team Members:

No person in a management or supervisory position may have a romantic or dating relationship with a team member who they directly supervise or whose terms or conditions of employment they may influence (examples of terms or conditions of employment include promotion, termination, discipline, and compensation).

Prior Team Member Relationships

To the extent possible, a supervisor or manager who has had a previous romantic or dating relationship with a subordinate or Team Member whose terms and conditions they may influence will not be involved in decisions relating to that individual's promotions, raises, termination, or other terms and conditions of employment.

Professionalism

Team Members are expected to conduct themselves in a professional manner at all times. Workplace dating or romantic relationships must not interfere with any Team Member's professionalism, including treating others with respect and refraining from behavior that may make others feel uncomfortable (for example, overt physical displays of affection and using sexual language). In particular, management personnel are expected to set a high standard of professional conduct at all times, consistent with their management position.

Process

If you are engaged in a romantic or dating relationship with a team member at your hospital, you are expected to notify hospital leadership or WellHaven's Human Resources Department. Notification may be either verbal or in writing. Similar notification is expected if/when the relationship ends. Hospital leadership or Human Resources (when appropriate) will monitor changes in organizational structure which may create situations that could put individuals, in a current or prior relationship, in a direct line of reporting.

If a conflict of interest occurs, the Company will work with both Team Members to provide a resolution which may include: position change, hospital transfer, or voluntary separation of employment (when no other resolution is available).

5.3 Team Member Personnel Records

WellHaven maintains a personnel file for each Team Member. Personnel files are confidential and maintained by Human Resources. Human Resources strives to maintain accurate and

complete personnel records. Team Members must promptly notify Human Resources of any changes to their personal information, such as home address, home telephone number, legal name, marital status, number of dependents, named beneficiaries, and so on.

All current Team Members may request to access their personnel records using the procedure outlined in this policy. Former Team Members whose employment with WellHaven terminated no more than three (3) years ago may also request access to their personnel record, or as otherwise provided by state law.

Requesting Access

Current and former Team Members may access their personnel records to inspect their contents. All such requests must be made in writing to Human Resources. Unless otherwise required by law, WellHaven will grant current and former Team Members access to their personnel records at least once per calendar year, within a reasonable time after the Team Member has made a written request.

If you have any questions regarding this policy or if you have questions about requesting access to your personnel file that are not addressed in this policy, please contact Human Resources (HR@wellhaven.com).

5.4 Employment Application Materials

Any materials that a prospective Team Member submits to WellHaven in connection with applying for an open position, including promotional and inner-Company transfer opportunities, become part of the Team Member's personnel file and are subject to verification. Such materials may include, but are not limited to, employment applications, resumes, curriculum vitae, and references. WellHaven reserves the right to rescind any offer of employment or otherwise terminate a current Team Member if WellHaven discovers that any facts or representations contained in the Team Member's application materials are false or misleading.

5.5 Employment of Relatives

Employment of relatives in certain circumstances, such as when they will work in the same department, supervise, or manage the other, or have access to confidential or sensitive information regarding the other, can cause problems related to supervision, safety, security, or morale, or create conflicts of interest that materially and substantially disrupt the Company's operations. When the Company determines any of these problems may be present, it may decline to hire an individual to work in the same department as a relative. Relatives subject to this policy include: father, mother, sister, brother, current spouse or domestic partner, child (natural, foster, or adopted), current mother-in-law, current father-in-law, current sibling-in-law, grandparent, grandchild, or other relative where the relationship is similarly close, as determined at the Company's sole discretion.

If current Team Members become relatives during employment, the Team Members involved must notify their hospital leadership. Hospital leadership will work with Human Resources so that we may determine whether a problem involving supervision, safety, security or morale, or a conflict of interest that would materially and substantially disrupt the Company's operations exists. If the Company determines that such a problem may exist, the Company may take appropriate steps to resolve the problem, which may include reassignment of one (1) relative (if feasible) or asking for the resignation of one (1) of the relatives.

5.6 Job Descriptions

WellHaven creates job descriptions for positions outlining the positions' essential functions and responsibilities, including the necessary skills, competencies, and experience. The Company will update these documents periodically to maintain the accuracy of the job descriptions. Team Members should stay familiar with their position's job description and, where appropriate, suggest revisions to their supervisor or Human Resources (HR@wellhaven.com).

5.7 Job Postings

WellHaven posts open positions according to state and federal guidelines. Team Members are encouraged to review openings for opportunities and growth within the WellHaven family. Most jobs are posted on Indeed.com.

5.8 Off-Duty Social and Recreational Activities

Team Events

We encourage team events as an opportunity to build camaraderie, celebrate successes, and foster a positive workplace culture. Your attendance at team events is voluntary. To ensure these events align with our values and policies, the following guidelines must be adhered to:

No Alcohol Policy:

- WellHaven will not purchase or reimburse the cost of alcohol at any team event.
- Team members who choose to purchase alcohol with personal money at a team event are expected to do so for themselves only, responsibly, and in accordance with local laws and regulations.

Team Engagement Program:

- All team events must adhere to the budgetary and activity guidelines outlined in the Team Engagement Program.

- The Team Engagement Program is designed to ensure fair and equitable funding across all hospitals while promoting activities that align with our company values.

Approval for Events Outside the Program:

- Any event that falls outside the scope of the Team Engagement Program, must receive prior approval from Operations.
- Requests for approval should include details of the event, including the purpose, attendees, and proposed budget.

Professional Conduct:

- All team members must always conduct themselves with respect and professionalism and comply with WellHaven's policies.

If a team member is injured as a result of participating in a voluntary event that is not a part of the team member's work-related duties, the team member may not be eligible to receive compensation or benefits from WellHaven and its insurers, including for workers' compensation benefits.

5.9 On-Boarding and Orientation Period

The first ninety (90) days of employment (new hire or rehire), position change (such as a promotion), or transferring to a different WellHaven hospital are considered an on-boarding and orientation period. This period provides you with the opportunity to demonstrate your ability, dedication skills, and competencies required to perform the job for which you were hired. It is also a time to learn WellHaven's processes, procedures, systems, and culture. We believe that this period of time is adequate for team members to adapt to our work environment and for WellHaven to determine if you are suited for the position you were hired to fill. Team members must successfully meet all the Company's expectations during this period, or their employment will not continue. The successful completion of this period should not be construed as a guarantee of employment for any specific duration or as establishing a termination standard. All team members remain at-will from their first day of hire, throughout their entire employment period, except as required by applicable state law.

5.10 Open Door Policy and Complaint Resolution Process

WellHaven welcomes a free exchange of ideas and suggestions. Concerns or problems that a team member may experience on the job, at times, may also need to be expressed. Team Members are invited to share these ideas or concerns. This is an essential part of communication and exchange of ideas throughout the workplace.

If there is something about your job that is bothering you, it is best to get it out in the open and discuss it. We want the opportunity to hear your concerns and, if possible, help resolve your concern. Our Complaint Resolution Process offers Team Members the freedom to discuss their concerns with their supervisors and/or Human Resources (HR@wellhaven.com).

If you have a concern, please try to resolve it through the following steps:

- **Step 1:** Any concerns should first be discussed with your immediate supervisor or other member of hospital leadership.
- **Step 2:** If your supervisor/hospital leadership cannot help you resolve the problem, if your supervisor/hospital leadership is the source of the problem, or if you are not satisfied after going through Step 1, please reach out to WellHaven's Human Resources Department (HR@wellhaven.com). A Human Resources Representative will work with you to help resolve the issue.
- **Step 3:** If you still need to speak to other management after following Steps 1 and 2, we encourage speaking to your supervisor's supervisor or Human Resources (HR@wellhaven.com).

If you have a concern, and for personal reasons, you cannot follow the steps in this procedure, you may go directly to your supervisor's supervisor or Human Resources (HR@wellhaven.com). Both are available for advice and assistance at any time.

WellHaven may undertake an investigation of issues brought to its attention through this process, consistent with our commitment to a safe and respectful workplace. If an investigation occurs, all Team Members must cooperate with that investigation. Refusal to cooperate may result in disciplinary action, up to and including termination of employment.

As a reminder, issues or problems involving or relating to discrimination, harassment or retaliation must be reported consistent with the Equal Employment Opportunity, Harassment and Discrimination, and Complaint Procedures policies set forth in this handbook.

5.11 Opportunity for Advancement

WellHaven believes in providing opportunities for advancement, and therefore will attempt to fill job openings from within the Company. Team members with at least six (6) months of continuous service in their current position who meet the qualifications required for the open positions are eligible for consideration for open positions. Factors considered for advancement, include, but are not limited to, past performance, attendance records, dependability, cooperation, safety habits, leadership, responsibility, compatibility, soundness of judgment, character, client relations, and familiarity with the position in the field where an opening exists.

The Company also has the right to waive the 6-month policy in its sole discretion. Please ask your supervisor or Human Resources (HR@wellhaven.com) for more information.

5.12 Performance Evaluations

The job performance of each team member will generally be evaluated at least once each year, and possibly more frequently at the discretion of management. Your immediate supervisor will generally conduct the performance evaluation with you. Your performance evaluation discussion is a time for you and your supervisor to discuss your performance, job duties, and to establish goals for both improvement and growth in your position. Please take this time to be open and bring your ideas, desires for learning, growth, and any concerns to the conversation. These evaluations may affect future promotion opportunities, compensation, and, in some cases, continued employment with the Company.

5.13 Rehire, Reinstatement and Seniority

Seniority may be used to determine eligibility and/or priority for certain policies or benefits such as 401k vesting, PTO scheduling, etc. Team Members will begin accruing seniority on the first (1st) day of employment. Team Members whose companies are acquired by WellHaven will maintain their seniority where required by law.

When a team member is rehired (i.e., reemployed after separation from employment), the following applies:

- If rehired within ninety (90) days after separation, the reemployment is considered a reinstatement. When reinstated, the Team Member's benefits, PTO, seniority, etc. are reinstated to match what the Team Member was entitled to at the time of separation.
- If rehired more than ninety (90) days after separation, the reemployment is considered a rehire. When rehired, all aspects of employment reset as a new Team Member, unless the Team Member has an agreement stating otherwise.

Affordable Care Act (ACA) rules apply and may govern a team member's Medical Insurance eligibility and timing of enrollment.

5.14 Salary and Wage Reviews

WellHaven is committed to compliance with Pay Equity laws and regularly reviews its wages for necessary changes. The Company may offer team members merit increases, market increases,

cost of living incentives, and other wage adjustments from time to time, when it deems appropriate.

Salary and Wage Reviews

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5.15 Employment Separation

There are several ways a team member may separate employment from WellHaven. Separation may be voluntary or involuntary. If leaving voluntarily, the separation is generally considered a resignation.

Each Team Member is expected to provide WellHaven notice of their resignation as stated in their Offer of Employment. Generally:

- Non-veterinarian hospital Team Members are requested to provide 14 days' advance written notice of resignation.
- Practice managers and WellHaven's Support Service Team are requested to provide at least thirty (30) days' advanced written notice.
- If an associate veterinarian resigns from WellHaven, they must provide advanced written notice as stated in their Offer of Employment. Generally, 60 days' notice is expected.
- If a principal veterinarian resigns from WellHaven, they must provide advanced written notice as stated in their Offer of Employment. Generally, 90 days' notice is expected.

Failure to provide such notice may result in forfeiture of opportunities for reemployment and/or certain employment benefits, as allowed by applicable law.

When separation from employment occurs, whether voluntary or involuntary, the separated Team Member will usually be provided information regarding the disposition of various benefit plans, finalize any company business, and provide a forwarding address (as year-end documents such as the W2 Form will be mailed to the address on file). Team Members who want to request a formal Exit Interview should reach out to WellHaven's Human Resource Department (HR@wellhaven.com).

Team Members are responsible for all Company property, materials, or written information in their possession or control. When separation of employment occurs, Team Members are required to immediately and promptly return any and all Company property in their possession, including but not limited to keys, fobs, uniforms, credit cards, phones, computer equipment, proprietary and confidential information, client lists, electronically stored or maintained documents or information, and all other Company information.

Final paychecks are processed with the pay period following employment separation unless outlined in the State Addendum.

5.16 Training and Continued Education

WellHaven invests in our Team Members' education, training, and development. Depending on your position, training will be required at various times, and locations. You will generally be compensated for attending required training events, including pre-approved reimbursement for travel, if applicable.

Refer to the current year's Benefits Guide Continuing Education (CE) Section for additional information. If you have questions, please see your supervisor.

5.17 Transfers – Internal Company

WellHaven will consider a team member's request to transfer to another WellHaven location consistent with business necessity. Team Members who request transfers will be required to fulfill all requirements for the position requested at the new location, including interviewing for the position. If hired for the position, the Team Member will begin a new On-Boarding and Orientation Period. These requirements may be waived at the Company's sole discretion. A transferred Team Member will retain accrued seniority in accordance with Company policy.

5.18 Coaching and Discipline

WellHaven Pet Health utilizes coaching, counseling, and discipline for all team members where and how it is effective and appropriate under the circumstances. Steps may include:

- Verbal Coaching and Counseling
- Written Warning

- Performance Improvement Plan
- Unpaid Suspension
- Termination

Hospital leadership and/or Human Resources may proceed with one or more of these tools at any time. For example, team members may or may not receive verbal coaching prior to or alongside a written warning. Every situation will be handled on its own merits. Furthermore, all team members are at-will and may be terminated with or without notice.

Section 6

WORKPLACE SAFETY

AND SECURITY

6.1 Safety

It is our policy to promote safety on the job. The health and wellbeing of our Team Members, clients, and patients is of utmost importance. For this reason, you must follow all applicable safety rules set by your hospital or by WellHaven as well as any applicable federal, state, and local laws regarding workplace safety.

Keeping Our Workplace Safe

In addition, you must keep your work area free of any potential hazards. All Team Members are responsible for helping to keep our workplace safe.

- Follow common sense safety practices.
- Correct and/or report any unsafe conditions, potential hazard (such as wet floors), or defective tools or equipment to your supervisor.
- Complete all training associated with your position in addition to accident and injury prevention.
- Wear personal protective equipment as required.
- If you witness any unsafe conditions or potential hazards (such as wet floors or broken or defective equipment), you must report them to your direct supervisor immediately, or if your direct supervisor is unavailable, to Human Resources (HR@wellhaven.com) as soon as possible.
- If your job requires that you use hazardous or toxic materials, you are expected to comply with all laws, rules, and regulations concerning their safe handling and disposal. If you have any questions about the materials you work with or the proper safety procedures to follow, please discuss them with your supervisor.
- Our hospitals do have flammable materials present. Team Members are responsible for knowing the location of the nearest fire extinguisher or fire hose, and the location of the nearest exit to use in case of emergency.
- Notify your supervisor of empty or used fire extinguishers so equipment can be refilled.
- If a fire is detected, take immediate precautions to evacuate. If possible, warn other team members and notify hospital leadership.
- Notify your supervisor if you observe unsafe conditions in or around your facility (outside the hospital suite). This may include strangers loitering and/or setting up their dwelling around the building or parking lot, loud or angry tenants, or customers.

After Hours Hospital/Facility Security

All Team Members are responsible to help maintain hospital/facility security. An after-hours security system is used to protect many of our hospitals/facilities. Team Members are expected to obtain prior supervisory approval if they need to enter the hospital/facility outside of business hours.

Team Members with a building entry key or fob are authorized to enter during business hours only.

Duplication of keys or fobs is prohibited.

Policy Violations and Retaliation

Team Members violating safety policies, including failure to report, may be subject to disciplinary action up to and including termination of employment.

WellHaven prohibits any form of retaliation for reporting a health or safety concern, violating this policy, or for cooperating in a related investigation or inquiry.

OSHA Training

OSHA training is required annually for every hospital team member. Currently, WellHaven provides this training virtually through a third party (Covetrus).

WellHaven will maintain documentation of training completion for each team member as required by applicable rules and law.

Radiation Training

Radiation Training is required annually for every hospital team member. WellHaven will maintain documentation of training completion for each team member as required by applicable rules and law. Team members with questions about radiation safety should consult the Radiation Quality Assurance Manual.

DEA Controlled Substance Training

Any team member with a DEA license and/or who manages inventory, purchasing etc. of controlled substances is required to have a minimum of 1 hour of controlled substance compliance training each year. WellHaven has been partnering with VetSnap to provide this training.

If a team member believes they need training that has not been provided, they should contact their hospital practice manager immediately.

It is the DEA holder's responsibility to ensure that all requirements of a DEA license are followed for themselves and at the hospital. This includes, but not limited to, quarterly inventory management, reconciliations, disposal of expired controlled substances through a DEA approved Reverse Distributor and maintaining an up-to-date DEA license. It is the DEA holder's responsibility to make sure all requirements are met according to federal and state law.

6.2 Violence-Free Workplace

WellHaven is committed to providing a safe, violence-free work environment. WellHaven specifically prohibits, and will not tolerate, the following activities:

1. Engaging in, or threatening to engage in, an act of violence against a team member, client, pet, or other visitors in the workplace, while operating machinery, equipment, or vehicles for work-related reasons, or while engaged in WellHaven business or voluntary event off premises. This includes physical violence, harassment, intimidation, and other disruptive behavior;
2. Using or possessing any weapon on WellHaven property or while engaged in WellHaven business or voluntary event off premises;
3. Storing any weapon in a locker, desk, purse, or any other repository on WellHaven property.

This policy does not apply to locations where possession of a firearm is explicitly authorized by law.

Reporting Responsibilities

Together, we will keep our workplace safe and violence-free. If you hear or see something – say something. Team Members are responsible for notifying their supervisor and/or Human Resources (HR@wellhaven.com) of any acts or threats of violence they have witnessed, received, or been told that another person has witnessed or received, even if you think the threat is only a “joke.” Even without an act or threat of violence, Team Members should also report any behavior they have witnessed which they regard as threatening or violent when that behavior is job-related or might be carried out on WellHaven premises, a WellHaven controlled site, or is connected to WellHaven business or a voluntary event.

No Weapons Policy

In support of this policy, WellHaven also established a no weapons policy. No Team Member, visitor, vendor, or anyone else doing business with the Company during business hours may possess, transport, or use a weapon of any kind while on WellHaven premises, or while engaged in WellHaven business, or voluntary/sponsored event, except where possession is expressly authorized by law. Weapons include all firearms, knives, explosives, or any device which is likely to produce bodily harm and which the Company, at its discretion, deems dangerous. This

prohibition applies to all Team Members, including those who have a valid permit to carry a handgun.

Investigation and Consequences

Any person who engages in, or threatens to engage in, violent acts will be removed from WellHaven premises as soon as safety permits and will remain off WellHaven premises pending the outcome of any investigation. At that time, management and Human Resources will determine the appropriate action to be taken.

All reports of incidents involving prohibited actions/activity will be taken seriously and fully investigated.

WellHaven reserves the right to determine whether a particular conduct violates this policy or is otherwise inappropriate.

Team Members who violate any part of this policy may be subject to disciplinary action up to and including employment termination, criminal penalties, or both.

6.3 Work-Related Injury, Illness, and Accident Reports

WellHaven strives to provide a safe and healthy work environment and to prevent Team Member workplace injuries.

WellHaven is required by law to keep detailed records of all occupational injuries and illnesses. Therefore, Team Members are required to report any and all occupational injuries/illnesses to your supervisor **immediately** when they occur. This is required regardless of the specific location of the occurrence (i.e., can occur during working hours at a non-WellHaven location).

If the injury/illness requires medical treatment, Team Members are required to follow doctor's directives regarding treatment. Treatment includes medication, therapy, and attending all related medical appointments.

If a team member misses three (3) or more consecutive days/shifts, an appropriate Leave of Absence Program will apply (i.e., Family Medical Leave, etc.).

Team Members will be paid for their full shift on the day of injury/illness (if Team Member is unable to finish working their shift due to their work-related injury/illness).

There will be no retaliation for reporting workplace injuries and illnesses.

Section 7

PAY PRACTICES AND ADMINISTRATION

7.1 Direct Deposit

WellHaven offers direct deposit as a payment option for wages and reimbursements to all Team Members and encourages all Team Members to use this option. WellHaven may require direct deposit where permitted by state and local law. For Team Members opting not to use direct deposit, live paychecks will be issued, and delivered to the hospital location.

7.2 Expense Reimbursement

In most circumstances, Team Members are required to obtain their supervisor's authorization prior to incurring an expense on behalf of WellHaven. Generally, a team member's direct supervisor is the most appropriate supervisor to pre-authorize an expense for reimbursement. Team members may not incur expenses on behalf of WellHaven after they have given notice of their resignation; such expenses are not approved and may not be reimbursed by WellHaven.

To be reimbursed for all pre-authorized expenses, Team Members must submit, to their supervisor, an Expense Reimbursement Form (or electronically) accompanied by receipts and an explanation of the expense. Supervisors will submit the approved Expense Reimbursement Form, on behalf of the Team Member, to WellHaven for processing.

Expense reimbursements are processed with Payroll.

- Expenses paid with the 10th of the month Pay Date
 - Must be approved and submitted to WellHaven by the 28th of the previous month.
- Expenses paid with the 25th of the month Pay Date
 - Must be approved and submitted to WellHaven by the 13th of the month.

If the 10th or 25th falls on a weekend (Saturday/Sunday) or national Holiday, the pay date will fall on the prior business day.

7.3 Meal and Rest Breaks

Meal and rest breaks will vary for Team Members in order to allow all Team Members to take the required breaks. The supervisor will determine the time set for meal and rest breaks. Team Members will generally be provided one (1) or two (2) paid Rest Breaks during each shift, depending on the length of the shift. Team Members should not perform any work during their Rest Breaks and are encouraged to leave their work area. A missed break may not be added to the Team Member's Meal Break and may not be used to leave work early.

Team members will generally be provided one (1) unpaid Meal Break during each shift. Meal breaks are provided approximately in the middle of your shift and must be taken. Meal breaks may not be taken at your workstation/desk. You are encouraged to leave the building or use the break/lunchroom for Meal Breaks. Non-Exempt classified team members must clock out and may not perform any work during their Meal Breaks.

Nursing Mothers

Nursing mothers who require a place and time to express breast milk for an infant child will be provided reasonable break time each day, unless doing so would unduly disrupt business operations. The break time should, if possible, run concurrently with any break time already provided. This time, if not used concurrently with any break time already provided, will be paid in accordance with applicable law. Reasonable efforts will be made to provide a private room or other location in close proximity to the team member's work area, other than a bathroom or toilet stall, that is shielded from view and free from intrusion from co-workers and the public, and that includes access to an electrical outlet. WellHaven supports this need for nursing mothers.

7.4 Operating Hours and Work Schedules

Hospital/Facility Operating Hours

Your supervisor will inform you of the days and hours of operation of the hospital/facility. Regular business hours are subject to change depending upon business needs.

Team Member Work Schedules

Team Members will be notified in advance of their specific work schedule. Most often, work schedules are distributed one (1) or two (2) weeks in advance. Team Members are responsible for ensuring they know their work schedule.

WellHaven reserves the right to change work schedules to meet changing business needs. Whenever possible, Team Members will be given advanced notice of such changes.

7.5 Paycheck Deductions

There are different types of deductions taken from a team member's paycheck.

- Income Tax deductions – include federal, state, and local taxes as directed by the Team Member's completion of a W4 and State Tax Withholding Form(s).

- FICA Taxes – Social Security and Medicare
- State Insurance Deductions – Workers’ Compensation, Unemployment, and Paid Family Leave (as applicable)
- Health Benefit Insurance Premiums – as applicable for employer-sponsored health benefit programs
- Child Support Orders
- Court Ordered Garnishments
- Monies Owed to WellHaven – as applicable and authorized by the Team Member

7.6 Payment of Wages

Pay Periods

WellHaven recognizes two (2) pay periods per month.

- 1st through the 15th
- 16th through the last day of the month

Pay Dates

WellHaven recognizes two (2) pay dates per month.

- 10th
- 25th

Pay Schedule

Pay Period

1st – 15th

16th – last day of month

Pay Date

Paid on the 25th of the same month*

Paid on the 10th of the following month*

*If the 10th or 25th falls on a weekend (Saturday/Sunday) or national Holiday, the Pay Date will fall on the prior business day.

7.7 Payroll Concerns

If you have a concern regarding the payment of wages you received (i.e., your paycheck) please first speak with your supervisor. If you are an Exempt classified Team Member, and you believe an improper deduction was made, you should provide as much detail as possible regarding the nature of the deduction made and why you believe the deduction was improper. Your supervisor may put you in contact with WellHaven's Payroll Department (Payroll@wellhaven.com) as needed. WellHaven will evaluate your concern and promptly reimburse you if the deduction was improper.

Payroll-related questions will be handled in a timely manner to ensure your questions are answered, and you receive payment of wages due on time.

7.8 Timekeeping

WellHaven is required to keep an accurate record of the hours worked by all Non-Exempt classified Team Members. In order to do this, each Non-Exempt classified Team Member is required to keep a time record showing the number of hours worked in accordance with the company's timekeeping system. Time records must be verified and, if applicable, signed by the supervisor prior to submission to Payroll.

Non-Exempt classified Team Members are not allowed to perform any work for WellHaven unless they are "clocked in" using the timekeeping system unless they have received prior approval from their supervisor. If not "clocked in" using the timekeeping system, a manual timekeeping form will be used.

Team Members "clocking in or out" for another Team Member, "clocking in" at unauthorized times, or not "clocking out" during a meal break or at the end of a shift is prohibited and may result in disciplinary action up to and including termination of employment.

7.9 Workweek and Overtime Pay

Workweek

WellHaven recognizes the following workweek:

12:01 AM Sunday to 12:00 AM Saturday

Overtime

Overtime may be requested or required depending on business needs. Non-Exempt classified team members will be paid one (1) and one-half (1/2) times their regular rate for all actual time worked in excess of forty (40) hours in a workweek, or will be paid overtime in accordance with applicable law if more beneficial to the employee.

Non-Exempt classified Team Members must obtain their supervisor's approval prior to working hours above their scheduled shift (i.e., overtime hours).

Exempt classified Team Members are not eligible for overtime pay when working in excess of forty (40) hours in a workweek.

7.10 Team Member Account Payment Policy

We are committed to maintaining transparency and fairness in financial transactions for all team members. To ensure consistency and proper financial management, team members are required to adhere to the following policy regarding personal accounts for services or purchases:

1. Payment at Time of Service or Purchase

- All services rendered and products purchased by team members must be paid in full at the time of service or purchase.
- Team members may not carry outstanding balances on their accounts.

2. Prohibited Account Balances

- Team members are not permitted to defer payment for any reason.
- Payment plans, post-service billing, or payroll deductions are not permitted for personal transactions.

3. Accepted Payment Methods

- Team members may pay using cash, credit/debit cards, care credit, or any other approved payment method per hospital policy at the time of the transaction.

4. Non-Compliance & Consequences

- Any unpaid balances discovered on a team members account must be resolved immediately.
- Failure to adhere to this policy may result in corrective action, up to and including termination, depending on the severity and recurrence of the issue.

Section 8

TEAM MEMBER BENEFITS

8.1 Benefits in General

WellHaven currently offers a variety of benefits as described in its current Benefits Guide and Plan documents. WellHaven's current Benefits Guide is generally updated each year. However, WellHaven reserves the right to change, eliminate or add any benefit at any time, with or without notice. In case of a conflict between the benefit as described in the current Benefits Guide and the actual Plan documents, the actual Plan documents will control. Please contact Human Resources (HR@wellhaven.com) for questions or to verify where to access benefit-related documents.

The following list outlines an example of the benefits WellHaven offers to eligible Team Members:

- 401k Plus Employer Match & Wealth Management
- Continuing Education (CE)
- Dental Insurance
- Disability Insurance
- Employee Assistance Program (EAP)
- Flexible Spending Account (FSA)
- Health Insurance
- Health Savings Account (HSA)
- Life and Accidental Death Insurance
- Professional License Renewal
- PTO, Holidays, and Leaves
- Scrub Allowance
- Vision Insurance
- Wellness Plans for Pets

Eligibility for the various benefits is outlined in the current Benefits Guide. Please contact Human Resources (HR@wellhaven.com) for more information.

Section 9

LEAVES OF ABSENCE

9.1 Leaves of Absence in General

WellHaven currently offers Team Members leaves of absence in accordance with federal, state, and local law, as described in its Leave of Absence Packet, which can be found in WellHaven's Intranet resource. Examples of leaves offered to eligible Team Members include, but are not limited to:

- Family Medical Leave (FMLA)
- Disability Leave
- Maternity/Paternity/Adoption/Foster Care Leave
- Emergency Leave
- Bereavement Leave
- Personal Leave
- Workers' Compensation Leave
- State-Specific Leaves

Eligibility is determined by the law and/or Company policy. Please refer to your state's Leave of Absence Packet for more information.

Section 10

STATE SUPPLEMENTAL

OHIO HANDBOOK SUPPLEMENTAL

JANUARY 2026



ABOUT THIS SUPPLEMENT

The following Supplement provides information on general guidelines, policies and procedures of WellHaven Pet Health, LLC (the “Company”) as they apply to the Company’s Ohio Team Members. It is intended to supplement the Team Member Handbook which is incorporated herein by reference. To the extent a provision of this Supplement is inconsistent with a provision of the Team Member Handbook, this Supplement shall be controlling. Violation of Company guidelines and policies can lead to discipline up to and including immediate termination.

The contents of this Supplement are presented as a matter of information only. Nothing contained in this Supplement is intended to create, nor shall it be construed to constitute, an employment contract or any contractual obligations between the Company and any or all of its Team Members. Team Members are employed “at-will.” That is, either Team Members or the Company may terminate the employment relationship at any time, for any reason, with or without cause, and with or without advance notice.

Equal Employment Opportunity

In Ohio, the Company’s Equal Employment Opportunity policy also applies to the protected class of familial status, sources of income, immigration status, and any other status protected under any applicable local law.

Anti-Discrimination and Harassment

In Ohio, the Company’s Anti-Discrimination and Harassment policy also applies to the protected class of familial status, sources of income, immigration status, and any other status protected under any applicable local law.

Ohio Leaves of Absence

WellHaven currently offers Ohio Team Members leaves of absence in accordance with applicable law, as described in its Ohio Leave of Absence Packet, which can be found in WellHaven's Knowledge base. Examples of leaves offered to eligible Team Members include, but are not limited to:

- Crime Victim Leave
- Witness Duty Leave
- Voting Leave
- Election Official Leave
- Jury Duty Leave
- Pregnancy Disability Leave
- Military Family Leave

Eligibility is determined by the law and/or Company policy. See the Ohio Leave of Absence Packet for more information.

Section 11

TEAM MEMBER ACKNOWLEDGEMENT

TEAM MEMBER ACKNOWLEDGEMENT
HANDBOOK AND OHIO STATE SUPPLEMENT

Publication January 2026

I have been given an electronic copy of, and online access to, WellHaven's employment policies as outlined in the WellHaven Handbook and applicable State Handbook Supplement. I understand and agree that:

- It is my responsibility to regularly check for updates on WellHaven's Intranet Resource site and to read and abide by WellHaven's policies as updated from time to time.
- The policies apply to me and replace and supersede all previous WellHaven policies and handbooks.
- The policies are guidelines and do not form a contract or an offer of a contract.
- The Handbook references one other resource, also available on WellHaven's Intranet Resource site.
 - [2026 Benefits Guide & Resources](#)
- My employment with WellHaven is not for a specified period of time and is at-will, meaning that I am free to terminate my employment at any time, for any reason or no reason, and that the WellHaven has the same right.
- No oral or written statements or representations regarding my employment can alter the at-will relationship described above, except that my at-will status can be altered only by a formal written employment agreement signed by you and WellHaven's Chief Executive Officer (CEO).
- Except for the policy of at-will employment, WellHaven reserves the right to change, delete, or depart from the policies.

Team Member Signature

Date Acknowledged/Signed