

Yankee Publishing Inc. Employee Guide

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Welcome

An interesting and challenging experience awaits you as an employee of Yankee Publishing Incorporated (YPI) or McLean Communications. We pride ourselves not only on the quality of the media we produce, but also on the people we employ. We understand that our success depends on employees who are creative, motivated, highly skilled, and eager to work together with a shared sense of purpose. As part of this community, you may take pride in knowing that your professionalism and skills are directly responsible for our reputation for publishing excellence.

We believe that it is in the best interests of the companies and employees to have written personnel policies to help us meet our mission, to prevent misunderstandings, and to ensure that all of us know what is expected.

Accordingly, I ask that you familiarize yourself with the contents of this Employee Guide.

We wish you the best of luck and success in your position and hope that your employment will be a rewarding experience.

Jamie Trowbridge
President/CEO

The YPI Story

Like so many enduring enterprises, it began with one person's dream. Following his graduation from Harvard in 1922 (where he'd served as editor of the *Harvard Lampoon* and the *Harvard Business Review*), Robb Sagendorph of Boston had tried working for his father's steel business, Penn Metal Inc. He'd tried farming at his wife Beatrix's family summer home overlooking Mount Monadnock in Dublin, New Hampshire. He'd tried writing for national magazines. Then back to the steel business. His father, George A. Sagendorph, related that he'd hired and fired Robb, his only son (there were also three daughters), no fewer than three times. But throughout those years, Robb Sagendorph maintained a gut feeling that the six-state region known as New England ought to have a magazine of its very own.

In September 1935 he made his dream come true. While driving from Dublin to Boston earlier that summer, he'd decided to call it *Yankee Magazine*. It would, he wrote later, be "for Yankee readers, by Yankee writers, and about Yankeedom." Its "destiny" would be "the expression and perhaps, indirectly, the preservation of that great culture into which every Yank was born and by which every real Yank must live."

The initial subscriber list totaled 614 names, of which 600 had been purchased from a fraudulent subscription agency that had simply picked names at random from the Boston telephone book. So it could be said that *Yankee* actually began with 14 subscribers.

With a subtle mixture of sophistication (publishing writers such as Robert Frost, Dorothy Canfield Fisher, Robert Tristram Coffin, and Gladys Hasty Carroll) and homespun country atmosphere (such as "The Original Yankee Swopper's Column"), *Yankee Magazine* managed to survive the 1930s. Sagendorph's wife, Beatrix, not only painted all the covers in those days and for many years thereafter, but also helped finance the fledgling enterprise in times of trouble.

In 1939 Sagendorph purchased the publishing rights to *The Old Farmer's Almanac*, America's oldest continuously published periodical, from Little, Brown in Boston and became its 11th editor since its first appearance in the fall of 1792. It had fallen on hard times during the Depression years, even omitting its famous weather forecasts from the 1938 edition, a blunder often blamed for the circulation's plummet to fewer than 80,000 readers. (It had, for instance, been twice that during the Civil War years.) However, Sagendorph immediately restored it to health, both financially and editorially, and managed to publish it each year during World War II, even while serving full-time at the Bureau of Censorship in New York. *Yankee Magazine* suspended monthly publication during the last two war years, but published a four-page issue annually to maintain the copyright.

After the war, *Yankee's* size was reduced from 9"x12" to "digest" size, and then, to better fit the old letterpress printing presses, to the unique 6"x9" trim size for which the magazine became widely known. Circulation grew to over 40,000 monthly during the late 1950s, but the principal moneymaker in those days remained *The Old Farmer's Almanac*, which truly blossomed, thanks in no small part to the national publicity that its annual weather forecasts, now written in rhyme, began to enjoy. Sagendorph appeared regularly on national radio and television programs and was a much-sought-after speaker at events throughout the New England states. (One of his favorite "props" was a wind-up moth that, when he opened an old book from which to quote, would fly out over the audience.)

In 1958 Judson Hale, Sagendorph's nephew, joined the company on the editorial side, and seven years

later, in 1965, Rob Trowbridge, his son-in-law, came onboard to help with the business end of things. Five years later, shortly before his death on July 4, 1970, Sagendorph called both Hale and Trowbridge to his bedside. He told them that about 80 percent of YPI stock would be held in trust for his two daughters, Jane Kappa and Lorna Trowbridge. Most of the remaining minority shares would be held by the Hale and Trowbridge families. To this day, YPI remains a private, family-owned company per Sagendorph's wishes.

Then Sagendorph beckoned Trowbridge and Hale even closer to his bedside, saying, "But don't grow the company any more, boys."

"Why not?" was the obvious question, and both Hale and Trowbridge expected profound advice. "Because," replied Sagendorph, "the plumbing won't take it."

Despite the warning, the company did grow dramatically during the 1970s and 1980s. *Yankee Magazine* and *The Old Farmer's Almanac* did so well that the company chose to start and purchase additional publications to expand the company even further. These new ventures didn't perform as expected, however, and the company had to close or sell them to get back on track. A change in management coincided with these events, with Joe Meagher becoming the company's president. Rob Trowbridge became chairman of the board, and the board itself was restructured so that the majority of its members were "outside" directors. The years 1988 and 1989 brought additional organizational change, resulting in a business that was leaner, quicker, and more profitable. Strategically, YPI returned to focusing on its core businesses: *Yankee Magazine* and *The Old Farmer's Almanac*.

By the end of the 1990s, YPI had repaid its debt from the losses of the late 1980s. But the publishing industry was changing dramatically. Media conglomerates were buying up magazines, radio stations, newspapers, and television stations. It wasn't clear that small independent publishers such as YPI would be able to compete in a marketplace dominated by media giants. At the same time, the industry's landscape started to shift with the introduction of "new media," most notably the emergence of the Internet as a medium through which consumers could get information and entertainment. What should the company do in the face of these challenges?

YPI's board and shareholders resolved to remain independent and to embrace the Internet as a publishing platform. Jamie Trowbridge took over as CEO in 1999 and led the company through many changes to position it for success in the 21st century. The company aggressively experimented with new products from *The Old Farmer's Almanac*; completely overhauled the structure of its *Yankee Magazine* business, changing the publication's format, frequency, and circulation in 2007; and invested in launching and growing a portfolio of Web sites and digital initiatives related to YPI's magazine brands.

In 2012 YPI acquired McLean Communications as a way of growing its media footprint within New England and diversifying the type of media businesses it owns. Based in Manchester, New Hampshire, McLean produces some of the state's best-known and most-respected publications, including *New Hampshire Magazine*, *New Hampshire Business Review*, *New Hampshire Home*, and *Parenting New Hampshire*. McLean extends its publication brands with Web sites and many ancillary products and events.

While McLean operates independently in most areas, with Sharron McCarthy at its helm, its circulation, accounting, and human-resources functions are handled by the Dublin office.

Of course, each of the McLean titles came to YPI with its own rich history:

- *New Hampshire Magazine* was started by Pat and David Gregg in 1988 as *Nashua Magazine*, which evolved into *New Hampshire Editions Magazine*. In 1998 Independent Publications Inc. (“IPI,” the company from which YPI bought McLean) purchased the business. Under Sharron McCarthy’s leadership, *New Hampshire Magazine* was introduced as a monthly lifestyle magazine in 1999.
- *New Hampshire Business Review* was founded by Donald Madden in 1978. In 2001 its purchase by IPI substantially grew McLean’s business.
- In 2003 *New Hampshire Home* was introduced as a section in *New Hampshire Magazine* and became a standalone bimonthly magazine in 2006.
- *Parenting NH* was founded by Arlene Pollack as *Parentimes*, later renamed *Parenting New England*, in 1993. Telegraph Publishing Co. purchased the publication in 1997, and it was reborn as *Parenting NH*. In 2007 the publication was transferred to McLean from Telegraph, which was also owned by IPI at the time.

In both Manchester and Dublin, YPI has developed robust and growing custom-publishing businesses as well. With marketers investing more in the media they control, YPI is in a good position to use its core competencies as a publisher to assist them with content marketing. McLean’s custom titles include publications for state liquor commissions and local chambers of commerce. In Dublin, the custom publications are focused on travel to New Hampshire and New England.

Despite all the changes in the media landscape and in its businesses, YPI’s mission is to remain a successful independent media company committed to creating outstanding products that serve its customers and enhance its communities. Since 1935 YPI has held tight to the vision of its founder, Robb Sagendorph, who was so inspired by the spirit of New England that he started a magazine about it. Independence, integrity, ingenuity, perseverance, self-sufficiency, community: These are the values that have made both New England and Yankee Publishing successful. We continue to adhere to those values today.

Mission, Vision, Values

MISSION

(What We Do)

We are an independent media company that inspires our customers and enhances our communities.

VISION

(What We Are Working Toward)

Be responsive. Be innovative. Be happy.

VALUES

(What Guides Us)

We hold ourselves accountable to act with integrity, respect, dedication and a sense of humor.

STRATEGIC BUSINESS VISION

(Our Strategic Priority)

We work as a cohesive team that creates an atmosphere of trust that allows us to be unafraid to take risks, to communicate honestly and be forward-thinking.

KEYWORDS

Independent	Dedication
Inspiring	Humor
Responsive	Cohesive team
Innovative	Trust
Accountable	Risk taking
Integrity	Communicate honestly
Respect	Forward Thinking

Functions of This Employee Guide

We have written this *Employee Guide* to answer some of the questions you may have concerning the policies of YPI and its wholly-owned subsidiary McLean Communications. Please read it thoroughly and keep it for future reference.

This guide is an outline of YPI's basic personnel policies, practices, and procedures. Most of the policies apply to employees in all locations. However, you will see there are some policies that apply to employees of a specific location (Dublin, New Hampshire; Manchester, New Hampshire; or Massachusetts, for example). If a policy does not specify a location, then it applies to employees at all locations.

The *Employee Guide* is not intended to cover every conceivable scenario or alter the employment-at-will relationship in any way. This guide should not be interpreted as an express or implied contract or promise that the policies discussed in it will be applied in all cases or that an employee will be employed for any specific duration.

All employees, supervisors and managers should refer to the *Employee Guide* whenever questions of policy interpretation or implementation arise; however issues needing clarification should be referred to the Vice President of Human Resources. The Vice President of Human Resources is responsible for developing, communicating, and carrying out personnel policies.

The policies stated in this guide are subject to change at the sole discretion of YPI. From time to time, you may receive updated information concerning changes in policy from the Vice President of Human Resources. You are responsible for understanding the changes and should ask the Vice President of Human Resources if you have any questions.

We also publish this [Employee Guide on an intranet human resource \(HR\) site](#) accessible by computer and will alert you about changes through e-mail notifications.

Employment

1. Equal Employment Opportunity

YPI provides equal employment opportunities to all employees and applicants for employment without regard to race, religion, color, sex, pregnancy or pregnancy-related conditions, age, national origin, ancestry, citizenship, physical or mental disability, military or veteran status, gender identity or expression, genetic information or pre-disposition, sexual orientation or marital or familial status or any other characteristic protected by law.

This policy applies to all terms, conditions, privileges of employment, and all policies of YPI. Communications concerning any equal employment opportunity matter should be referred to the Vice President of Human Resources.

2. Productive Work Environment -- Avoiding Harassment and Discrimination

YPI is committed to providing all employees a work environment which encourages productive activity and mutual respect. To accomplish this, we will not tolerate discrimination or harassment described in this policy by any person and will deal severely with anyone who engages in discrimination or harassment. Therefore, it shall be YPI's policy to prohibit discrimination or harassment of employees on account of any characteristic protected by law, including but not limited to:

- race, color
- sex
- pregnancy or pregnancy-related condition
- age
- national origin
- ancestry
- Citizenship
- religion
- physical or mental disability
- sexual orientation
- gender identity or expression
- genetic information or pre-disposition
- or marital or familial status.

Harassment is defined as serious or pervasive and offensive conduct directed toward an employee because of one of the above protected characteristics. Harassment may start out as minor offensive or inappropriate conduct directed toward an employee because of any of the above protected characteristics. Because even minor conduct can affect the work environment and because, over time, minor conduct can become pervasive or severe, we do not tolerate this kind of conduct. In many cases, the person who is offended can stop the conduct by telling the other person that he/she is offended and expects the other person to stop; the person must immediately stop that conduct. Management encourages this kind of forthright communication. It is much better to deal with inappropriate conduct early in order to ensure a professional, respectful and safe work environment for all. We want to assure that all employees are not subjected to harassment or inappropriate conduct for these reasons. Examples of workplace harassment include comments, epithets, slurs, mimicking, negative stereotyping, offensive jokes, derogatory text messages, emails, or social media posts, or threatening, intimidating or hostile acts that show aversion toward an individual or group because of the above characteristics.

Sexual harassment is a form of harassment that generally defined as serious or pervasive offensive conduct which is directed toward an employee because of his/her sex and is unwelcomed by the employee. It also generally has a sexual or sexist component. Certain conduct is more offensive to some people than others. However, the basic guideline which we will follow is that physical touching not required by the job is not appropriate. Likewise, discussions, jokes or remarks involving sex, sexual matters, propositions, suggestive comments about a person's body, and gender-stereotyping are prohibited. No employee or supervisor may engage in this type of conduct. Although all the kinds of prohibited conduct could not be listed, the following list sets out examples of types of prohibited conduct:

- unnecessary touching
- brushing against someone
- comments or slurs of a sexual or sexist nature
- cartoons or pictures that deal with a sexual or sexist subject
- offensive text messages, emails, or social media posts of a sexual nature

- pressuring someone to go on a date
- dirty or offensive jokes or comments of a sexual or sexist nature

This policy also applies to interactions between our employees and members of the public. This means that employees must not discriminate against or harass any client, vendor, customer, contractor or other member of the public. Also, any employee who experiences any discrimination or harassment in the course of their job by any customer, vendor, contractor or member of the public should immediately bring this to the attention of a supervisor or the Vice President of Human Resources.

Anyone who has information regarding any prohibited conduct described above should notify the Vice President of Human Resources or the President/CEO. This includes harassment or inappropriate conduct by another employee, supervisor or non-employee.

We will undertake an investigation of the conduct, keeping information as confidential as possible. All persons contacted must cooperate fully.

Any person who is found to be responsible for discrimination, harassment or inappropriate conduct, or retaliation will be subject to appropriate discipline, the severity of which will be decided by management and based on the circumstances of the case. Discipline could involve, as example, a warning, suspension, demotion or discharge. If the offender is a non-employee, we will take whatever steps are necessary to protect the employee.

No one who participates in this process or makes a complaint under this policy shall suffer any retaliation. Obviously, everyone is expected to be truthful and to act in good faith when making a complaint and when participating in an investigation.

3. Workplace Accommodations

YPI offers equal employment opportunities for qualified individuals who may have a physical or mental disability, but can still perform the essential functions of the job with or without reasonable accommodations. If you are disabled and believe you need an accommodation in order to perform your job, you should discuss the need for a possible accommodation with Human Resources. Likewise, if you need an adjustment to any workplace policy or expectation on the basis of a sincerely-held religious belief, you should contact Human Resources. Once aware of the need for an accommodation, we will engage in a dialog with you to -determine a reasonable accommodation that does not cause the company an undue hardship. In some situations Human Resources will require information from your medical provider; that information will be kept confidential as required by law.

Lactation Breaks

We will provide a reasonable amount of break time to accommodate a female employee's need to express breast milk for the employee's infant child up to one year of age (or for longer, if required by state law). The break time should, if possible, be taken concurrently with other break periods already provided. Non-exempt employees will be paid for breaks that are shorter than 20 minutes in length. We will also make a reasonable effort to provide you with the use of a private room with a locked door and secure refrigeration in close proximity to the employee's work area, for you to express milk in private.

For Massachusetts Employees

Under the Massachusetts Pregnant Workers Fairness Act, we will provide reasonable accommodations for an employee's pregnancy or related conditions (including the need to express breast milk for a nursing child) unless the accommodation would impose an undue hardship on the company. Depending on the circumstances, a "reasonable accommodation" may include adjustments such as more frequent or longer paid or unpaid breaks; time off to recover from childbirth without pay; modification of equipment or seating; temporary transfer to a less strenuous or hazardous position; job restructuring; light duty; private non-bathroom space for expressing breast milk; assistance with manual work such as lifting heavy objects; or modified work schedules.

If an employee is pregnant and either her or her physician believes that an adjustment needs to be made in her job responsibilities, including a prenatal leave of absence due to medical complications with the pregnancy, we may require a physician's clearance for the employee to return to work.

An employee who requests a workplace accommodation will not be subjected to an adverse action as a result of the request.

4. Hiring Employees

The Human Resources department coordinates all efforts related to hiring employees. This includes authorizing hiring, job recruitment and advertisements, application review, and interview coordination; and acting as the clearinghouse for general job seekers and internships. The Human Resources department manages the recruitment and screening of prospective applicants for all vacant authorized positions and provides practical assistance with checking references, interviewing, and other employment procedures. Supervisors and managers have the primary responsibility for budgeting, planning, and selecting staff.

Following a decision to hire the applicant, the Human Resources department will make an offer of employment which will include any necessary contingencies or disclaimers. The Human Resources department will collect information from each new hire to confirm that the employee has the legal right to work in the United States.

During the recruitment, hiring, and orientation process, no statement should be made promising permanent or guaranteed employment; and no document relating to an employee's employment should be called a contract. All employees should be aware that employment is "at-will" and should not make any representations otherwise. At-will employment means that both the employer and employee have the right to terminate employment at any time for any lawful reason, and that no employee is guaranteed employment for any specific duration.

5. Job Posting

We operate a job-posting program to give all employees an opportunity to apply for positions in which they are interested and for which they are qualified. Vacancies below the senior management level are emailed to all employees and include the title, the salary level, and the minimum hiring specifications.

To be eligible to apply for a transfer or promotion, you must meet the minimum hiring specifications for the position and be an employee in good standing in terms of your overall work performance. You are responsible for monitoring job vacancy notices and for filing your application with Human Resources. While YPI wishes to provide opportunities for employees, please understand that outside candidates may be sought and considered along with internal candidates.

Human Resources will contact you regarding your application and the status of your candidacy. You are not required to notify your supervisor when submitting an application for a posted position; however if you are a finalist for the position, your supervisor will be notified for, among other things, a recommendation.

6. Orientation and Training

During your first few days of employment, you will participate in orientation sessions conducted by Human Resources and/or your supervisor. During these sessions, you will receive information regarding the performance requirements of your position, basic company policies, compensation, and benefit programs, plus other information to acquaint you with your job and the location where you are working. You will also complete all necessary paperwork at this time, such as health benefit plan enrollment forms, life insurance beneficiary designation forms, and appropriate federal and state tax forms. At this time, in accordance with federal law, you will be required to present information establishing your identity and your eligibility to work in the United States.

A commitment to building and improving skills must be the ongoing objective of each employee. To respond to training needs, you may attend professional development seminars and courses with your supervisor's approval and if the budget permits. Each department may also offer its own specific functional training programs available to specified employees, if the budget permits. Additionally, periodic human resource development opportunities are available within YPI, including programs emphasizing basic supervisory skills, communications, performance management, salary administration, and organizational development, such as team building.

Even after orientation, you are encouraged to review [Yankeepubhr](#) on our intranet, which includes a number of important Human Resources documents.

7. Personnel Records

The Human Resources department maintains personnel records for applicants, current employees, and past employees (for only as long as required by law) to document employment-related decisions and to comply with government record-keeping requirements. These records contain documentation regarding your tenure as an employee, such as performance appraisals, beneficiary designations, and persons to notify in case of emergency.

You are responsible for ensuring that your personnel record is up-to-date at all times and should notify the Human Resources department in writing of any changes in at least the following areas: name; home address; telephone number; marital status (for benefits and tax-withholding purposes only); number of dependents; addresses and telephone numbers of dependents and spouse or former spouse (for

insurance purposes only); beneficiary designations for any of insurance, disability, or 401(k) plan programs; and persons to notify in case of emergency.

You may inspect your own personnel record as frequently as allowed under state law and may copy, but not remove, documents in the file. You must request inspections in writing, addressed to the Human Resources department, which will schedule the inspection at a mutually convenient time within the timeframe required by law. If you disagree with any information in your personnel record and the company refuses to remove or correct such information, you may submit a written statement explaining the disagreement together with evidence supporting your version.

Only supervisory and management employees who have an employment-related need to know about an employee may inspect that employee's file. The inspection must be approved by Human Resources and must be conducted in the presence of a designated member of the Human Resources department.

You should refer all requests from outside YPI for personnel information concerning applicants, current employees, and past employees to the Human Resources department.

8. Outside Employment

We prefer you do not have another job. However, you may perform outside work, provided you perform it entirely outside your work for YPI, it does not impair or conflict with performance of your regular duties and responsibilities and it is not for competitors. Note that you may not freelance for either YPI location while you are an employee. You may not use company resources, time or personnel, including communications systems. In addition, please take into account any conflict of interest, confidentiality and ethical issues that may arise when you accept outside employment.

We caution you to consider carefully the demands that additional work activity will create before seeking or accepting outside work, including self-employment. Freelance work will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel or refusal to work overtime or different hours. If outside work activity causes or contributes to job-related problems, it must be discontinued.

This policy applies to all outside employment, including self-employment (whether paid or unpaid and whether on a regular basis or not).

9. Employment Classifications

For purposes of salary administration and eligibility for overtime payments and employee benefits, employees are classified as follows:

Full-Time Employees: Employees hired to work at least 37.5-hours per week on a regular basis.

Part-Time Employees: Employees hired to work fewer than 37.5 hours per week on a regular basis.

Straight Commission Employees: Employees whose pay is based on sales performance.

Temporary Employees: Employees engaged to work full-time or part-time hours on a specific project or to fill in. This is normally no longer than three months.

Students and Interns: We may use students and other similar applicants for flexible staffing purposes, as allowed by law. Minor applicants generally will be required to provide a certificate of age and any other documents required by state law. . Since the determination of whether an intern is entitled to compensation or benefits depends on each situation and consideration of several different factors and because states may require specific documentation to establish an internship arrangement, managers must review student internships with Human Resources before making a commitment to an educational institution or individual.

Employment Agencies: Employees who are employed by temporary-employment agencies for specific assignments are employees of the agency and not YPI. They are not our employees and are not entitled to employee benefits. It is important to communicate with Human Resources to make sure that the line between a temporary worker and an employee is not blurred.

Independent Contractors, Freelancers: Self-employed specialists with whom the company contracts on an individual basis. They are not our employees and are not entitled to employee benefits. As a general rule, people doing work of this sort exercise control over their own work and their time. They perform their work mostly away from a company's facilities and are paid according to the terms of the job rather than the amount of time spent on it. It is the responsibility of the manager in consultation with Human Resources to confirm that an individual is properly classified as an independent contractor.

Nonexempt Employees: Employees who receive overtime pay for work in excess of 40 hours in a work week.

Exempt Employees: Employees who are not entitled to overtime pay. Exempt employees are typically paid on a salary basis and perform certain types of duties. Exempt employees include administrative, executive, and professional employees, outside sales representatives, certain highly skilled computer professionals, and certain highly compensated employees.

You will be informed of your initial employment classification and of your status as an exempt or nonexempt employee during your orientation session with the Human Resources department. Please note that all employees, regardless of classification, are considered to be employed "at-will" and may resign or be terminated at any time for any lawful reason.

10. Recording Hours – Nonexempt Employees

You are responsible for reporting your time worked each week to your supervisor by completing a weekly time report. After reviewing the form, your supervisor will sign it and forward it to payroll for processing.

Be sure the time report accurately reflects arrival and departure times and actual number of hours worked, including any overtime hours. You are responsible for ensuring that the hours worked are accurately recorded and submitted, including vacation, short-term absences and holiday time. The following points should be considered in filling out the payroll time record:

- Nonexempt employees should record, to the nearest quarter-hour, their starting time, time out for lunch, time in from lunch, quitting time, and total hours worked for each workday.
- Employees are required to take scheduled lunch or meal breaks.

- Supervisors should check and sign employee time records. The supervisor should verify time not worked for which an employee is entitled to payment (paid absences, paid holidays, or paid vacation time). The supervisor should also identify authorized overtime.
- Absences are not to be considered as hours worked for pay purposes. Supervisors should inform employees if they will not be paid for certain hours of absence.
- Filling out another employee's time record or falsifying any time record is prohibited and may be grounds for disciplinary action, up to and including termination.

Supervisors may assign overtime to nonexempt employees as needed. Nonexempt employees are not permitted to work overtime without the prior approval of their supervisors. For the purposes of overtime compensation, only hours worked in excess of 40 during a workweek will be counted.

Employee attendance at lectures, meetings and training programs are considered work hours under certain circumstances, including if management requests attendance.

Supervisors, at their discretion, may allow nonexempt employees to make up lost time during a given workweek. However, makeup will not be allowed if the lost time is the result of conditions the employee could control, if there is no work the employee is qualified to do or if adequate supervision is not available.

11. Recording Hours – Exempt Employees

Exempt employees are not required to fill out weekly time records but must account for daily attendance by completing a monthly leave record to show time taken off. However, work hours outside the normal work location (e.g., at home and/or satellite offices) should be recorded.

Department managers should review and sign leave records and forward them to the payroll department within three business days of the following month.

12. Meal and Break Periods

Full-time employees are entitled to an unpaid meal period on regular workdays. All other employees are entitled to an unpaid meal break if they work a certain number of hours in a shift, as required by state law. The scheduling of meal periods will be structured by your supervisor to ensure adequate coverage of the department.

13. Your Pay

The pay period is biweekly. The payday is a Thursday. If a scheduled payday falls on a company-observed holiday, you will be paid on the day preceding the holiday.

Payroll deductions will be made for state and federal taxes and Social Security, as required by law. You may elect to have additional voluntary deductions taken from your pay, if you authorize the deductions in writing. If you discover a mistake in your paycheck or a deduction that should not have been made, notify the Human Resources department immediately. It will be reviewed and any error will be remedied promptly.

If you lose your paycheck or discover it has been stolen, notify the Human Resources department immediately. In the case of loss or theft, we will attempt to stop payment on the check and issue a new one to you. YPI will not be responsible for the loss or theft of a check if it cannot stop payment on the check.

It is YPI's policy that employee paychecks will only be given personally to that employee. All other arrangements for mailing or pick-up must be made in advance and in writing with the Human Resources department.

14. Overtime

The workweek is Saturday through Friday.

If you are classified as a nonexempt employee, you will be compensated at the rate of one and one-half times your regular rate for actual time worked in excess of 40 hours in a workweek. Paid time that is not for time worked, e.g., vacation, is not counted for calculating overtime.

Your supervisor will attempt to provide you with reasonable notice when the need for overtime work arises. Nonexempt employees are not permitted to work overtime without the prior approval of their supervisors.

If you are classified as an exempt employee, you do not receive overtime pay. Occasionally, you may be eligible for time off after working abnormally long hours. This is not a form of overtime compensation and will not be granted every time you work more than 40 hours in a workweek. This time off must have management approval and noted on the monthly leave record.

15. Compensation Administration

YPI endeavors to pay compensation that is competitive with rates currently paid for similar jobs by comparable employers in our industry and in the applicable labor markets in which we maintain facilities. All compensation policy decisions, however, are at YPI's sole discretion and, among other things, take into consideration YPI's overall economic condition and competitive position.

The Human Resources department is responsible for coordinating the continuing internal and external review of all compensation and for making sure that each job is evaluated. Supervisors are responsible for conducting a compensation review with each employee at least annually. Compensation decisions are based on performance, range placement, and budget considerations.

Each position at YPI has been assigned a salary grade and corresponding salary range. Each grade has an assigned salary range and provides for a spread from a minimum to a maximum rate. Employee compensation within any grade is based on factors such as merit, experience, individual productivity, length of service, and external market factors. If you are eligible for a salary increase, it will normally take effect with the first pay cycle of the fiscal year, July 1.

Your total compensation consists of not only the salary you are paid, but also, if eligible, the benefits you receive, such as health and dental insurance, life insurance, disability insurance, and company contributions to Social Security and unemployment insurance on your behalf.

If you have questions about our compensation administration program or your individual compensation, direct them to your supervisor or the Vice President of Human Resources.

16. Job Evaluation

Management evaluates jobs to establish a consistent basis for measuring and ranking each position. The Human Resources department is responsible for developing and administering the job evaluation program.

Written job descriptions are prepared for each position. Most jobs are evaluated and ranked on the basis of job content and the value of the job in the external marketplace.

Every supervisor should prepare a new or revised job description whenever the content of an existing description is no longer accurate or a new position is established. In addition, you should review your job description periodically for validity and may request that a job be reevaluated as a result of substantial changes approved by your supervisor.

17. Performance Appraisals

Performance appraisals are an essential tool for creating and maintaining good communications between employees and managers. You should understand the responsibilities of your job, how it contributes to the success of the company, and the level of performance is expected. Your manager is responsible for ensuring that you know what is expected of you and for providing you with timely feedback on your performance. You share in the responsibility for seeking information from your manager that will enable you to achieve at high levels. You have an obligation to yourself and the company to determine from your managers what your responsibilities are, what goals you are expected to reach, whether they have been achieved, and what you need to do to improve and develop. High-quality communications between managers and employees is a shared responsibility.

Your supervisor will formally evaluate your job performance at least annually and formal feedback will be provided on an ongoing basis during the year. Informal feedback should be ongoing throughout the year.

You will have the opportunity to discuss your performance appraisal with your supervisor, set objectives and goals for the next review period and make written comments. You are encouraged to seek information from your supervisor that will enable you to achieve at high levels. In addition, you should sign your appraisal to acknowledge your participation in the process, and you are entitled to receive a copy of the completed form.

18. End of Employment

All employment is "at-will". Thus, although we hope our relationships with employees are long-term and mutually rewarding, management reserves the right to terminate employment for any reason at any time, just as employees have the right to resign at any time for any reason.

If you intend to resign your employment, please notify your supervisor in writing at least two weeks in advance of your last day. Proper notice generally allows the company sufficient time to calculate all accrued benefits (if applicable), as well as other compensation to which you may be entitled, and to include such compensation in your final paycheck. Commissioned employees will be paid under separate cover any commission earned, based on upon closed and invoiced business from your last day of employment.

Exit interviews with the Human Resources department may be scheduled for all outgoing employees. The purpose of this interview is to review eligibility for benefit continuation and conversion, to ensure that all necessary forms are completed, to collect all company property, e.g., company credit cards and equipment, and to provide you with an opportunity to discuss your job-related experiences.

No short-term absence time, including any sick leave under Massachusetts law, will be paid out when an employee leaves employment unless required by state law. See the vacation policy for the policies on payout of accrued, unused vacation.

19. Employment References

To request an employment reference, write to the Human Resources department and include an authorization for the release of the requested information. Generally, the Human Resources department will not release reference information without your written consent, or will limit the information to verification of your title and dates of employment.

If you would like us to provide additional information, e.g., evaluation of job performance and reason for termination, then you must authorize the company to do so, and you must release the company from liability for doing so. Please contact the Human Resources department for the “Employee Consent to Disclose Personnel Information and Release of Liability” form.

20. Severance Pay

YPI may grant severance pay to terminated employees under certain limited circumstances. This is completely discretionary. Severance pay is intended to provide financial help to certain terminated employees while they deal with their job loss. You will normally be considered eligible for severance pay only if you are terminated for causes beyond your control, such as reductions in force or elimination of the job. Eligible employees shall be required to sign a release agreement to receive severance pay. Your refusal to sign it will result in complete denial of severance pay.

The Vice President of Human Resources is responsible for administering YPI’s policy on severance pay and will handle any employee claims or complaints.

Time Off Policies

21. Vacation

Because we recognize the importance of vacation time in providing an opportunity for rest, recreation, and personal activities, we grant annual paid vacations to full-time and part-time employees. Note that straight commission employees have a different vacation policy, set out below.

The vacation year is the calendar year. Vacation days are accrued or earned based on your length of service and on time actually worked. The following is the accrual for full-time employees:

Years of Service	Paid Vacation
First calendar year (10 days maximum)	5/6 (.83) days per month worked
Calendar year 2 through 4 worked (15 days maximum)	1-1/4 (1.25) days per month
Calendar year 5 and longer worked	1-2/3 (1.67) days per month

(20 days maximum)

Part-time employees who work at least 20 hours per week (1,040 hours per year) accrue vacation on a prorated basis based on the employee's average number of part-time hours per week during the vacation year. Part-time employees working fewer than 20 hours per week and temporary employees are not eligible for paid vacation; however, they may take unpaid time with departmental approval.

Straight Commission employees accrue vacation on the same schedule as full-time employees. To be paid, they will receive any commissions due to them during their vacation time off. No other wages are due for this leave time. However, if no commissions are due, the employee has the option of taking unpaid leave or getting paid minimum wage for the leave time taken, which is considered a draw against commissions and will be reconciled against commissions from the next occurring commission payment.

Carryover: You may take vacation time as it accrues at any point during the year with your supervisor's approval. If business needs have prevented you from using accrued vacation in the vacation year, you may carry it over to the next vacation year, with the written approval of your supervisor and the Human Resources department. You must use the carryover by March 31 of the next year or it will be forfeited.

No pay in lieu of time off: You are required to take your earned vacation to ensure regular periods of rest and relaxation. No payments will be made in lieu of taking vacation, except for accrued unused vacation at the time of termination, consistent with vacation carryover practice.

Holiday within vacation period: In the event that a holiday observed falls within a scheduled vacation period, you will be granted an alternative day of vacation, with your supervisor's approval.

Vacation scheduling: You may take vacation time as weekly periods or as individual days as long as your supervisor approves the periods you choose. Submit a vacation request to your supervisor at least two weeks prior to the date when you would like to begin your vacation. Management reserves the right to designate when some or all vacations must be taken. Supervisors are responsible for ensuring adequate staffing levels and should attempt, when feasible, to resolve vacation scheduling conflicts based on service.

Vacation and leaves of absence: Employees on a leave of absence, other than military, are required to use all accrued paid vacation time as part of the leave. In addition, employees on a leave of absence will not accrue any new vacation time during the leave.

Vacation pay advances: If you would like to receive vacation pay before a scheduled vacation, submit a request to Human Resources at least two weeks prior to the start of your scheduled vacation. You will be required to sign a form promising to repay any time advanced if your employment ends before you have accrued that time.

Vacation Payout: Employees whose employment ends for any reason are entitled to payment for all accrued, unused vacation time. Supervisors must confirm accrued unused vacation time with the Human Resources department.

22. Holidays

We recognize 10 holidays:

New Year's Day

Martin Luther King Day
President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day
2 floating holidays determined by YPI

Human Resources will distribute the list of holidays before the beginning of each calendar year, including when the floating holidays will be observed.

Holiday pay is what the full-time and part-time employees who work at least 20 hours per week would have earned if they had worked on the day observed as a holiday. Temporary employees and employees on unpaid leaves of absence and straight commission employees do not receive holiday pay.

YPI may need to schedule work on an observed holiday due to the needs of the business. If you are required to work on a holiday, you may take a day off later, subject to your supervisor's prior approval.

Some employees may want to observe, as periods of worship or commemoration, certain days that are not included in the holiday schedule. Accordingly, if you would like to take a day off for such reasons, you may do so if it will not disrupt business and if you have obtained prior approval from your supervisor. You may use accrued vacation or short-term absence or, if you are hourly paid, you may take such time off unpaid.

23. Family and Medical Leave Policy

Each company recognizes that its employees occasionally need to take time away from work to care for important family and medical needs. This FAMILY AND MEDICAL LEAVE Policy (FM LEAVE) is designed to meet those needs in a manner that is beneficial to employees, their families and the company.

Employee eligibility requirements: To be eligible for a leave of absence under this policy, an employee must:

1. have been employed for at least 12 months, which need not be consecutive. Separate periods of employment will be counted, unless the break in service exceeds seven years. However, separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service; and
2. have worked at least 1,250 hours during the 12 months preceding the commencement of the leave. Absences due to USERRA-covered military service are counted as hours worked; and
3. work at a work site where 50 or more employees are employed within 75 miles of the work site.

If an employee does not qualify for FMLA due to length of employment, number of hours, or number of employees, they may still qualify for medical leave and possible salary continuation. See Sections 24, 25 and 33 below.

Reasons for FM leave: Eligible employees may be entitled to take a leave of absence for the following reasons:

1. The birth of a child or the placement in your home of a child for adoption or for foster care (*NEW CHILD LEAVE*);

2. The need to care for your spouse, son, daughter or parent who has a serious health condition (*FAMILY LEAVE*);
3. A serious health condition that prohibits you from performing essential functions of your job (*EMPLOYEE LEAVE*);
4. The need to be absent because of a qualifying exigency arising out of your spouse, son, daughter or parent being on active duty or being notified of an impending call or order to active duty in the Armed Forces in support of a contingency operation (*EXIGENCY LEAVE*);
5. The need for you, as the spouse, son, daughter, parent or next of kin of a recovering service member, to care for that service member who has an injury or illness which has rendered him/her unfit to perform duties of his/her office, grade, rank or rating (*SERVICEMEMBER FAMILY LEAVE*).

Definitions of serious health condition: A serious health condition is an illness, injury, impairment or physical or mental condition which involves the treatment by a health care provider or by a nurse or physician's assistant under direct supervision of a health care provider for the following:

1. inpatient care; or
2. period of incapacity of more than three (3) consecutive calendar days (including any subsequent treatment or period of incapacity relating to the same condition) that involves
 - a. treatment two or more times by a health care provider – the first visit generally must be within 7 days of first day of incapacity and second must be within 30 days of first day; or
 - b. treatment by a health care provider on at least one occasion which results in a regimen of continuing treatment under the supervision of the health care provider -- the visit to the health care provider generally must be within 7 days of first day of incapacity;
3. a chronic condition which requires periodic visits for treatment by a health care provider at least 2 visits per year and continues over an extended period of time (including recurring episodes of a single underlying condition) and may cause episodic absence rather than a continuing period of incapacity (e.g., diabetes, epilepsy); or
4. a period of incapacity which is permanent or long-term due to a condition for which treatment may not be effective -- the employee or family member must be under the continuing supervision of, but need not be receiving active treatment by a health care provider (e.g., Alzheimer's, a severe stroke);
5. a period of absence to receive multiple treatments (including any period of recovery) by a health care provider or on referral by a health care provider, either for restorative surgery after an accident or other injury or for a condition which would likely result in a period of incapacity of more than three consecutive calendar days in the absence of medical intervention or treatment (e.g., chemotherapy, radiation, dialysis); or
6. any period of incapacity due to pregnancy or for prenatal care.

Exigency Leave: This means leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following: short-notice deployment; military events and activities; child care and school activities; financial and legal arrangements; counseling; rest and recuperation; post-deployment activities; and additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Servicemember Family Leave or Military Caregiver Leave: This means leave to care for a current member of the Armed Forces, including National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Note: This leave is not to care for former members of the Armed Forces, former members of the National Guard and Reserves, and members on the permanent disability retired list.

An employee who is the son, daughter, parent or next of kin of a covered servicemember may take up to 26 weeks in a single 12-month period for SERVICEMEMBER FAMILY LEAVE. The 12 month period begins on the first day an employee takes leave for this purpose, regardless of the 12 month period that may be established for other FM leave purposes.

1. son or daughter means the covered servicemember's biological, adopted, or foster child, stepchild, legal ward, or a child for whom the covered servicemember stood in loco parentis, and who is of any age.
2. parent means a covered servicemember's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered servicemember. It does not include in-laws.
3. next of kin means the nearest blood relative, other than the covered servicemember's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the servicemember by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered servicemember has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of this leave. When no such designation is made and there are multiple family members with the same level of relationship to the covered servicemember, all such family members shall be considered the covered servicemember's next of kin and may take leave to provide care to the covered servicemember, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered servicemember's only next of kin.

Covered active duty means:

1. for members of a regular component of the Armed Forces -- duty during deployment of the member with the Armed Forces to a foreign country.
2. for members of the reserve components of the Armed Forces, i.e., National Guard and Reserves -- duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation as defined in section 101(a)(13)(B) of title 10, United States Code. (a) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country.

Covered servicemember means:

1. a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
2. a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

Serious injury or illness means:

1. for a member of the Armed Forces, including the National Guard or Reserves -- an injury or illness that was incurred by the member in the line of duty on active duty in the Armed Forces or existed before the beginning of the member's active duty and was aggravated by service in the line of duty on active duty in the Armed Forces and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and
2. for a veteran of the Armed Forces, including the National Guard or Reserves, at any time during a period when the person was a covered servicemember -- a qualifying injury or illness incurred by a covered servicemember in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of his or her office, grade, rank or rating.

Outpatient status means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

Amount of leave available:

For EMPLOYEE, NEW CHILD, FAMILY or EXIGENCY LEAVE: An eligible employee may take up to a total of 12 weeks of leave in a 12-month period. The amount of leave available is determined by looking at the amount used during the 12 months preceding the date leave would begin; the total amount of leave available in this 12-month period may not exceed 12 weeks. NEW CHILD LEAVE must be taken in consecutive weeks within 12 months after the child's birth or placement of the child by adoption or foster care.

For SERVICEMEMBER FAMILY LEAVE: An eligible employee may take one 26-week leave period in a single 12-month period. The right to take this leave does not renew once a new 12-month period begins and all this leave must be taken in a single 12-month period, although it may be taken intermittently or on a reduced schedule. Note that an eligible employee is entitled to a combined 26 weeks for SERVICEMEMBER FAMILY LEAVE and all other types of FM LEAVE.

Different rules for the amount of time available for all types of leaves apply when both spouses work for the company.

The company has the right to designate as FM LEAVE all time missed by an employee which would qualify under this policy.

Notification by employee:

For EMPLOYEE, NEW CHILD, FAMILY and SERVICEMEMBER FAMILY LEAVE:

1. Foreseeable Events. The employee must notify Human Resources at least 30 days in advance of foreseeable leaves, such as leaves for planned medical treatment or for the employee's child's birth.
2. Unforeseeable Events. For unforeseen events, such as accidental injury causing a serious health condition, premature birth or a sudden change in the health of the employee or family member, he/she must notify Human Resources of his/her need for leave as soon as it possible and practical to do so. In most cases, the employee should notify Human Resources of an unforeseen leave within one day of when he/she finds out when leave is needed.

For EXIGENCY LEAVE: Where the necessity for EXIGENCY LEAVE is foreseeable, the employee must provide as much notice as is reasonable and practicable.

Failure to give notice as required here may result in delay or denial of FM LEAVE. In the case of foreseeable leaves, the company may delay the leave for up to 30 days from the date the employee notified it of the need to take the FM LEAVE.

Notification by the company: The company will notify an employee when it designates absences as FM LEAVE. In appropriate cases, the company may designate leave as FM LEAVE even if not requested by the employee.

Certification of need for FM leave:

EMPLOYEE LEAVE or FAMILY LEAVE: The employee must submit a Certification of Health Care Provider no later than 15 days following the company's request. The Certification of Health Care Provider must be completed and signed by a qualified health care provider. (Form will be provided to you by Human Resources). The company retains the right to have the employee examined by another health care provider (and possibly a third one, if the first two medical opinions are inconsistent) at its expense. The company reserves the right to request periodic additional medical certification during the term of a leave of absence.

EXIGENCY or SERVICEMEMBER FAMILY LEAVE: The employee must submit a Certification form provided by the company.

Intermittent or reduced schedule: If and only if it is medically necessary, FAMILY LEAVE, EMPLOYEE LEAVE or SERVICEMEMBER FAMILY LEAVE may be taken on an intermittent or reduced schedule basis. EXIGENCY LEAVE may be taken on an intermittent or reduced schedule basis. Intermittent or reduced schedule leave will be counted on a quarterly-hour basis to apply toward the twelve-week maximum per twelve months.

The employee must submit a Certification of Health Care Provider to support his/her need for an intermittent or reduced schedule leave when medically necessary. Furthermore, the employee must inform the company of the reasons for the proposed schedule, including a proposed treatment schedule.

The company may require the employee to work in a different position or on a different schedule during the period of an intermittent or reduced schedule leave that will better accommodate the necessities of his/her schedule. The alternative position will have the same pay and benefits as the position held prior to commencement of the leave.

For all leaves involving planned medical treatments, including intermittent and reduced schedule leaves, the employee is obligated to plan for treatments so that they will cause the least disruption to the company.

The company retains the right to deny an intermittent or reduced schedule leave for NEW CHILD LEAVE.

Pay and benefits: The FM LEAVE is unpaid. However, the employee must use vacation and short-term absence time during this leave, unless the FM LEAVE is running concurrently with Workers' Compensation leave or unless otherwise prohibited by state law. Regardless of whether the employee receives pay during the FM LEAVE, the full amount of leave will be counted toward the maximum leave available.

The employee will not accrue any benefits during the unpaid FM LEAVE.

The employee will continue to be covered by the company's group health insurance plan during the FM LEAVE, if he/she pays his/her portion of the premium for coverage during FM LEAVE. Coverage of all insurance may stop, with advance notice from the company, if the company learns the employee does not intend to return to employment or does not return to employment or does not pay his/her portion of the premium. In some cases, if an employee does not return the company may request the employee to reimburse it for any premiums it has paid on his/her behalf during the leave, unless the reason he/she did not return was because of a continued serious health condition or for other reasons beyond his/her control.

Return to work: When requested in advance by the company, prior to returning to work, the employee must contact the company to submit the medical clearance to return to work and to determine when to report for duty.

An employee returning from EMPLOYEE LEAVE must provide a fitness-for-duty certification from his health care provider that s/he is able to resume working. Failure to follow these procedures may result in delay when s/he is ready to come back to work. The company may require the employee to submit to a fitness-for-duty exam at its cost.

The employee will be returned to the same or an equivalent employment position unless he/she has been notified that he/she is a "key employee". The employee will not lose any seniority or benefits because of the leave

Failure to comply with this policy: If an employee fails to follow the guidelines in the policy or falsifies any information related to the certification, his/her leave may be delayed or denied and discipline, up to and including discharge, may result.

24. Short-term Absences/ Massachusetts Earned Sick Time

PLEASE NOTE: The following Short-term Absence and Earned Sick Time policies are separate from, and are in addition to, any leave that may be required by federal law. See separate policies regarding the Families First Coronavirus Response Act and COVID-19.

We provide 10 days of paid time off in a calendar year for short-term absences for full-time and a pro rated number of days for part-time employees who work at least 20 hours per week. Part-time employees working fewer than 20 hours per week and temporary employees are not eligible for paid short-term absences unless provided by state law (see below for Massachusetts requirements).

A short-term absence is any absence of 10 days or less for the following reasons:

- sickness or injury resulting in your temporary disability or that of an immediate family member;
- urgent, unplanned personal business that cannot be conducted outside normal working hours;
- death, funeral or estate settlement in your immediate family;
- religious observance;
- ethnic holidays; and
- other events of personal significance.

The phrase “immediate family” for the purposes of this policy includes your spouse, brother, sister, father, mother, children, stepchildren, father-in-law, mother-in-law, sister-in-law, brother-in-law, daughter-in-law, son-in-law, and any member of your household.

For a short-term absence to be considered authorized and eligible for compensation, you must follow our notice procedures and for foreseeable absences, you must obtain advance approval for the absence from your supervisor. Your supervisor should record your absence and your return to work.

Pay to full-time employees is their regular base wages for the time missed. Pay to eligible part-time employees is what they would have earned on the day they missed. For New Hampshire employees, unused short-term absences are forfeited at the end of each calendar year and may not be converted to other time off. If employment ends, accrued but unused time will not be paid.

Straight commission employees may take short-term absences, but will only receive payment of commissions that they earn that month, unless otherwise required by law.

When necessary, your supervisor may counsel you on the importance of good attendance and warn that excessive absences will lead to disciplinary action, up to and including termination.

Massachusetts Employees

If you work primarily in Massachusetts, you will receive a lump sum allotment of 10 days of paid time off in a calendar year for short-term absences if you are a full-time employee or a pro rated number of days if you are a part-time employee who works at least 20 hours per week. Part-time employees working fewer than 20 hours per week, temporary employees and interns, and straight commission employees are eligible for earned sick time which accrues at the rate of one hour of sick time for every 30 hours worked, to a maximum of 40 hours per year. Exempt and straight commission employees are assumed to work 40 hours per week. Please check with Human Resources for further information.

Massachusetts employees may use the short-term absence time for the following sick leave purposes:

- to care for a physical or mental illness, injury or medical condition affecting the employee or the employee's child, spouse, parent or parent of spouse;
- to attend routine medical appointments of the employee or the employee's child, spouse, parent, or parent of a spouse; or
- to address the effects of domestic violence on the employee or the employee's dependent child.

These are the only reasons for which a part-time employee who works fewer than 20 hours per week, a temporary employee, or an intern may take paid, short-term absences.

In addition to the sick leave purposes above, full-time and part-time employees working more than 20 hours per week and straight commission employees may also use their 10 days of short-term absence time for the following reasons:

- urgent, unplanned personal business that cannot be conducted outside normal working hours;
- death, funeral or estate settlement in your immediate family;
- religious observance;
- ethnic holidays; and
- other events of personal significance.

The phrase "immediate family" for the purposes of this policy includes your spouse, brother, sister, father, mother, children, stepchildren, father-in-law, mother-in-law, sister-in-law, brother-in-law, daughter-in-law, son-in-law, and any member of your household.

Employees may allocate their time as they wish for sick leave purposes or for other approved purposes. Short-term absences can be used in full-day or partial day allotments. Any unused time does not carry over to the following calendar year. If employment ends, unused time under this policy will not be paid.

For foreseeable short-term absences for sick leave purposes, employees should notify their supervisor seven (7) days in advance. For unplanned absences for sick leave purposes, employees should notify their supervisor as soon as they know that they will be unable to work, but no later than the starting time of their work day, except in an emergency.

For a short-term absence for any purpose other than sick leave to be considered authorized and eligible for compensation, you must obtain approval for the absence from your supervisor. Your supervisor should record your absence and your return to work.

Pay to full-time employees is their regular base wages for the time missed. Pay to eligible part-time employees is what they would have earned on the day they missed. Pay for commission-only employees is the greater of any base wage, or the minimum wage.

When necessary, your supervisor may counsel you on the importance of good attendance and warn that excessive absences, beyond available absences for sick time purposes, will lead to disciplinary action, up to and including termination. Employees who use sick time for an unauthorized purpose are subject to disciplinary action.

If any time off covered under this policy is also covered any other leave law, sick time will run concurrently with that leave. To the extent allowed by law, YPI may require employees to use earned sick time to receive pay for absences under other leave policies if those absences would otherwise be unpaid.

25. Various Medical Leave Policies

A. Medical Leave

PLEASE NOTE: If allowed by law, the following Medical Leave may run concurrently with or may be in addition to, any leave that may be required by federal law. See separate policies regarding the Families First Coronavirus Response Act and COVID-19.

This policy applies if you have a medical condition which keeps you from working for an extended period of time and you are not eligible for FM Leave or have used all that leave. Otherwise, the time off will fall under the Family and Medical Leave policy.

- a. Unpaid medical leave is available in a block of time or intermittently, as long as it does not cause an undue hardship for YPI.
- b. You must use any accrued short-term absence and vacation time during Medical Leave.
- c. You must provide a doctor's statement that you cannot work due to a medical condition and the date you are expected to be able to return to work. This statement must be provided as early as possible and must be signed by the doctor. A signature stamp is not acceptable. If the doctor does not know the date you may return, s/he must provide the date that you will be reevaluated at a future appointment. A statement without a definite appointment date will be considered inadequate.

- d. If you cannot return on the expected date, you must provide another doctor's statement that you cannot work and the new date of expected return. YPI may request that you provide additional doctor's statements or visit a doctor of its choice, at its cost, to support extending the leave or for a fitness-for-duty examination if you are cleared to work.
- e. It is YPI's sole discretion whether it can accommodate the requested Medical leave, but YPI strives to maintain flexible, non-punitive policies that permit employees to stay home if ill or to care for a sick family member.
- f. Prior to returning to work, you must contact YPI to submit medical clearance that allows you to return to work and outlines any limitations you have when reporting for duty. Failure to follow these procedures may result in delay when you are ready to come back to work. YPI may delay your return to work in order to evaluate the medical documentation provided.

B. Families First Coronavirus Response Act (FFCRA) Policy

YPI will allow leave for eligible employees under the Federal Families First Coronavirus Response Act (FFCRA), which is in effect from April 1, 2020 through December 31, 2020. The FFCRA provides employees with Emergency Paid Sick Leave and Emergency Paid Family and Medical Leave (EFML) for those affected by the COVID-19 pandemic.

1) Emergency Paid Sick Leave (PSL)

Emergency paid sick leave will be available for an employee who is unable to work or work remotely because:

1. The employee is subject to a federal, state, or local quarantine or isolation order related to COVID-19;
2. The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
3. The employee is experiencing symptoms of COVID-19 and is seeking a medical diagnosis;
4. The employee is caring for an individual who is subject to quarantine or isolation or advised to self-quarantine by a health care provider due to concerns related to COVID-19;
5. The employee is caring for a son or daughter whose school or place of care is closed, or childcare provider is unavailable, due to COVID-19 precautions; or
6. The employee is experiencing substantially similar conditions as specified by the Secretary of Health and Human Services, in consultation with the Secretaries of Labor and Treasury.

All employees, regardless of their tenure with YPI, with full-time or part-time status are eligible to receive the PSL benefit.

Eligible employees will receive up to two weeks of paid sick leave according to the following calculation.

- Full-time employees (regularly scheduled to work 40 or more hours per week) will be eligible for up to 80 hours at their regular rate of pay, subject to caps and reasons noted below. A part-time employee may be considered full-time under this policy if the average of their hours over a 6-month period is at least 40 hours per week.
- Part-time employees who consistently work a set schedule of less than 40 hours per week will be eligible for the number of hours that the employee works over a two week period, subject to caps and reasons noted below.
- Part-time employees who work a variable schedule per week should work with Human Resources to determine the total amount of eligible leave.

Payments are capped at \$511 a day (\$5,110 in total) for leave for an employee's own illness or quarantine (reasons 1, 2 and 3 above). Employees who are caring for an individual affected by COVID-19 or for leave due to the closure or unavailability of their children's schools or childcare providers (reasons 4, 5 and possibly 6 above) receive two-thirds of their regular rate of pay, limited to \$200 a day (\$2,000 in total).

2) Emergency Family Medical Leave (EFML)

Employees will be entitled to take up to 12 weeks of job-protected leave if an employee is unable to work (or remote work) due to caring for the employee's son or daughter because the child's school or place of care is closed or his or her childcare provider is unavailable due to the public health emergency.

Under this policy, full-time and part-time employees who have been on YPI's payroll for 30 days prior to taking the leave are eligible for a combination of unpaid and paid leave.

- The first two weeks of EFML is unpaid. However, an employee may choose, or YPI may require the employee, to take any existing pay benefit (i.e. Short-term absence or earned sick time) during the unpaid period, OR the two weeks may be paid under the PSL program above, if that leave was taken for the qualifying reason of caring for a son or daughter because the child's school or place of care is closed or unavailable due to the public health emergency.
- After two weeks of unpaid leave, employees are entitled to up to 10 additional weeks of job-protected leave, at two-thirds their regular rate of pay. Part-time employees are entitled to be paid two-thirds of their usual pay based on the average number of hours worked for the six months prior to taking the leave.
- The cap of the paid leave entitlement for employees taking EFML is \$200 per day (\$10,000 in the aggregate).
- Intermittent leave may be permitted.

- Any leave taken for the purpose of caring for a child whose school or daycare is closed will run concurrently with, and will count toward, the total 12 weeks available under traditional FMLA.

Employees needing to take leave under the FFCRA should notify their immediate manager or Human Resources. You will be required to fill out a leave request form identifying the reason for the leave and providing the information requested on that form.

Coverage under group health insurance will continue while on leave, but employees must continue to pay their portion of the premium. Other employment benefits will also be continued during the leave, as long as the employee continues to pay any required contribution. Payment arrangements will be discussed with individuals upon their request for leave.

Rights Upon Return from FFCRA Leave

An employee who takes leave under the FFCRA policy will be reinstated to the same job or an equivalent position upon completion of the leave. If an individual has exhausted all leave under this policy and is still unable to return to work, the situation will be reviewed on a case-by-case basis to determine what rights and protections might exist. However, an employee has no greater rights upon a return from leave than the individual would have had if s/he had continued to work. Therefore, an employee may be affected by a change in job duties or job status if the action would have occurred had the employee remained actively at work.

C. COVID-19/ Employee Illness Policy

YPI is committed to providing a healthy and safe work environment and will comply with laws and guidelines issued by the federal, state, and local governments and/or public health advisors to limit and/or control the transmission of COVID-19 and other infectious diseases.

We ask all employees to be alert to the symptoms of COVID-19 and cooperate in taking steps to reduce the transmission of COVID-19 in the workplace. Possible symptoms of COVID-19 include:

- Fever (temperature over 100 degrees Fahrenheit)
- Respiratory symptoms such as runny nose, sore throat, cough, or shortness of breath
- Flu-like symptoms such as muscle aches, chills, and severe fatigue
- Changes in a person's sense of taste or smell

The best strategies to reduce the spread of COVID-19 include:

- frequent hand washing with warm, soapy water
- covering your mouth with a tissue whenever you sneeze or cough

- wearing of masks and disposable gloves when you are not able to socially distance,
- discarding used tissues in wastebaskets, and
- utilizing alcohol-based hand sanitizers throughout the workplace and in common areas.

Staying Home When Ill

- Employees should not report to work if they feel ill, and must not report to work if they or anyone they live with are experiencing symptoms of COVID-19 or have tested positive, until cleared by a healthcare provider. Please see our Short-Term Absence/Earned Sick Time and other leave policies above.
- Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness remain at home until at least 72 hours after they are free of fever (100 degrees F or 37.8 degrees C) without the use of fever-reducing medications. Employees who report to work ill will be sent home in accordance with these health guidelines.

Social Distancing

Additionally, YPI strongly encourages social distancing to minimize the spread of infectious diseases among the staff. Until notified otherwise, employees are requested to:

- avoid meeting people face-to-face;
- use the telephone, online conferencing, e-mail or instant messaging to conduct business as much as possible, even when participants are in the same building;
- minimize the meeting time if a face-to-face meeting is unavoidable, choose a large meeting room and sit at least six feet from each other if possible;
- avoid person-to-person contact such as shaking hands;
- avoid any unnecessary travel, and in particular, out-of-state travel;
- cancel or postpone nonessential meetings, gatherings, workshops and training sessions;
- avoid congregating in work rooms, kitchens, copier rooms or other areas where people socialize.

New Hampshire Universal Business Guidelines

For its part, YPI will take proactive steps to protect the workplace in the event of an infectious disease outbreak, including compliance with New Hampshire's **Universal Business Guidelines** and other relevant guidances.

Among other precautions, YPI will work with its cleaning company to ensure that appropriate sanitization and cleaning occur, although we do expect that employees will assist in the regular

cleaning of objects and areas that are frequently used, such as microwave and refrigerator handles, door handles, key pads, kitchen counters and conference room tables after they are used, and other high-touch areas.

Business Operations

It is the goal of YPI during any such time period to strive to operate effectively and ensure that our services are continuously provided and that employees are safe within the workplace. For that reason, unless otherwise notified, YPI's normal attendance and leave policies will remain in place. If you are facing a particular challenge reporting to work during the COVID-19 pandemic or performing the essential functions of your job, you should discuss your options with your manager, in collaboration with Human Resources.

Telecommuting

Telework requests will be handled on a case-by-case basis. While not all positions will be eligible, all requests for temporary telecommuting should be submitted to your manager for consideration. You may be asked to sign a telework agreement.

Requests for Medical Information and/or Documentation

If you are out sick or show symptoms of being ill, it may become necessary to request information from you and/or your health care provider. In general, we would request medical information to confirm your need to be absent, to show whether and how an absence relates to the infection, and to know when, and under what conditions, it is appropriate for you to return to work. As always, we expect and appreciate your cooperation if and when medical information is sought.

Confidentiality of Medical Information

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, first aid and safety personnel, and government officials as required by law.

26. Maternity Leave/Massachusetts Parental Leave

All employees except for Massachusetts employees:

This policy applies when an employee is not eligible for FM Leave or has used all that leave. Otherwise, her time off will fall under the Family and Medical Leave policy or other state policy.

- a. A pregnant employee should let her supervisor know her due date and whether she expects to return after the birth. She must provide a doctor's statement setting out work limitations her condition may require, if any.
- b. The employee must use any available short-term absence and vacation time during Maternity Leave.
- c. The employee will receive six weeks leave after delivery. If she needs more time off before or after delivery, she must provide a statement from her doctor stating that she cannot work due to her medical condition and is expected to be able to return to work. A signature stamp is not acceptable. If the doctor does not know the date the employee may return, she/he must state that; a statement that the employee will be reevaluated at a future appointment without a definite appointment date will be considered inadequate.
- d. The employee is expected to return to work when she is physically able to work. The company will return the employee to her job or a comparable job, unless business requirements make it impossible or unreasonable. Prior to returning to work for an absence that has lasted longer than six weeks, the employee must contact the company to submit the medical clearance to return to work. Failure to follow these procedures may result in delay when she is ready to come back to work.

Massachusetts employees:

After three months of employment, all full-time Massachusetts male and female employees are eligible for eight weeks of unpaid parental leave from work in connection with the birth, adoption, or placement of a child under the age of 18 years old (or under the age of 23 years old if the child is mentally or physically disabled) for adoption. If two employees seek leave for the birth or adoption of the same child, they are limited to a combined total of eight (8) weeks Parental Leave.

Employees who qualify for leave under this policy are required to give YPI two (2) weeks' notice of an intention to take leave, as well as two (2) weeks' notice of an intent to return from leave, unless the delay in giving notice was beyond the employee's control.

An employee is entitled to be restored to his or her previous or a similar position at YPI with the same status, pay, length of service credit and seniority.

Under this Parental Leave Policy, an employee who is adopting a child has the same benefits as an employee who takes Parental Leave for the birth of a child. Parental Leave does not affect an employee's vacation and sick time, or any applicable bonuses, benefits, promotions, seniority, length of service credit, or any other advantages or employment rights.

An employee will not be paid for any holidays occurring during Parental Leave and will not continue to accrue vacation while on Parental Leave.

Parental Leave runs concurrently with any disability benefits or FMLA leave.

27. Jury Duty

Please advise Human Resources when you are called to serve on a jury. Full-time and part-time employees hired to work at least 30 hours per week, if required to serve jury duty, will be compensated their regular pay up to 30 calendar days in any one calendar year. If an employee is excused from jury duty for the entire day or sufficiently early to report to work for a substantial part of his/her workday, that employee is required to report to work.

28. Military Leave

The employee is expected to notify his/her supervisor as soon as he/she is aware of the dates required for training or service in the military.

Employees who are members of the reserves or National Guard and who must perform annual duty or training and employees who enlist or are called up in the U.S. uniformed services for an extended period of time will be granted a military leave of absence. They are eligible for re-employment under the Uniformed Services Employment and Reemployment Rights Act (USERRA). Re-employment will be in accordance with USERRA and the time for requesting reinstatement depends on the length of time the employee was out.

Employees may use accrued personal leave and vacation during military leave of absence. Benefits will cease to accrue during military leave longer than two weeks.

Benefit Plans

This section of the *Employee Guide* highlights some features of the benefit plans which YPI has established. Eligibility depends on the specific requirements of each benefit plan.

The group welfare- and retirement-related programs are described more fully in Summary Plan Description booklets (SPDs), which we provide you once you are eligible to participate in these programs. Complete descriptions of these programs are contained in the master plan documents or contracts and are kept in the Human Resources department. **In the event of any contradiction between the information appearing in this guide and our SPDs or the master plan documents/contracts, the master plan documents/contracts will govern in all cases.** All summaries and communications, both written and verbal, must refer to these documents/contracts in cases of questions or disputes.

The Vice President of Human Resources is responsible for all communications and disclosures concerning YPI's benefit plans and to answer questions concerning the benefit plans. YPI reserves the right to modify, amend or terminate any of these programs or to increase employee premium contributions toward any benefits at its discretion, subject to notice requirements under applicable law.

29. Health Plan

We offer a health plan to full-time and part-time employees hired to work at least 30 hours per week and their eligible dependents. Coverage is effective the first day of the month following your date of hire. Open enrollment is every January 1. If you chose to decline health insurance when you are eligible, you may not enroll until the next open enrollment period, normally January 1 each calendar year, unless you or your dependents experience a qualifying event that entitles you to a special enrollment period. Employees are expected to cooperate to provide all necessary documents relating to the prior insurer coverage to enroll during a special enrollment period.

The cost of your health insurance is shared between you and YPI using pre-tax contributions deducted from your paycheck under Section 125 of the Internal Revenue Code. This means that the contribution is excluded from your taxable wages on your W-2, and therefore you do not pay taxes on that amount.

Employees, spouses, and dependents covered by the health benefit plan will be notified, when appropriate and required, as to whether any prescription drug benefit offered under the plan is "creditable prescription drug coverage" for purposes of Medicare and any applicable federal and state laws.

30. Dental Plan

We provide a dental insurance plan to full-time and part-time employees hired to work at least 30 hours per week and their eligible dependents. Coverage is effective the first day of the month following your date of hire. If you choose to enroll your dependents, you agree to enroll all eligible dependents. If you choose to decline dental insurance when you are first eligible to enroll, you may not enroll until the next open enrollment period, normally January 1 each calendar year.

The cost of employee dental insurance is shared using pre-tax contributions deducted from your paycheck under Section 125 of the Internal Revenue Code. This means that the contribution is excluded from your taxable wages on your W-2, and therefore you do not pay taxes on that amount.

31. Flexible Spending Accounts (FSAs)

All full-time and part-time employees hired to work at least 30 hours per week are eligible to participate in Flexible Spending Accounts. You may enroll on the first day of the month following your date of hire, in one or both plans. Thereafter, open enrollment is every January 1.

Using pre-tax dollars deducted from your paycheck, these plans offer a tax-effective means for you to pay for certain costs. Examples include medical or dental insurance deductibles, your out-of-pocket costs for vision care and dependent care needs. You may enroll in the FSA even if you receive health-care insurance through your spouse's employer.

There are important considerations to keep in mind. Your contribution remains the same throughout the year unless you experience a qualified change in status. Also, if eligible medical or dental expenses that you incur during the calendar year are less than your elected annual amount of flex dollars for that year, you may forfeit the balance.

32. Health Reimbursement Account (HRAs)

Participants in the Health Plan are automatically eligible for the Health Reimbursement Account (HRA). The purpose of the HRA is to reimburse participants for certain deductible medical expenses up to a maximum per individual member and a family maximum incurred by the participant and/or their covered dependents.

33. Short-Term Disability Salary Continuation

We provide short-term-disability salary continuation plans to full-time and part-time employees hired to work at least 30 hours per week who are unable to work due to non-work-related injuries or illnesses.

You become eligible for coverage on the first day of the month following your date of hire. Benefits normally begin after 10 calendar days of disability and generally are payable for a maximum of 90 calendar days. To qualify for benefits, you must apply for and be granted a medical leave, and you must provide appropriate medical certification from your physician verifying the disability and your expected date of return.

Short-term disability salary continuation may be used on an intermittent basis, in consultation with Human Resources, and will run concurrently with any FMLA time that is available.

34. Long-Term Disability Insurance

We provide full-time and part-time employees hired to work at least 30 hours per week with long-term-disability (LTD) insurance benefits. Coverage takes effect on the first day of the month following your date of hire.

If you are disabled for more than 90 consecutive calendar days of injury or illness in accordance with the definition of "disability" specified in the SPD booklet on LTD, you are eligible to receive a benefit equivalent to 60 percent of your basic monthly earnings to a maximum benefit (less other income benefits, such as Workers' Compensation and Social Security). Benefits continue for periods specified in the SPD.

Coverage by this plan terminates on the date your employment ends. If, however, you are receiving LTD benefits at the time of your termination, benefits continue for as long as specified in the SPD.

35. 401(k) Plan

A 401(k) savings plan is available to all employees who are eligible under the terms of that plan. You can begin participating on the first day of the month following three months of employment. The purpose of the plan is to encourage eligible employees to save on a pretax basis and to build a financial reserve for retirement.

After an opt-out period, eligible employees are automatically enrolled to have 6% of their compensation deducted as contributions to the plan, up to a maximum per year adjusted by the IRS. You may suspend your contributions at any time, increase or decrease the amount of your contributions and request investment changes.

The money you contribute is held and invested by the plan's trustees. The value of your account at retirement depends on a number of factors, such as how long you have participated in the plan, how much you have contributed, and investment gains and losses.

When you participate, YPI contributes to your retirement by matching 50 percent of the dollars you save, up to a maximum of 6 percent of your salary, up to a maximum of \$1,000 a year. In addition, the company may, at its discretion, make additional contributions to the plan.

36. Group Term Life Insurance

Full-time and part-time employees hired to work at least 30 hours per week are eligible for Group Term Life Insurance. Coverage is available for employees only and takes effect on the first day of the month following the date of hire. The cost to provide life insurance is paid completely by YPI but may be taxable to the employee.

Other Benefits

37. Life Assistance Program (LAP)

Personal difficulties, such as marital, family, emotional, stress, interpersonal, medical, financial and legal problems and alcohol and drug abuse, may adversely affect job performance. Consequently, we believe it is in the interest of employees and YPI to provide an effective program to assist employees and their families in resolving personal problems, both on and off the job. To this end, the LAP provides assessment and referral services to local community resources. You are encouraged to use this program. Your participation will be kept in complete confidence, except to the degree necessary to protect your safety and/or others'. Participation in our LAP does not excuse you from complying with regular policies or from meeting normal job requirements.

38. Fitness Reimbursement Program

All full-time employees are eligible for this program after 90 days of employment. We will reimburse you up to a maximum of \$175 in a calendar year (minimum \$50), if you participate regularly in any formal fitness program that causes cardiovascular (heart/lung) exertion. This includes fitness center memberships and yoga classes, and golf, basketball or softball participation fees. In addition, to promote good health, we include participation in a bona fide weight-loss program under this reimbursement program.

You must submit the fitness reimbursement form to the Human Resources department and provide an original receipt of membership payment. Benefits are not paid more than once on the same receipt. This payment is considered taxable as wages under IRS regulations. Receipts must be original and include the name and address of the fitness center, weight-loss program, or participation information; a description of the membership purchased; date of payment; amount paid; and the name of the person for whom the membership was purchased. If your membership dues are electronically debited from your bank account, ask for a receipt or submit a copy of your bank statements with specific withdrawals circled.

39. Discounted Purchases

Full-time, part-time and retired employees are eligible to purchase YPI products at a discount. Prices of the products are determined by management; however, such prices will not normally be below 50 percent of the price charged to customers. In addition, you are entitled to a complimentary copy of each periodical YPI publishes. This excludes Ecommerce products.

40. Parking

The Dublin parking lot is considered part of YPI's premises. Therefore, all policies and rules apply to employees and their vehicles while in the lot.

Availability of parking in Manchester may be limited and require a permit at no cost to employee.

Employees who use the parking lots do so at their own risk and YPI assumes no responsibility for any damage to or theft of any vehicle or personal property left in the vehicle while in the parking lot.

41. Corporate Contributions

Charitable giving has never been more important than it is today. As you know, the needs are great and resources are stretched thin. YPI receives requests for various charitable and fundraising contributions on a regular basis and has established the YPI Contributions Committee to budget, evaluate, and disburse all such donations.

In addition, as a company we sponsor major annual fund drives for aid agencies. In Dublin, the company sponsors Monadnock United Way, which covers more than 50 agencies. Payroll authorization cards are made available, and the company matches employee contributions.

All contribution requests should be made in writing to the YPI Contributions Committee, attention: Human Resources department.

In Manchester, full time employees who volunteer on their own time may request a company donation for your cause or nonprofit organization. You may apply in writing directly to the Office Manager. The President will budget, evaluate, and disburse all such donations.

In Dublin, during the holiday season, YPI coordinates employee donations and provides matching gifts for nonprofit organizations and people and places representing our broader sense of community.

42. Service Recognition

YPI recognizes extended service to the company by presenting service awards to eligible employees upon the completion of five years of service and every five years of service thereafter. Service need not be

continuous to count toward service credit, unless the break in service is greater than the length of the original service. Generally, service awards are presented at the end of the calendar year.

Employee Guidelines

43. Personal Demeanor, Conduct, and Appearance

Certain guidelines for employee behavior are necessary for efficient operations and for the benefit and safety of all employees. Conduct that interferes with operations, discredits a company or is offensive to customers will not be tolerated.

Your dress, grooming and personal hygiene should be appropriate to the work situation. Employees should always appear for work dressed in business attire that is appropriate for their specific area of employment. Employees who are meeting or greeting customers are expected to present themselves professionally at all times. At its discretion, your company may allow you to dress in a more casual fashion than normally required; on these occasions, you are still expected to present a neat appearance.

You are expected at all times to conduct yourself in a positive manner to promote your company's best interests. Appropriate conduct includes treating all customers, visitors, and coworkers in a courteous manner; reporting to management any threatening or potentially violent behavior; cooperating with investigations; and complying with all company safety and security regulations. These examples are not an all-inclusive list.

There are certain kinds of conduct that are serious enough to constitute cause for termination or other serious discipline in the company's sole discretion. The following is a list of examples:

1. Theft or inappropriate removal or possession of company or employee property, or unauthorized use of company services, equipment or facilities.
2. Disclosure or misappropriation of proprietary or confidential information.
3. Working while impaired by alcohol, illegal drugs or prescription drugs and possessing or selling such items while on working time or on company premises.
4. Fighting or threatening violence in the workplace.
5. Intentionally misusing or damaging company property or the property of another employee.
6. Refusing to follow management's instructions concerning a job-related matter or being insubordinate.
7. Dishonesty or falsification of resume, time and leave records, expense reports or any other company record.

This list is not all inclusive and does not alter an employee's "at-will" employment status.

44. Attendance

You are expected to be present at your worksite during your scheduled work hours. Regular, on-time attendance is an essential element of your job. You may not "work from home" unless the arrangement has been approved per the Telecommuting policy or complies with the inclement weather provision, below. If you are absent or frequently arrive late to work or leave early, you place a burden on others to carry out your department's workload.

You must report to your supervisor if you are going to be late or absent. Speak to your supervisor by 9:00 a.m. on each day of your absence. You must call in every day of your absence unless your supervisor tells you otherwise or you are granted an authorized leave.

You are expected to report to work during inclement weather conditions, if your company does not declare an emergency closing. If you cannot report because of severe weather conditions AND you receive prior approval from your supervisor, you may work at home. Employees may take an unpaid day or may use accrued vacation for the time they do not work. Full-time employees and part-time employees working at least 20 hours per week may use available short-term absence leave for the time they do not work.

Unauthorized or excessive absences may result in disciplinary action, up to and including termination. An absence is considered unauthorized, if you have not followed proper notification procedures or the absence has not been approved. If you are absent from work for two consecutive days without giving proper notice, you will be considered to have quit and abandoned your job. At that time, the company will formally note the resignation and advise you of the action.

Employees may request a flexible work hours arrangement directed to their manager in consultation with Human Resources. The company will decide whether to allow a flexible arrangement. If the request is denied, the employee will not be subject to adverse action for making the request.

45. Telecommuting

Telecommuting is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement; it is not a company-wide benefit; and it in no way changes the terms and conditions of employment. Telecommuting allows an employee to work at home, on the road or in a satellite location for all or part of their regular workweek.

Telecommuting can be informal, such as working from home for a short-term project or on the road during business travel, or formal, as described below. Other informal, short-term arrangements may be made for employees on family or medical leave, to the extent practical for the employee and the organization and with the consent of the employee's health care provider. All informal telecommuting arrangements are made on a case by case basis, focusing on the business needs of the company first. Note that permission for any short-term or informal telecommute must be given by your manager BEFORE it is done.

For longer termed telecommuting, the employee and manager with the assistance of Human Resources will evaluate the suitability of such an arrangement. If the employee and manager agree and Human Resources concurs, a telecommuting agreement will be prepared and signed by the employee. The employee and manager will agree on the number of days of telecommuting allowed each week; the work schedule; the manner and frequency of communication; and appropriate level of communication between the employee and supervisor. The employee agrees to be accessible by phone or email within a reasonable time period during the agreed-upon work schedule. Telecommuting can be discontinued at any time at the discretion of management.

Telecommuting is NOT designed to be a replacement for appropriate child care. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands.

Employees entering into a telecommuting agreement may be required to forfeit use of a personal office or workstation in favor of a shared arrangement to maximize organization office space needs.

46. Smoking

YPI prohibits smoking anywhere inside any YPI building. Employees may smoke outside during break time. Supervisors are expected to enforce this policy.

Smokers are expected to exercise common courtesy and to respect the needs and sensitivities of coworkers with regard to the smoking policy. Smokers have a special obligation to keep smoking areas litter-free and to not abuse break and work rules.

You may contact the LAP, as appropriate, for information regarding the effects of smoking and the availability of smoking cessation programs.

47. Firearms/Weapons Policy

The carrying or possession of firearms or other weapons on company property, including all company owned or leased vehicles, is expressly prohibited. Firearms that are kept in your personal vehicle and for which you have a valid permit may be brought onto company property ONLY IF they are unloaded, remain in your vehicle while on company property and locked up or secured in an appropriate manner.

48. Drugs and Alcohol

The use of illegal drugs is inconsistent with the behavior expected of employees and undermines the company's ability to operate effectively and efficiently. The abuse of medications or the unlawful possession, sale or use of illegal drugs in the workplace or while engaged in business is prohibited. In addition, being under the influence of illegal drugs or legal drugs that impair performance or using prescribed medications inappropriately is not acceptable conduct. If you are prescribed medications or drugs that may impair performance, please contact Human Resources to discuss whether an accommodation is appropriate.

Alcohol consumption is prohibited when you are working. However, if you are representing the company at an event where alcohol is served, you may have a drink, but you are expected to exercise moderation and good judgment and may not become impaired.

Supervisors should report immediately to the Human Resources department any action by an employee who demonstrates an unusual pattern of behavior. Employees who are reasonably believed to be under the influence of drugs (legal or illegal) or alcohol will be required to leave the premises.

Violation of this policy will be cause for disciplinary action up to and including termination.

49. Safety

YPI complies with all applicable federal and state health and safety regulations and strives to provide work environments as free as possible from recognized hazards. You are expected to comply with all safety and health requirements, whether established by the company or by law and are responsible for maintaining your work areas in a clean and orderly fashion at all times.

50. Telephone Usage

Open telephone lines must always be available to allow the company to be effective in business and for employees to efficiently use their work time. For this reason, personal use of land-line telephones should be limited.

While at work, you should exercise the same discretion in using personal cell phones as you do land line telephones. Excessive personal calls during the workday, regardless of the phone used, may interfere with employee productivity and distract others. The company will not be liable for the loss of or damage to personal cell phones brought into the workplace or used for work purposes. Personal cell phones may not be used when driving on company business.

51. Cell Phones and Portable Electronic Communication Devices

Where job or business needs demand immediate access to an employee, the company may issue a business cell phone and/or a portable electronic communication device to an employee for work-related communications.

Employees in possession of company equipment such as cell phones are expected to protect the equipment from loss, damage or theft. The employee will be expected to return any equipment at the end of employment. Any personal data, e.g., emails, pictures, will be wiped from the phone, so be very aware of what you store on it; note that the phone can be wiped remotely, so keep this in mind. Employees unable to present the phone in good working condition within the time period requested may be expected to bear the cost of a replacement.

Authorized employees who use a personal cell phone or portable communication device in the course of conducting business will be paid or reimbursed their charges, if properly documented and approved by management. You will be required to present proof of the account and business use of the cell phone, and portable communication device. Such personal accounts will be in your name, and all charges will be your responsibility and not the company's.

If your job responsibilities include regular or occasional driving and you use a cell phone for business, you are expected to refrain from using the phone while driving. Safety must come before all other concerns. Take special care in situations where there is traffic or inclement weather, and when you are driving in an unfamiliar area. If you are charged with a traffic violation resulting from the use of a cell phone or portable communication device while driving, you will be solely responsible for all resulting liabilities.

52. Communication Equipment and Information Technology Resources

Internet access, electronic communications (such as email, instant messages, video conferencing, and so on), Web access, and all other communications equipment and computer-related information technology resources are made available to employees as tools for advancing our business interests, and for building and improving business-related communications. These resources include but are not limited to: hardware (including telephones, computers, and traditional media equipment), either owned or leased by the company; software; and the expertise of YPI's technology support staff or outside consultants. All communications services and equipment are the sole and exclusive property of company, meaning that the company controls and may monitor the uses of these services and equipment.

The improper use of these technology information resources for endeavors not directly related to advancing the company's business interests, or for building and improving business-related communications, is prohibited. Improper uses include but are not limited to: any harassing, offensive,

malicious, demeaning, insulting, intimidating, illegal, disloyal, disrespectful, inappropriate or sexually suggestive messages, whether written, sent, received, recorded, or electronically stored.

You should exercise care so that no personal correspondence appears to be an official company communication unless you are specifically authorized to speak on behalf of the company. You are also reminded that U.S. copyright laws and fair use restrictions that apply to traditional media also apply to works “published” on the Internet. When downloading or reproducing Internet materials, you are expected to comply with applicable copyright laws. Further, because of the danger of viruses and incompatibility, any hardware or software not purchased or approved for your use by the company or the company’s technology support staff must not be used with any company system.

YPI reserves the right to monitor, inspect, and examine any aspect of the its communications equipment or information technology resources and any files or information or images contained or transmitted therein, including but not limited to: all internal and external email messages; all access to the Internet; and all software and computer applications using equipment or transmitting services or equipment. To be clear, because we may monitor these technologies to ensure proper use and to protect its legitimate business interests, you should have no expectation of privacy when using or, more directly, misusing equipment and related services. Improper use of information technology resources will result in disciplinary action, up to and including termination.

YPI routinely checks and updates its equipment and software. We also periodically monitor use to ensure proper application of equipment, software and services. YIP has a data storage and destruction policy. You should not take it upon yourself to alter, monitor, or destroy electronically sent, received or stored data or information without approval in advance from designated members of management. You have passwords to access these systems; designated management representatives may need those passwords to access the systems and information contained therein. You should not use passwords to block access to a review of these activities. You also should not provide other employees (unless they are authorized to monitor employee use of equipment or related services), or people not employed by YPI, with your passwords or permit them access to the company’s equipment, systems, and information.

53. Confidentiality of Information

Each employee has a continuing obligation to protect information about YPI’s operations and business affairs and those of its customers and vendors. This is not intended to impede normal business communications and relationships, but is intended to alert you to use discretion to safeguard internal company information.

Part of maintaining confidentiality is to make sure you do not remove company documents from the worksite, unless removal is required by your job or you have management permission. Remember not to leave documents or computers in your car or any place public. Also, do not disclose confidential information inadvertently through casual conversation in public or email.

Refer all media inquiries and other inquiries of a general business nature to the President/CEO. Refer inquiries seeking information about current or former employees to the Human Resources department.

Nothing contained in this policy or its enforcement is intended to interfere with employees’ rights under the National Labor Relations Act (NLRA), i.e., protected activities under the NLRA are neither prohibited nor discouraged. Any conflict between this policy and the current state of the law will be decided in favor of the law.

54. Conflicts of Interest

You are expected to perform your job in a positive and ethical manner and to avoid situations that may give the appearance of or be a conflict of interest. To this end, you should not take actions for personal gain or that compromise your ability to represent YPI's best interests. Note that certain outside employment may create a conflict of interest, e.g., you perform work or consult for a competitor.

55. Business Ethics Policy

We are and want to continue to be proud of our reputations for maintaining the highest standards of ethical business conduct. All employees are responsible for protecting and maintaining the good reputation of YPI. You are expected to maintain high ethical standards in the conduct of business affairs. No employee may accept or give anything of value which could be construed as a bribe or payoff and/or if public disclosure would embarrass the company.

56. Complaint Resolution Procedure

Misunderstandings or conflicts may arise in any organization. To ensure effective working relations, it is important that you have the opportunity to present your work-related complaints and to appeal management decisions through a dispute or complaint resolution procedure. Management will attempt to resolve promptly all complaints that are appropriate for handling under this policy, in its discretion.

An appropriate complaint may include an employee's expressed dissatisfaction concerning any interpretation or application of work-related policy by supervisors or other employees. You are expected to notify the company in a timely fashion within five working days as follows:

1. Promptly discuss the problem with your immediate supervisor. If, however, you don't believe this is appropriate, you may proceed directly to meet with the department manager or the next level of direct management. The department manager, in a timely fashion, will confer with you, your supervisor, the Vice President of Human Resources, and any other member of management considered appropriate, to investigate the issue and communicate a decision to all parties involved.
2. If you are not satisfied and would like to pursue the problem or complaint further, you may appeal to the President/CEO. The President will take the necessary steps to review and investigate and will issue a final decision.

Final decisions under complaint resolution procedures will not be precedent-setting or binding on future complaints unless they are officially stated as company policy. All information concerning an employee complaint is to be as confidential as possible. Employees will not be retaliated against for availing themselves of this procedure.

Management may, at its discretion, refuse to proceed with any dispute that it determines is improper under this policy, for example, a violation of the policy against making threats or using drugs on the company's premises. Further, this policy does not alter the employment-at-will relationship in any way.

57. Company Events

At YPI we regularly have events in which we celebrate special milestones within the company, which may include employee birthdays, anniversaries, retirements, product promotions, holidays, and other awards. These events generally involve gatherings with refreshments and all employees in the office are expected to attend. YPI uses these events to pass on information to you, to mark special occasions and to create a sense of community among employees and departments. YPI considers these events an important part of creating a supportive and cohesive culture.

In addition, there may be company-sponsored events that take place outside working time. These events are normally open to all employees, are voluntary, and are often organized by other employees. When approved, participation may extend to employee families and guests. Company financial support for each event will be determined on a case-by-case basis.

Any business, social, athletic, or recreational events involving the consumption of alcoholic beverages must not take place on YPI premises without the express approval, in advance, of the President/CEO or his designated representative. Any employees engaged in such functions, whether on YPI premises or while on YPI business, are expected to be aware of the dangers arising from the consumption of alcohol and are to exercise moderation and good judgment.

Reimbursement of Expenses

58. Travel

Employee travel for business must be approved in advance, and employee expenses will be paid or reimbursed when properly documented and approved by your supervisor.

If you hold a position designated as requiring extensive travel, you are expected to travel as a condition of employment. Time spent by nonexempt employees in traveling away from home on business during normal work hours is considered hours worked for pay purposes. All travel expenses must be submitted to the Information Services department on the Expense Statement form.

59. Business Entertaining

Certain employees may engage in the entertainment of business associates on behalf of the company, only if they have been authorized to do so by their supervisors. Entertainment expenses will be paid or reimbursed if they are properly approved by your supervisor, are reasonable, and are directly related to or associated with company business. All expense reimbursement requests should contain a detailed itemization of expenses incurred, date, place, and business reason, as well as the names of those present. All lodging, airfare, and expenses of \$15 or more must be accompanied by receipts.

Reimbursement for taking another employee to lunch or dinner is not allowable, unless it is in conjunction with entertaining a business client or in the rare instance that you must discuss sensitive matters outside the office, notably personnel matters. Senior managers may occasionally authorize department meal reimbursements at their discretion.

It is essential that you exercise good judgment and moderation in making business entertainment expenditures. All business entertainment expenses should be submitted to the Information Services department on the Expense Statement form.

60. Employee Business Expense Reporting

This policy provides for a uniform system for reporting and reimbursement of ordinary and necessary business expenses incurred by employees. A deviation from the policy and its procedures may result in loss of a tax deduction or the employee's loss of a nontaxable reimbursement.

To be reimbursed, you must: submit expenses on the Expense Statement form with required documentation and receipts; understand and comply with the travel, business entertainment, cell phone, automobile usage, and corporate credit card policies; and obtain supervisory approval.

Upon submission of an expense statement, you will be reimbursed by check. Normal processing time for expense reimbursement is no longer than 5 business days, weekly, on Fridays (or by the following Friday to allow for processing time). Forms that are incorrectly completed or that lack documentation and receipts or supervisory approval may have a longer processing time.

If you have a question about business expense reporting, contact your supervisor and/or the Information Services department.

61. Automobile Usage

Authorized employees who need to drive on company business will be reimbursed for business use of personal vehicles. You may not drive vehicles for business without prior approval of your supervisor.

If you receive prior approval from your supervisor, you may rent a car when traveling out of town on business or you may use your own vehicle. If you use a personal vehicle for approved business purposes, you will receive a mileage allowance at the current company reimbursement rate that is updated periodically. In addition, you may claim reimbursement for parking fees and tolls incurred for business purposes.

You must report any accident, theft, damage, or breakdown problem involving a vehicle used on business to your supervisor and the Information Services department, regardless of the extent of damage or lack of injuries.

If you drive a vehicle on business, you must exercise due diligence to drive safely and follow all traffic laws. You are responsible for any driving infractions or fines that result from your driving and must report them to your supervisor. You may not use cell phones or other handheld devices while driving.

You are not permitted, under any circumstances, to operate a vehicle for business if you cannot drive safely owing to any physical or mental impairment. This prohibition includes circumstances in which you are temporarily unable to operate a vehicle safely or legally because of illness, medication or intoxication.

62. Corporate Credit Card

YPI provides a corporate credit card for employees authorized by the President/CEO for business use only. This corporate card provides you with a convenient method of payment of business expenses when purchasing regular volumes of goods and services for use by the company or for other reasonable business expenses of a kind appropriately paid by credit card.

You may not use the corporate card to obtain cash advances, bank checks, traveler's checks, or electronic cash transfers, or for personal expenses. Misuses of the card will result in withdrawal of corporate credit card privileges.

You must reconcile corporate credit card expenditures and submit them with original receipts to the Information Services department monthly. If you have not reconciled and submitted your expenditures within this period, you will be asked to reconcile and submit them immediately. Continued or repeated nonconformance with this policy will result in withdrawal of corporate credit card privileges and other appropriate actions.

DUBLIN APPENDIX

C. R. Trowbridge Community Grant Program

The C. R. Trowbridge Community Grant Program recognizes the important work of our employee volunteers by providing financial assistance to the organizations to which they devote their time and talent. Employees who volunteer are eligible to apply for a grant from YPI that will provide their organizations with much-needed financial assistance.

The program was established to achieve seven specific goals:

- to support YPI's objective of social responsibility, being a good neighbor to the communities where our employees live and work
- to provide meaningful financial support to community organizations that rely on volunteer assistance and corporate contributions
- to communicate to employees that YPI truly values their community activities by setting up a program that recognizes and supports their volunteer work
- to encourage more employees to get involved with local community organizations
- to create a tangible expression of YPI's "Mission, Vision, and Values," communicating to our employees that this statement is more than just words on paper
- to create an enduring, viable program that will help ensure long-term support for employee volunteers and our communities
- to pay tribute to one of YPI's great leaders, former board chairman Rob Trowbridge

You may apply for a C. R. Trowbridge Community Grant by requesting a brochure and application from your supervisor or directly from the Human Resources department.

YPI Publishing Star Award

The YPI Publishing Star Award honors employees for their positive attitude and their contributions to YPI and our quality of work life. It is our way of saying "thank you" and recognizing those who best exemplify the spirit of YPI.

Although the award may mean different things to different people, a Publishing Star is usually someone who has made a difference in some special way ... who cares about other employees and our customers ... who supports his or her team ... who has earned the trust and respect of other employees ... and who helps the company achieve its goals and vision for the future.

YPI Publishing Stars are nominated by their coworkers. You are invited to nominate individuals who have shown a commitment — either in a specific instance or over some period of time — to the ideals that are part of YPI's tradition.

The Senior Management Team and two additional employees review nominations and select one employee as the Publishing Star. Currently, nominations are reviewed and Publishing Stars are selected quarterly; future selections may be made less frequently, depending on the number of nominations.

ACKNOWLEDGEMENT

I have received my copy of the *Employee Guide* and understand it contains policies and rules which apply to me. I understand that the guide is not an employment contract and does not bind either company in any way. The company may change or depart from any policy, benefit or program at any time in its discretion.

I agree that my employment is for no definite period, is at-will, and may be terminated at any time by the company or me, with or without cause and without any previous notice. I also understand that all final decisions on any matter, including any continued employment and terms of employment, rest solely with the President/CEO of the company.

You must sign this acknowledgement and return one copy to Human Resources. Retain a copy for yourself.

Date

Employee Signature

Print Employee Name