



# Innowave Marketing Group

## Employee Handbook

February 2025

# ABOUT THIS HANDBOOK/DISCLAIMER

We prepared this handbook to help employees find the answers to many questions they may have regarding their employment with Innowave Marketing Group. Please take the necessary time to read it.

We do not expect this handbook to answer all questions. Your Manager and Human Resources also serve as major sources of information. This handbook states only general Innowave Marketing Group guidelines.

Innowave Marketing Group may modify anything stated in this handbook, with or without notice, except for the rights of the parties to end employment at will.

Employment at Innowave Marketing Group is employment at will, which permits Innowave Marketing Group or the employee to end the employment relationship at any time, for any reason, with or without cause or notice. No Innowave Marketing Group representative other than the CEO and/or Human Resources may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment. Any such modification must be in a written agreement between Innowave Marketing Group and the prospective employee and signed before the first day of work. No other verbal or written statements, including this handbook, represent an agreement or contract of employment, nor do they confer any contractual rights whatsoever.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate Innowave Marketing Group documents. These Innowave Marketing Group documents are always controlling over any statement made in this handbook or by any member of management.

This handbook supersedes all prior handbooks.

When only one appears without the other, the words "manager" and "supervisor" are interchangeable in the context of this handbook and the accompanying state addendums.

If any employee feels information provided within the handbook is incorrect according to Innowave Marketing Group operations or is in violation of a federal or state law, they should contact Human Resources: [hr@innowavemarketing.com](mailto:hr@innowavemarketing.com).

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## Section 1 - GOVERNING PRINCIPLES OF EMPLOYMENT

### 1-1. Introduction

For employees who are commencing employment with Innowave Marketing Group, let me extend a warm and sincere welcome.

For employees who have been with us, thank you for your past and continued service.

I extend my personal best wishes for success and happiness here at Innowave Marketing Group. We understand it is our employees who provide the services our customers rely upon, and who will enable us to create new opportunities in the years to come.

Stu Birger, CEO

### 1-2. Equal Employment Opportunity

Innowave Marketing Group is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, characteristics historically associated with race (such as hair texture and protected hairstyles), color, creed, ethnicity, religion (including religious dress and grooming practices), national origin (including language use restrictions and possession of a driver's license issued under California Vehicle Code section 12801.9), ancestry, citizenship status, age, sex (including reproductive health decision-making, pregnancy, childbirth, breastfeeding and lactation, or related medical conditions), gender (including gender identity or expression), sexual orientation, marital status, military service and veteran status, physical or mental disability, medical condition (including, but not limited to, cancer and genetic characteristics), genetic information, or any other class, characteristic, or consideration protected by applicable federal, state or local laws and ordinances. Innowave Marketing Group's management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, discipline, access to facilities and programs and general treatment during employment.

Innowave Marketing Group complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act; the Pregnant Workers Fairness Act; and all applicable federal, state, and local fair employment practices laws. Consistent with those requirements, Innowave Marketing Group will endeavor to make a reasonable accommodation of an otherwise qualified applicant or employee related to an individual's: physical or mental disability; sincerely held religious beliefs and practices; and/or any other reason required by applicable law, if such accommodation would allow the individual to participate in the application process or to perform the essential functions of the job, unless doing so would impose an undue hardship upon Innowave Marketing Group's business operations.

Any applicant or employee who needs an accommodation in order to perform the essential functions of the job should contact Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com) to request such an accommodation. The individual should specify what accommodation is needed to perform the job and submit supporting documentation explaining the basis for the requested accommodation, to the extent permitted and in accordance with applicable law. Innowave Marketing Group will then review and analyze the request, including engaging in an interactive process with the employee or applicant, to identify if such an accommodation can be made. Innowave Marketing Group will evaluate requested accommodations, and as appropriate, identify other possible accommodations, if any. The individual will be notified of Innowave Marketing Group's decision regarding the request within a reasonable period. Innowave Marketing Group treats all medical information submitted as part of the accommodation process in a confidential manner.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com).

Innowave Marketing Group will not allow any form of retaliation against individuals who raise issues of equal employment opportunity, including requesting an accommodation in good faith. If employees feel they have been subjected to any such retaliation, they should contact Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com). To ensure our workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including discharge. All employees must cooperate with all investigations conducted pursuant to this policy.

## 1-3. Non-Harassment

It is Innowave Marketing Group's policy to prohibit intentional and unintentional harassment or discrimination of or against job applicants, contractors, interns, volunteers or employees by another employee, manager, supervisor, vendor, customer or any third party on the basis of actual or perceived race, characteristics historically associated with race (such as hair texture and protected hairstyles), color, creed, ethnicity, religion (including religious dress and grooming practices), national origin (including language use restrictions and possession of a driver's license issued under California Vehicle Code section 12801.9), ancestry, citizenship status, age, sex (including reproductive health decision-making, pregnancy, childbirth, breastfeeding and lactation, or related medical conditions), gender (including gender identity or expression), sexual orientation, marital status, military service and veteran status, physical or mental disability, medical condition (including, but not limited to, cancer and genetic characteristics), genetic information or any other class, characteristic, or consideration protected by applicable federal, state or local laws (referred to as "protected characteristics"). Such conduct will not be tolerated by Innowave Marketing Group.

The purpose of this policy is not to regulate our employees' personal morality, but to ensure that no one harasses another individual in the workplace, including while on Innowave Marketing Group premises, while on Innowave Marketing Group business (whether or not on Innowave Marketing Group premises) or while representing Innowave Marketing Group. In addition to being a violation of this policy, harassment, discrimination, or retaliation based on any protected characteristic as defined by applicable federal, state, or local laws also is unlawful. For example, retaliation against an individual because the individual filed a complaint of sexual harassment or because an individual aided, assisted or testified in an investigation or proceeding involving a complaint of sexual harassment as defined by applicable federal, state, or local laws is unlawful.

This policy also covers non-employees. We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees, including vendors, customers, and employees of contractors or subcontractors. In addition, we prohibit harassment, discrimination, or retaliation by our employees toward non-employees. Any employee who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

### Harassment Defined

Harassment generally is defined in this policy as unwelcome verbal, visual or physical conduct that denigrates or shows hostility or aversion towards an individual because of any actual or perceived protected characteristic or that has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. In addition, treating any employee or individual differently or unfairly because of protected characteristics is strictly prohibited.

Harassment can be verbal (including slurs, jokes, insults, epithets, gestures, or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays, text messages, social media posts or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.). Such conduct violates this policy, even if it does not rise to the level of a violation of applicable federal, state, or local laws. Employees are expected to behave at all times in a manner consistent with the intended purpose of this policy.

### Sexual Harassment Defined

Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal, visual or physical conduct of a sexual nature when:

- submission to that conduct or those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- the conduct or advances or requests have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

#### **Examples of conduct that violate this policy include:**

1. unwelcome flirtations, leering, whistling, touching, pinching, assault, blocking normal movement;
2. requests for sexual favors or demands for sexual favors in exchange for favorable treatment;
3. obscene or vulgar gestures, posters or comments;
4. sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies;
5. propositions or suggestive or insulting comments of a sexual nature;
6. derogatory cartoons, posters and drawings;
7. sexually explicit e-mails, text messages or voicemails;
8. uninvited touching of a sexual nature;
9. unwelcome sexually related comments;
10. conversation about one's own or someone else's sex life;
11. conduct or comments consistently targeted at only one gender, even if the content is not sexual; and
12. teasing or other conduct directed toward a person because of the person's gender.

#### **Reporting Procedures**

If the employee has been subjected to or witnessed conduct which violates this policy, the employee should immediately report the matter to Employee's Manager. If the employee is unable for any reason to contact this person, or if the employee has not received an initial response within five (5) business days after reporting any incident of potential harassment, discrimination, or retaliation, the employee should contact Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com). If the person toward whom the complaint is directed is one of the individuals indicated above, the employee may contact any higher-level manager in the reporting hierarchy with whom the employee feels comfortable.

#### **Investigation Procedures**

-Any reported incident will be thoroughly investigated in a fair, impartial, and timely manner, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, subject to the company's obligation to conduct a full and fair investigation. All employees must cooperate with all investigations conducted pursuant to this policy.

#### **Retaliation Prohibited**

In addition, Innwave Marketing Group will not allow any form of retaliation against individuals who oppose or report unwelcome conduct in accordance with this policy or who otherwise participate in processes connected with an investigation, proceeding, or hearing conducted by the company or a government agency with respect to such complaints. If the employee has been subjected to any such retaliation, the employee should report it in the same manner in which the employee would report a claim of potential harassment or discrimination under this policy.

Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including termination.

## Bullying Prohibited

In addition to Innowave Marketing Group's Non-Harassment policy, the company prohibits workplace bullying.

The Company believes all employees should be able to work in an environment free of bullying. Workplace bullying refers to repeated, unreasonable actions of individuals (or a group) directed towards an employee (or a group of employees), which are intended to intimidate, degrade, humiliate, or undermine, or which create a risk to the health or safety of the employee(s). Some non-exhaustive examples of workplace bullying include repeated unnecessary acts such as:

- Unwarranted or invalid criticism
- Blame without factual justification
- Being treated differently than the rest of the employees in a work group for an improper reason
- Being the target of disrespectful language
- Exclusion or social isolation
- Being the target of shouting or other unprofessional behavior intended to humiliate
- Excessive "prank" jokes or teasing of an employee

Innowave Marketing Group will not tolerate workplace bullying under any circumstances. Managers assume the responsibility to ensure employees are not being bullied. Any employee who bullies a co-worker will be subject to disciplinary action, up to and including immediate termination of employment.

All suspected workplace bullying should be reported promptly to a manager or Human Resources. It is a violation of Company policy to retaliate against an employee who makes a complaint or is a witness who serves in the investigation of the workplace bullying allegation.

## 1-4. Drug-Free and Alcohol-Free Workplace

To help ensure a safe, healthy, and productive work environment for our employees and others, to protect Innowave Marketing Group property, and to ensure efficient operations, Innowave Marketing Group has adopted a policy of maintaining a workplace free of illegal drugs and alcohol. This policy applies to all employees and other individuals who perform work for Innowave Marketing Group.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on Innowave Marketing Group premises, while on Innowave Marketing Group business (whether or not on Innowave Marketing Group premises) or while representing Innowave Marketing Group, is strictly prohibited.

Employees and other individuals who work for Innowave Marketing Group also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact the employee's ability to perform their job or otherwise pose safety concerns. Employees should not report to work while using controlled substances that may impact their ability to safely perform their job and interact with others. Employees with any questions should consult their licensed medical practitioner and notify the company of any accommodations that may be required.

## 1-5. Workplace Violence

Innowave Marketing Group is strongly committed to providing a safe workplace. Innowave Marketing Group specifically discourages employees from engaging in any physical confrontation with a violent or potentially violent individual. Further, Innowave Marketing Group expects and encourages employees to exercise reasonable judgment in identifying potentially dangerous situations.

### Workplace Violence Prevention Plan

Innowave Marketing Groups Workplace Violence Prevention Plan (WVPP) is designed to prevent and address workplace violence in alignment with California Labor Code section 6401.9, with flexibility to adhere to stricter local laws as needed. The plan defines types of workplace violence and assigns responsibilities for prevention, reporting, and response, primarily under the Director of Human Resources and Managers. Employees and Managers are encouraged to participate actively, with regular safety meetings and open communication. Procedures for reporting, investigating, and documenting incidents ensure quick responses, accountability, and transparency, while coordination with other employers in shared workplaces promotes a comprehensive approach to safety. Please review the Workplace Violence Prevention Plan available on the HR website, [www.innowavehr.com](http://www.innowavehr.com). Failure to comply with the WVPP may result in disciplinary action up to and including termination.

### Prohibited Conduct

Threats, threatening language, or violence made toward or by any Innowave Marketing Group employee WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, flashing of weapons, stalking or any other action deemed a threat by Human Resources.

### Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers or outside parties on company premises, should be reported immediately to any member of management with whom the employee feels comfortable. If more immediate action is needed, call 911. Employees should not place themselves in peril or try to intercede when there is a disturbance.

Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede Innowave Marketing Group's ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation, or disciplinary action as a result of reporting a threat in good faith under this policy.

If Innowave Marketing Group determines, after an appropriate good faith investigation, that someone has violated this policy, Innowave Marketing Group will take swift and appropriate corrective action.

In keeping with its safety commitment, Innowave Marketing Group has established an Injury and Illness Prevention Program (IIPP), including COVID-19 procedures, as required by applicable law. A copy of the IIPP is available upon request from Human Resources.

## Section 2 - OPERATIONAL POLICIES

### 2-1. Employee Classifications

For purposes of this handbook, all Innwave Marketing Group employees fall within one time classification, one overtime classification, and one department classification, as listed below. The employee will be informed of these classifications upon hire and informed of any subsequent changes to the classifications.

#### Time Classifications

**Full-Time Employees** - Employees who regularly work at least 40 hours per week, who were not hired on a short-term basis.

**Part-Time Employees** - Employees who regularly work fewer than 30 hours per week, including some seasonal employees.

**Seasonal Employees** - Employees who are not regularly scheduled to work or may be hired on a short-term basis. Seasonal employees may be asked to work during peak times or during other times when needed to properly staff the location. Seasonal employees are typically employed only in retail locations and the warehouse.

#### Overtime Classifications

**Non-Exempt Employees** - Employees who are paid for the exact number of hours worked and are eligible to receive overtime pay in accordance with federal and state wage and hour laws. The company complies with the overtime laws for the state in which an employee works. For more information about overtime pay, contact Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com). Non-exempt employees also have statutorily mandated rest breaks and meal periods and must take breaks as required by law and company policy.

**Exempt Employees** - Employees who are exempt from receiving overtime pay and generally receive the same weekly salary regardless of the hours worked. Exempt status is determined by federal and state law. Exempt employees do not have statutorily mandated rest breaks and meal periods and may schedule their own break times and meal periods as work permits.

#### Location classifications

**Retail Employees** - Employees who work at:

- Rove Outfitters and Rove Home inside Mohegan Sun Casino in Uncasville, CT
- Splendeur Luxury Boutique inside Mohegan Sun Casino in Uncasville, CT
- Cowlitz Trading Post inside Illiani Casino in Ridgefield, WA
- Innovations inside Mohegan Sun Casino in Uncasville, CT

**Warehouse Employees** - Employees who work at:

- Innwave Marketing Group's Warehouse in Worcester, MA

**Admin Employees** - Employees who work remotely in:

- Account Management
- Business Development AM
- Business Development
- Customer Service
- Finance
- Analytics & Inventory
- IT -
- Operations
- Procurement
- Continuity
- Human Resources

## 2-2. Anniversary Date

The first day you report to work will be recorded as your anniversary date. This date may be used to calculate different company benefits.

## 2-3. Probationary Period

**The first 90 days** of employment are a probationary period. This is an opportunity for Innwave Marketing Group to evaluate the employees' performance. It also is an opportunity for employees to decide whether they are happy being employed by Innwave Marketing Group. Innwave Marketing Group may extend the probationary period if it desires. Completion of the probationary period does not alter the employee's at-will status.

Employment may be terminated at any time during or after the probationary period, by either the employee or Innwave Marketing Group.

## 2-4. Your Employment Records

Innwave Marketing Group maintains a personnel file and payroll records for each employee as required by law.

Employees should keep their personnel file up to date by updating their contact information in Paylocity. Changes that are needed for the next payday, such as changes to address or tax withholding, should be entered no later than 11am Eastern on the Monday before payday.

For details that cannot be updated through Paylocity, notify Human Resources of any changes. Employees also should inform Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com) of any specialized training or skills they acquire, as well as changes to any required visas. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage.

Further, an "out of date" emergency contact or an inability to reach employees in a crisis could cause a severe health or safety risk or other significant problem, notify Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com) of any changes. Employees also should inform Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com) of any specialized training or skills they acquire, as well as changes to any required visas. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage.

Further, an "out of date" emergency contact or an inability to reach employees in a crisis could cause a severe health or safety risk or other significant problem.

## 2-5. Working Hours and Schedule

The working hours for Innwave Marketing Group vary depending on department and location.

Employees will be assigned a work schedule and will be expected to begin and end work according to the schedule. To accommodate the needs of the business, at some point Innwave Marketing Group may need to change individual work schedules on either a short-term or long-term basis. Retail employees can expect their schedule to vary from week to week.

Employees will be provided meal and rest periods as required by law. Your Manager will provide further details.

## 2-6. Remote Work/Telecommuting

This policy provides general information regarding remote work/telecommuting. Employees who are approved to work remotely should consult their individual agreement and/or Manager for specific details of their remote work/telecommuting arrangement, such as expected work hours, equipment provided, and other important information.

### At-Will Employment

This policy and any individual agreement addressing this work arrangement do not create a contract of employment for any period of time and are not intended to be considered or construed as a promise of continued employment. Employment is at will and may be discontinued at any time by Innwave Marketing Group or the employee without notice, cause, or liability.

### Hours of Work

Employees hired on a remote basis will typically work full-time from home. Scheduled hours of work will be set by the employees' Manager or Supervisor. Employees should maintain regular contact with their Manager or Supervisor and receive prior approval before making any changes to their work schedule.

### Location

Employees will provide, at their expense, a secure, dedicated work area with a reliable high-speed internet connection. Employees are responsible for maintaining the work area in a safe, secure, and nonhazardous condition at all times. Employees will maintain security devices and procedures necessary to prevent unauthorized access to Innwave Marketing Group's systems and information.

### Duties

Employees are expected to follow all existing Innwave Marketing Group policies and procedures when working remotely. Employees must stay engaged with work throughout the workday and be fully available during normal business hours. If employees do not successfully perform their job duties, their employment with Innwave Marketing Group may be terminated. Employees are expected to follow existing Innwave Marketing Group policies with respect to scheduled and unscheduled time off, including the obligation to speak with their Manager or Supervisor before the scheduled start time in the event of an unscheduled absence, tardy, or early departure.

### Accidents and Injuries

Employees agree to maintain safe conditions in the remote workspace and to practice the same safety habits and rules applied on Innwave Marketing Group premises. If employees incur an injury arising out of the course and scope of the assigned job duties while working in the remote workspace, the workers' compensation provisions in place for the state in which the employees are working may apply. Employees must notify their Manager or Supervisor immediately and complete all necessary and/or requested documents regarding the reported injury. Innwave Marketing Group assumes no responsibility for injuries occurring in the remote workspace outside normal working hours or for injuries that occur as a result of a reasonably recognizable unsafe remote workspace.

### Equipment

Employees agree to use electronic equipment that has been encrypted and meets all of Innwave Marketing Group's security requirements. If Innwave Marketing Group provides equipment for home use, employees agree to provide a secure location for Innwave Marketing Group-owned equipment and will not use, or allow others to use, such equipment for purposes other than Innwave Marketing Group business.

Employees have no expectation of ownership or privacy in such equipment, linkages, property, or other items installed or provided by Innwave Marketing Group. Innwave Marketing Group will bear the expense of removal of any such equipment, linkages, and installations provided by Innwave Marketing Group upon the termination of the remote work/telecommuting arrangement, but not modification of or repairs to the work location. Employees hereby release Innwave Marketing Group from any damage or liability incurred in the installation or removal of the equipment provided by Innwave Marketing Group.

## **Return of Innwave Marketing Group Property**

All equipment, records, and materials provided by Innwave Marketing Group will remain Innwave Marketing Group property. Employees agree to return Innwave Marketing Group equipment, records, and materials upon request. All Innwave Marketing Group equipment will be returned by employees for inspection, repair, or replacement as needed or requested or immediately upon termination of the remote work/telecommuting arrangement. All equipment must be returned within 48-hours of written notice to the employees.

## **Expenses**

Upon presentment of receipts and in accordance with the Business Expense Reimbursement policy, Innwave Marketing Group will reimburse employees for certain preapproved expenses.

Regular household utility charges, such as electricity, water, phone, Internet service, auto, homeowners' insurance, etc., are not reimbursable.

## **Confidentiality**

Employees agree that they are subject to Innwave Marketing Group's policies prohibiting the nonbusiness use or dissemination of Innwave Marketing Group's confidential business information, regardless of their work location and during and after the employment relationship. Employees will take all appropriate steps to safeguard Innwave Marketing Group's confidential business information, including segregating it from personal papers and documents, not allowing nonemployees to access such information, and keeping such information in locked drawers or file cabinets when not in use. Employees will maintain confidential information, including, but not limited to, information regarding Innwave Marketing Group's products or services, processing, marketing and sales, client lists, client e-mail addresses and mailing addresses, client data, orders, memoranda, notes, records, technical data, sketches, designs, plans, drawings, trade secrets, research and development data, experimental work, proposals, new product and/or service developments, project reports, sources of supply and material, operating and cost data, and corporate financial information.

In accordance with the National Labor Relations Act and other applicable law, nothing in this Confidentiality policy is intended to prohibit employees from discussing wages, hours, and terms and conditions of employment, or from engaging in other legally protected activity.

## **Contact**

If employees have any questions concerning this policy, they should contact Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com).

## 2-7. Timekeeping Procedures

Non-exempt employees must record their actual time worked for payroll and benefit purposes. It is the employee's responsibility to work the schedule assigned and accurately and completely record their time worked. All non-exempt employees are responsible for recording their own time in Paylocity and should not leave it for their manager to enter. Non-exempt employees should record all hours worked and breaks longer than 20 minutes, including meal periods, on their time records. If for any reason an employee is unable to take a required rest break or meal period, the employee must note this on their time record with an explanation of why the break was missed and notify their manager or supervisor.

Non-exempt (hourly) employees may not clock in more than 5 minutes prior to their scheduled starting time or work more than their scheduled number of hours, unless otherwise approved by their Manager or Supervisor. Hours worked as overtime must be pre-approved in writing. No work may be performed "off the clock."

For non-exempt employees who work past midnight, hours worked after midnight must be recorded on the date actually worked, regardless of when the shift began.

Example:

- Hours worked: Friday 6 p.m. until Saturday 2 a.m.
- Paylocity shows: Friday 6 p.m. to 11:59 p.m. and Saturday 12 a.m. to 2 a.m.

All non-exempt employees are urged to use the Paylocity app to clock in and out for each shift. The start and end of the workday as well as the start and end of a meal period or other break longer than 20 minutes must be recorded. Altering, falsifying or tampering with time records to reflect inaccurate time worked is prohibited and subjects the employee to discipline, up to and including discharge. Legitimate corrections to time entries are permissible, but a reason for editing the time must be entered into Paylocity.

Exempt employees are required to enter full days of absence from work into Paylocity for reasons such as leaves of absence, sick leave, or personal business.

Paid vacation, paid sick leave, and other leave of absence requests must be entered into Paylocity by all employees, whether exempt or non-exempt, and approved by that employee's manager. See the policies for each in this handbook or contact Human Resources for additional information. For employees taking specific leaves of absence covered by policies listed in the Documents section of Paylocity, those specific policies supersede applicable policies in this handbook.

### Contact

If employees have any questions concerning this policy, they should contact Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com).

## 2-8. Overtime

Like most successful companies, Innowave Marketing Group experiences periods of extremely high activity. During these busy periods, additional work is required from all of us. Managers are responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide employees with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the applicable overtime rate for all time worked in excess of the regular workday or workweek (according to applicable law), unless otherwise required by law. For more information about overtime pay in the state in which an employee works, contact Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com).

Non-exempt employees may work overtime only with prior written management authorization.

For purposes of calculating overtime for non-exempt employees, the “workday” means the 24-hour period that begins at 12 a.m. and ends at 11:59 p.m. The “workweek” means the 7-day period that begins at 12 a.m. on Sunday and ends 168 hours later at 11:59 p.m. -the following Saturday.

## 2-9. Safe Harbor Policy for Exempt Employees

It is Innowave Marketing Group’s policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure proper payment and that no improper deductions are made, employees must review pay stubs promptly to identify and report all errors.

Those classified as exempt salaried employees will receive a salary which is intended to compensate them for all hours; they may work for Innowave Marketing Group. This salary will be established at the time of hire or classification as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, an exempt employee’s salary may be subject to certain deductions. Please contact Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com) for additional information.

An employee’s salary may also be reduced for certain types of deductions and/or withholdings as required by law or requested by the employee, such as a portion of health, dental or life insurance premiums; state, federal or local taxes; social security; voluntary contributions to a 401(k) or pension plan; or other self-paid medical insurances.

In any work week in which the employee performed any work, salary will not be reduced for any of the following reasons:

- partial day absences for personal reasons, sickness or disability;
- an absence because Innowave Marketing Group has decided to close a facility on a scheduled workday;
- absences for jury duty, attendance as a witness, or military leave in any week in which the employee performed any work; and
- any other deductions prohibited by state or federal law.

However, unless prohibited by applicable state law, employee’s accrued, unused vacation and/or sick leave may be used to cover full- or partial- day absences for personal reasons, sickness, or disability.

If employees believe they have been subject to any improper deductions, they should immediately report the matter to Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com).

## 2-10. Your Paycheck

Employees will be paid bi-weekly on every other Friday for all the time worked during the previous pay period. The workweek begins at 12 a.m. on Sunday and ends 168 hours later at 11:59 p.m. on the following Saturday. Each pay period is composed of two work weeks. Payroll calendars listing specific dates and holidays will be sent out by HR each year.

Payroll stubs itemize deductions made from gross earnings. By law, Innwave Marketing Group is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs also will differentiate between regular pay received and overtime pay received.

If there is an error in any employee's pay, the employee should bring the matter to the attention of Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com) immediately so Innwave Marketing Group can resolve the matter quickly and amicably.

Pay is distributed only electronically. No printed paychecks will be issued. Payroll stubs are not mailed or emailed but can be accessed through Paylocity on payday.

## 2-11. Direct Deposit

Innwave Marketing Group requires employees to use direct deposit. Employees can split their paycheck deposit into a maximum of (5) bank accounts and bank account information can be updated by the employee in Paylocity at any time.

Changes that are needed for the next payday should be entered no later than 11am Eastern on the Monday before payday.

## 2-12. Salary Advances

Innwave Marketing Group does not permit advances on paychecks or against accrued paid time off.

## 2-13. Performance Review

Depending on the employee's position and classification, Innwave Marketing Group endeavors to review performance on or near the anniversary date. However, some departments or sites may conduct reviews on a different schedule. A positive performance evaluation does not guarantee an increase in salary, a promotion or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of management. Employees may also receive a performance review at the end of their introductory period.

In addition to these formal performance evaluations, Innwave Marketing Group encourages employees and managers to discuss job performance on a frequent and ongoing basis.

## 2-14. Record Retention

Innwave Marketing Group acknowledges its responsibility to preserve information relating to litigation, audits, and investigations. Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against Innwave Marketing Group and its employees and possible disciplinary action against responsible individuals (up to and including discharge of the employee). Each employee has an obligation to contact the CEO to inform them of potential or actual litigation, external audit, investigation, or similar proceedings involving Innwave Marketing Group that may have an impact on record retention protocols.

## Section 3 - BENEFITS

### 3-1. Benefits Overview

In addition to good working conditions and competitive pay, it is Innovave Marketing Group's policy to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully constructed. These benefits include time-off benefits, such as vacations and holidays, insurance, and other plan benefits. We are constantly studying and evaluating our benefits programs and policies to better meet present and future requirements. These policies are periodically refined to keep up with changing times and needs.

The next few pages contain a brief outline of the benefits programs Innovave Marketing Group provides employees and their families. The information presented here is intended to serve only as guidelines.

The descriptions of the insurance and other plan benefits herein merely highlight certain aspects of the applicable plans for general information only. The details of those plans are spelled out in the official plan documents, which are available for review upon request from Human Resources: [hr@innovavemarketing.com](mailto:hr@innovavemarketing.com).

Additionally, the provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions ("SPDs") for the plans (which may be revised from time to time). In the determination of benefits and all other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs and this handbook.

If employees have any questions regarding benefits, they should contact Human Resources: [hr@innovavemarketing.com](mailto:hr@innovavemarketing.com).

### 3-2. Paid Holidays

Full-time employees will typically be paid 8 hours of pay at their regular straight-time rate or base salary for the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve

Non-exempt employees must work their last scheduled workday before and first scheduled workday after the holiday, or have pre-approved time off scheduled, to be paid for the holiday.

HR will publish a payroll schedule each year that includes the paid holidays to be observed that year. The specific holidays are subject to change. If the paid holidays listed on the annual payroll calendar vary from the list of paid holidays above, the payroll calendar is the accurate list.

## Paid Holidays for Retail and Warehouse

Retail and warehouse employees who work on the actual holiday are paid 1.5x their regular straight time rate of pay for the hours worked on that holiday. For full-time exempt employees who receive paid holidays and work on the actual holiday, the actual hours worked are paid out at 1.5x their regular base pay rate, and any remaining unworked hours up to 8 are paid at the regular base pay rate.

## Paid Holidays for Admin

Hourly admin employees who work on the observed holiday when it is different from the actual holiday are paid 1.5x pay for the hours worked on that observed holiday. For full-time exempt employees who receive paid holidays and work on the observed holiday, the actual hours worked are paid out at 1.5x their regular base pay rate, and any remaining unworked hours up to 8 are paid at the regular base pay rate. Prior approval must be obtained from the department manager before working on an observed holiday. For admin employees, no additional pay is given for working on the actual holiday.

### 3-3. Paid Vacations

Innowave Marketing Group appreciates how hard employees work and recognizes the importance of providing time for rest and relaxation. Innowave Marketing Group fully encourages employees to get this rest by taking vacation time. Full-time employees accrue paid vacation time as follows:

Standard accrual rates are as follows:

- First year – 3.08 hours accrued per 80 hours worked, or approximately 2 weeks per year
- After the first anniversary date – 4.62 hours accrued per 80 hours worked, or approximately 3 weeks per year

The amount accrued per year will vary depending on actual hours worked. Overtime counts as hours worked. Paid holidays, vacation hours, sick hours, or other leave types do not count as hours worked.

The maximum vacation entitlement for part-time employees is pro-rated based on hours worked.

Full time employees can accrue a maximum of 120 hours per year, a maximum of 120 hours can be carried over to the following calendar year, and the available balance can be no more than 120 hours at any given time. Once the maximum balance of 120 hours is reached, accruals will cease until the employee uses some portion of the accrued vacation and the balance is lowered. Accruals will begin with the second pay period worked and will be reflected on the second paycheck received.

Every effort will be made to grant employees' vacation preference, consistent with operating schedules. However, if too many people request the same period of time off or there is a black-out period due to client program demands, Innowave Marketing Group reserves the right to decline vacation requests during that period. Vacation requests must be submitted through Paylocity at least two (2) weeks in advance of the requested vacation dates.

New employees with pre-scheduled vacations or other prior obligations and no accrued time may submit a request for Time off without Pay through Paylocity. Approval of the unpaid time off is at the manager's discretion.

For hourly employees using accrued vacation time to cover regularly scheduled weekend shifts, weekend days must be entered into Paylocity individually (one day per request). Because Paylocity recognizes Monday-Friday as being a standard workweek, it will not pay out time entered for weekend shifts when entered with other days in the same request.

Accrued, unused vacation is paid out upon separation.

If an employee has a negative vacation accrual balance upon separation, the value of the negative accrual will be deducted from the final paycheck to the extent permitted by law.

### 3-4. Sick Time

All employees accrue sick time at a rate of 1 hour per 30 hours worked. Overtime counts as hours worked. Paid holidays, vacation hours, sick hours, or other leave types do not count as hours worked.

Unless otherwise required by state or other applicable law, employees can accrue a maximum of 40 hours per year, a maximum of 40 hours can be carried over to the following calendar year, and the available balance can be no more than 80 hours at any given time. When an employee reaches the maximum hours accrued for the calendar year, accruals will stop until the following year. Accruals will begin with the second pay period worked and will be reflected on the second paycheck received.

Requests for Sick Time due to scheduled doctor's appointments and other health needs should be submitted through Paylocity at least two weeks in advance, when possible.

If an employee is unexpectedly out of work due to illness, they must call in and notify their Manager or Supervisor as early as possible, but at least by the start of the workday. Not calling your manager prior to the start of your workday counts as a no-call-no-show. Please be advised that if an employee accumulates three instances of no-call, no-show absences, their employment will be terminated. It's important to communicate any time you are unable to attend work to avoid this outcome.

After calling out, the employee must then enter the Sick Time request into Paylocity. If the employee does not have any sick time accrued or does not want to be paid for the time, it should be entered as Time off without Pay.

Employees who will be out on sick time (paid or unpaid) for more than five scheduled workdays in a row must contact Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com) as soon as it is known the leave will be needed, or as soon as is feasible after the leave begins, if it was not preplanned.

If an employee calls in sick for three (3) or more consecutive days, they may be required to provide their Manager or Supervisor with a doctor's note on the day they return to work.

For hourly employees using accrued paid sick time to cover regularly scheduled weekend shifts, weekend days must be entered into Paylocity individually (one day per request). Because Paylocity recognizes Monday-Friday as being a standard workweek, it will not pay out time entered for weekend shifts when entered with other days in the same request.

While sick days are primarily intended to cover the employee's own illnesses, injuries, and/or medical appointments, sick days may be used to care for a qualified family member or for any other reason required by applicable law. Please contact Human Resources for more information.

Unused sick time is not paid out upon separation. If an employee has a negative sick time accrual balance upon separation, the value of the negative accrual will be deducted from the final paycheck to the extent permitted by law.

### 3-5. Lactation Breaks

Innowave Marketing Group will provide a reasonable amount of break time, or amount of time required by applicable state law, to accommodate employees desiring to express breast milk for their infant child, in accordance with and to the extent required by applicable law. The break time, if possible, must run concurrently with rest and meal periods already provided. If the break time cannot run concurrently with paid rest and meal periods, the break time generally will be unpaid, subject to applicable law. Employees should clock out for time taken for 30 minutes or more that does not run concurrently with regularly-scheduled paid break periods, and should accurately record the time as a lactation break on time records. Innowave Marketing Group may not be able to provide additional break time if doing so would seriously disrupt Innowave Marketing Group's operations, subject to applicable law.

Employees have the right to request lactation accommodation and should advise their Manager or Human Resources if they need break time for this purpose. The Manager and/or Human Resources will provide information regarding the designated lactation accommodation area at the worksite.

Please consult Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com) with questions regarding this policy.

Employees will not be discriminated against or retaliated against for exercising their rights under this policy.

### 3-6. Workers' Compensation

On-the-job injuries are covered by Innwave Marketing Group's Workers' Compensation Insurance Policy, which is provided at no cost to employees, or by the state's Workers' Compensation policy in specific states that provide their own program. If employees are injured on the job, no matter how slightly, they should report the incident immediately to their Manager so the injury can be treated and Human Resources can be notified. Failure to immediately report workplace injuries and/ or accidents may result in disciplinary action up to and including termination.

Workers' Compensation insurance is a monetary benefit. Additionally, any employee who is unable to work due to a work-related injury or illness and who is eligible for Workers' Compensation benefits will be provided an unpaid leave for the period required and should request the same through Human Resources. The first 12 weeks will be treated concurrently as a family and medical (FMLA) leave for eligible employees. Group health benefits will be maintained for covered employees for up to 12 weeks, unless otherwise required by law.

### 3-7. Jury Duty

Innwave Marketing Group realizes it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law.

Employees are expected to promptly notify their Manager when a Jury Summons has been received. Employees are also expected to keep management informed of the expected length of jury duty service. If the required absence presents a significant negative impact to business operations, employees may be asked to request a postponement of jury duty.

Hourly employees will not be paid wages for time served on jury duty, unless available accrued vacation time is used or where required by state law. Exempt employees must spend a portion of the week on work performed for Innwave Marketing Group to receive their regular salary for the week. Employees not otherwise paid while serving on jury duty may choose to use available accrued vacation time.

### 3-8. Bereavement Leave

Unless otherwise required by state or other applicable law, full-time employees will receive three (3) days of paid bereavement leave immediately upon hire and each year on their anniversary date. Unused days do not carry over to the next year.

Where possible, part-time employees should work with their Manager to adjust their schedule for bereavement leave. All employees must notify their Manager prior to commencing bereavement leave. In administering this policy, Innwave Marketing Group may require verification of death.

### 3-9. Voting Leave

In the event an employee does not have sufficient time outside of working hours to vote in a state or federal election, the employee will be granted a reasonable amount of time off to vote.

The employee must notify their Manager at least two (2) days in advance if they need time off to vote. Managers reserve the right to select the hours the employee will be allowed to leave, and the amount of time granted will be in accordance with state law. Hourly employees will not receive pay for the time granted except where required by law.

### 3-10. Insurance Programs

Eligible full-time employees may participate in Innovave Marketing Group's insurance programs. Under these plans, eligible employees may receive comprehensive health, dental, and vision insurance coverage for themselves and their families. Innovave Marketing Group covers 75% of the premium cost for employees. The employees are responsible for the remaining 25% of the premium for their coverage and 100% of the premium for additional persons covered. All insurance plans are effective the first day of the month following the 60th day of employment and payroll deductions begin two paydays prior to the effective date.

During employee onboarding, or if an employee changes from part-time to full-time, employees will receive an invitation to enroll in benefits online. Enrollment must be completed before the deadline provided by HR. Changes will not be permitted until the next Open Enrollment period except in cases where there has been a qualifying life event, as defined by federal law.

At the end of employment, employees may be entitled to a continuation of the insurance benefits through COBRA.

Any questions about the benefits should be directed to Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com). Employees also may consult the company's insurance program documents for further information.

### 3-11. Life Insurance and AD&D Benefits

Full-time employees are automatically enrolled for \$25,000 coverage under the company's Life Insurance and AD&D (Accidental Death & Dismemberment) Plan, at no cost to the employee. This benefit is subject to all terms and conditions of the agreement between Innovave Marketing Group and the insurance carrier.

Full-time employees may also purchase a Voluntary Life Insurance and AD&D plan, at their cost. Changes to the Voluntary Life Insurance and AD&D plan can be made at any time during the year and are not limited to Open Enrollment.

The employee will designate beneficiaries for the plans during benefits enrollment.

Upon separation, employees have the option of converting the group policies to individual policies at their cost. Information about the conversion option will be provided by HR upon separation.

This is solely a monetary benefit and not a leave of absence. Employees who require an extended absence due to an AD&D claim must request a formal leave of absence through Human Resources. See the Leaves of Absence section of this handbook for more information.

### 3-12. 401K Plan

Full-time employees and part-time employees who regularly work 20 or more hours per week are eligible to participate in Innovave Marketing Group's 401K plan.

Plan participants can make pre-tax contributions to a Traditional 401K or post-tax contributions to a Roth 401K, up to the maximum annual amounts allowable by law. Enrollments and contribution amounts for 401K plans can be changed by the employees at any time and are not limited to Open Enrollment periods. Changes should be submitted through the 401K vendor's website.

Upon becoming eligible to participate, employees will receive information from our 401K vendor on the plan and how to enroll. Full-time employees reach eligibility after 90 days of employment. Part-time employees reach eligibility after working 1000 hours in a calendar year.

Innovave Marketing Group does not currently offer a company match for the 401K plan.

Questions about the 401K plan or eligibility should be directed to Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com).

## Section 4 - LEAVES OF ABSENCE

### 4-1. Personal Leave

Innowave Marketing Group may, under certain circumstances, grant employees a personal leave of absence without pay. To request leave, employees must complete and submit the Leave of Absence Request form to Human Resources at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons, medical certification may be required. The request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as performance and attendance records. All leave must be approved by management.

Normally, an Innowave Marketing Group leave of absence will be granted for a period of up to eight (8) weeks. The amount of time granted may vary depending upon state leave plans and applicable state and federal laws. Managers who are asked to approve a leave of absence for an employee must refer the employee to Human Resources. Because of the legal considerations pertaining to leave requests, they must be submitted to and reviewed by Human Resources. The company reserves the right to approve or deny leave requests in its sole discretion unless otherwise required by law.

Human Resources will notify employees of the leave decision and work out a plan with employees to prepay benefits premiums that will accrue during leave, if applicable (a "Leave of Absence Benefit Payment Plan"). For employees who know they will be going on leave in the future, such as for the birth or adoption of a child, notice should be given to Human Resources as early as possible to reduce the additional benefit premium payment amount that will be applied to each paycheck leading up to leave.

During the leave approval process, the employees will indicate an anticipated return date. The employees have a responsibility to notify Human Resources at least one (1) week prior to their actual return date, and, if needed, to request an extension and obtain approval for the same before expiration of the current leave. The anticipated return date may not be extended without approval from Human Resources. Upon completion of the personal leave of absence, Innowave Marketing Group will attempt to return employees to their original job or a similar position, but reinstatement is based on business need and is not guaranteed, except as may be required by law.

During a leave of absence, employees will not earn vacation, sick days or receive pay for holidays. If leave is granted, employees may, at their discretion, submit accrued vacation and/or sick time requests to cover time they are on leave, until accrual balances reach zero (0). Use of paid vacation or sick leave during an otherwise unpaid leave will not extend the period of the approved leave.

Innowave Marketing Group will continue employees' health insurance coverage during the leave if employees adhere to the Leave of Absence Benefit Payment Plan designed with Human Resources. If, when employees return from leave, they have not fully paid the amount of premiums accrued during leave, the payment plan will continue until the balance is satisfied. Group health insurance coverage will continue during a leave of absence covered by FMLA/CFRA time off.

Failure to advise Human Resources of availability to return to work, failure to return to work when notified or a continued absence from work beyond the time approved by Innowave Marketing Group will be considered a voluntary resignation of employment.

Employees requiring leave for medical reasons may be covered by federal or state medical leave, but must contact HR to receive information related to possible eligibility. Nothing in this handbook or the state addendums shall be interpreted as a blanket statement of eligibility for any medical leave plans or policies.

Any questions regarding future or current leaves of absence should be directed to Human Resources: [hr@innwavemarketing.com](mailto:hr@innwavemarketing.com).

## 4-2. Military Leave

If employees are called into active military service or enlist in the uniformed services, they will be eligible to receive an unpaid military leave of absence. Leave will be granted in accordance with the applicable state and federal laws, provided all legal requirements are satisfied and the employee returns to work or applies for reemployment within the time prescribed by law. To be eligible for military leave, employees must provide management with advance notice of service obligations unless they are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice. Provided the absence does not exceed applicable statutory limitations, employees will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Employees should ask management for further information about eligibility for Military Leave.

If employees are required to attend yearly Reserves or National Guard duty, they can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). They should give management as much advance notice of their need for military leave as possible so that Innwave Marketing Group can maintain proper coverage while employees are away.

## Section 5 - GENERAL STANDARDS OF CONDUCT

### 5-1. Workplace Conduct

Innowave Marketing Group endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense, and fair play.

Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, at Innowave Marketing Group's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing, or defacing Innowave Marketing Group property or a co-worker's property.
3. Disclosure of confidential company information.
4. Violation of safety rules and policies.
5. Violation of Innowave Marketing Group's Drug and Alcohol-Free Workplace Policy.
6. Fighting with, threatening, or disrupting the work of others, or other violations of Innowave Marketing Group's Workplace Violence Policy.
7. Bullying a coworker, vendor, client, or customer.
8. Engaging in speech or behaviors deemed to be racist, sexist, or hate-speech while on company property, during working hours, or while using company systems or equipment.
9. Any other violation of Innowave Marketing Group's Non-Harassment and/or Equal Employment Opportunity Policies.
10. Failure to follow lawful instructions of a manager.
11. Failure to perform assigned job duties.
12. Violating Innowave Marketing Group's Conflict of Interest and Business Ethics policy, including accepting gifts, bribes, or kickbacks for the purpose of influencing business decisions without the approval of upper management, or working for/with a competitor of Innowave Marketing Group.
13. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness, or unexcused absences.
14. Falsifying/altering time records to conceal lateness or early departures or increase the amount of pay received.
15. Completing another employee's time records.
16. Willful or careless destruction or damage to Innowave Marketing Group assets or to the equipment or possessions of another employee.
17. Performing work of a personal nature during working time without approval.
18. Violation of the Solicitation and Distribution Policy.
19. Violation of the Communications and Computer Systems Policy.
20. Unsatisfactory job performance.
21. Any other violation of Innowave Marketing Group policy, as identified by management or Human Resources.

Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, Innowave Marketing Group reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance, in its sole discretion.

Innowave Marketing Group will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

## 5-2. Punctuality and Attendance

Employees are hired to perform important functions at Innowave Marketing Group. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on fellow employees and managers. We expect excellent attendance from all employees.

Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge.

We do recognize, however, there are times when absences and tardiness cannot be avoided. In such cases, employees are expected to notify their Manager as early as possible, but no later than the start of the workday. Employees should contact their Manager, stating the nature of the illness or injury and its expected duration, for every day of absenteeism.

If an employee needs to leave work for any reason during the workday, the employee must obtain the approval of their manager or supervisor prior to leaving. Unreported absences of three (3) consecutive workdays generally will be considered a voluntary resignation of employment with Innowave Marketing Group.

## 5-3. Use of Communications and Computer Systems

Innowave Marketing Group's communication and computer systems are intended primarily for business purposes, and information stored on them is company property. Users have no legitimate expectation of privacy in regard to their use of Innowave Marketing Group equipment or systems. This policy covers all features of the company's electronic communications system and devices, including [specify as appropriate; computers, e-mail, telephones, voicemail, text or chat messages, fax machines, external electronic bulletin boards, wire services, on-line services, the Internet and social media sites]. Any other form of electronic communication device used currently or in the future is intended to be encompassed under this policy.

When employees use the company's electronic communications system, they should not assume any electronic communications are private or confidential and should transmit sensitive information in other ways. Innowave Marketing Group may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail, e-mail, and chat messages, without notice to users of the system, in the ordinary course of business when Innowave Marketing Group deems it appropriate to do so and when allowable by law. The reasons for which Innowave Marketing Group may obtain such access include but are not limited to maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Innowave Marketing Group operations continue appropriately during the employee's absence. All such information may be used and disclosed to others, in accordance with business needs, at the company's discretion.

Even though many features of the communication and computer systems may be password-protected, employees should not have any expectation of privacy with respect to information transmitted over, received by, or stored in any electronic communications device owned, leased, or operated in whole or in part by or on behalf of the Innowave Marketing Group. Employees must remember that their company email, voicemail, chat messages, and other electronic accounts are not private. If an employee accesses a personal account on an Innowave Marketing Group device or system, the information may be retained on the company system and could be viewed by the company as part of its regular use and oversight of its systems.

Innowave Marketing Group's policies prohibiting harassment, discrimination, and retaliation apply to the use of Innowave Marketing Group's communication and computer systems in their entirety. No one may use any communication or computer systems in a manner that may be construed by others as being harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs, or any other characteristic protected by federal, state or local law.

No employee may access, or attempt to obtain access to, another employee's communications or computer systems without appropriate authorization. Violators of this policy may be subject to disciplinary action, up to and including discharge.

## 5-4. Use of Social Media

Innowave Marketing Group respects the right of any employee to maintain a blog or web page or to participate in a social networking site. However, to protect Innowave Marketing Group interests, all rules regarding confidential and proprietary business information apply in full to blogs, web pages and social networking platforms, such as Twitter, Facebook, LinkedIn, or similar sites. Any company information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page or social networking site.

Additionally, if an employee mentions Innowave Marketing Group and also expresses either a political opinion or an opinion regarding Innowave Marketing Group's actions that could pose an actual or potential conflict of interest with Innowave Marketing Group, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is the poster's personal opinion and not Innowave Marketing Group's position. This is necessary to preserve Innowave Marketing Group's good will in the marketplace. The employee should never mention Innowave Marketing Group in posts that are not permissible by law, such as ones containing discriminatory, obscene, defamatory, libelous, or violent content.

Innowave Marketing Group encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their Manager. Failure to follow these guidelines may result in discipline, up to and including discharge.

## 5-5. Personal and Company-Provided Portable Communication Devices

Innowave Marketing Group-provided portable communication devices (PCDs), including laptops and cell phones provided by Innowave Marketing Group, should be used primarily for business purposes. Employees have no reasonable expectation of privacy in regard to the use of such devices, and all use is subject to monitoring, to the maximum extent permitted by applicable law and company policies.

All conversations, text messages and e-mails must be professional. When sending a message or using a PCD for business purposes, whether it is a Innowave Marketing Group-provided or personal device, employees must comply with applicable Innowave Marketing Group guidelines, including policies prohibiting harassment and discrimination, and regarding employee conduct, confidentiality, equipment use and operation of vehicles.

Please note that whether employees use their personal PCD or a Innowave Marketing Group-issued device, Innowave Marketing Group's electronic communications policies, including but not limited to, proper use of communications and computer systems, and the right of Innowave Marketing Group to review communications that occur through their systems, remain in effect.

### **Portable Communication Device Use While Driving**

Employees who drive on Innowave Marketing Group business must abide by all state or local laws prohibiting or limiting PCD (cell phone or personal digital assistant) use while driving. Further, even if usage is legally permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking, or listening to another person or sending an electronic or text message via the PCD.

Employees may accept calls while driving on company business only if permitted by law and only if the employees use a hands-free option. Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Texting and e-mailing while driving are prohibited in all circumstances. Employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions. Any employee who fails to follow this policy may be subject to discipline, up to and including discharge.

## 5-6. Inspections

Innowave Marketing Group reserves the right to require employees while on Innowave Marketing Group property, or on client property, to agree to reasonable inspections of their persons, personal possessions and property, personal vehicles parked on Innowave Marketing Group or client property, and work areas. This includes lockers, vehicles, desks, cabinets, equipment, workstations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to Innowave Marketing Group or to its clients. Employees should have no expectation of privacy with respect to items brought onto company property and/or stored in company facilities. Inspection may be conducted at any time, without notice, at Innowave Marketing Group's discretion, and employees are expected to cooperate in the conduct of any search or inspection.

## 5-7. Smoking

Retail employees must follow the smoking/vaping policies of the property owner and smoke/vape only in designated areas, if allowed. Smoking, including the use of vaping devices, is prohibited at all other Innowave Marketing Group premises, except in designated areas when permitted by state or local law.

Employees working remotely should never engage in smoking or the usage of e-cigarettes/vaping devices when they can be seen or heard by others affiliated with Innowave Marketing Group. This includes during phone calls or video meetings with other Innowave employees, Innowave clients, customers of Innowave clients, Innowave vendors, or anyone else who has a relationship with Innowave Marketing Group or their clients.

As a general rule, use this guideline: If you wouldn't do it in the office or an in-person meeting, don't do it in a virtual meeting.

## 5-8. Personal Visits and Telephone Calls

Personal telephone calls during working hours should be made or taken during meal or break times, except in the case of an emergency.

Employees are generally prohibited from having friends and family members visit them during working hours, except during break times or when otherwise approved by management. Retail & warehouse employees should defer to the rules of site management regarding visitors and the areas they can access.

## 5-9. Solicitation and Distribution

Solicitation or distribution of advertising materials in any working areas of Innowave Marketing Group is prohibited at all times. Employees may share fundraising and other solicitation materials only when off the clock and only in a non-working area approved by site management, such as the break room or a bulletin board.

Employees working remotely may share fundraising materials with other employees via email, chat, or other methods with prior approval. Multi-level marketing materials should never be shared using company systems.

Solicitation and distribution by non-employees on Innowave Marketing Group is prohibited at all times, except when a relationship exists between Innowave Marketing Group and the solicitor or when approved by site management.

## 5-10. Confidential Company Information

During the course of work, employees may become aware of confidential information about Innovave Marketing Group's business, including but not limited to information regarding Innovave Marketing Group finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers and customers and potential customers. Employees also may become aware of similar confidential information belonging to Innovave Marketing Group's clients and customers of the clients.

It is extremely important that all such information remain confidential, and particularly not be disclosed to Innovave Marketing Group's competitors. Any employee who improperly copies, removes (whether physically or electronically), uses, or discloses confidential information to anyone outside of Innovave Marketing Group may be subject to disciplinary action up to and including termination. Employees sign a Nondisclosure Agreement reiterating these obligations during onboarding. This duty of confidentiality applies whether the employee is on or off company premises, and during and after the end of the employee's employment. This duty of confidentiality also applies to communications transmitted by the company's communications and computer systems.

In accordance with the National Labor Relations Act and other applicable law, nothing in this Confidential Company Information policy is intended to prohibit employees from discussing wages, hours, and terms and conditions of employment, or engaging in other legally protected activity.

## 5-11. Conflict of Interest and Business Ethics

It is Innovave Marketing Group's policy that all employees avoid any conflict between their personal interests and those of Innovave Marketing Group. The purpose of this policy is to ensure that Innovave Marketing Group's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of Innovave Marketing Group.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with Innovave Marketing Group, by any employee who is in a position to directly or indirectly influence either Innovave Marketing Group's decision to do business, or the terms upon which business would be done with such organization;
2. holding any interest in an organization that competes with Innovave Marketing Group;
3. being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with Innovave Marketing Group or which competes with Innovave Marketing Group;
4. profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with Innovave Marketing Group; and/or
5. accepting bribes from or engaging in bribery of others, including employees, vendors, clients, customers, regulatory agencies, or government officials foreign or domestic.

A conflict of interest would also exist when a member of the employee's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given, and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is the employee's responsibility to report any actual or potential conflict that may exist between the employee (and the employee's immediate family) and Innovave Marketing Group.

## 5-12. Use of Facilities, Equipment and Property, Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using Innovave-owned equipment, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines, whether the equipment is at an Innovave Marketing Group site or is provided to remote employees for use in their homes.

Employees should notify their Manager if any equipment, machines, or tools appear to be damaged, defective or in need of repair. Managers can answer any questions about the employees' responsibility for maintenance and care of equipment used on the job.

Employees also are prohibited from any unauthorized use of Innovave Marketing Group's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, Innovave Marketing Group is not responsible for any damage to employees' personal belongings unless the employee's Manager provides advance approval for the employee to bring the personal property to or to use the personal property for work.

## 5-13. Health and Safety

The health and safety of employees and others on Innovave Marketing Group property are of critical concern to Innovave Marketing Group. Innovave Marketing Group intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger presents on Innovave Marketing Group's premises, or in a product, facility, piece of equipment, process or business practice for which Innovave Marketing Group is responsible should be brought to the attention of management immediately.

Periodically, Innovave Marketing Group may issue rules and guidelines governing workplace safety and health. Innovave Marketing Group may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the employee's Manager as soon as possible, regardless of the severity of the injury or accident. Failure to immediately report workplace injuries and/ or accidents may result in disciplinary action up to and including discharge.

Innovave Marketing Group will not take any adverse action against employees who elect not to come to work or leave work early during an emergency condition when the employees reasonably believe that the workplace is unsafe. An "emergency condition" means a disaster or extreme peril to the safety of person or property at the workplace caused by natural forces or a crime, or an evacuation order due to a natural disaster or crime at the workplace, an employee's home, or their child's school. An emergency condition does not include a pandemic. During an emergency condition Innovave Marketing Group will not prevent employees from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of the situation, or communicate with another person to verify their safety.

## 5-14. Hiring Relatives/Employee Relationships

A familial relationship among employees can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, Innovave Marketing Group may refuse to hire or place a relative of an existing employee in a position where the potential for favoritism or conflict exists. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

If present employees become relatives during employment, the employees' supervisor(s) and Human Resources should be notified so that the Innovave Marketing Group may determine whether a problem involving favoritism or a conflict of interest that would disrupt the company's operations exists. If the company determines that such a problem exists, it will take appropriate steps to resolve the problem, which may include reassignment of one relative (if possible) or asking for the resignation of one or both employees, if the relationship has already disrupted business operations or otherwise caused damage or potential damage to the company.

## 5-15. Employee Dress and Personal Appearance

Employees at retail and warehouse sites are expected to report to work well groomed, clean, and dressed according to the requirements of their position. Some employees may be required to wear uniforms or safety equipment/clothing. If employees report to work dressed or groomed inappropriately, they may, at management's discretion, be asked to change or alter items to conform as necessary and may be sent home in order to change and return to work dressed or groomed appropriately.

Employees working remotely should use their own discretion but consider how their appearance will reflect on Innovave Marketing Group as a whole when participating in video meetings or meeting in person with others outside of the company. Remote employees also should report to work well groomed, clean, and dressed according to the requirements of their position.

Employees should contact their Manager for specific information regarding acceptable attire for their position.

## 5-16. Publicity/Statements to The Media

All media inquiries regarding the position of Innovave Marketing Group as to any issues must be referred to CEO, Stu Birger. Only CEO, Stu Birger, is authorized to make or approve public statements on behalf of Innovave Marketing Group.

No employees, unless specifically designated by CEO, Stu Birger, are authorized to make those statements on behalf of Innovave Marketing Group. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of Innovave Marketing Group must first obtain approval from CEO, Stu Birger: [stu@innwavemarketing.com](mailto:stu@innwavemarketing.com).

## 5-17. Operation of Vehicles

All employees authorized to drive Innovave Marketing Group-leased vehicles or personal vehicles while conducting Innovave Marketing Group business must possess a current, valid driver's license, current effective insurance coverage, and an acceptable driving record. Any change in license status or driving record must be reported to management immediately.

It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations while representing Innovave Marketing Group. Employees are responsible for any tickets received for violations of driving laws while conducting business on behalf of Innovave Marketing Group or in Innovave Marketing Group-leased vehicles.

## 5-18. Business Expense Reimbursement

Employees will be reimbursed for reasonable and necessary expenses incurred in the course of business when approved by their Manager. Expense reports and receipts should be submitted to the Employee's Manager in a timely manner.

Employees are expected to exercise restraint and good judgment when incurring expenses. Employees should contact their Manager in advance if they have any questions about whether an expense will be reimbursed.

Remote employees should refer to the Remote Work/Telecommuting information in section 2 of this handbook for details on specific expenses related to remote work.

## 5-19. Verification of Employment and References

Employment verification and reference requests must be sent to Human Resources: [hr@innowavemarketing.com](mailto:hr@innowavemarketing.com). For employment verifications, Innwave Marketing Group only will provide general information concerning the employee such as date of hire, date of discharge, and positions. Additional details that may be needed must be clearly specified by the employee in the request. Human Resources will handle such requests in accordance with company policies.

Only Human Resources: [hr@innowavemarketing.com](mailto:hr@innowavemarketing.com) is authorized to provide employment verifications. Managers who receive requests for employment verifications must forward the request to HR or have the employee send the request to Human Resources. Employees should never attempt to provide references or employment verification in response to inquiries from anyone, whether the inquiry is from another employee, contractor, vendor, or potential employer or other outside party. Such information is private personnel information and may only be provided by Human Resources.

## 5-20. If You Must Leave Us

Should an employee decide to leave Innwave Marketing Group, we ask that they provide their Manager or Human Resources with at least two (2) weeks' advance notice of departure.

All Innwave Marketing Group property, including but not limited to keys, security cards, parking passes, laptop computers, monitors, etc., must be returned upon separation. If employees have any confidential information related to Innwave Marketing Group, their clients, or customers of the clients in their possession, that information and all reproductions thereof must also be returned upon separation. To the extent permitted by law, employees will be required to repay Innwave Marketing Group (through payroll deduction, if lawful) for any lost, damaged, or unreturned Innwave Marketing Group property.

Unless required by law, all employees will receive their final paycheck on the regular payroll date. As noted previously, all employees are employed at will and nothing in this handbook changes that status.

## 5-21. Exit Interviews

Employees who resign or are released from employment with Innwave Marketing Group may be invited by HR to complete an exit interview. All exit interviews are reviewed by Human Resources, and we appreciate thorough and honest responses.

Responses may be shared with the appropriate departments or people, regardless of whether they are positive or negative. We love sharing positive feedback with our employees, and we identify opportunities for improvement within negative feedback.

## 5-22. A Few Closing Words

This handbook is intended to give employees a broad summary of things they should know about Innowave Marketing Group. The information in this handbook is general in nature and, should questions arise, HR should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, Innowave Marketing Group may always amend, add to, remove from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook.

Employees should not hesitate to speak to HR if they have any questions about Innowave Marketing Group or its personnel policies and practices.

## Section 6 - STATE-SPECIFIC INFORMATION

### 6-1. Accessing State-Specific Information

State-specific information, such as handbook supplements for specific states and required labor law posters, is available on our employee website <http://www.innowaveHR.com>. The website also contains other information that is useful for employees, such as payroll calendars, instructions for clocking in and out using Paylocity, and FAQs.

The password needed to access specific pages of the website is located in your Paylocity account under Documents.

If you are unable to locate the password or access the pages, contact Human Resources: [hr@innowavemarketing.com](mailto:hr@innowavemarketing.com).

#### AT-WILL EMPLOYMENT AGREEMENT AND ACKNOWLEDGMENT OF RECEIPT OF EMPLOYEE HANDBOOK

I acknowledge that I have received a copy of Innovave Marketing Group's Employee Handbook issued [Jan 01, 2025], which contains important information regarding Innovave Marketing Group's policies and procedures. I understand that I am responsible for reading and familiarizing myself with the policies in this handbook and agree to comply with all rules applicable to me.

I understand and agree that the policies described in the handbook are intended as a guide only and do not constitute a contract of employment. I specifically understand and agree that the employment relationship between Innovave Marketing Group and me is at-will and can be terminated by Innovave Marketing Group or me at any time, with or without cause or notice.

Furthermore, Innovave Marketing Group has the right to modify or alter my position or impose any form of discipline it deems appropriate at any time. Nothing in this handbook is intended to modify Innovave Marketing Group's policy of at-will employment. The at-will employment relationship may not be modified except by a specific written agreement signed by me and the CEO and/or Human Resources.

This is the entire agreement between Innovave Marketing Group and me regarding this subject. All prior or contemporaneous inconsistent agreements are superseded. If I have an individually negotiated written employment agreement with Innovave Marketing Group, then the terms and conditions of that agreement will prevail to the extent it differs from the policies in this handbook.

I understand that Innovave Marketing Group has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in this Handbook at any time with or without notice. However, the at-will employment agreement can be modified only in the manner specified above. I further understand that any delay or failure by Innovave Marketing Group to enforce any rule, regulation, or procedure contained in the Handbook will not constitute a waiver of Innovave Marketing Group's right to do so in the future.

By signing below, I acknowledge that I have received a copy of Innovave Marketing Group's Employee Handbook issued [January 01, 2025], and understand that it is my responsibility to read and comply with the policies and procedures contained therein, and any revisions made to it. I specifically acknowledge that I understand and will comply with Innovave Marketing Group's policies prohibiting harassment, discrimination, and retaliation.

Dated: \_\_\_\_\_

Employee's signature: \_\_\_\_\_

