

NEW YORK HANDBOOK ADDENDUM

(Dated January 2023)

The Custom Group of Companies, Custom Healthcare Solutions, and all affiliated entities (collectively, the “Company” or “Custom”) is committed to full compliance with all federal, state and local laws governing its employees. Therefore, this addendum sets forth certain modifications and additions to the Employee Handbook, but does not constitute a comprehensive list of all additional rights and protections afforded to New York employees. These policies apply only to the employees who work in New York. Custom reserves the right to change, modify or discontinue any of these plans, policies, procedures or benefits at any time without prior notice. To the extent there is any inconsistency between the policies in this addendum and the policies in the Handbook itself, the policies in this addendum will govern. If any provision in this addendum conflicts with any applicable law or regulation, this addendum shall be deemed modified to the extent necessary to comply with such law or regulation.

MEAL BREAKS

Meal breaks are intended to provide employees with time away from work, and employees are not permitted to perform any work during meal breaks. When an employee works a shift of more than six hours which extends over the noon meal period (11 a.m. to 2 p.m.), the employee is entitled to at least a 30-minute break within that period. Employees on a shift starting before 11 a.m. and continuing later than 7 p.m. shall be allowed an additional meal period of at least 20 minutes between 5 p.m. and 7 p.m. Meal breaks are unpaid and do not count as hours worked. Exempt employees may be provided break time with pay when necessary to comply with applicable state and federal wage and hour laws.

REPRODUCTIVE HEALTH DECISION MAKING

Custom strictly prohibits employment discrimination and retaliation based on an employee's (or the employee's dependent's) reproductive health decision making (including the decision to use or access a particular drug, device, or medical service). If an employee believes that they have been subjected to an adverse employment action because of their or their dependents' reproductive health decision(s), they should immediately report it to their counselor or Diane McGaw (212.818.0300 – diane@customstaffing.com) or Pat Rohe (212.818.0300 — pat@customstaffing.com). Retaliation against individuals who complain of an adverse employment action because of a reproductive health decision or who testify in or initiate an investigation or a proceeding under applicable law is unlawful and strictly prohibited by the Company. An employee who believes their rights have been violated with respect to reproductive health decisions may have a private cause of action for civil remedies and other penalties and may file a complaint with an applicable administrative agency. Personal information regarding an employee's (and their dependent's) reproductive health decisions will not be accessed by the Company without the employee's prior, informed, written consent.

LACTATION BREAKS AND ACCOMMODATIONS

Custom will not discriminate against an employee who chooses to express breast milk in the workplace. Employees may take reasonable unpaid breaks (or may use available accrued paid time off) to express breast milk for up to three (3) years after the birth of the employee's child and may request a lactation room for that purpose. Exempt employees may be provided break time with pay when necessary to comply with state and federal wage and hour laws.

To the extent practicable, employees should notify their counselor in advance of the anticipated timing of lactation breaks they wish to take, and whether they request a lactation room. Employees are encouraged to submit requests for access to a lactation room in writing,

and Custom will respond within 5 business days. If two or more employees request use of a lactation room for the same time period, the Company will engage in a cooperative dialogue with the employees to accommodate their needs.

Upon an employee's request, the Company will provide such employee with access to a well-lit lactation room (other than a restroom or toilet stall) in close proximity to the work area where the employee can express milk in private and free from intrusion. The lactation room will have a chair, a working surface, and an electrical outlet, and there will be nearby access to clean running water and a refrigerator will be available for breast milk storage. If an employee's request for a lactation room poses an undue hardship, the Company will engage in a cooperative dialogue with the employee to explore potential accommodations.

Employees who work at client sites (or other premises not controlled by the Company) should promptly notify the Company of a desire to take lactation breaks or to utilize a lactation room so that the Company can work with the applicable client(s) to provide such accommodations.

PAID SICK LEAVE

You are eligible to accrue paid sick leave (leave utilized for both "sick" and "safe" time purposes) consistent with this policy and in accordance with applicable law, including the New York State Paid Sick Leave Law and the New York City Earned Safe and Sick Time Act. To the extent permitted by law, paid sick leave under this policy will run concurrently with other leave covered and taken under federal, state or local law.

You accrue sick leave at the rate of 1 hour for every 30 hours worked, up to a maximum of 56 hours of sick leave per calendar year (i.e., January 1st through December 31st). Paid sick leave accrues in whole hour increments and not in fractions of an hour. Exempt employees accrue sick leave based on a 40-hour workweek, unless their regular schedule is less than 40 hours per week. You start accruing paid sick leave upon your first day of active employment with Custom. Accrued sick leave must be used in increments of not less than 4 hours, except in the event the employee has accrued less than 4 hours of sick leave or your shift is less than 4 hours. You may carry over accrued unused sick leave from one calendar year to the next, but you cannot use more than 56 hours of sick leave per calendar year.

You may use paid sick leave to take leave from scheduled work within New York when:

- You have a mental or physical illness, injury, or health condition; you need to get a medical diagnosis, care, or treatment of your mental or physical illness, injury, or condition; you need to get preventive medical care.
- You must care for a family member who needs medical diagnosis, care, or treatment of a mental or physical illness, injury, or condition, or who needs preventive medical care.
- Your place of business closes due to a public health emergency or you need to care for a child whose school or child care provider closed due to a public health emergency.
- You or your family member has been a victim of domestic violence, a family offense matter, a sexual offense, stalking or human trafficking, in order to: (i) obtain services from a domestic violence shelter or other shelter or services program; (ii) participate in safety planning, relocation efforts, or take other actions to increase the employee's safety or the safety of the employee's family member; (iii) meet with an attorney or other social service provider; (iv) file a complaint or domestic incident report with law enforcement; (v) meet with a district attorney's office; (vi) enroll children in a new school; or (vii) take other actions necessary to maintain, improve, or restore the employee's or his or her family member's physical,

psychological, or economic health or safety or to protect those who associate or work with the employee (i.e., “safe” time purposes).

The following are considered to be family members within the meaning of this policy: child (biological, adopted, or foster child; legal ward; child of an employee standing *in loco parentis*); grandchild; spouse; domestic partner; civil union partner; parent (biological, foster, step- or adoptive parent, or a legal guardian of an employee, or a person who stood *in loco parentis* when the employee was a minor child); grandparent; sibling (including a half, adopted, or step-sibling); child, parent, grandparent or sibling of an employee’s spouse, domestic partner or civil union partner; any other blood relative of the employee; or any other individual whose close association with the employee is the equivalent of a family relationship.

If the need to take sick leave is foreseeable please let us know as soon as possible so that we can arrange coverage. If the need to take sick leave is unforeseeable, please let us know ASAP by emailing Christina Tabacchi and copying Pat Rohe and Diane McGaw. Again, the sooner you can let us know the sooner we can arrange coverage and follow-up on current positions.

If you use more than 3 consecutive workdays as sick time, Custom may request documentation signed by a licensed health care provider attesting to the need for the amount of sick time that was taken and that the sick time was used for an authorized purpose under this policy, as permitted by law. If you wish to use more than 3 consecutive days for “safe time” purposes, Custom may request reasonable documentation (such as a signed attestation from you) that the use of sick leave for safe time purposes was for an authorized purpose under this policy, as permitted by law. Such documentation need not explain the nature of the illness, injury or condition or the details of the family offense matter, sexual offense, stalking, or human trafficking, or any other confidential information, and you need not provide such information. Any information disclosed to Custom as a condition of receiving sick leave will be treated as confidential to the extent required by applicable law. Custom will reimburse employees for the cost (if any) of obtaining such documentation, to the extent required by applicable law. Additionally, you may be asked to confirm in writing that the time off pursuant to this policy was used for purposes authorized under this policy, as permitted under applicable law.

Sick leave under this policy will be paid at your regular base rate of pay at the time of absence and will not be considered time worked for the purposes of overtime compensation. Accrued but unused sick leave will be forfeited and not paid out upon termination of employment for any reason. For the purposes of this policy, any gap in active employment of 6 months or more shall be considered a termination of employment. For employees rehired after such a termination of employment their sick leave accrual will reset at zero.

Custom reserves the right to take disciplinary action, up to and including immediate termination, against an employee who uses sick leave for purposes other than those authorized under this policy or applicable law, or who otherwise abuses or misuses paid sick leave.

If you have any questions or need additional information, please contact Diane McGaw or Pat Rohe (212.818.0300).

TEMPORARY CHANGE IN WORK SCHEDULE (NYC EMPLOYEES)

New York City employees who have worked for Custom for at least 120 days are eligible for a temporary change in their work schedule up to 2 times per calendar year for up to 1 business day (i.e., 24-hour period when an employer requires employees to work at any time) per request for needs relating to a personal event, meaning:

- an employee’s need to provide care to: (i) a minor child, or (ii) a family member or household member with a disability who relies on the employee for medical care or to meet the needs of daily living;
- an employee’s need to attend a legal proceeding or hearing for subsistence benefits to which the employee, a family member or household member is a party; or

- any circumstance that would constitute a basis for permissible use of safe time or sick time under the NYC's Earned Safe and Sick Time Act.

Alternatively, Custom may permit the employee to use 2 business days for one request, in which case Custom will not have to grant a second request in a calendar year.

A temporary change in schedule means a limited alteration in the hours or times that, or locations where, an employee is expected to work, including, but not limited to, using paid time off, working remotely, swapping or shifting work hours and using short-term unpaid leave. Employees who wish to request a temporary change in schedule must notify their counselor as soon as they become aware of the need for such a change and that the change is due to a personal event, and must make a proposal for the temporary change in work schedule, unless seeking unpaid leave. Custom will promptly respond to an employee's initial request.

If the employee's initial request was not in writing, within 2 business days after an employee returns to work following the temporary schedule change, the employee must submit the request (for temporary change in schedule) by email (or otherwise in writing) to the employee's counselor, indicating the date for which the change was requested, that the change was due to a qualifying personal event.

Unpaid leave granted for a personal event under this policy is provided in addition to accrued sick leave, and employees will not be required to exhaust any accrued but unused sick leave before requesting temporary schedule changes under this law.

NEW YORK STATE PAID FAMILY LEAVE BENEFITS

Overview

In accordance with the New York State Paid Family Leave Benefits Law (PFL), Custom will provide its eligible New York employees with certain paid family leave benefits, which will be funded by employee payroll deductions, for qualifying reasons such as (i) to bond with a newly born, adopted or fostered child (during the first 12 months following the birth, adoption, or fostering of such child); (ii) to care for a family member with a serious health condition; or (iii) to help relieve family pressures when the employee's spouse, child, domestic partner or parent is deployed or called to active military service. Notably, employees cannot take paid family leave for the employee's own serious health condition or the employee's own military service, and expectant mothers cannot take paid family leave for their own pregnancy (it only begins after birth and is not available for your own prenatal conditions). Company policy allows only one employee at a time to receive paid family leave to bond with the same child or care for the same family member.

For purposes of this policy, a "family member" includes the employee's spouse; domestic partner; child (biological, adopted, or foster child, stepchild, legal ward, child of a domestic partner, or the person to whom the employee stands in loco parentis); parent (biological, foster, or adoptive parent, parent-in-law, stepparent, legal guardian, or other person who stood in loco parentis to the employee when the employee was a child); grandparent; grandchild; and sibling.

Eligibility

An employee regularly scheduled to work 20 hours or more per week will be eligible under the PFL if he or she has been employed by Custom for at least 26 consecutive work weeks preceding the first full day family leave begins. An employee regularly scheduled to work less than 20 hours per week will be eligible after working 175 days for Custom preceding the first full day family leave begins. Time spent on sick leave or other paid time off is counted toward an employee's eligibility determination.

Based on their work schedule and their ability to attain eligibility under the PFL, certain employees may be given the option to file a waiver of paid family leave benefits. However, in accordance with the PFL, if an employee's work schedule changes such that the

employee will meet the eligibility requirements, an executed waiver will be deemed revoked and the employee will be obligated to begin making contributions, including retroactive amounts.

Paid Leave Benefits

In accordance with the PFL, the maximum length of available family leave benefits during a rolling 12-month period, and payment of such benefits, will be 12 weeks paid at 67% of the employee's average weekly wage or 67% of the state average weekly wage, whichever is less.

You may choose to use accrued but unused sick leave or other paid time off during and concurrently with paid family leave, but do not have to. To the extent permitted by law, paid family leave will run concurrently with any other available leave for which you qualify, such as FMLA leave. You may not receive short-term disability and paid family leave benefits at the same time and may not take more than 26 combined weeks of short-term disability and paid family leave in a 52-consecutive week period. If you are unable to work and qualify for workers' compensation benefits, you may not use paid family leave benefits while you are also receiving workers' compensation benefits.

Notice and How to File a Claim

If the need for paid family leave is foreseeable, employees must give Custom 30 days' advance notice of the date leave is expected to begin so that Custom can plan for the employee's absence. If the applicable event is not foreseeable, employees must notify Custom as soon as practicable. Notice should be given by email to the employee's counselor or payroll and must specify the type of family leave (the qualifying reason for leave) and the anticipated timing and duration of the leave.

In order to file a claim for paid family leave, employees must complete the Request for Paid Family Leave in the format prescribed by the New York Workers' Compensation Board (currently the form PFL-1) and submit the form to Custom, which will then complete the employer information portion of the form and return it to the employee within 3 business days. The employee must then submit the request for family leave together with the information supplied by Custom, and with any necessary certifications or proof of claim documentation, medical or otherwise, to the carrier or designated third-party administrator. For more information or to obtain a copy of the Request for Paid Family Leave form, please speak with your counselor or payroll.

Benefits During Leave

Employees who take paid family leave are also able to continue their health insurance (if any) during the paid family leave. If an employee contributes to the cost of their health insurance, they must continue to pay their portion of the premium cost while on paid family leave.

Employees who take paid family leave will be returned to the assignment they left (or to a comparable assignment with comparable terms, such as pay and benefits). Given the nature of temporary assignments, Custom's ability to reinstate employees may be limited if particular assignments have been terminated. However, Custom will comply with its obligations under the PFL and seek comparable assignments.

Custom reserves all of its rights under the PFL, which (notwithstanding anything to the contrary) will at all times govern.

SHORT TERM DISABILITY BENEFITS

Employees may be eligible to receive short-term disability benefits for an off-the-job injury or illness. Disability benefits are state-mandated temporary cash benefits to replace, in part, wages lost due to injuries or illnesses that do not arise out of or in the course of

employment. Subject to certain conditions provided by law, eligibility for temporary disability benefits for pregnancy-related conditions are determined in the same way as any other disability. If you are suffering from a pregnancy-related disability and require a reasonable accommodation for this purpose, please speak with payroll. If an employee becomes ill or injured away from the workplace, the employee should immediately notify the employee's counselor and payroll. Additional disability benefits information may be obtained from payroll.

SPOUSAL MILITARY LEAVE

Custom provides up to ten (10) days of unpaid leave to an employee whose spouse is a member of the US Armed Forces, National Guard, or Reserves and who has been deployed during a period of military conflict, to combat theater or combat zone operations. Employees may use any or all of their accrued but unused sick leave or other paid time off (if any) during their spousal military leave. Employees are eligible to take military spouse leave only when their spouse is on leave from military service. For purposes of this policy, a period of military conflict means a period of war declared by the Congress or a period during which a member of the Reserves is ordered to active duty under federal authority. To be eligible for military spouse leave, employees must work an average of 20 hours or more per week. If you would like to take military spouse leave, please contact your counselor and payroll as far in advance as possible. We reserve the right to ask for documents supporting any leave taken under this policy.

VICTIMS OF DOMESTIC VIOLENCE

An employee who is a victim of domestic violence may receive unpaid leave to: (1) seek medical attention for injuries caused by domestic violence, including for a child who is a victim of domestic violence; (2) obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence; (3) obtain psychological counseling related to the domestic violence, including for a child who is a victim of domestic violence; (4) participate in safety planning and take other actions to increase safety from future incidents of domestic violence, including temporary or permanent relocation; or (5) obtain legal services, assist in the prosecution of the offense, or appear in court relating to the domestic violence. To be clear, an employee who is the perpetrator of domestic violence is not covered by the policy.

An employee requesting unpaid leave under this policy must provide Custom with reasonable advance notice, unless such notice is not feasible. If reasonable advance notice is not feasible, an employee must provide Custom with proof certifying that leave was taken under this policy for a permissible purpose. Proof may be in the form of a police report, court order, doctor's or counselor's note, or other similar document.

Custom may, in its sole discretion and to the extent permitted by law, require the employee to use accrued but unused paid sick leave in lieu of unpaid leave under this policy. Leave under this policy will run concurrently with all other leaves or other benefits.

Custom will maintain the group health coverage of an employee who takes leave under this policy under the same terms as if the employee continued to work.

JURY DUTY LEAVE

Employees serving on jury duty will be placed on unpaid leave, except that employees will receive the lesser of \$40 or their regular daily wages during the first three (3) days of jury service.

VOTING LEAVE

Employees who are registered voters and do not have sufficient time outside of their working hours to vote may be granted time off from work to vote, including up to two (2) hours of paid time off. Time taken off to vote must be at the beginning or end of a shift, as Custom may designate, unless mutually agreed otherwise. Employees with four (4) consecutive hours outside of work time while the polls are

open do not qualify for this leave. If you need time off to vote, you must request voting leave from your counselor between two (2) and ten (10) days before the election.

BONE MARROW AND BLOOD DONATION LEAVE

Employees who work an average of 20 hours or more each week are eligible to receive: (a) up to 24 hours of unpaid leave to donate bone marrow; and (b) up to three (3) hours of unpaid leave in any 12-month period for blood donation leave. Custom reserves the right to request a written physician verification of the purpose and length of any donation leave. Employees may choose to use available accrued sick leave in lieu of unpaid donation leave.

WHISTLEBLOWER PROTECTIONS

Custom encourages employees to report concerns to their Custom counselors and other managerial personnel. Custom strictly prohibits all forms of unlawful retaliation, including any form of discipline, discrimination, termination, or other adverse employment action or threats to take an adverse action, against employees, pursuant to applicable law, because they:

- disclose or threaten to disclose to a Custom counselor/supervisor or to a public body any activity, policy, or practice that they reasonably believe violates a law, rule, or regulation, or that they reasonably believe poses a substantial and specific danger to the public health or safety (provided that prior to disclosure to a public body, they make a good faith effort to notify Custom of, and afford Custom a reasonable opportunity to correct, such activity, policy, or practice, as described in more detail below);
- provide information to, or testify before, any public body conducting an investigation, hearing, or inquiry into any such activity, policy, or practice; or
- object to, or refuse to participate in, any such activity, policy, or practice.

The protection against retaliation when a disclosure is made to a public body, does not apply unless the employee has first made a good faith effort to bring the activity, policy or practice to the attention of their Custom counselor or Custom management, and given Custom a reasonable opportunity to correct the activity, policy, or practice, including by engaging with the applicable Custom client to address the activity, policy, or practice. Employees should provide such notice to Custom in writing.

However, such advance notice to Custom is not required where: (i) there is an imminent and serious danger to the public health or safety; (ii) the employee reasonably believes that reporting to Custom would result in a destruction of evidence or other concealment of the activity, policy or practice; (iii) such activity, policy or practice could reasonably be expected to lead to endangering the welfare of a minor; (iv) the employee reasonably believes that reporting to Custom would result in physical harm to the employee or any other person; or (v) the employee reasonably believes that Custom is already aware of the activity, policy or practice and will not correct such activity, policy or practice.

If you have any concerns or complaints regarding the foregoing or any Custom (or Custom client) activity, policy or practice, or if you believe you are being retaliated against for engaging in a protected activity under this policy, please notify Custom management immediately.

COMMUTER BENEFITS (NYC EMPLOYEES)

Custom offers employees who work an average of 30 hours or more per week, any portion of which is in New York City, the opportunity to use pre-tax earnings to pay for certain methods of transit qualified by the Internal Revenue Service, including MTA subway and bus, Long Island Rail Road, New Jersey Transit, Metro-North, Amtrak, eligible ferry and water taxi services, eligible vanpool services, eligible commuter bus services, Access-A-Ride and other area paratransit providers. For more information, please contact payroll.