

DISTRICT OF COLUMBIA HANDBOOK ADDENDUM

(Effective September 2022)

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 District of Columbia employees. These policies apply only to the employees who work in the District of Columbia. 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.

ACCOMMODATIONS FOR PREGNANCY-RELATED CONDITIONS

Custom is committed to providing D.C. employees and applicants with reasonable accommodations for any limitations related to pregnancy, childbirth, related medical conditions or breastfeeding affecting their ability to perform the function of their jobs provided such reasonable accommodation does not result in an undue hardship. Employees and applicants who require a reasonable accommodation should contact Diane McGaw or Patricia Rohe. Once an employee or applicant requests a reasonable accommodation under this policy, Custom will engage in a timely, good-faith and interactive process to determine if an effective reasonable accommodation exists.

Custom may require an employee to provide a certification from the employee’s health care provider concerning the medical advisability of a reasonable accommodation to the same extent Custom requires a certification for other temporary disabilities. Such a certification shall include:

- The date the reasonable accommodation became or will become medically advisable;
- An explanatory statement as to the medical condition and the advisability of providing the reasonable accommodation in light of the condition; and
- The probable duration that the reasonable accommodation will need to be provided.

No employee or applicant affected by pregnancy, childbirth, a related medical condition or breastfeeding will be discriminated against or retaliated against for requesting or using an accommodation pursuant to this policy.

PAID SICK LEAVE

All D.C. employees, including full-time, part-time, and temporary employees, are eligible to accrue 1 hour of paid sick leave (leave utilized for “sick” or “safe” time purposes) for every 37 hours worked in D.C., up to a maximum of 56 hours (i.e., 7 days) of paid sick leave per calendar year (i.e., January through December). All accrued unused sick leave will carry over to the next calendar year, except employees cannot use more than 56 hours (7 days) of sick leave per calendar year. 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 12 months or more shall be considered a termination of employment. Sick leave will be paid at the employee’s base rate of pay at the time of the absence and will not count as time worked for purposes of overtime compensation. While employees begin accruing sick leave on their first day of work, employees are not entitled to use accrued sick leave until the 90th calendar day after the employee’s first day of active employment with Custom.

Employees are entitled to use sick leave for any of the following reasons:

- An absence resulting from a physical or mental illness, injury, or medical condition of the employee;
- An absence resulting from obtaining professional medical diagnosis or care, or preventive medical care, for the employee;
- An absence for the purpose of caring for a child, a parent, a spouse, domestic partner, or any other family member who has a physical or mental illness, injury, or medical condition or who needs to obtain professional medical diagnosis or care, or preventive medical care;
- An absence if the employee or the employee's family member is a victim of stalking, domestic violence, or sexual abuse; provided, that the absence is directly related to social or legal services pertaining to the stalking, domestic violence, or sexual abuse, to:
 - Seek medical attention for the employee or the employee's family member to recover from physical or psychological injury or disability caused by domestic violence or sexual abuse;
 - Obtain services from a victim services organization;
 - Obtain psychological or other counseling;
 - Temporarily or permanently relocate;
 - Take legal action, including preparing for or participating in any civil or criminal legal proceeding related to or resulting from the domestic violence or sexual abuse; or
 - Take other actions to enhance the physical, psychological, or economic health or safety of the employee or the employee's family member or to enhance the safety of those who associate or work with the employee.

If the need for sick leave is foreseeable, employees must notify Custom in writing at least 10 days before, or as early as possible in advance of, using paid sick leave, including the expected duration of the leave. If the need for leave is unforeseeable, employees must provide Custom with an oral request for sick leave prior to the start of the work shift for which the leave is requested. In the case of an emergency, employees shall notify Custom prior to the start of the next work shift or within 24 hours of the onset of the emergency, whichever occurs sooner. Employees should make reasonable efforts to schedule paid leave under this policy in a manner that does not unduly disrupt Custom's operations. If sick leave is requested in a non-emergency situation, the employee must consult with Custom regarding the date and time the paid sick leave is to be taken.

If an employee takes sick leave for 3 or more consecutive days, Custom may require reasonable certification that the sick leave has been used in accordance with this policy. Reasonable certification may include:

- A signed document from a health care provider affirming the illness of the employee or the employee's family member;
- A police report indicating that the employee or the employee's family member was a victim of stalking, domestic violence, or sexual abuse;
- A court order;
- A signed statement from a victim and witness advocate, or domestic violence counselor affirming that the employee or the employee's family member is involved in legal action related to stalking, domestic violence, or sexual abuse. The signed statement shall include only the name of the employee or employee's family member who is a victim and the date on which services were sought; or
- A signed written statement from a victim and witness advocate, or domestic violence counselor affirming the employee or employee's family member sought services to enhance the physical, psychological, economic health or safety of the employee or employee's family member.

Custom also reserves the right to request certification where there is evidence documenting a pattern of abuse of paid sick leave. A pattern of abuse may be evidenced by any of the following:

- Consistent taking of paid sick leave without notice required by this policy;
- Consistent taking of sick leave on days for which PTO has been denied;
- A pattern of taking leave on days where the employee is scheduled to work a shift or perform duties perceived as undesirable including high customer volume days; or
- A pattern of taking leave on Mondays, Fridays, or the day immediately preceding or following holidays.

Where Custom requests such certification, an employee must provide Custom with a copy of the certification upon the employee's return to work or within 1 business day thereafter.

Sick leave will only accrue for hours actually worked. Accordingly, employees will not accrue sick leave during any periods of paid or unpaid leave. Accrued sick leave must be used in increments of not less than 1 hour.

Failure to comply with this policy may result in denial of a request to use paid sick leave, and 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 who otherwise abuses or misuses paid sick leave.

D.C. FAMILY AND MEDICAL LEAVE ACT

D.C. employees may be entitled to a leave of absence under the D.C. Family and Medical Leave Act ("DCFMLA"), if and to the extent Custom is covered by the DCFMLA.

Employees Eligible for DCFMLA Leave

DCFMLA leave is available to eligible employees but only where Custom employs 20 or more covered employees within the District, in accordance with applicable law. To be an eligible employee, an employee must: (1) work in D.C.; (2) have been employed by Custom for at least 12 months without a break in service except for regular holiday, sick, and personal leave; and (3) worked for Custom for at least 1,000 hours of service during the 12-month period immediately preceding the request for DCFMLA.

Basic DCFMLA Leave Entitlement

The DCFMLA provides eligible employees with up to 16 workweeks of unpaid leave for certain medical leave purposes and 16 workweeks of unpaid leave for certain family leave purposes in any rolling 24-month period (measured backward from the date an employee uses any DCFMLA leave).

Medical leave may be taken where an employee is unable to perform the functions of the employee's position because of a "serious health condition."

Family leave may be taken for any of the following purposes:

- The birth of a child;
- The placement of a child with the employee for adoption or foster care;
- The placement of a child with the employee if the employee permanently assumes and discharges parental responsibility for the child; or
- The care of a family member of the employee who has a serious health condition.

The entitlement to family leave shall expire 12 months after the birth of the child or placement of the child with the employee. Where 2 family members are employees of Custom and seek to take family leave for the same reason, the employees are limited to:

- 16 workweeks of family leave during a 24-month period in the aggregate; and
- Simultaneously taking 4 workweeks during a 24-month period.

"Family member" means (a) a person related by blood, legal custody, or marriage; (b) a foster child; (c) a child who lives with an eligible employee and for whom the eligible employee permanently assumes and discharges parental responsibility; or (d) a person with whom the eligible employee shares or has shared, within the last year, a mutual residence and with whom the eligible employee maintains a committed relationship as defined by the DCFMLA.

Intermittent Leave and Reduced Leave Schedules

Medical leave may be taken intermittently or on a reduced schedule basis for planned and/or unanticipated medical treatment or recovery when medically necessary.

In the case of care for a family member who has a serious health condition, the family leave may be taken intermittently or on a reduced schedule basis when medically necessary. Only upon agreement between Custom and the employee may family leave for the birth, adoption, or foster care or other placement of a child be taken on a reduced leave schedule over a period not to exceed 24 consecutive workweeks.

Protection of Group Health Insurance Benefits

During DCFMLA leave, eligible employees are entitled to maintain group health plan coverage (if any) on the same terms and conditions as if they had continued to work. Unless the Company notifies employees of other arrangements, whenever employees are receiving pay from the Company during DCFMLA leave (such as, for example, when an employee chooses to use accrued paid sick leave during DCFMLA leave), the Company will deduct the employee portion of the group health plan premium from the employee's paycheck in the same manner as if the employee was actively working. If DCFMLA leave is unpaid, employees must pay their portion of the group health premium.

Restoration of Employment and Benefits

At the end of DCFMLA leave, subject to certain exceptions, and to the extent required by applicable law, employees will be returned to the same or equivalent positions with equivalent pay, benefits and other employment terms. Custom may deny restoration if, for example: (1) the Company is under a contract which cannot be satisfied with the absence of the employee; (2) failure to complete the contract will cause the Company substantial economic injury; and (3) after reasonable attempts, the Company is unable to find a temporary replacement.

Use of DCFMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's DCFMLA leave. However, benefits (such as paid sick leave) do not accrue while an employee is on DCFMLA leave.

Notice of Eligibility for, and Designation of, DCFMLA Leave

Employees requesting DCFMLA leave are entitled to receive written notice from the Company telling them whether they are eligible for DCFMLA leave. Within 5 days after an employee's request for leave under the DCFMLA, the Company will provide written notice to the employee in the form of an eligibility letter which will inform the employee of the following:

- Whether the employee is an "eligible employee" for the purposes of the DCFMLA;
- If the Company determines that the employee is not an "eligible employee" for the purposes of the DCFMLA, the reasons for the employee's ineligibility;
- The specific expectations and obligations of the employee under the DCFMLA and, if applicable, federal FMLA;
- The employee's rights under the DCFMLA and, if applicable, federal FMLA;
- The number of hours of leave which are available to the employee under the DCFMLA and, if applicable, federal FMLA; and
- A notice that the employee must submit a certification as described below.

Employee DCFMLA Obligations

Employees who take DCFMLA leave must timely notify the Company of their need for DCFMLA leave. The following describes the content and timing of such employee notices.

An employee or an employee's spokesperson must give notice of the need for DCFMLA which explains the reason for the needed leave so as to allow the Company to determine whether the leave qualifies under the DCFMLA. If the Company is unable to tell based on the notice given by an employee whether the requested leave might qualify as DCFMLA leave, the Company will request additional information from the employee so as to make this determination.

If an employee has, or reasonably should have, at least 30 days' notice of the need for family or medical leave, the employee shall notify the Company of the employee's intention to take family or medical leave at least 30 days before the employee wishes the leave to begin. Where the exact date of birth or placement of a child is unknown, the employee may fulfill this advance notice requirement by communicating to Custom with sufficient notice the expected approximate birth or placement date. When the need for family or medical leave is known at least thirty 30 days in advance and an employee fails to give timely notice to Custom with no reasonable excuse, Custom may delay DCFMLA coverage until 30 days after the date the employee provides notice.

If an employee could not reasonably have foreseen the need for family or medical leave at least 30 days in advance, the employee shall notify Custom of the need for leave as soon as practicable prior to the date on which the employee wishes the leave to begin. If the approximate timing of the need for leave is not foreseeable, the employee shall request family or medical leave from Custom no later than 5 business days after the absence begins, or as soon as practicable thereafter. Notice may be given by the employee's spokesperson (for example, the employee's spouse, an adult family member, a health care provider, or another responsible party) if the employee is unable to do so personally.

When planning a foreseeable medical treatment or supervision, employees must consult with Custom and make a reasonable effort to schedule the treatment or supervision so as not to unduly disrupt operations, subject to the approval of an employee's health care provider. Employees must consult with Custom prior to the scheduling of treatment to work out a treatment schedule which best suits the needs of both Custom and the employees, subject to the approval of an employee's health care provider.

Submit Medical Certifications Supporting Need for DCFMLA Leave

Custom may require that an employee support a claim for DCFMLA leave for the care of a family member who has a serious health condition or for the employee's own serious health condition by submitting a medical certification issued by the employee's or the family member's health care provider.

Medical certification must state the following:

- The date on which the serious health condition began, or is expected to begin;
- The probable duration of the condition;
- The appropriate medical facts known to the health care provider that would entitle the eligible employee to leave under the DCFMLA; and
- For purposes of medical leave, a statement that the employee is unable to perform the essential functions of the employee's position; or, for purposes of family leave, an estimate of the amount of time that the employee is needed to care for the family member.

Where medical certification is requested, an employee must submit the requested certification within 15 days of the request, unless it is not practicable for the employee to do so under the particular circumstances, despite the employee's diligent, good-faith efforts. Where Custom believes that the medical certification returned by the employee does not provide the required information, Custom will notify the employee in writing of the missing or deficient information within 5 days of receipt of the medical certification. The employee shall

then have 10 days to correct the certification by providing the missing or deficient information to Custom, unless it is not practicable for the employee to do so, despite the employee's diligent good-faith efforts.

For family leave under the DCFMLA for the care of a family member who has a serious health condition, in addition to requiring submission of a medical certification, Custom may require that an employee submit a signed affidavit stating that the employee is, in fact, the person who will be taking care of the specific family member with the serious health condition.

If Custom has reason to doubt the validity of the certification provided by the employee, Custom may require that the employee obtain, at Custom's expense, the opinion of a second health care provider approved by Custom, in regard to any information required to be certified. If the second opinion provided differs from the original certification provided for in this section, the employee may obtain the opinion of a third health care provider mutually agreed upon by Custom and the employee, in regard to any information required to be certified under the DCFMLA. Custom will pay the cost of the opinion of the third health care provider and the opinion of the third health care provider shall be final and binding.

In addition to the initial certification, Custom may request that an employee obtain subsequent recertifications if any of the following circumstances apply:

- The employee requests an extension of leave or a different type or frequency of leave, beyond what the employee requested in the employee's initial certification or request for DCFMLA leave;
- Custom obtains new information which causes it to doubt the validity of the employee's stated reason for the leave or the continuing validity of the certification; or
- More than 6 months has passed since the employee previously submitted a certification for the leave.

Substituting Paid Leave for Unpaid DCFMLA Leave

Employees may (but are not required to) use any accrued paid time off (such as accrued sick leave) while taking unpaid DCFMLA leave. The substitution of paid time off for unpaid DCFMLA leave time does not extend the length of DCFMLA leaves and the paid time will run concurrently with an employee's DCFMLA entitlement.

Concurrent DCFMLA leave

For leave which qualifies under the DCFMLA, D.C. Universal Paid Leave and/or federal FMLA, the leave shall run concurrently under all such leave laws to the maximum extent permitted by law.

D.C. PAID FAMILY LEAVE

In accordance with the D.C. Universal Paid Leave Amendment Act of 2016 ("Universal Paid Leave"), eligible employees will be entitled to certain paid leave benefits funded by employee payroll contributions to take leave for qualifying reasons, including:

- Up to 12 weeks in a rolling 52-workweek period to provide care or companionship to a family member because of the diagnosis or occurrence of a serious health condition of such family member.
- Up to 12 weeks in a rolling 52-workweek period following the diagnosis or occurrence of a serious health condition of the employee, in which case leave must be taken within one year after such diagnosis or occurrence.
- Up to 12 weeks in a rolling 52-workweek period to bond with a newborn or a child placed for adoption or foster care or whom the employee legally assumes parental responsibility.
- Up to 2 weeks in a rolling 52-workweek period for pre-natal medical care.

Notwithstanding the foregoing, there is an overall cap of Universal Paid Leave of 12 weeks per year (rolling 52-workweek period).

A “family member” under this policy includes a child (including a biological, adopted, or foster child; stepchild; legal ward or person to whom the employee stands in loco parentis); a parent (including in-laws, foster parents, guardians, and persons standing in loco parentis); a spouse or domestic partner; a grandparent; or a sibling.

During the period of Universal Paid Leave, eligible employees will receive a weekly benefit amount which is based on their weekly wages. The current maximum weekly benefit amount is \$1,009.

To the extent permitted by law, Universal Paid Leave runs concurrently with other leaves and benefits to which an employee may be entitled, including DCFMLA and federal FMLA. Employees may choose to use available sick leave or other paid time off (if any) during their Universal Paid Leave absence in order to receive their full compensation, but may not receive amounts in excess of their regular wages. If an employee is receiving long-term disability or unemployment insurance compensation, the employee will not be eligible for pay under the Universal Paid Leave law.

If the need for Universal Paid Leave is foreseeable, employees must provide Custom with at least 10 days’ advance written notice, or as early as possible, prior to taking leave. If the leave is unforeseeable, notice must be given prior to the start of the work shift, if possible. In the case of an emergency, employees must notify Custom within 48 hours of the emergency occurring. Written notice should be in the form of an email to your counselor and Diane McGaw or Pat Rohe and should specify the qualifying reason for the leave. Retaliation against an employee for requesting, applying for, or using Universal Paid Leave is prohibited.

The Universal Paid Leave program is administered by D.C. Eligible employees must apply for Universal Paid Leave with the Mayor in accordance with the procedures established by the Mayor. The Mayor (or the applicable agency administering Universal Paid Leave) will notify Custom of the filing of a claim and will generally render a decision within 10 business days after receiving such claim. Accordingly, Custom is not directly involved in determining employee eligibility and administering Universal Paid Leave. However, Custom will keep posted and provide employees with the notice of Universal Paid Leave prescribed by the Mayor (once the Mayor provides Custom with such notice in accordance with the Universal Paid Leave law), which will set forth employee’s rights and obligations. Please contact Diane McGaw or Pat Rohe if you need an additional copy of this notice.

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

SCHOOL ACTIVITIES LEAVE

All D.C. employees are entitled to a total of 24 hours of unpaid leave during any 12-month period to attend or participate in a school-related event for their child. Additionally, each employee is entitled to a day of unpaid leave each year on April 16, the District of Columbia Emancipation Day.

To qualify for such leave, the employee must be: (a) the natural mother or father of the child with the school-related event; (b) a person who has legal custody of the child with the school-related event; (c) a person who acts as a guardian of the child with the school-related event, regardless of whether the employee has been appointed legally as such; (d) an aunt, uncle, or grandparent of the child with the school-related event; or (e) a person who is married to, or in a domestic partnership with, a person listed in (a) through (d).

A “school-related event” means an activity sponsored by either a school or an associated organization such as a parent-teacher association. A school-related event includes: a student performance such as a concert, play or rehearsal; the sporting game of a school team or practice; a meeting with a teacher or counselor; or any similar type of activity. A school-related event shall involve the child directly either as a participant or subject but not as a spectator.

Any employee desiring to take leave to attend a school-related event or to celebrate the District of Columbia Emancipation Day must notify Custom at least 10 calendar days in advance, unless, in the case of a school event, the need to attend the school-related event cannot be reasonably foreseen.

Custom may deny the use of leave under this policy if the granting of leave would disrupt Custom's (or the applicable client's) business and make the achievement of production or service delivery unusually difficult, in accordance with applicable law.

Any D.C. employee electing to use this leave will not receive pay for such leave, unless the employee elects to use accrued paid time off (such as paid sick leave) for such leave, which will then run concurrently with the school activities leave.

JURY DUTY LEAVE

For jury service of 5 days or less, all full-time D.C. employees are entitled to their usual compensation less the fee received for jury service. Jury service in excess of 5 days will be unpaid (unless an employee chooses to use available accrued paid time off during and concurrently with such jury duty leave). A person shall not be considered a full-time employed juror on any day of jury service in which that person:

- would not have accrued regular wages to be paid by Custom if the employee were not serving as a juror on that day; or
- would not have worked more than half of a shift that extends into another day if the employee were not serving as a juror on that day.

VOTING LEAVE

Employees may request paid leave to vote in any election held under D.C. voting laws or any election run by the jurisdiction in which the employee is eligible to vote, if the employee would have been scheduled to work during the time for which the leave is requested. Custom will provide at least 2 hours of paid time off to vote. Time taken off to vote must be at the beginning or end of a shift, as Custom may designate, or Custom may require the employee to take voting leave during a period designated for early voting instead of on the day of the election. If you need time off to vote, you must request voting leave from your counselor 7 days before the election.