



KEY POLICIES

Important Contact Info:

Care Pro Support (phone): 415-300-1347; **(email)** carepro@joinhonor.com

Human Resources: careprohr@joinhonor.com

PURPOSE OF THIS HANDOUT: This handout highlights some of Honor's key policies for Care Pros. The Company has the ability to change its policies, benefits, wages, and all other working conditions as it deems appropriate.

Professionalism: Every employee must display a positive attitude toward his/her job and arrive to work motivated to perform their job duties. Employees are expected to behave and conduct themselves in a professional manner at all times while doing work for Honor.

Personal Appearance: Closed-toed shoes with no heels and non-slip soles should be worn during all client appointments for safety reasons. Visible body piercings should be removed. Fingernails should not extend more than $\frac{1}{4}$ inch beyond the tip of the finger and no large or dangling jewelry should be worn. Hair, beards, and mustaches must be clean, well-groomed and hair longer than shoulder-length should be pulled back due to safety concerns. Perfume, cologne, scented lotions, or other odors are not permitted. This includes any smoke odor on clothing, skin, breath, and car.

Clothing - Clothing must be professional and not contain any graphics or logos other than those approved including the Honor logo. Shirts must have sleeves that cover the shoulder and must be long enough to fully cover the stomach. Clothing should have a comfortable, professional fit taking into account the significant movement required of Care Pros.

Athletic wear, leggings, excessively baggy clothes or clothes with holes or worn clothing causing a safety risk is not acceptable.

*Scrubs may be permitted if required by the facility or client. Additional dress code requirements may be noted on the care plan for specific clients.

Company Confidentiality: Employees must keep all company and client information and documents confidential and may not use them for any purpose other than completing their job duties with Honor.

Conflicts of Interest: We understand that Care Pros often work for multiple caregiving agencies. You may not solicit any client to leave Honor for another agency or to work directly with you, and you may not solicit any Care Pro to leave Honor for another opportunity, to the maximum extent permitted by law. Care Pros may not offer to sell or provide clients any goods or services or purchase any goods or services from clients.

Social Media: The Company respects the rights of all employees to use social media. However, the use may not violate any company policy. Also, because Honor can't prevent clients from viewing employee profiles on social media, you may want to consider making your content private when possible.

Theft, Fraud or Dishonesty: Theft of money or property from the Company, co-workers or clients is strictly prohibited. Employees found to have stolen or misappropriated money or property will be subject to immediate termination and will also be reported to law enforcement. Employees are prohibited from providing false, dishonest or misleading information at any time for any job related matter.

Illegal Activity: Employees are not permitted to engage in any kind of illegal activity while on duty or on the Company's property, or while off the job in a manner which reflects detrimentally on the Company's reputation.

Smoking: Smoking (including electronic cigarettes) is prohibited in all Company buildings and in client homes or in cars when a client is present. Employees who use tobacco products must take measures to eliminate smoke odor from clothing, skin, breath and car.

Alcohol and Drug Policy: Employees are prohibited from using, possessing, manufacturing, cultivating, or distributing illegal or unauthorized drugs (including marijuana regardless of prescription) or from using alcohol while performing their work duties or while on Company or client property, or where use interferes with their ability to perform the essential functions of their job. Employee may also not be under the influence of any legal substance while at work if it could impair their performance, including any legal substances that are mind-altering or intoxicating or that could otherwise cause impairment. If you take any prescribed medications that could cause impairment, please notify Honor. You may be required to submit to drug/alcohol

screening whenever the Company has a reasonable suspicion that you have violated any of the rules set forth in this policy. Additionally, given the safety-sensitive nature of one-on-one care providing, Care Pros may be tested on a random or periodic basis.

Monthly Work Requirement: Honor requires Care Professionals (Care Pros) to actively participate in the Care Platform and, at a minimum, to work shifts monthly. If you do not work for more than 30-days you will be deemed inactive and will need to reapply to Honor. This policy does not apply if you are on an approved leave; for example, a leave covered by the Family and Medical Leave Act (FMLA) or leave provided as a reasonable accommodation under the Americans with Disabilities Act (ADA). If you need assistance obtaining hours, please contact your Care Pro Relationship Manager.

Work Schedule: Employees select their own shifts through the Care Pro App. Occasionally, Care Pro Support may assign shifts, which will also be reflected in the Care Pro App. Employees may never make arrangements for work directly with clients or trade shifts with other Honor employees - all scheduling must be done through the Care Pro Support.

Timekeeping Procedures: Employees are required to check in and out of all appointments through the Care Pro App. If there are any problems, Care Pro Support must be notified immediately by call or text. Employees must check in and out at the client's location unless otherwise arranged with Honor.

Absenteeism and Tardiness: Employees are expected to be on time to each appointment and to remain at the appointment for the entire scheduled time. If the client asks that the appointment end early, the employee must call Care Pro Support before leaving and if approved, the employee must properly check out of the appointment. If you are going to be late to or miss an appointment or other work obligation for any reason, you must personally notify (by a phone call, not text) Care Pro Support as far in advance as possible. If you are required to leave an appointment early, you must also call Care Pro Support for approval. Leaving an appointment early without authorization from Care Pro Support is strictly prohibited. When absence is due to illness, the Company may require appropriate documentation in accordance with state and federal law.

Staying Over at Appointments: Employees must not stay beyond the scheduled end time for a client appointment unless they are requested to do so by the client. If the client requests the employee to stay more than thirty (30) minutes beyond the end of the appointment, the employee must notify Care Pro Support immediately for approval. Employees should never stay beyond the scheduled end time for an appointment if it would cause delay for their next appointment, unless there is a medical emergency, in which case the employee should contact Care Pro Support..

Pay: Payroll is processed every week. If you have direct deposit set up, you will receive your pay on Friday. If you do not have direct deposit, your check will be mailed the week payroll is run but we cannot guarantee the actual day your check will arrive.

Work Day, Work Week and Overtime: Honor's work day runs from 7:00 a.m. on one day to 6:59 a.m. the next day, and the work week runs from 7:00 a.m. on Sunday to 6:49 a.m. the following Sunday. You will be entitled to overtime pay if you work more than 40 hours in a work week. If you are in California, you will be entitled to overtime pay if you work more than 9 hours in a single work day.

Holidays: The hourly rate for holidays will be 1.5 times the regular appointment rate for all hours that fall on the actual calendar day of the holiday (i.e., between 12:00 a.m. and 11:59pm on the actual holiday).

Unpaid Periods: Because of the nature of caregiving work, under applicable laws, Care Pros are not entitled to breaks. If, taking into account travel time, an employee has less than thirty minutes between appointments, the employee will be paid for that time. If the time between appointments is thirty minutes or longer (taking into account travel time), that will be an unpaid break, and the employee is discharged for all duties during that time and is free to use it as they wish.

Resignation/Job Abandonment: Although your employment with Honor is at will and can be terminated at any time by either party, if you choose to resign from your position, we would appreciate you providing at least two (2) weeks' written notice if you are able. If you fail to report for work without first contacting Honor or you fail to call in for more than twenty-four hours after being contacted by Honor, you may be considered to have abandoned your job and your resignation may be processed.

Cellular and Other Handheld Electronic Devices: Employees are prohibited from using handheld devices for personal purposes during client appointments except in an emergency. If you have to take or make an emergency call during a client appointment, please inform the client in advance and explain to them that it is an emergency. Employees may not use handheld devices for any purpose (calls, texts, etc.) while driving.

Recording: Employees are prohibited from taking photographs or making audio or video recordings of other employees during work or clients at any time without Honor's permission.

Sleeping: All of our shifts are "awake" shifts and sleeping is never allowed. Employees need to be fully alert while on the job in order to properly serve our clients.

Vehicles: You must hold a valid in-state driver's license and current auto insurance for any job related transportation. All traffic laws must be obeyed at all times while performing work duties. You must notify the Company immediately of any change in the status of your driving record, driver's license or car insurance. If you receive a traffic citation while performing work duties, you will be responsible for paying any fine or penalty. If you are involved in a traffic accident while performing work duties, you are required to call 911 and report the accident and must also report the accident to Care Pro Support immediately.

Safety: Employees should follow common sense safety practices and correct or report any unsafe condition to Care Pro Support. All accidents must be reported immediately. It is only through full knowledge of every accident that the Company can become a safer, healthier place to work for everyone.

In-Shift Expenses: You will be reimbursed for in-shift mileage and parking if the client requires you to use your personal car during a visit. You will submit your in-shift mileage and parking expenses of up to \$200 through the app, while you are checked into the visit. If expenses exceed \$200, submit them via text to Care Pro Support .

Travel between Two Shifts in One Day: You are automatically paid for time and mileage for travel from an earlier client visit to a later client visit starting on the same work day. We automatically calculate travel and mileage as if you traveled directly from the first visit to the second visit just before the start time of the second visit. You must notify us if you do not think that our calculation accurately reflects your travel time or mileage. You are not reimbursed for travel to and from your first and last visits of the day.

Violations of these policies or any policies listed in the employee handbook may result in disciplinary action, up to and including termination. If you have any questions about these policies, please contact Care Pro Support or Human Resources.