



# **The Crowley Company Employee Handbook**

**March 2017**

**This Employee Handbook is the property of Crowley. This Employee Handbook is to be returned to Crowley when employment with Crowley ceases.**

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Welcome  
*to*  
The Crowley Company

We are very happy to welcome you to The Crowley Company. We hope your association with Crowley will be a mutually beneficial and pleasant one. Thank you for joining us!

You have joined an organization that has established an outstanding reputation for quality and expertise. We hope you, too, will find satisfaction and take pride in your work here.

There are many factors that contribute to the satisfaction of our employees, including compensation and benefits (such as health insurance, holidays and vacations), a pleasant work environment, and career development opportunities.

This Employee Handbook provides information about Crowley and some of its policies, procedures and benefits. As an employee of Crowley, it is your responsibility to become familiar with information outlined in this Employee Handbook. If anything is unclear, or if you have additional questions, please discuss the matter with your supervisor, or Human Resources.

We extend to you our personal best wishes for your success at Crowley.

Sincerely,



Christopher M. Crowley

President  
Crowley Micrographics, Inc.



Patrick B. Crowley

Vice President  
Crowley Micrographics, Inc.

## INTRODUCTION

This Employee Handbook is a general guide to some of Crowley's policies, procedures and benefits. If you have any questions or are uncertain about anything in this Employee Handbook, please ask your supervisor, or Human Resources.

**This Employee Handbook is not, is not intended to be, and should not be construed as an express or implied contract or agreement.**

Crowley can alter, eliminate or otherwise change any policy, information, procedure or benefit described in this Employee Handbook (except the "at will" employment policy) at any time without prior notice.

No statement or promise by a supervisor, manager, or other employee may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Nothing in this Employee Handbook is intended to preclude or dissuade employees from engaging in activities protected by state or federal law, including the National Labor Relations Act, such as discussing wages, benefits or other terms and conditions of employment, or other legally required activities.

This Employee Handbook replaces (supersedes) any and all prior Crowley employee handbooks, manuals and guides, and any information contained in any such prior handbook, manual or guide is no longer in effect.

As a guide, this Employee Handbook is generally applicable to all employees. Please note, however, that state or local laws or other factors may require a particular location to have a different policy, procedure or benefit than the one contained in this Employee Handbook.

Nothing in this Employee Handbook is intended to limit any benefits required by law.

## Mission

Crowley is dedicated to providing high quality, state of the art electronic imaging and microfilming equipment sales and document imaging services to our clients, growing our business and setting the standards for the entire industry.

## Management Philosophy

Because we are a service company whose success depends upon the quality of service provided to our customers, we recognize that our business success is directly related to the success of our people.

## Guiding Principles

**Customer First** - The client is the reason for everything we do.

**Result Driven** - Tirelessly focusing on achieving clear objectives.

**Quality Driven** - Continual pursuit of high standards in our employees, products and services.

**Entrepreneurial** - Fostering an environment that stimulates the pursuit of profitable growth.

**Innovation** - Continuous improvement through "Out of the Box" thinking.

**Ethical** - Conducting our business in an honest, fair, and trustworthy manner.

# **POLICIES**

## Employment At Will

**Employment with the Company is “at will,” and can be terminated by the employee at any time for any reason or no reason, or by the Company at any time for any reason not protected by law or no reason. This at will employment relationship may not be changed except by a written agreement signed by the President of the Company. This at will relationship may not be modified by any oral or implied promises or agreements.**

**No employee has a right to continued employment by virtue of anything stated or inferred in this Employee Handbook.**

## Open Door Policy

Crowley believes in direct access to management -- where you can approach your supervisor, manager, or any member of management, to discuss any idea, suggestion, concern or question. We encourage you to discuss such matters that arise during the course of your employment with an appropriate member of management. We welcome your suggestions to improve the quality of the Company.

Most often, comments or concerns can be addressed by your supervisor. If you have additional comments or concerns after meeting with your supervisor, we encourage you to meet with the Director of Human Resources of the Company. Finally, if you still believe your comments or concerns have not been adequately addressed, please request a meeting with the Vice President or President of the Company.

# **EQUAL EMPLOYMENT OPPORTUNITY AND POLICY AGAINST DISCRIMINATION, HARASSMENT (INCLUDING SEXUAL HARASSMENT), AND RETALIATION**

## **Statement of Policy**

Crowley is committed to the principle of equal employment opportunity, and it complies with all applicable laws which prohibit discrimination and harassment in the workplace. **Thus, Crowley strictly prohibits discrimination or harassment based on race, color, national origin, religion, age, sex, disability, veteran status, gender identity, sexual orientation, pregnancy, genetic information, or any other characteristic protected by law** in all terms, conditions and privileges of employment, including without limitation, recruiting, hiring, assignment, compensation, promotion, discipline and termination. This policy covers conduct occurring at Crowley office(s), all locations where Crowley is providing services, and to all work-related activities, wherever located.

## **Individuals Covered By This Policy**

This policy covers all Crowley employees. Crowley will not tolerate discrimination or harassment, whether engaged in by fellow employees, supervisors or managers. Nor will Crowley tolerate discrimination or harassment engaged in by non-employees who conduct business with Crowley to the extent that it affects any Crowley employee. While on the job, employees must not engage in any form of discrimination or harassment with respect to anyone, including other employees, customers, visitors, guests, or anyone with whom an employee comes into contact while on the job.

## **Forms of Harassment**

While all forms of discrimination and harassment are prohibited, it is important to understand the types of conduct that may be viewed as harassment and which are not to be engaged in.

1. Non-sexual Harassment. Forms of harassment that are prohibited include making, displaying or circulating epithets or derogatory statements, remarks, comments, jokes or slurs, posters, cartoons, drawings or other written materials that are based on a person's race, color, religion, national origin, sex, age, disability or other protected characteristic.

2. Sexual Harassment. Sexual harassment includes, but is not necessarily limited to, unwelcome or unwanted sexual advances, requests for sexual acts or favors, lewd or sexually-suggestive remarks, comments or jokes, display or circulation of pictures or written materials of a sexual nature, inappropriate physical contact or other verbal, written or physical conduct of a sexual nature when (i) submission to or rejection of this conduct by an individual is used explicitly or implicitly as a factor in decisions affecting hiring, evaluation, promotion, retention or other aspects of employment; or (ii) this conduct substantially interferes with an individual's employment or creates an intimidating, hostile or offensive work environment.

Without limiting the foregoing, employees must not use the Company's, their own, or someone else's computer (including instant messaging), telephone (including texting), voicemail, email, fax or other communications or information systems to engage in harassment or other conduct prohibited by this policy.

### **Complaint Procedure**

Crowley encourages individuals who believe that they are being subjected to discrimination or harassment to notify the offender that his or her behavior is unwelcome. If for any reason an individual does not want to confront the offender directly, or if this approach does not successfully end the discrimination or harassment, the individual should promptly contact either his or her supervisor, Department Head, the Director of Human Resources, the Director of Accounting and Administration, the Vice President of the Company, or the President of the Company. Crowley cannot act if it is not made aware of a situation.

### **Accommodations for Disabilities and Pregnancy**

As an equal opportunity employer, Crowley does not discriminate on the basis of disability or pregnancy (including pregnancy, childbirth, related medical conditions and/or breastfeeding), and provides reasonable accommodations to employees in accordance with law to enable them to be able to perform the essential functions of their jobs or to enjoy the benefits and privileges of employment. Any employee who believes that he or she needs such an accommodation should inform the Director of Human Resources of the Company. We cannot evaluate a need for an accommodation unless it is brought to our attention.

Any manager or supervisor who receives a request for an accommodation on the basis of disability or pregnancy (including pregnancy, childbirth, related medical conditions and/or breastfeeding), must promptly notify the Director of Human Resources.

### **Affirmative Action Plans**

Employees who desire to review the Company's Affirmative Action Plan for Individuals with Disabilities or the Affirmative Action Plan for Covered Veterans should contact the Director of Human Resources.

Any employee who would like to be considered under either of these Affirmative Action Plans should notify the Director of Human Resources. Submission of information that may be requested by the Company in connection with such a request is voluntary, and there will be no adverse consequences to the employee for providing or declining to provide any such information. Further, any such information submitted will be kept confidential except as necessary to comply with, required by, or otherwise indicated in applicable law.

## **Protection Against Retaliation**

Crowley prohibits and will not tolerate retaliation against any individual who makes a complaint under this policy, or anyone who has assisted a person making a complaint or provided information during an investigation under this policy. Retaliation is a violation of this policy and should be reported immediately. The same complaint and investigation procedures described herein will also apply to any complaint of retaliation.

## **Investigation**

All reports of discrimination, harassment or retaliation will be promptly investigated. The investigation may include interviews with any person having relevant information, including the complainant, the accused and any witnesses.

To the extent possible, Crowley will protect the confidentiality of a complaint. Information concerning the complaint will be limited to those with whom it needs to be shared in order to investigate and respond to the complaint.

## **Supervisors Receiving Complaints – Reporting**

Any Department Head, supervisor or manager receiving a report or complaint of discrimination, harassment or retaliation must report it immediately to the Director of Human Resources or the Vice President of the Company.

## **Disciplinary Action**

Upon completion of an investigation, appropriate action will be taken. Any individual found to have engaged in discrimination, harassment or retaliation will be subject to disciplinary action, up to and including termination.

## **Questions**

Employees who have any questions about this policy should contact Human Resources.

# Drugs & Alcohol

## **A. Drug-Free Workplace**

Crowley values its employees and, as such, is concerned with their health and safety. Employees who use illegal drugs or abuse other controlled substances or alcohol, on or off duty, tend to be less productive, less reliable, and prone to greater absenteeism, which results in, among other things, increased costs to Crowley, delays in completing tasks and risk to Crowley's business, as well as to the safety of its employees, customers, others with whom Crowley does business, and the public. Accordingly, Crowley will not tolerate any use of illegal drugs or unauthorized use of alcohol by its employees. Crowley offers training about the dangers and effects of substance abuse at work.

## **B. Policy**

1. The unlawful manufacture, distribution, dispensation, sale, possession or use of illegal drugs or controlled substances while working, on duty or on Crowley business is prohibited, whether on Crowley's premises, at other job or work locations, or while driving or operating a motor vehicle or motorized equipment.
2. The unauthorized use or possession of alcohol while working, on duty or on Crowley business is prohibited, whether on Crowley's premises, at other job or work locations, or while driving or operating motor vehicles or motorized equipment.
3. Reporting to work and/or working under the influence of illegal drugs, controlled substances or alcohol is prohibited.
4. Where alcohol consumption is permitted (such as at certain Company functions), only employees of legal age may consume alcohol, and they should drink responsibly so as not to adversely affect or jeopardize the employee's work performance, his/her own or another's safety or Crowley's reputation or business.

## **C. Policy Violations**

For any violation of this policy, Crowley, in its sole discretion, may subject the offending employee to disciplinary action, up to and including immediate termination of employment.

## **D. Notification of Conviction**

Consistent with the requirements of the Drug-Free Workplace Act, employees working on federal government contracts must notify Human Resources of the Company of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.

## **E. Drug and Alcohol Testing**

Because of Crowley's strong concern for workplace, on-the-job and public safety, Crowley, in its sole discretion, may require any employee to undergo tests or screening (including, without limitation, urinalysis and/or blood tests) for the presence of alcohol or illegal drugs or controlled substances in any of the following circumstances to the extent permitted by applicable law:

- whenever Crowley suspects or has reason to believe that an employee's work performance or on-the-job behavior may have been affected in any way by drugs or alcohol;
- when an employee is involved in, causes or contributes to a workplace or other on-the-job accident (including, but not limited to, motor vehicle or motorized equipment accidents) or potential accident in which personal injuries or property damage occur or the potential for personal injury or property damage existed, even if the employee does not exhibit observable symptoms of being under the influence;
- when required by government regulations; and/or
- at random, periodically and at unannounced times, either individually or as part of a blanket test of all or any portion of Crowley's employees.

The above should not be construed as a complete list of when, or the only times under which, testing/screening may occur.

In cases where an employee refuses to undergo a drug or alcohol test/screen or where a drug or alcohol test/screen indicates the presence or use of illegal drugs, controlled substances or alcohol, the Company, in its sole discretion, may impose disciplinary action on the employee, up to and including immediate termination of employment.

## **F. Questions**

Employees who have any questions about this policy or issues related to or concerns about alcohol or drug use in the workplace should discuss them with Human Resources.

## Smoke-Free Workplace

Crowley prohibits and will not tolerate smoking in the workplace, including all indoor facilities, offices, lunchrooms, break rooms, and bathrooms. Smoking is also prohibited on Crowley's outdoor property with the exception of designated areas, and in Company vehicles. This policy applies to all employees and visitors. For purposes of this policy, smoking includes lighting, smoking or carrying a lighted cigarette, cigar or pipe and/or the use of any electronic smoking device. This list is illustrative only and not exhaustive.

## Attendance, Punctuality, and Absence

At Crowley, we need to be able to count on each other and to provide consistent work and service to our clients and each other. To maintain a professional atmosphere, Crowley requires employees to be punctual and to work all scheduled hours and, for hourly employees, any required overtime as approved by the hourly employee's supervisor in writing. An employee's frequent tardiness or attendance problems may result in disciplinary action, up to and including termination. If an employee is absent from work for three or more days without notifying Crowley, the employee may be deemed to have abandoned his or her position with the Company and the employee's employment may be terminated.

If an employee knows in advance that he or she will be absent or tardy, the employee should make arrangements with his or her supervisor as far in advance of the leave as possible, but no later than 6:00 pm the day before so that Crowley can arrange for someone to cover the employee's position if necessary.

When an employee is unable to come to work or needs to leave work due to an illness or emergency, or will be unable to report to work at the designated arrival time, the employee must contact his or her supervisor as soon as possible, but no later than 30 minutes before the employee's shift is scheduled to begin. The employee should contact his or her supervisor, at a minimum, by leaving a detailed message on his or her office voicemail. If the employee is unable to reach his/her supervisor directly, the employee should notify someone at Crowley directly in addition to the voicemail.

## Compliance with the Law

Employees are expected to comply with local, state and federal legal requirements. If there is ever a conflict between the policies and procedures described in this Employee Handbook and applicable law, the law will control.

## Communication and Information Systems

Crowley provides certain communications and information equipment, systems, networks, software and other information and communications-related devices and resources, including computers, internet access, electronic mail (e-mail), facsimile machines, telephones and voice mail (collectively, "Communication/Information Systems"), in order to aid employees of Crowley in the performance of their duties. All Communication/Information Systems (a) are the property of Crowley or are used pursuant to a license granted to Crowley, and (b) are to be used only in connection with an employee's duties as an employee of Crowley and in accordance with this policy.

### A. Prohibited Use

Communication/Information Systems are to be used for Crowley business purposes during working time and **not** for other purposes, including, but not limited to:

- for any illegal, fraudulent or unauthorized purpose;
- to solicit or to address employees regarding commercial, religious or political causes;
- to send, receive, file or post any messages, files or other materials that are defamatory, discriminatory, obscene, pornographic, or otherwise inappropriate and/or which are intended to harass, threaten, or intimidate another person; and
- violating any other Crowley policy, such as disclosure of confidential information.

### B. Access

Crowley has the right to restrict and/or terminate an employee's access to Communication/Information Systems, including network privileges and/or access to the internet.

### C. Internet

Crowley provides internet access to employees for Company business use and purposes only during working time. Employees are not to use Crowley-provided internet access for non-work-related reasons during working time. **You should have no expectation of privacy from your use of Crowley's internet connection.** Crowley may, without notice:

- monitor any individual's usage of Crowley's internet connection;
- keep logs of the internet sites visited by any individual;
- identify the individual sites that have been visited;
- monitor the number of times a site may be visited;
- identify the pages within a site that have been visited;

- determine the duration of any visit to any site and to each page of a site;
- monitor any other information or statistic that may be available.

You should assume Crowley knows what internet sites you visit. You are expected to act professionally and appropriately because, among other things:

- Communications with some non-business sites, particularly of the pornographic or inappropriate type, significantly increase the risk of Crowley's computer systems being "spammed," resulting in system-wide slowdown or stoppage, inconvenience for everyone, and substantial extra work for our systems personnel.
- Non-business usage of Crowley's internet connection may be perceived by others as offensive or creating a hostile work environment (particularly if the web sites that are being visited include pornographic or other inappropriate materials). Crowley's employment policies prohibit any activity that might be defamatory, discriminatory, offensive, or in violation of any state or federal laws, or create a hostile work environment.

#### **D. Information -- NO PRIVACY; Company Property; Access; Monitoring**

- All information and other materials contained in Crowley Communication/Information Systems is considered Crowley property. Employees shall not be entitled to any right, title or interest (including any copyrights, trademarks, trade secrets, patents, moral rights and similar rights) in and to any files, messages, and other material authored, created, developed or otherwise placed in or on Crowley Communication/Information Systems.
- Crowley Communication/Information Systems are **not private** even if passwords or other security measures are used. **There is no assurance of privacy or confidentiality, and you should have no expectation of privacy** in your use of Crowley's Communication/Information Systems. Crowley has and will have access to, and reserves the right to access and monitor, any and all Crowley Communication/Information Systems.
- Any data, information or materials that an employee does not want to have accessed, monitored, read or listened to should not be conveyed by, processed on, disseminated by or stored in Crowley Communication/Information Systems.
- Unauthorized access, copying and/or removal of data, information or materials from Crowley Communication/Information Systems is prohibited.

#### **E. Software**

It is the policy of Crowley that there be no illegal copying, distribution, reverse assembly, reverse compiling, translation or alterations to computer software used at Crowley, whether on Crowley's computers or Crowley's network. It is also against Crowley policy for any employee

to load unauthorized software onto Crowley's computers or Crowley's network. In addition, software may not be given to any third party (including, family and friends) or transferred or made available electronically over a timesharing service, network or other system that provides access to multiple users unless a proper license (such as a network license) has been obtained.

No software shall be installed on any Crowley Communication/Information Systems unless approved by the Director of Information Technology of the Company and installed by authorized personnel. Any unapproved software that is installed can be removed by Crowley without notice or warning.

#### **F. File Downloads**

No files or other information from the internet or other sources outside Crowley's private network (including information on disks or CD-ROM's) are to be downloaded directly to Crowley's network or the hard drive of any Crowley computer used by you. Any such downloads must only be performed by authorized personnel.

#### **G. Viruses**

Viruses can seriously damage Crowley's Communication/Information Systems. To prevent viruses from infecting Communication/Information Systems, the Company requires that all computer disks including CD-ROMs brought to the Company's premises be scanned for viruses *before* working with the disks or copying the contents of the disk to the hard drive, network or other Communication/Information Systems. If you are going to use a disk received from an outside source or which was used outside the Company's premises, please see the Director of Information Technology of the Company to have the disk checked for viruses. In addition, no information is to be downloaded from the internet directly to Crowley's network or hard drives. Any information downloaded from the internet must first be downloaded to a disk and scanned for viruses as set forth above.

Users must **never** download or open attached files from e-mails without being 100% certain of its sender's identity, and must **never** open files with a filename that ends in **“.exe”, “.bat”, or “.com”** even if the sender is known – viruses are often passed *unknowingly* between users.

Users must immediately call the Director of Information Technology of the Company whenever they believe that a system has been infected with a virus. This will allow steps to be promptly taken to assure that no further infection takes place and, if necessary, that experts needed to eradicate the virus are promptly engaged.

#### **H. Web Site**

Crowley has an Internet web site to provide information about Crowley to the public. Only the President of the Company or employees designated by the President have authorization to load content, change content, or remove content on Crowley's web site.

## **I. Security**

Users of portable laptop, notebook, and other transportable computers and other communication or information processing devices containing information relating to Crowley or its business must not leave these computers and devices unsecured when not being used. Loss or theft of any such computers or devices is to be reported immediately to the Director of Information Technology.

## **J. Policy Violations**

Any violation of this policy is grounds for Crowley to (a) take disciplinary action against the employee (up to and including termination of employment), (b) revoke and/or restrict the employee's use of or access to Crowley Communication/Information Systems (including restricting networking privileges, access to the internet and/or use of e-mail), and/or (c) take such other action as Crowley determines appropriate in its discretion. Report any policy violations to Human Resources.

## **K. Questions**

If you have any questions about this policy, please contact Human Resources.

## Solicitation and Distribution

Crowley has established rules to govern employee solicitation and distribution of written materials. Crowley has established rules to maintain and promote safe and efficient operations, employee discipline and an attractive clutter-free work place and to minimize non-work-related activities that could interfere with customer satisfaction, product quality and teamwork.

Besides imposing lawful restrictions on employee solicitation during working time and employee distribution of written materials during working time and in working areas, this policy is not intended to preclude or dissuade employees from engaging in activities protected by state or federal law, including the National Labor Relations Act such as discussing wages, benefits or terms and conditions of employment, forming, joining or supporting labor unions, bargaining collectively through representatives of their choosing, raising complaints about working conditions for their and their fellow employees' mutual aid or protection, or legally required activities.

Employees may not: solicit other employees during working time; distribute literature during working time; or distribute literature at any time in working areas.

Solicitation includes, but is not limited to, approaching someone in person or through employer-owned property such as computers, smartphones, e-mail systems and intranets to offer anything for sale; ask for donations; collect funds or pledges; seek to promote, encourage, or discourage participation in or support for any organization, activity or event, or membership in any organization, or to distribute or deliver membership cards or applications for any organization.

Distribution includes, but is not limited to, disseminating or delivering in person or through employer-owned property such as bulletin boards, computers, smartphones, e-mails and intranets any literature or other materials including circulars, notices, papers, leaflets or other printed, written or electronic matter (except that distributing or delivering membership cards or applications for any organization is considered solicitation and not distribution).

Working time includes any time in which either the person doing the solicitation (or distribution) or the person being solicited (or to whom non-business literature is being distributed) is engaged in or required to be performing work tasks. Working time excludes times when employees are properly not engaged in performing work tasks, including break periods and meal times.

Working areas include areas controlled by Crowley where employees are performing work, excluding, for example, cafeterias, break rooms and parking lots.

Employees who violate any provision of this policy may be subject to discipline, up to and including termination of employment.

## Employee Conduct

Certain rules and regulations regarding employee behavior are necessary for the efficient operation of Crowley and for the benefit and safety of all employees. All employees are expected to conduct themselves and behave in a manner which is conducive to the efficient operation of the Company. Except as otherwise protected by law, such conduct includes but is not limited to:

- reporting to work punctually as scheduled;
- notifying your supervisor in advance if you will be absent from work or unable to report for work on time;
- complying with all Crowley policies and rules;
- wearing appropriate attire to work; and
- treating all clients and others with whom Crowley does business, visitors, and fellow employees with respect and in a courteous manner.

### **Unacceptable Behavior**

To guide employees in their actions while at work, set forth below are examples of the type of behavior that is not permitted. Please understand that it is not possible to list all the forms of behavior that are considered unacceptable in the workplace. If you have any questions concerning appropriate behavior, please ask your supervisor or Human Resources. If you observe, become aware of, or are subject to inappropriate behavior or conduct, this should be promptly reported to your supervisor or Human Resources.

Improper conduct/unacceptable behavior includes but is not limited to:

- Policy and Rule Violations -- Violating any policy set forth in this Employee Handbook or elsewhere, including, without limitation, Crowley's nondiscrimination and harassment, information and communication systems, drug and alcohol, and safety policies; violation of any Company rule.
- Unauthorized Absence -- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your supervisor; stopping work before specified time; failure to properly communicate with supervisor regarding absences, late arrivals, etc., for reasons not protected under the law.
- Safety Violations -- Violation of security or safety rules or failure to observe safety rules or Company safety practices.
- Possession of Weapons -- Possession of firearms, weapons or explosives on Company property or while on duty.

- Criminal or Unethical Activities -- Engaging in criminal or unethical conduct, including but not limited to damaging Crowley property.
- Insubordination -- Insubordination or refusing to obey management instructions.
- Theft -- Theft or unauthorized possession of Company property or the property of fellow employees; unauthorized possession or removal of any Company property; unauthorized use of Company equipment or property for personal reasons; using Company equipment for personal profit.
- Dishonesty -- Dishonesty; falsification or misrepresentation on work records, including but not limited to expense records; falsifying data requested by the Company; alteration of Company records or other Company, governmental, or client documents.
- Bulletin Boards -- Unauthorized posting, removing or altering of information on Company bulletin boards.
- Inappropriate Language -- Using abusive, vulgar or obscene language toward any employee, visitor, client or other person with whom the Company does business.
- Threatening Persons -- Threatening, intimidating or harassing fellow employees, visitors, clients or other persons with whom the Company does business.
- Gratuities -- Soliciting or accepting gratuities from customers or clients..
- Workplace Violence -- Acts or threats of violence, including:
  - fighting or provoking a fight, on Company property or while on Company business;
  - hitting or shoving an individual;
  - intentional destruction or threatening to destroy Company property;
  - making harassing or threatening phone calls;
  - horseplay.

## Disciplinary Procedures

Crowley reserves the right to impose any form of discipline it deems appropriate for unsatisfactory performance, violations of Crowley policy, inappropriate conduct or behavior, or other appropriate reasons. Forms of discipline that may be imposed include but are not limited to the following, any of which may be imposed independent of any other form of discipline:

- Verbal warning
- Written warning
- Suspension with or without pay
- Termination of employment

Any specific references in this Employee Handbook to disciplinary action should not be construed as the only instances for which disciplinary action may be imposed.

## References/Disclosure of Employee Information

Any employee receiving any request for information of any nature about another employee, a former employee or an applicant for employment must refer the request to the Director of Human Resources of the Company.

## Inspections/Searches

Crowley reserves the right to examine, inspect or search at any time and without notice any and all Company property (including, without limitation, Company vehicles, desks, offices, cabinets, lockers, storage compartments and computers) and the contents therein or thereon. No employee has the right, based on expectations of privacy or otherwise, to interfere with or prevent such examinations, inspections or searches of Company property. Any items that an employee does not want to have examined, inspected or searched should not be brought to the workplace.

## Vehicle Use

During your employment, you may use a vehicle as part of your job. It is each employee's responsibility to drive the vehicle in a safe (by exercising appropriate caution and care) and legal manner at all times, both for your protection and the protection of others. In that regard:

- All motor vehicle laws must be complied with, including but not limited to observing speed limits and not operating the vehicle while under the influence of alcohol or drugs.
- Seatbelts must be worn while the vehicle is being operated.
- Cell phones are not to be used while driving.
- Only authorized personnel may operate Crowley vehicles, and they must have a current, valid driver's license and an acceptable driving record, as determined in Crowley's discretion.
- Use of Crowley vehicles is restricted to official Crowley business within the normal commuting area of the Company's business. Personal use of Crowley vehicles is prohibited. Personal use includes commuting between the employee's residence and work, vacation or weekend use, or use by spouse or dependents.
- Only authorized Crowley employees are permitted to be passengers in Company vehicles.
- Company vehicles are to be kept clean and properly serviced. Any and all maintenance issues must be immediately reported to Human Resources.
- Any and all traffic violations and accidents involving Company vehicles must be immediately reported to Human Resources.
- Any and all theft of any Company vehicle (or other Company property inside the vehicle) must be immediately reported to Human Resources.
- Smoking is not permitted in Crowley vehicles.

Employees are responsible for paying any parking tickets and any moving violation tickets issued while operating the vehicle, and may be held responsible for loss or damage to Crowley vehicles (including repair or replacement costs caused by the employee, and excluding normal wear and tear).

Crowley reserves the right to verify the driver's license, driving record, and other pertinent information of employees authorized to drive Company vehicles or other vehicles for Company business.

Any violation of this policy may result in disciplinary action up to and including termination of employment. If you have any questions regarding this policy, please contact Human Resources.

## Confidential Information

Every Crowley employee shares in the responsibility for proper conduct of Crowley's business and for maintaining the confidence of clients and business partners in our operations. This is a serious obligation and the responsibility of every person. In our operations, employees must adhere to high standards of honesty and integrity.

Routinely, employees are in contact with confidential and proprietary information about Crowley, our clients, and our business partners. Confidential information includes Crowley's specialized business methods, processes, sales and marketing techniques and plans, financial information, business plans, trade secrets, intellectual property, and related information, as well as confidential and proprietary information relating to clients or received from clients or business partners. Each employee must appreciate the need to maintain the confidentiality of this information and not disclose it to any person or entity or use it except as necessary in carrying out work for Crowley. Failure to do so or any inappropriate communication or misuse of confidential information may result in disciplinary action, up to and including termination, and/or legal recourse.

Nothing in this Employee Handbook prohibits employees from reporting possible violations of law or regulation to any governmental agency or entity, or making other disclosures that are protected under the whistleblower provisions of the law or regulations. Employees will not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that is made in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney, provided that it is disclosed solely for the purpose of reporting or investigating a suspected violation of law, or is made in a complaint or other document filed in a lawsuit or other proceeding filed under seal so that it is not disclosed to the public. If an employee brings suit against Crowley for retaliation based on the reporting of a suspected violation of law, the employee may disclose a trade secret to his or her attorney and use the trade secret information in the court proceeding, so long as any document containing the trade secret is filed under seal and the employee does not disclose the trade secret except pursuant to court order.

## Code of Ethics

Crowley operates in accordance with certain ethical standards. It is the policy of Crowley to conduct its business with honesty and integrity and in accordance with the highest ethical standards.

Our Code of Ethics is not a roadmap for every business, legal and ethical situation we may find ourselves in, nor would it be possible to create such a roadmap. While this Employee Handbook contains the policies and procedures relevant to our day-to-day operations, our Code of Ethics represents the broad framework for how we address certain ethics issues as we make decisions individually and collectively.

### **A. Compliance with the Code**

All employees, officers and directors are required to comply with the letter and spirit of our Code of Ethics. We are all required to take responsibility for our own actions and to work with our colleagues to create a collaborative work environment where people are proud to work.

Crowley employees, officers and directors who fail to follow the letter or spirit of the Code of Ethics may be subject to disciplinary action, up to and including additional training, re-assignment to lower-risk functions, or termination of employment. Failure to report violations of the Code of Ethics is also grounds for disciplinary action up to and including termination.

### **B. Ethics Program and Training**

Crowley's Ethics Program is focused on educating Company employees, officers and directors concerning the basic values and expectations that are central to our Code of Ethics. Newly hired employees receive and are required to acknowledge that they have reviewed and understood the Code. All other employees receive Code of Ethics Training as well as training on other targeted topics.

### **C. Questions, Clarifications, and Reporting Misconduct**

At Crowley, we strive to be a trusted advisor and service provider to our clients. Our clients' trust in us is our lifeblood. As such, a foundational question we must all ask ourselves when faced with an ethically challenging decision is: "If the details are known, will trust in Crowley be increased?"

If you are or become aware that someone at any level within the Company is acting in a way that you think violates our Code of Ethics, our policies, or otherwise is some type of business misconduct, you are required to report such conduct. Misconduct reports should be directed to the Director of Human Resources or Vice President of the Company. Reports can be made anonymously, although providing a name facilitates investigation and follow-up.

We maintain a culture at Crowley where important issues can be freely discussed without fear of retaliation. We will not tolerate retaliation against anyone who makes a report in good faith.

Any suspected retaliation should be reported in the same manner as a violation.

#### **D. Cooperation with Government Investigations**

We value our relationships with our Government customers. In upholding our obligations to these customers, Crowley will respond promptly to questions, concerns, and reports of wrongdoing. Investigations will be as confidential as possible given their circumstances. All Crowley employees, officers, and directors will cooperate fully with investigation activities by Crowley or by government investigators and/or regulators. Should you receive a request for information from the government or on behalf of the government, you must contact the Director of Human Resources of the Company immediately so Crowley may respond professionally, courteously, and accurately.

#### **E. Gifts and Entertainment**

Crowley must only give or accept business courtesies that are for business purposes, are modest and infrequent, and are not prohibited by law or by the policies and regulations that apply to all parties involved. Exchanging gifts and sharing entertainment in connection with a legitimate business purpose can foster constructive relationships with third parties. However, gifts and entertainment should never affect, or appear to affect, impartial business decision-making by Crowley employees or anyone else. Gifts and entertainment should never be offered or received in exchange for preferential treatment. You must never provide gifts, entertainment, or transportation to U.S. government officials or customers.

#### **F. Responsible Official**

The Crowley official responsible for the Code of Ethics is the Director of Human Resources. This responsible official will ensure Ethics Program training occurs as required and that periodic reviews occur to assess whether the company's practices, procedures, policies and internal controls remain adequate to (1) monitor for potential misconduct, (2) report/disclose misconduct when appropriate, and (3) uphold the values of Crowley. The responsible official shall also periodically track incidences of misconduct to ensure the misconduct is met with appropriate and proportional discipline. If you have any questions concerning Crowley's Code of Ethics, please contact the Director of Human Resources.

#### **G. Protection of Government Proprietary and Source Selection Information**

Crowley values our customers' trust and respects the privacy of their information. Any Crowley employee, officer or director who handles government proprietary and/or source selection information plays an important role in protecting the information from inappropriate or unauthorized use or disclosure. As a general rule, government proprietary or source selection information must only be shared with people with a "need to know" and with specific permission from the customer to know the information. In addition, the information must never be disclosed outside of Crowley and must never be used for anything other than legitimate Crowley business purposes. Seek clarification from the Company's Director of Human Resources or Vice President whenever government proprietary and source selection information is received and as

questions arise.

## **H. Hiring of Former Government Employees**

In addition, hiring or discussing possible employment with former and current government employees could create the perception – even if it is not accurate – that Crowley is attempting to influence or reward the government employee’s decision to purchase our services or influence how laws and regulations affecting Crowley are enforced. To avoid the appearance of improper influence, Crowley employees, officers and directors must obtain prior clearance from the Vice President of the Company to conduct employment-related discussions with government employees, elected officials, and members of their immediate families.

## **I. Conflicts of Interest**

Crowley strives to encourage and promote objectivity in business decision-making. Avoiding conflicts of interest is critical to maintaining integrity and honesty in the way Crowley conducts its business.

Crowley as an organization strives to comply with laws, rules and regulations pertaining to organizational conflicts of interest. Due to Crowley’s esteemed relationships with various agencies of the federal government, Crowley makes it a priority that all actual or potential conflicts of interest be identified in advance, properly evaluated and disclosed to appropriate individuals, and that mitigation plans, as necessary and appropriate, are properly documented and implemented.

Crowley employees have a duty of loyalty to the organization and are expected to make business decisions with Crowley’s best interests in mind, and to exercise business judgment independent of external influences such as personal financial interests, external business relationships, outside employment, and familial relationships. Potential conflicts of interest can arise in any of the following circumstances when a Crowley employee:

*Accepts gifts from a potential business partner;*

*Accepts additional employment by another company;*

*Has a financial interest in a business partner or competitor;*

*Places business with any firm in which the employee or an immediate family member of an employee has a financial interest; or*

*Inappropriately communicates with a competitor.*

These potential conflicts are discussed further below.

- Outside Employment – Employees must provide advance notice to, and receive written approval from, the Director of Human Resources of the Company if they seek or obtain or

continue any full or part-time employment opportunities during their tenure of employment with Crowley, with entities other than Crowley, including any self-employment opportunities. Crowley will not grant such approval if the outside employment is with any Crowley competitor, is deemed to interfere, in management's judgment, with the employee's position at Crowley, or otherwise creates a potential organizational conflict of interest.

- Outside Business – Employees cannot conduct the business of any outside employment during their working time at Crowley.
- Outside Directorships – Employees who wish to serve or continue to serve on the board of directors of any organization, for-profit or not-for-profit, must disclose their plans to the Director of Human Resources of the Company so a determination can be made by Crowley management whether such a position is in conflict with employment at Crowley.
- Financial Interest in Crowley's Competitors, Customers or Clients – Employees must disclose to the Company's Director of Human Resources any direct or indirect (via family members) financial interest in Crowley's competitors, customers or clients. For purposes of this paragraph, "financial interest" is an ownership interest of greater than 5% in the entity at issue.
- Financial Interest in Other Organizations – In supporting our clients, the objectivity of Crowley and the objectivity of the Company's employees is paramount. For this and other reasons, Crowley endeavors to avoid any organizational or personal conflicts of interest. Crowley also endeavors to avoid situations where an employee's objectivity may be questioned. Integral to this effort is that employees self-report to Crowley any direct or indirect interest in any other organization where such interest might create a conflict either for Crowley or for the employee.
- Corporate Opportunities – Crowley prohibits employees from using the Company's property, information, resources or position for personal gain or to compete with Crowley in any way. Crowley also prohibits employees from taking or diverting to any third party any business opportunity that is discovered through the use of any of Crowley's property, information, or resources.

## **J. Hiring of Relatives**

Crowley generally permits employment of relatives. However, relatives generally cannot be hired or assigned to positions where one relative reports to or is supervised (directly or indirectly) by another relative. In such a situation, Crowley reserves the right to reassign one of the relatives or to take other such action as determined appropriate.

## Resignation

If you voluntarily terminate your employment at Crowley, please tell us in writing at least 2 weeks before the date you will leave. Although advance notice is not required, you will be helping your co-workers because there will be more time to reassign work and replace you if necessary. If you do not provide such notice before leaving, this may affect our decision to consider you for future employment.

## Return of Property

All Crowley or client property issued to you or otherwise in your possession or control, including but not limited to keys, access cards, credit cards, documents, disks, and all copies thereof, must be returned to the Company at termination of employment and/or upon request.

## **PERSONNEL MATTERS, PAY & BENEFITS**

## Employee Classifications

Employees are classified as either full-time or part-time (including temporary) and as exempt (not eligible for overtime pay) or non-exempt (eligible for overtime pay).

### **Full-Time**

An employee who is employed for an indefinite period and is generally required to work every week for at least forty (40) hours is considered a full-time employee. Unless otherwise required by law or specified, the benefits described in this Employee Handbook normally apply only to full-time employees.

### **Part-Time**

Anyone other than a full-time employee, including, but not limited to:

- a person employed to work for fewer than 40 hours a week;
- a person who may work 40 hours or more in some weeks but is not generally scheduled or required to work every week (*e.g.*, works sporadically); or
- a person employed for a specific assignment or for a limited period (may also be known as a temporary employee).

## Employee Information

It is important to keep your personnel records up-to-date for pay deductions, benefits and other matters. Promptly notify Human Resources if you have any changes to your personnel information, including changes to:

- name
- address
- home or emergency telephone numbers
- marital status
- number of dependents
- beneficiary
- work authorization status
- additional education and special training courses

**Notification of changes should be made as soon as possible after the change as there are generally short time periods in which to make applicable modifications to insurance coverage and other benefits.**

## Hours of Work

### **Work Hours**

Crowley's normal workday hours vary by department. Employees who have any questions about work hours should contact their supervisor, Department Head, or Human Resources.

### **Overtime**

Overtime may not be worked without the prior approval of your supervisor or the Director of Human Resources of the Company. In that regard, non-exempt employees may not work before or after their scheduled hours or during their lunch periods without prior approval from their supervisor or the Director of Human Resources. Overtime pay is based on hours actually worked.

## Pay Procedures

### **Direct Deposit**

Employees have the option of having their pay directly deposited into a personal account. Employees who have any questions or who would like to utilize this option should contact Human Resources.

### **Payday**

Employees are paid bi-weekly, every other Friday, twenty-six (26) times per year. If a scheduled payday falls on a Company observed holiday, you will be paid on the day before the holiday.

### **Time Records**

Employees required to maintain time records must do so on a daily basis and provide all required information. Hourly employees are required to accurately record the time they work, as well as the beginning and ending times of each meal period by punching in and out on the time and attendance system. Salaried employees are required to report their time worked on an electronic time sheet turned in to their supervisor or directly to the payroll clerk on Monday morning following the last Friday of the pay period.

### **Notification Procedure**

Crowley strives to ensure that employees are paid correctly, but sometimes errors may occur. If you believe that errors have been made in your paycheck, you should promptly advise Human Resources so that the matter can be investigated and any corrections can be made as quickly as possible.

## **Pay Transparency Policy Statement**

Crowley occasionally performs government contract work. As a government contractor, Crowley will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. If you have questions about this policy, please see the Director of Human Resources of the Company.

### **Deductions from the Pay of a Salaried Employee**

If you are a salaried employee, you will normally be paid your full salary for every week in which you perform work for the Company. However, the Company can make deductions from your salary if any of the following circumstances occur:

- If you have no remaining paid leave (other than sick and/or safe leave time) and you are absent from work for one or more days for personal reasons other than sickness, your pay will be deducted for those full days missed, to the extent permitted by law.
- If you have no remaining sick and/or safe leave and you are absent from work for one or more days due to sickness or disability, your pay will be deducted for those full days missed, to the extent permitted by law.
- If you are suspended without pay for one or more days for violating Crowley's policies, including, but not limited to, those on non-discrimination and harassment, conduct, and drugs and alcohol, your pay will be deducted for each full day during the duration of the suspension, to the extent permitted by law.

This is not an exhaustive list of all circumstances under which the Company can make a deduction from your salary, but is meant to be a guide as to the most common examples when a deduction may be made.

### **Notification Procedure - Improper Deductions**

As with any other paycheck errors, if you are a salaried employee and you believe that the Company has made an improper deduction from your salary, you should promptly advise the Director of Human Resources of the Company that the deduction has been made. Crowley will do a prompt investigation and will reimburse you promptly for any deductions that it is determined should not have been made. Please try to give Crowley as much notice as possible, so we can try to correct the deduction, if necessary, before your next scheduled pay day.

# Holidays and Leave

## Holidays

All eligible full-time employees receive the following holidays with pay:

- New Years Day
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving Day
- The Friday after Thanksgiving
- Christmas Eve
- Christmas Day

If a Company holiday falls during your vacation, the holiday is not counted as a vacation day. It is counted as a holiday.

Unless otherwise required by law, employees who are out for any unapproved or unscheduled time off the day before or after a holiday will not receive paid holiday leave.

## Vacation

Full-time employees are eligible to accrue paid vacation in accordance with the schedule below. Different vacation benefits may apply for Service Contract Act employees, to the extent required by law.

### Length of Service

### Accrual Rate

Through the first year of service:

1.54 hours for every 80 regular hours worked, up to 40 hours/year

After 1 year of service through 6 years

3.08 hours for every 80 regular hours worked, up to 80 hours/year

After 6 years of service:

4.62 hours for every 80 regular hours worked, up to 120 hours/year

Vacation hours are accrued on regular hours worked only. Unless otherwise required by law, overtime and leave hours are not counted for purposes of vacation accrual. Vacation may be scheduled after completing ninety (90) days of consecutive service.

Vacation hours may carry-over from one year to the next, but the total maximum number of accrued and unused vacation hours that can be accumulated is 120. Once this cap is reached, no further vacation hours can be accrued until vacation has been taken to reduce the number of accrued hours below the cap, at which time vacation accrual will resume.

Employees whose employment with Crowley terminates are paid for any accrued and unused vacation hours they may have as of their last day of employment. An employee is not considered to have experienced a termination of employment if there is a reorganization of or an acquisition of Crowley (or the unit in which the employee is employed) and the employee's employment continues with the reorganized or acquiring company or an affiliate of the reorganized or acquiring company.

### Requesting Vacation

All planned leave must be approved by your supervisor in advance of taking leave. Requests for leave should be submitted as far in advance as possible, but not less than 7 days before the desired date of the leave. For instance, the further in advance a request for vacation is submitted, the better opportunity the supervisor will have to plan for it, and the more likely it is to be approved. If an employee needs to take unplanned vacation leave, the employee should contact his or her supervisor as early as possible. Unless otherwise required by law, approval of leave requests is not automatic and will depend on various factors, including staffing, client or other business needs or requirements. If approved, the request will be forwarded to the Payroll Department for recording purposes.

Supervisors only have authority to approve up to 80 hours of vacation that can be taken consecutively (in one block). Vacation leave requested in excess of 80 hours must be approved by Crowley management (administration), in its sole and absolute discretion.

### **Sick Leave**

Full-time employees are eligible to accrue paid sick leave at the rate of 1.54 hours per 80 regular hours worked, up to a maximum of 40 hours per year. This paid sick leave does not carry over from one calendar year to the next. Any accrued unused sick leave at the end of a calendar year or on termination of employment is lost and there is no payment for it.

Sick leave may be used for medical-related situations, such as routine sickness, physician appointments, scheduled medical procedures, unexpected emergencies, and to care for an ill child, spouse, or parent. For planned sick leave, requests should be made at least 7 calendar days in advance. For unforeseeable leave, requests for sick and safe leave must be made as soon as practicable. Employees should notify the Company of the anticipated duration of their leave. The Company may require reasonable documentation to verify that leave was used appropriately if employees take 3 or more consecutive full days of leave.

To the extent employees are eligible for leave under (a) this policy and (b) a state or local sick and/or safe leave policy (see applicable Addendum) or the Paid Sick and Safe Leave For Employees Who Work on or in Connection with Covered Federal Contracts policy (see applicable Addendum), employees will accrue leave and may use accrued paid leave in accordance with the more generous or broader policy as applicable, and such leave will accrue and run concurrently to the extent permitted by law.

## **Family and Medical Leave Act (FMLA)**

If you have worked for Crowley for at least 12 months and for at least 1,250 hours during the 12-month period before the leave is to begin, you may be entitled to take up to 12 work weeks of unpaid leave during any 12-month period for any combination of the following reasons:

- to attend to the birth, adoption or foster care placement of your child
- to attend to the serious health condition of a son, daughter, spouse, or parent
- to receive care for your own serious health condition
- any qualifying exigency arising out of the fact that your son, daughter, spouse, or parent is a covered military member on covered active duty (or has been notified of an impending call or order to covered active duty)

An eligible employee who is the spouse, child, parent or next of kin (nearest blood relative) of a covered military member who is undergoing medical treatment, recuperation, therapy, in outpatient status or on the temporary disability retired list, for a serious injury or illness is entitled to a total of 26 workweeks of leave during a 12 month period to care for the covered military member. This leave is only available during a single 12 month period. During the single 12 month period, an eligible employee is entitled to a combined total of 26 workweeks of leave under this paragraph and the preceding paragraph.

If your need for leave is foreseeable, you must give reasonable advance notice of the need for the leave.

If leave is requested due to your own or a family member's serious health condition, you must provide medical certification from an appropriate health care provider. If the Company has reason to doubt the validity of the certification provided, the Company may require that you obtain, at the Company's expense, the opinion of a second health care provider approved by the Company, in regard to any information required to be certified. If the second opinion differs from the original certification provided, you may obtain the opinion of a third health care provider mutually agreed upon by you and the Company, in regard to any information required to be certified. The Company will pay the cost of the opinion of the third health care provider, whose opinion will be final and binding to you and the company. Additionally, if military-related leave is requested, the Company may require a copy of certain certifications and/or other documentation.

In general, upon returning to work, you will be restored to your former position or to an equivalent position with the same employment benefits and pay. As a condition for restoration to work, an employee who takes leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position may be required to provide certification from the employee's health care provider that the employee is able to resume work.

Employees are to give notice and requests for leave to the Director of Human Resources. Any supervisor or manager who receives a notice or request for leave must immediately notify the Director of Human Resources.

For further details on FMLA or any other leave questions, please contact Human Resources. A copy of the FMLA poster is attached as the last page of this handbook.

### **Military Leave**

Employees who need to be absent from work due to military service will be granted a leave of absence in accordance with federal and state laws governing such leaves. Employees are expected to notify their supervisor and the Director of Human Resources as soon as they are aware of the dates they will be on military service so that appropriate arrangements can be made. For more details regarding military leave, please contact Human Resources.

### **Bereavement Leave**

Full-time employees are eligible for up to 3 days of paid bereavement leave for the death of an immediate family member, and up to 1 day of paid bereavement leave for the death of an aunt, uncle, cousin, niece, or nephew. For purposes of this policy, immediate family members include an employee's spouse or domestic partner, parents (including step-parents and in-laws), brother (including step-brother and brother-in-law), sister (including step-sister and sister in-law), children (including step-children and in-laws), and grandparents (including step-grandparents and in-laws).

If additional time is needed, or the relative is not covered in the list above, the employees may use available accrued vacation or sick leave upon approval of the employee's supervisor.

Bereavement leave is only available in the event of the death of the family members specified above, and does not carry over from one year to the next. Any unused bereavement leave at the end of the year or on termination of employment is lost and there is no payment for it.

Employees are responsible for requesting leave under this policy from their supervisor as far in advance as possible. The Company may require certain verification. Approval of leave requests under this policy may depend on various factors, including staffing, client or other business needs or requirements.

### **Jury Duty and Witness Leave**

Crowley provides full-time employees up to a maximum of 3 days of paid leave for jury duty or to appear as a witness in court or other judicial proceeding in response to a valid summons or subpoena, less any jury duty or witness fee received. Beyond that, leave is unpaid unless otherwise required by applicable law or the employee elects to use available paid leave (different rules regarding pay may apply to exempt employees).

You are expected to report to work when the court schedule permits (for example, if you are excused from jury duty during your regularly scheduled work hours or if you are released from

jury duty earlier than anticipated). Retaliation against an employee who requests or takes leave under this policy is strictly prohibited. Employees must show the jury summons or subpoena to their supervisor as soon as possible after receipt.

### **Facility Closure**

In the event a facility is closed due to weather, natural disasters or emergency situations, time not worked by a non-exempt employee is unpaid unless the time is designated as vacation leave (with supervisor approval).

## Benefits

*Crowley's insurance and retirement programs are briefly described in this Employee Handbook. These descriptions are not intended to provide detailed information regarding these benefits or to be summary plan descriptions. For all plans for which you are provided a summary plan description or other literature, please refer to those documents.*

Questions concerning benefits (including insurance claim information) should be directed to Human Resources.

### **Insurance**

Crowley currently offers eligible full-time employees medical, dental, vision, and AFLAC insurance.

Refer to the literature, which may include summary plan descriptions, provided by our insurance organization(s) for details on this insurance.

### **Retirement**

Crowley currently offers eligible full-time employees a 401(k) retirement plan.

# Safe and Healthy Work Environment

## General

Crowley strives to provide a safe and secure workplace. Employees play an important role in these efforts by adhering to and enforcing all established safety and security policies and procedures.

Employees are expected to report any unsafe conditions to their supervisors or Human Resources. Employees who violate Crowley's safety and security rules and procedures or otherwise act in an unsafe manner may be subject to disciplinary action, up to and including termination.

## Injuries/Workers' Compensation

In you are involved in an accident or sustain an injury while on the job, regardless of how insignificant it may seem, you must report the accident or injury to your supervisor or Human Resources and complete an Accident Investigation form.

Crowley provides workers' compensation insurance for on-the-job injuries, **but coverage may be denied if an injury is not reported timely.**

## Personal Property

Crowley is not responsible for any loss, damage, or theft of personal items that an employee brings to work. Employees should take appropriate precautions to safeguard personal items brought to the workplace. Lost personal items should be reported to an employee's supervisor.

## Dealing with Upset Employees

If a co-worker feels an employee is demonstrating signs of the potential for violent behavior, they should notify their supervisor or call Human Resources for guidance.

## Security Precautions

Visitors in the workplace can also cause violent incidents. To guard against this potential source of violence, employees are encouraged to:

- Exercise caution when a visitor enters into the building;
- Escort visitors while they are on Crowley property;

# EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION



## **ADDENDUM**

### **Paid Sick and Safe Leave for Employees Who Work on or in Connection with Covered Federal Contracts**

Eligible employees accrue 1 hour of paid sick and safe leave for every 30 hours worked on or in connection with a covered federal contract, up to 56 hours per calendar year. Employees may carry over accrued but unused sick and safe leave from calendar year to calendar year, up to a maximum of 56 hours.

Accrued but unused sick and safe leave in excess of the carry over amount is forfeited and employees will not be paid out for it. Accrued but unused sick and safe leave will not be paid out on termination of employment for any reason.

Eligible employees may use sick and safe leave in increments of one hour or greater, for absence resulting from any of the following:

- (i) their own physical or mental illness, injury or medical condition;
- (ii) obtaining diagnosis, care, or preventative care from a health care provider for themselves;
- (iii) caring for a child, parent, spouse, domestic partner, or any other individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship who has any of the conditions or needs for diagnosis, care, or preventative care, or preventative care described in (i) and (ii) above or is otherwise in need of care; or
- (iv) domestic violence, sexual assault, or stalking, if the time absent from work is for the purposes otherwise described in (i) and (ii), to obtain additional counseling, to seek relocation, to seek assistance from a victim services organization, to take related legal action, including preparation for or participation in any related civil or criminal legal proceeding, or to assist an individual related to the employee as described in (iii) in engaging in any of these activities.

For all planned sick and safe leave, requests must be made at least 7 calendar days in advance. For unforeseeable leave, requests for sick and safe leave must be made as soon as practicable. Employees should notify Crowley of the anticipated duration of their leave. Crowley may require reasonable documentation to verify that leave was used appropriately if employees take 3 or more consecutive full days of leave. Crowley will not retaliate against employees for requesting or taking sick and safe leave under this policy.

To the extent employees are eligible for sick and/or safe leave under both this policy and a state or local sick and/or safe leave policy (see applicable State-Specific Addendum), employees will accrue leave and may use accrued paid leave in accordance with the more generous or broader policy provision as applicable, and such leave will accrue and run concurrently to the extent permitted by law.

## **STATE-SPECIFIC ADDENDUM**

### **Maryland Employees**

#### **Voting Leave**

Crowley provides up to 2 hours of paid leave for eligible employees to vote on election day. An employee is not eligible for this leave if the employee has 2 consecutive nonworking hours during which the polls are open. Employees taking leave under this policy must provide the Company with proof, using a state-prescribed form, that the employee has voted or attempted to vote. Employees should give notice to the Company of the need for such leave as soon as possible.

#### **Witness Leave**

Crowley provides leave for an employee to:

- appear as a witness in any civil or criminal proceeding, including discovery proceedings, in response to a subpoena requiring the employee to appear at such proceeding; or
- attend certain proceedings involving minors that the employee has a right to attend under law; or that the employee, as the victim, has a right to attend under law.

Beyond the paid leave specified in the main Employee Handbook, this leave is unpaid. However you may elect to use your available paid leave. Employees should give notice to the Company of the need for such leave as soon as possible. Retaliation for taking such leave is strictly prohibited.

#### **Deployment of Family Members Leave**

If you have worked for Crowley for at least 12 consecutive months and for at least 1,250 hours during the 12-month period before the leave is to begin, you may be entitled to take up to 1 day of leave to be used on the day your immediate family member leaves for or returns from active military duty outside the United States as a member of the armed forces. For purposes of this policy, immediate family member includes the employee's spouse, parent, stepparent, child, stepchild, or sibling. This leave is unpaid, however you may elect to use your available paid leave.

#### **Civil Air Patrol Leave**

Crowley provides leave in accordance with applicable law for eligible employees who serve in Maryland's Wing of the Civil Air Patrol to respond to authorized emergency missions. This leave is unpaid; however, employees may elect to use their available paid leave. Employees seeking to take such leave must give notice to the Company of the need for the leave as soon as possible. The Company may require certain documentation for verification purposes. Retaliation against employees who request or take leave under this policy is strictly prohibited.

## **STATE-SPECIFIC ADDENDUM**

### **California Employees**

#### **Crime Victim Leave**

To the extent required by law, employees who are victims of certain, specified felony crimes or immediate family members of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim, may receive unpaid leave to attend judicial proceedings related to that crime. To take this leave, employees must provide the Company in advance with a copy of the notice of the proceeding. If advance notice is not possible, employees must provide the Company with appropriate documentation evidencing attendance at the judicial proceeding when returning back to work. Retaliation against employees who request or take leave under this policy is strictly prohibited.

#### **Domestic Violence, Sexual Assault, and Stalking Victim Leave**

Crowley provides reasonable leave for employees who are victims of domestic violence, sexual assault, or stalking to obtain or attempt to obtain relief, including but not limited to a restraining order, temporary restraining order, or other injunctive relief to help ensure the health, safety, or welfare of the employee or the employee's child. This leave is unpaid; however, you may elect to use your available paid leave. Employees must provide the Company with reasonable advance notice if feasible; otherwise employees should give notice of the leave to the Company as soon as possible. The Company may require certain certification documents for verification purposes. Retaliation against employees who request or take leave under this policy is strictly prohibited.

#### **Paid Sick Leave**

Eligible employees may accrue and use sick leave as set forth in the posting below. Additionally, to the extent required by law, employees may also use this leave for other kincaire reasons.

To the extent employees are eligible for sick and/or safe leave under both this posting and the Paid Sick and Safe Leave for Employees Who Work on or in Connection with Covered Federal Contracts policy, employees will accrue leave and may use accrued paid leave in accordance with the more generous or broader policy provision as applicable, and such leave will accrue and run concurrently to the extent permitted by law. Upon termination of employment, unless otherwise required by law, employees will not be paid out for any accrued unused leave.

Employees must provide reasonable advance notification to the Director of Human Resources of the Company if the need for leave is foreseeable. If the need is not foreseeable, employees must provide notice as soon as practicable. Retaliation for requesting or taking leave under this policy is strictly prohibited.

**THIS POSTER MUST BE DISPLAYED WHERE EMPLOYEES CAN EASILY READ IT**

*(Poster may be printed on 8 1/2" x 11" letter size paper)*

## **HEALTHY WORKPLACES/HEALTHY FAMILIES ACT OF 2014 PAID SICK LEAVE**

### **Entitlement:**

- An employee who, on or after July 1, 2015, works in California for 30 or more days within a year from the beginning of employment is entitled to paid sick leave.
- Paid sick leave accrues at the rate of one hour per every 30 hours worked, paid at the employee's regular wage rate. Accrual shall begin on the first day of employment or July 1, 2015, whichever is later.
- Accrued paid sick leave shall carry over to the following year of employment and may be capped at 48 hours or 6 days. However, subject to specified conditions, if an employer has a paid sick leave, paid leave or paid time off policy (PTO) that provides no less than 24 hours or three days of paid leave or paid time off, no accrual or carry over is required if the full amount of leave is received at the beginning of each year in accordance with the policy.

### **Usage:**

- An employee may use accrued paid sick days beginning on the 90<sup>th</sup> day of employment.
- An employer shall provide paid sick days upon the oral or written request of an employee for themselves or a family member for the diagnosis, care or treatment of an existing health condition or preventive care, or specified purposes for an employee who is a victim of domestic violence, sexual assault, or stalking.
- An employer may limit the use of paid sick days to 24 hours or three days in each year of employment.

Retaliation or discrimination against an employee who requests paid sick days or uses paid sick days or both is prohibited. An employee can file a complaint with the Labor Commissioner against an employer who retaliates or discriminates against the employee.

For additional information you may contact your employer or the local office of the Labor Commissioner. Locate the office by looking at the list of offices on our website <http://www.dir.ca.gov/dlse/DistrictOffices.htm> using the alphabetical listing of cities, locations, and communities. Staff is available in person and by telephone.

### **Voting Leave**

Crowley provides up to 2 hours of paid leave for eligible employees to vote in statewide elections. An employee is not eligible for this leave if the employee has sufficient time outside of his or her normal work hours. Employees taking leave under this policy must provide the Company with at least 2 working days' advance notice.

### **School Suspension Leave**

Crowley provides reasonable leave for employees who are the parent or guardian of a student to appear at the student's school because the student was suspended. This leave is unpaid. Employees seeking to take leave under this policy must give reasonable advance notice to the Company that the employee is requested to appear at the school. The Company may require certain certification documents for verification purposes. Retaliation against employees who request or take leave under this policy is strictly prohibited.

### **Volunteer Firefighter, Reserve Peace Officer, and Emergency Rescue Personnel Leave**

Crowley provides reasonable leave for employees who are volunteer firefighters, reserve peace officers, or emergency rescue personnel who require time off to perform emergency duties. This leave is unpaid; however, you may elect to use your available paid leave. Employees should give notice of the leave to the Company as soon as possible. The Company may require certain certification documents for verification purposes. Retaliation against employees who request or take leave under this policy is strictly prohibited.

### **Pregnancy Disability Leave**

Crowley complies with California law regarding pregnancy-disability leave, as set forth in the following posting.

**YOUR RIGHTS AND OBLIGATIONS AS A PREGNANT EMPLOYEE**

If you are pregnant, have a related medical condition, or are recovering from childbirth, **PLEASE READ THIS NOTICE.**

• California law protects employees against discrimination or harassment because of an employee's pregnancy, childbirth or any related medical condition (referred to below as "because of pregnancy"). California law also prohibits employers from denying or interfering with an employee's pregnancy-related employment rights.

• Your employer has an obligation to:

◦ reasonably accommodate your medical needs related to pregnancy, childbirth or related conditions (such as temporarily modifying your work duties, providing you with a stool or chair, or allowing more frequent breaks);

◦ transfer you to a less strenuous or hazardous position (where one is available) or duties if medically needed because of your pregnancy; and

◦ provide you with pregnancy disability leave (PDL) of up to four months (the working days you normally would work in one-third of a year or 17 1/3 weeks) and return you to your same job when you are no longer disabled by your pregnancy or, in certain instances, to a comparable job. Taking PDL, however, does not protect you from non-leave related employment actions, such as a layoff.

◦ provide a reasonable amount of break time and use of a room or other location in close proximity to the employee's work area to express breast milk in private as set forth in the Labor Code.

• For pregnancy disability leave:

◦ PDL is not for an automatic period of time, but for the period of time that you are disabled by pregnancy. Your health care provider determines how much time you will need.

◦ Once your employer has been informed that you need to take PDL, your employer must guarantee in writing that you can return to work in your same position if you request a written guarantee. Your employer may require you to submit written medical certification from your health care provider substantiating the need for your leave.

◦ PDL may include, but is not limited to, additional or more frequent breaks, time for prenatal or postnatal medical appointments, doctor-ordered bed rest, severe morning sickness, gestational diabetes, pregnancy-induced hypertension, preeclampsia, recovery from childbirth or loss or end of pregnancy, and/or post-partum depression.

◦ PDL does not need to be taken all at once but can be taken on an as-needed basis as required by your health care provider, including intermittent leave or a reduced work schedule, all of which counts against your four month entitlement to leave.

◦ Your leave will be paid or unpaid depending on your employer's policy for other medical leaves. You may also be eligible for state disability insurance or Paid Family Leave (PFL), administered by the California Employment Development Department.

◦ At your discretion, you can use any vacation or other paid time off during your PDL.

- ° Your employer may require or you may choose to use any available sick leave during your PDL.
- ° Your employer is required to continue your group health coverage during your PDL at the same level and under the same conditions that coverage would have been provided if you had continued in employment continuously for the duration of your leave.
- ° Taking PDL may impact certain of your benefits and your seniority date; please contact your employer for details.
- ° If possible, you must provide at least 30 days' advance notice for foreseeable events (such as the expected birth of a child or a planned medical treatment for yourself). For events that are unforeseeable, we need you to notify us, at least verbally, as soon as you learn of the need for the leave. Failure to comply with these notice rules is grounds for, and may result in, deferral of the requested leave until you comply with this notice policy.

**Notice Obligations as an Employee.**

- Give your employer reasonable notice: To receive reasonable accommodation, obtain a transfer, or take PDL, you must give your employer sufficient notice for your employer to make appropriate plans. Sufficient notice means 30 days advance notice if the need for the reasonable accommodation, transfer, or PDL is foreseeable, otherwise as soon as practicable if the need is an emergency or unforeseeable.
- Provide a Written Medical Certification from Your Health Care Provider. Except in a medical emergency where there is no time to obtain it, your employer may require you to supply a written medical certification from your health care provider of the medical need for your reasonable accommodation, transfer or PDL. If the need is an emergency or unforeseeable, you must provide this certification within the time frame your employer requests, unless it is not practicable for you to do so under the circumstances despite your diligent, good faith efforts. Your employer must provide at least 15 calendar days for you to submit the certification. See your employer for a copy of a medical certification form to give to your health care provider to complete.
- PLEASE NOTE that if you fail to give your employer reasonable advance notice or, if your employer requires it, written medical certification of your medical need, your employer may be justified in delaying your reasonable accommodation, transfer, or PDL.

**Additional Rights under California Family Rights Act (CFRA) Leave**

- You also may be entitled to additional rights under the California Family Rights Act of 1993 (CFRA) if you have more than 12 months of service with us and have worked at least 1,250 hours in the 12-month period before the date you want to begin your leave. This leave may be up to 12 workweeks in a 12-month period for the birth, adoption, or foster care placement of your child or for your own serious health condition (not related to pregnancy) or that of your child, parent or spouse. While the law provides only unpaid leave, employees may choose or employers may require use of accrued paid leave while taking CFRA leave under certain circumstances. For further information on the availability CFRA leave, please review your employer's Notice regarding the availability of CFRA leave.

This notice is a summary of your rights and obligations under the Fair Employment and Housing Act (FEHA). For more information about your rights and obligations as a pregnant employee, contact your employer, visit the Department of Fair Employment and Housing's Web site at [www.dfeh.ca.gov](http://www.dfeh.ca.gov), or contact the Department at (800) 884-1684. The text of the FEHA and the regulations interpreting it are available on the Department of Fair Employment and Housing's Web site at [www.dfeh.ca.gov](http://www.dfeh.ca.gov).

# STATE-SPECIFIC ADDENDUM

## District of Columbia Employees

### **Paid Sick and Safe Leave**

You are eligible to accrue paid leave at the beginning of your employment with Crowley and may use leave under this policy if you work in the District of Columbia and have been employed by Crowley for at least 90 days without a break in service.

### Qualifying Circumstances

You may use sick and safe leave for any of the following:

- Your own physical or mental illness, injury, or medical condition; or obtaining professional medical diagnosis or care, or preventative medical care for yourself.
- To care for your family member who has physical or mental illness, injury, or a medical condition, or who needs professional medical diagnosis or care, or preventative medical care.
- If you or your family member is a victim of stalking, domestic violence, or sexual abuse, you may use sick and safe leave to obtain social or legal services pertaining to the stalking, domestic violence, or sexual abuse, to: (a) seek medical attention to recover from physical or psychological injury or disability caused by stalking, domestic violence, or sexual abuse; (b) obtain services from a victim services organization; (c) obtain psychological or other counseling; (d) temporarily or permanently relocate; (3) take legal action, including preparing for or participating in any civil or criminal legal proceeding related to or resulting from the domestic violence, stalking, or sexual abuse; or (f) take other actions to enhance the health or safety of you or your family member or to enhance the safety of those who associate or work with you.

Family member means, for this policy, the following individuals: spouse; domestic partner; child (including foster child or grandchild); parents (including parents of a spouse); brothers and sisters; spouses of children; spouses of brothers and sisters; a person you have lived with for the past 12 months, and with whom you maintain a committed relationship; and a child who lives with you and for whom you have permanently assumed parental responsibility.

### Amount of Sick & Safe Leave Available

If you are eligible, you will accrue 1 hour of leave for every 87 hours worked up to a maximum of 3 days per calendar year. You may carry over unused leave from year to year, and may use up to a maximum of 3 days per calendar year. Accrued unused leave will not be paid out on termination of employment for any reason.

Crowley may reduce payment for this leave by any amounts payable to you under any other benefits plan to which Crowley contributes or under any federal or state worker's compensation law which covers your absence, to the extent permitted by law.

To the extent employees are eligible for sick and/or safe leave under both this policy and the Paid Sick and Safe Leave for Employees Who Work on or in Connection with Covered Federal Contracts policy, employees will accrue leave and may use accrued paid leave in accordance with the more generous or broader policy provision as applicable, and such leave will accrue and run concurrently to the extent permitted by law.

Retaliation against employees who request or take leave under this policy is strictly prohibited.

### Requesting Sick & Safe Leave

You must promptly notify your supervisor as soon as you learn of the need for time off. If the need to use sick leave is foreseeable, you must provide a written request stating the reason for and the expected duration of the leave, at least 10 days in advance or as early as possible. If your need for leave is unforeseeable, you must provide an oral request for leave before the start of the shift for which you are requesting leave. If you need leave due to an emergency situation and cannot provide advance notice, you must provide notice before the start of your next shift or within 24 hours of the onset of the emergency, whichever is sooner.

If your leave is for 3 or more consecutive days, Crowley may require that you provide certification supporting your request for leave upon your return to work. This may include: a written statement from physician confirming your illness; or a copy of a police report, court order, or signed statement from a victim and witness advocate or domestic violence counselor if your leave was to obtain social or legal services in connection with an incident of stalking, domestic violence, or sexual abuse.

### **School Activities Leave**

Crowley provides up to 24 hours of unpaid leave during any 12-month period to enable our D.C. employees to participate in their children's qualifying school-related events. Qualifying school events include activities where your child is directly involved as a participant or as a subject, and are sponsored by the school or an associated organization, such as:

- A student performance in a concert, play or rehearsal.
- A school team's sporting game or practice.
- A meeting with a teacher or counselor.
- Any similar activity.

If the activity is foreseeable, you must provide at least 10 calendar days' advance notice of your need for leave. If it is not foreseeable, you must provide notice as soon as possible. You may choose to use your paid leave during this time off. Crowley may deny leave requests under this policy if the granting of leave would disrupt Crowley's business and make the achievement of production or service delivery unusually difficult.

#### **D.C. Emancipation Day Leave**

Crowley provides a day of unpaid leave each year on April 16th, the District of Columbia Emancipation Day. If you choose to take this day of unpaid leave, you must provide at least 10 calendar days' advance notice. You may choose to use your paid leave during this time off. Crowley may deny leave requests under this policy if the granting of leave would disrupt Crowley's business and make the achievement of production or service delivery unusually difficult.

**CROWLEY MICROGRAPHICS, INC.**

**EMPLOYEE HANDBOOK - RECEIPT AND ACKNOWLEDGMENT**

I acknowledge that I have received a copy of the Crowley Micrographics, Inc. (“Crowley” or “The Crowley Company” or “the Company”) Employee Handbook effective March 2017. I understand that it is my responsibility to carefully read the Employee Handbook.

I further acknowledge and understand that:

- this Employee Handbook is a general guide to some of the Company’s policies, procedures and benefits, and does **NOT** constitute a contract or agreement of any kind;
- this Employee Handbook does **NOT** guarantee my employment for any period of time or any benefit;
- the Company can alter, eliminate or otherwise change any policy, information, procedure or benefit described in this Employee Handbook (except the “at will” employment policy) at any time without prior notice;
- **my employment with the Company is “at will”, and can be terminated by me at any time for any reason or no reason, or by the Company at any time for any reason not protected by law or no reason; this may not be changed unless in a written agreement signed by the President of the Company;**
- this Employee Handbook is the property of the Company;
- this Employee Handbook is to be returned to the Company when employment with the Company ceases;
- this Employee Handbook replaces (supersedes) any and all prior Company employee handbooks, manuals or guides, and any information contained in any such prior handbook, manual or guide is no longer in effect.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Name (Please Print)