

Medic Air Systems, Inc.



Employee Handbook

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WELCOME TO THE COMPANY

Medic Air Systems, Inc. was founded in 1996 as an HVAC Services Contractor providing due diligence to Medical Facilities. We continued as a full high quality Mechanical Contractor providing HVAC, Plumbing and Medical Gas piping, equipment installations and Certification of Medical Facilities, Hospitals and Nursing Care Centers throughout the state of Florida as well as South Carolina, North Carolina, Tennessee, Virginia, West Virginia and beyond as our customers' needs prevail. Our company has not only shown significant growth over the past several years, during the industry's hard times, but we forecast continued growth over the next several years due to our specialized field. Our Service Department is recognized throughout as the premier Health Care Service Center meeting all demands and expectations; while we provide high quality new construction services to our repeat customers and to new customers.

On behalf of your colleagues, I welcome you to Medic Air Systems, Inc., also known throughout the handbook as "the Company" and wish you every success here.

We believe that each employee contributes directly to the Company's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with Medic Air Systems, Inc.

The Company reserves the right to alter, amend, or modify these policies with or without prior notice. No statement by management may be interpreted as a change in policy, nor will it constitute an agreement with an employee.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Sincerely,

Kevin Taylor, President

At Will

Employment with Medic Air Systems, Inc. is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, Medic Air Systems, Inc. may terminate the employment relationship at will at any time, with or without cause, at any time with compliance with company policies.

This handbook has been prepared to inform you about Medic Air Systems, Inc.'s employment practices and policies as well as the benefits provided to you and the conduct expected from you. The policies in this handbook are guidelines, not a complete description of all standards of conduct or other principles applicable to your employment.

This handbook is not a contract or guarantee. Medic Air Systems, Inc. does not guarantee employment for any specific duration. Medic Air Systems, Inc. may change, delete, suspend, add to, discontinue, apply, and interpret any part of this handbook or any other policies at any time without notice or consideration. Exceptions to these policies may only be made by the President, and only in writing.

You are responsible for knowing the Company's policies, which may change from time to time with or without notice. The current version of this handbook will be maintained by Human Resources. This handbook (and any copies thereof) is the property of the Company and is only authorized for access by current Medic Air Systems, Inc. employees. Laws change from time to time and vary by jurisdiction. If a policy in this handbook is inconsistent with applicable law, Medic Air Systems, Inc. will follow applicable law.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the President.

Equal Employment Opportunity

Medic Air Systems, Inc. is committed to having a workplace free of illegal discrimination and harassment on the basis of age, race, color, sex, national origin, religion, disability, genetic information, marital status and any other status protected by federal, state, or local law.

All employees are required to refrain from illegal discrimination and harassment, and to report any violation of the policy, whether against them or any other person. Illegal discrimination and harassment against employees, customers, vendors, and any other persons associated with our business is taken very seriously and will not be tolerated.

When our nondiscrimination policies apply

Our policies are applicable to any interaction between our employees that affects employees in their work. This means, for instance, that inappropriate conduct, even when not during working

hours, taking place outside of the workplace, and/or communicated over private channels (such as a mobile phone or home computer) can violate our policies if the effects of the conduct are felt by an employee at work.

Unlawful harassment

Harassment on the basis of any protected status is prohibited; however, our strict prohibition of sexual harassment may require additional clarification. Sexual harassment can include any unwelcome requests for sexual favors, touching, comments, gestures, telephone or computer communications, or other behavior of a sexual nature, when submitting to such conduct is either explicitly or implicitly a term or condition of employment, is used as the basis for employment decisions, interferes with someone's job performance, or creates an intimidating, hostile, or offensive working environment.

Reporting and resolving discrimination and harassment concerns

Illegal Harassment and discrimination cannot be eliminated without the help of every employee; it is everyone's responsibility. If an employee believes they are being illegally discriminated against or harassed, the employee should tell the person who is harassing or discriminating against them what behavior they want to stop and why. Also, if an employee believes that illegal discrimination or harassment has occurred or is occurring (whether the employee or anyone else is the victim); employees should immediately report it to Human Resources. If an employee does not receive a satisfactory resolution, report it up the chain of authority to the President. If an employee is not reasonably able to approach a particular person in the chain of authority (for instance, if the employee believes Human Resources is sexually harassing or discriminating against them), skip all the way to President.

Open door policy

All supervisors and managers maintain an "open door" policy to listen to employee concerns about potential illegal discrimination and harassment. Employees may bring these concerns up at any time.

No retaliation

Employees have the right to complain of illegal discrimination and harassment without retaliation. As long as employees act in good faith (for instance, by telling the whole truth to the best of the employee's ability and cooperating with any investigations), no adverse employment action will be taken against the employee for complaining about illegal discrimination or harassment. If an employee feels they are being improperly retaliated against, report it following the same procedures he or she would follow to complain of illegal discrimination or harassment. Remember, just as the employee has a right to bring these matters up, employees also have a

responsibility to do so; if the employee does not bring them up they cannot be addressed. Because we prohibit retaliation, there is never a good excuse for failing to report discrimination or harassment.

What happens when a complaint is made?

If a complaint about potential illegal discrimination, harassment or retaliation is made, the Company will promptly investigate the complaint. Investigations will be done with due respect for all involved. All employees are required to cooperate in investigations including by telling the whole truth to the best of their knowledge, attending interviews with investigators appointed by the Company, providing all information (including any physical items such as documents or notes) they may have, and maintaining confidentiality. The obligation to cooperate extends to both persons making a complaint and to anyone else the Company feels may have information relevant to an investigation. If an investigation results in a finding that the Company's policies forbidding illegal discrimination and harassment have been violated, the Company will take action intended to prevent any further violations.

Accommodation of disabilities

If an employee has a disability that impacts their ability to perform their job, the employee should speak with the Human Resources regarding whether a reasonable accommodation may be available to help the employee perform the essential functions of his or her job. Providing information (which may include information from medical providers) and cooperating with attempts to find reasonable accommodation is essential.

EMPLOYMENT CLASSIFICATIONS

It is the intent of Medic Air Systems, Inc. to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and the Company.

Exempt & Non-exempt Status

Federal and state laws exempt certain employees from wage and hour requirements such as meal periods and overtime. Employees will be notified upon hire of their exemption status. An employee's exempt (salary) or non-exempt (hourly) classification may be changed only upon written notification by the Company.

Probationary Period

The Probationary Period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Medic Air Systems, Inc. uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or Medic Air Systems, Inc. may end the employment relationship at will at any time during the probationary period, with or without cause or advance notice.

All new and rehired employees work on a probationary basis for the first ninety (90) calendar days after their date of hire. Any significant absence will automatically extend a probationary period by the length of the absence. If Medic Air Systems, Inc. determines that the designated probationary period does not allow sufficient time to thoroughly evaluate the employee's performance, the probationary period may be extended.

Employment Categories

Full-time employees are those who are not in a temporary or probationary status and who are regularly scheduled to work the Company's full-time schedule; 30 hours or more in a workweek. Generally, they are eligible for the Company's benefit package, subject to the terms, conditions, and limitations of each benefit program.

Part-time employees are those who are not assigned to a temporary or probationary status and who are regularly scheduled to work the Company's part-time schedule; less than 30 hours in a workweek. While they do receive all legally mandated benefits, they are ineligible for all of the Company's other benefit programs.

EMPLOYMENT POLICIES & PRACTICES

New Employment

All new hires must submit an Employee Application and be approved for hire by the President. Employee applications will be verified, any misinformation or discrepancies may lead to disqualification. Background checks may be required for specific positions. If a prospective employee is ineligible for hire based on information obtained from a background check the Company will provide written notification of decision and allow ten days for prospective employee to dispute findings. The Company is a drug free workplace; therefore, all prospective employees will be required to pass a drug test prior to work commencement. All required paperwork must be completed and submitted to Human Resources prior to work commencement to ensure coverage under the Company's insurance.

Re-Employment

Former employees who are rehired and return to work within ninety (90) days of their termination will not be required to go through another probation period, unless the company deems it necessary. Former employees who are rehired and return to work more than ninety (90) days after their termination will be rehired only as new employees and must complete a new ninety (90) day probation period. Employees rehired within thirty (30) days may resume their insurance coverage, but after that will be considered new employees and must wait the ninety (90) orientation period to enroll. Enrollment in retirement programs may resume at any time. As a general rule, the company will not rehire former employees who:

- Were dismissed by the company
- Resigned without giving two weeks' notice
- Were dismissed for inability to perform job duties
- Had a poor attendance record
- Violated work rules or safety rules

Personnel Data Changes

It is the responsibility of each employee to promptly notify Medic Air Systems, Inc. of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, an employee should notify Human Resources.

Timekeeping

Accurately recording time worked is the responsibility of every non-exempt employee. Time worked is the time actually spent on the job performing assigned duties.

Non-exempt employees should report to work no more than 5 minutes prior to their scheduled starting time nor stay more than 5 minutes after their scheduled stop time without expressed, prior authorization from their Supervisor.

Altering, falsifying, tampering with time records, or recording time on another employee's time record is prohibited by this policy. Discrepancies in your paycheck must be brought to Payroll's attention before the next pay period to be verified accurately. If you believe corrections or modifications need to be made to the time record, please notify your Foreman in order for them to confirm the discrepancy and contact payroll. All modified time must be approved by a

Supervisor once reported. When the discrepancy is verified, the adjustment will be reflected as soon as administratively possible.

Timekeeping APP

The Company is networked with Time Summit to provide the field employees with a timekeeping Exaktime APP. Employees are required to use this APP for their timekeeping daily, the APP can be downloaded on any iphone or droid device. Employees who do not have a comparable device to download the APP will be required to punch on the Foreman's ipad each day.

Shirts and Uniforms

The Company provides t-shirts for construction employees and uniforms for service technicians to purchase at company's cost. All employees are required to wear safety colored clothing on a job sites or uniforms on customer premises. Employees may order as many as they want and the cost will be deducted in two weekly installments from their first two pay checks, shipping cost may apply.

Paydays

All employees are paid weekly on Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period. For payroll purposes, the workweek starts on Sunday and ends on Saturday.

The Company offers direct deposit to employees. If an employee elects not to set up direct deposit, paychecks will be mailed U.S. Mail to the employee's address on file. All checks mailed are not guaranteed delivery once they leave the office. Any lost or stolen check will incur a fee to process a stop payment and reissue a check; this fee will be at the employee's expense.

If a regular payday falls during an employee's Paid Time Off, the employee's paycheck will be direct deposited timely or available upon his or her return.

Pay Advances

Medic Air Systems, Inc. does not provide pay advances on unearned wages to employees.

If an advance for tools is requested it must have prior approval by the Safety Manager, President or Controller and a purchase order issued along with a Payroll Deduction form completed for payroll. All advances will be deducted in increments of up to four deductions or over a four-week period maximum from employee's weekly paycheck as a loan unless otherwise approved by President.

Administrative Pay Corrections

Medic Air Systems, Inc. takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. If there is an error on the paycheck (amount of pay, deductions, etc.), the employee is responsible for immediately notifying Payroll so that corrections can be made as quickly as possible.

Pay Deductions

The law requires that Medic Air Systems, Inc. make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes.

Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Ongoing performance evaluations are conducted following the probationary period and annually on or about the anniversary date of your hire to provide both you and your supervisor with the opportunity to discuss your job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss methods for improving your performance.

A positive performance evaluation does not guarantee an increase in salary, a promotion, or even 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 the President.

Work Schedules

Operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Schedule and employee assignments are subject to change. The standard work hours for the Company are 7:00 a.m. till 3:30 p.m. (with half an hour meal break) or 4:00 p.m. (with an hour meal break).

Meal Periods

All employees are provided with one meal period of at least 30 minutes in length during each workday and the Company requires each employee to take a meal break for each 8-hour period worked. Foremen and Supervisors may schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time. Employees utilizing timekeeping are required to punch in and out for their meal periods daily. A default for not punching is one hour for meal periods should no punches be completed. Employees not clocking in and out for their meal periods automatically authorize the clock to deduct default hour for their daily meal breaks. All punches are final.

Rest Breaks

Employees are authorized and permitted to take two (2) 15-minute paid rest breaks during the workday. The rest break will be scheduled by your foreman or supervisor.

Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the direct Supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Our work-week runs from Sunday to Saturday. Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour laws. Overtime pay is based on actual hours worked. Time off on vacation, sick time, holidays, or any leave of absence will not be considered hours worked for purposes of calculating overtime.

Overtime is not permitted on any project unless specifically approved by the Project Manager.

Absenteeism and Tardiness

Employees are expected to be at work on time and to work their full scheduled hours as part of the essential functions of their position. Employees who report late to work or return late (more than 5 minutes) from: meal periods, breaks or leave prior to the end of the workday without permission, will be considered tardy. Repeated absenteeism and/or tardiness will not be tolerated.

Verbal warnings will be given to employees who are consistently tardy for the first two offenses, if situation continues the employee will receive a written warning. An employee receiving more than one a written warning may be terminated.

An employee who will be absent from work for any reason must speak with their Foreman or Supervisor 30 minutes prior to the start time of their shift. An employee missing two (2) consecutive days from work is required to provide a doctor's note. If no doctor's note is provided sick days will only be paid if approved by Supervisor. If an employee is absent from work without prior authorization or without giving proper notice to their direct Foreman or Supervisor, the employee will be considered a "no call no show" and to have voluntarily resigned from the Company.

If an employee is absent from work due to illness the employee may be required to obtain and submit a physician's note, including any restrictions that may apply, stating that the employee is able to return to duty.

EMPLOYEE BENEFITS

Eligible employees at Medic Air Systems, Inc. are provided a wide range of benefits. A number of the programs (such as workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Human Resources can identify the programs for which employees are eligible. The following benefit programs are available to eligible employees:

- Qualified Retirement Plan (401K) with Company match
Eligible after 1st year
- Dental Insurance
- Health Insurance with Company contribution
- Vision Care Plan
- Employer-Sponsored Health Plans
- Holidays – paid after ninety (90) day probation period
 - Memorial Day
 - 4th of July
 - Labor Day
 - Thanksgiving
 - Christmas
 - New Years
- Sick Days – paid after ninety (90) day probation period
 - 3 per year
- Vacation – paid
 - 1 week after 1st year
 - 2 weeks after 3rd year
- Bonuses
- Promotions
- Training and Continuing Education Units (CEU)
- Family Medical Leave Act (FMLA)

Qualified Retirement Plan (401K)

The Company provides eligible employees with a 401(k) Qualified Retirement plan which is an excellent means of long-term savings for your retirement. An employee is eligible after the completion of one (1) year full time employment with the Company. You may obtain a copy of the Summary Plan Description which contains the details of the plan including eligibility and benefit provisions on the Company website www.medicairsystems.com.

If you have any questions regarding the plan, please contact Human Resources.

Dental Insurance

The Company provides full-time employees and their eligible dependents access to dental insurance benefits.

Eligible employees may participate in the dental insurance plan subject to all terms and conditions of the agreement between the Company and the insurance carrier.

Contact Human Resources for more information about dental insurance benefits.

Health Insurance

The Company offers health insurance to eligible employees and their dependents access to health insurance benefits.

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between the Company and the insurance carrier.

Contact the Human Resources for more information about health insurance benefits.

Vision Insurance

The Company provides full-time employees and their eligible dependents access to vision insurance benefits.

Eligible employees may participate in the vision insurance plan subject to all terms and conditions of the agreement between the Company and the insurance carrier.

Contact Human Resources for more information about vision insurance benefits.

Employer-Sponsored Health Benefits

The Company offers full-time employees and their eligible dependents access to benefit contribution plans such as Accident, Short Term Disability, Cancer, Hospitalization, Term and Universal Life. These plans allow you to make contributions toward premiums for additional benefit coverage on a “before tax” and “after tax” basis. Before Tax plans your premium contributions are deducted from your gross pay before income tax and social security is calculated. After Tax plans your premium contributions are deducted from your gross pay after your taxes are calculated.

Holidays

Full time employees are eligible for holiday pay. Identified days are subject to change; however, Medic Air Systems, Inc. will typically observe the following holidays:

- Memorial Day
- Independence Day – 4th of July
- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year's Day

Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times a normal work day or eight (8) hours. Holiday pay will not be counted as hours worked for the purposes of calculating overtime.

To be eligible for holiday pay, employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

If a recognized holiday falls during an eligible employee's approved time off, holiday pay will be provided instead of the vacation time.

Sick Days

Sick time may not be used for missed days of work during the workweek. Sick days are available for full-time employees who have successfully completed their probationary period to use for illness or injury or to care for a sick child. Eligible employees will be granted 3 days per anniversary year.

Employees must call their supervisors 30 minutes prior to the beginning of their work day and advise they will be out sick in order to be paid for a sick day.

Employees missing two (2) or more consecutive days out sick must have a doctor's excuse in order to be paid for sick days.

Employees who exhaust their sick time may elect to use vacation time. Unused Sick days do not rollover from year to year. Sick days will not be paid out at termination. If you have any questions regarding sick days, please contact Human Resources.

If an illness requires additional time beyond sick days and vacation time, please contact Human Resources regarding an unpaid leave of absence.

Vacation

Vacation for rest and relaxation is available to eligible full-time employees who have successfully completed one year of employment, based on your anniversary date, with the Company. The amount of paid vacation time employees will be allotted each year is shown in the following schedule:

<u>Years of Service</u>	<u>Annual Maximum</u>
After 1 year	1 week
After 3 years	2 weeks

Vacation time may not be used for missed days of work during the workweek. Eligible employees must request vacation time in writing from their direct supervisor at least one (1) week in advance. This request must be approved by the employee's direct supervisor in order to be paid for vacation.

The direct supervisor should submit a Request for Time Off to Payroll to determine the amount of leave available to the employee and approve or disapprove the request. Requests will be reviewed based on a number of factors, including business needs and staffing requirements. Under no circumstances will the employee be allowed to complete the request after the vacation period.

If an employee is unable to report to work due to illness, and has exhausted their sick time, the employee may have vacation time paid if available. If the employee does not have any vacation time, days absent will not be paid.

Vacation time will not rollover for the employees use in the future and thus any remaining unused time will be forfeited at the end of the anniversary year.

The Company will not pay out unused vacation except in accordance with federal and state wage and hour laws, if applicable.

Employee Bonuses

Employees may receive bonuses from time to time. These are based on individual merit, the corporations' profitability and any other factor(s) deemed significant by the corporation. Whether or not bonuses are granted and the amount granted are within the sole discretion of the President.

Promotions

The Company believes that career advancement is rewarding for both the employee and the corporation. We will promote qualified employees to new or vacated positions whenever possible.

Training and Continuing Education

If assigned to a job site that mandates completion of Safety or Mechanical course the Company will cover the expenses of completing the course. Any certification required will be at the employee's expense.

OSHA 10-Hour Course

After completion of your first 90 days of employment, each field employee will be required to complete the 10-hour OSHA course online at the expense of the Company.

If assigned to a job site that mandates completion of the 10-hour course prior to the completion of your first 90 days of employment, the Company will cover the expenses of completing the course. The employee will only be paid for the hours to complete the course at minimum wage rate and will only be paid after proof of completion of course is presented to the Payroll Department.

Leave of Absence

Family Medical Leave Act (FMLA)

Pursuant to the federal Family and Medical Leave Act (FMLA), the Company provides leave to eligible employees if the Company employed 50 or more employees in 20 or more workweeks in the current or preceding year (if the Company does not meet this threshold in a given year, the FMLA, including the policies described in this section, does not apply). While the Company reserves the right to grant leave on terms and conditions in excess of those required by law, nothing herein shall be construed to require the Company to do so and such leave will not be subject to the protections of the FMLA.

An FMLA-Eligible employee is an employee who meets the following criteria:

- The employee has accrued 12 months of service with the Company within the previous seven years;
- The employee has worked at least 1,250 hours for the Company during the 12-month period immediately prior to taking FMLA leave; and
- The employee works at a location where at least 50 employees are employed by the Company within a 75-mile radius.

Family/medical leave

Family/medical leave may be taken for the following reasons:

- The employee's incapacity due to pregnancy, prenatal medical care, or child birth;
- To care for the employee's child after birth, or placement of a child with the employee for adoption or foster care;
- To care for the employee's spouse, child, or parent (each a "qualified family member") who has a serious health condition; or
- For a serious health condition of the employee that renders the employee unable to perform an essential function of his or her position. A serious health condition is an illness, injury or impairment, or physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that either prevents the employee from performing the essential functions of the employee's job or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may also meet the definition of continuing treatment.

Child/Parent relationship

For purposes of FMLA leave because of the birth of a son or daughter, in order to care for such son or daughter, because of the placement of a son or daughter with the employee for adoption or foster care, and to care for a son or daughter with a serious health condition, a child will be considered the employee's if he or she is the biological, adopted, or foster child, stepchild, or legal ward of the employee, or if the employee stands in loco parentis, and the child is (A) under 18 years of age; or (B) 18 years of age or older and incapable of self-care because of a mental or

physical disability. There is no limit on the number of parents a son or daughter may have for purposes of such FMLA leave.

An employee may be in loco parentis even if the employee has no biological or legal relationship to the child, if the employee assumes (or, in the case of birth or other prospective relationships, intends to assume) obligations incident to the parental relation as a practical matter (note that temporary arrangements for convenience, such as babysitting while parents take a vacation, are not sufficient to be in loco parentis for FMLA purposes). Factors that will be considered in determining whether an employee is in loco parentis include, but may not be limited to, the age of the child, the degree to which the child is dependent on the employee, the amount of support (if any) the employee provides, and the extent to which duties commonly associated with parenthood are exercised by the employee (for example, an employee who houses and cares for a grandchild because the child's parents are unable to do so, or an employee who shares in the upbringing of a child in the employee's household who is the son or daughter of the employee's life partner, regardless of whether that partnership is legally recognized, may be in loco parentis). Employees may be required to provide written statements or other reasonable information establishing that children for whom they seek FMLA leave are their sons or daughters as defined by this policy.

Amount of family/medical leave available

Eligible employees may take up to 12 weeks of family/medical leave within a rolling 12-month period. A rolling 12-month period is measured backward from the date an employee uses any FMLA leave.

Military Family Leave under the FMLA

There are two types of Military Family Leave available under the FMLA; Qualifying Exigency leave and Military Caregiver leave.

Qualifying Exigency leave under the FMLA

Eligible employees may take up to a total of 12 work weeks of unpaid leave for qualifying exigencies arising out of the fact that employee's spouse, son, daughter, or parent is on covered active duty, or has been notified of an impending call or order to covered active duty, in support of a foreign country or contingency operation. Qualifying exigency leave is available to a family member of a military member in the Armed Forces including the National Guard or Reserves.

Covered active duty under the FMLA means:

In the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and

In the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a federal call or order to active duty in support of a contingency operation, which is defined in Section 101(a)(13) B) of Title 10, United States Code.

Qualifying exigencies include:

- Issues arising from a covered military member's short notice deployment (i.e., deployment on seven or less days of notice) for a period of seven days from the date of notification.
- Military events and related activities, such as official ceremonies, programs, or events sponsored by the military or family support or assistance programs and informational briefings sponsored or promoted by the military, military service organizations, or the American Red Cross that are related to the covered active duty or call to covered active duty status of a covered military member.
- Certain childcare and related activities arising from the covered active duty or call to covered active duty status of a covered military member. The covered military member must be the spouse, child or parent of the employee requesting leave. Examples of this leave include arranging for alternative childcare, providing childcare on a non-routine, urgent, immediate need basis, enrolling or transferring a child in a new school or day care facility, and attending certain meetings at a school or a day care facility if they are necessary due to circumstances arising from the covered active duty or call to covered active duty of the covered military member.
- Making or updating financial and legal arrangements to address a covered military member's absence.
- Attending counseling provided by someone other than a health care provider for oneself, the covered military member, or the child of the covered military member, the need for which arises from the covered active duty or call to covered active duty status of the covered military member.
- Taking up to fifteen calendar days of leave to spend time with a covered military member who is on short-term temporary rest and recuperation leave during deployment. Leave may not exceed the military member's Rest and Recuperation leave orders.
- Attending certain post-deployment activities, including attending arrival ceremonies, reintegration briefings and events, and other official ceremonies or programs sponsored by the military for a period of 90 days following the termination of the covered military

member's covered active duty status, and addressing issues arising from the death of a covered military member.

- Parental care for the spouse, parent, son, or daughter of a military member in order to do the following: 1) arrange for alternative care for a parent of the military member when the parent is incapable of self-care and the covered active duty or call to covered active duty status of the military member necessitates a change in existing care arrangements; 2) provide care for a parent of the military member on an urgent, immediate-need basis (but not on a routine, regular, or everyday basis) when the parent is incapable of self-care and the need to provide such care arises from the covered active duty or call to covered active duty status of the military member; 3) admit or transfer a parent of the military member to a care facility when the admittance or transfer is necessitated by the covered active duty or call to covered active duty status of the military member; 4) or attend meetings with staff at a care facility for a parent of the military member (e.g., meetings with hospice or social service providers) when such meetings are necessitated by the covered active duty or call to covered active duty status of the military member.
- Any other event that the employee and an authorized officer of the Company agree is a qualifying exigency.

Military Caregiver Leave under the FMLA

FMLA provides caregiver leave for wounded service members and covered veterans for eligible employees who are the spouse, son, daughter, parent, or next of kin of a covered service member or covered veteran with a serious injury or illness for up to a total of 26 work weeks of unpaid leave during a single 12-month period to care for the covered service member or covered veteran.

A covered service member:

- Is a current member of the Armed Forces, including a member of the National Guard or Reserves; and
 - Who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.
 - A serious injury or illness is one that was incurred by a service member in the line of duty on covered active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.

A covered veteran:

- Was a member of the Armed Forces, National Guard, or Reserves who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran; and
 - Who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.
 - A serious injury or illness is one that is incurred in, or preexisting but aggravated by, the line of duty on active duty. The serious injury or illness of a covered veteran also must be one of the following:
 - A continuation of a serious injury or illness that was incurred or aggravated when the covered veteran was a member of the armed forces and that rendered the service member unable to perform the duties of the service member's office, grade, rank, or rating;
 - A physical or mental condition for which the covered veteran has received a U.S. Department of Veterans Affairs Service-Related Disability Rating (VASRD) of 50% or greater, with such VASRD rating being based, in whole or in part, on the condition precipitating the need for military caregiver leave;
 - A physical or mental condition that substantially impairs, or would do so absent treatment, the covered veteran's ability to secure or follow a substantially gainful occupation by reason of a disability or disabilities related to military service; or
 - An injury, including a psychological injury, on the basis of which the covered veteran has been enrolled in the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers

The single 12-month period begins on the first day the employee takes leave for this reason and ends 12 months later, regardless of the 12-month period applicable to any other leave under the FMLA. An eligible employee is limited to a combined total of 26 work weeks of leave under the FMLA during the single 12-month period (not more than 12 of the 26 weeks' total may be for an FMLA-qualifying reason other than to care for a covered service member).

If two employees who are married to each-other work for the Company, the aggregate amount of leave that can be taken by both of them under the FMLA for the birth of a child or placement for adoption or foster care of a child, or to care for parents with a serious health condition, under the FMLA is 12 weeks within a 12-month period.

General Provisions

The provisions below are applicable to both family/medical and military family leave under the FMLA.

Measurement method

Except in the case of Military Caregiver Leave, an eligible employee's FMLA leave entitlement is limited to a total of 12 work weeks of leave during any 12-month period as measured on a rolling basis, measuring backward from the date an employee uses any FMLA leave other than Military Caregiver leave. The single 12-month period applicable to Military Caregiver leave is measured forward from the date the employee's first leave to care for the covered service member begins.

Intermittent leave

An eligible employee may take leave under the FMLA intermittently (including working a reduced schedule) when medically necessary with respect to qualifying leave for the condition of the employee, the employee's spouse, the employee's child, or for the care of a covered service member. Intermittent leave is also available for Qualifying Exigency leave. Employees are expected to make reasonable efforts to schedule planned medical treatment so as not to unduly disrupt the employer's operations if possible. If intermittent leave is unpaid, the Company reserves the right to reduce the employee's salary based on the amount of time actually worked, regardless of whether the employee is salaried/exempt. In addition, while an employee is on an intermittent leave, the Company may temporarily transfer the employee to an available alternative position that better accommodates the recurring leave and that has equivalent pay and benefits.

An employee may request intermittent leave to care for the employee's own child during the first year following birth, or to care for a child placed with the employee for foster care or adoption. Unless the leave is due to the child's serious health condition, the Company may decline to grant such leave on an intermittent basis and instead require that it be taken on a continuous basis.

Pay, Benefits, and Protections During FMLA Leave

Leave is unpaid. Family medical leave is unpaid leave, although employees on FMLA leave will receive any compensation they have earned that is payable while on leave.

Substitution of paid time off for unpaid leave.

If an employee has accrued paid leave under the Company's policies, either the employee or the Company may elect to substitute such paid leave for a commensurate period of unpaid FMLA leave. The substitution of paid leave for unpaid leave does not extend the FMLA period. Furthermore, the substitution of paid leave for unpaid leave cannot result in the receipt of more than 100 percent of an employee's salary.

Medical benefits

During an approved leave under the FMLA, the Company will maintain the employee's health benefits, if any; as if the employee continued to be actively employed (this section does not apply if the employee does not participate in a Company-sponsored group health benefit). Both the Employee and the Company will continue to be responsible for their respective shares of premium on the same terms as if the employee were actively at work (if paid time is substituted, regular payroll deductions will be made for health coverage from applicable pay). Because employees remain eligible for health group benefits, taking FMLA leave does not constitute a COBRA-qualifying event, however, if an employee does not return to work at the end of FMLA leave COBRA continuation may apply. If an employee fails to pay the employee portion (if any) of premium while on FMLA leave coverage lapses, however, if the employee returns to work while protected by the FMLA, the employee may resume participation immediately. If the employee does not return to work at the end of FMLA leave the Company may recover from the employee any premium paid by it for the employee during FMLA leave.

Other benefits

Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of the employee's leave, however further accruals under any paid time off policy offered by the Company will cease during periods of leave.

Reinstatement at end of FMLA leave

Upon return from FMLA leave, eligible employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, employees are subject to no greater right to employment than if they had not taken leave. Also, if an employee does not return to work within the time prescribed by the FMLA, the employee has no right to reinstatement.

Other legally-protected leave

In some cases, leave under the FMLA will also be subject to other laws that provide legally-protected leave. This will often depend on applicable state law and will be determined on a case-by-case basis. Where types of legally-protected leave are permitted to be used simultaneously

the presumption will be that they are being used simultaneously unless the Company confirms otherwise in writing.

FMLA Leave Procedure

Notification by employees of need for leave.

The Company cannot know that FMLA leave is needed, and cannot provide FMLA entitlements, unless employees first appropriately notify the Company of their need for leave in sufficient detail for the Company to understand that FMLA leave is appropriate. If the need to use FMLA leave is foreseeable, employees must give the Company at least 30 days prior notice of the need to take leave. When 30 days' notice is not possible, employees must give notice as far in advance as practicable under the circumstances. In an emergency where advance notice of need for leave cannot be given, employees (or their representatives if employees are medically unable to give notice themselves) are required to notify the Company as soon as reasonably practicable. Failure or unreasonable delay in providing notice may be grounds for delaying the start of the FMLA leave and may have other adverse consequences.

Requests for FMLA leave should be directed to Human Resources using the Request for Family/Medical Leave form available from Human Resources.

When submitting a request for leave, the employee must provide sufficient information for the Company to determine if the leave might qualify as FMLA leave, and also provide information on the anticipated date when the leave would start as well as the anticipated duration of the leave. Employees also must inform the Company if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Notification to employees of leave availability

Once the Company is aware of a request for FMLA leave under the procedures outlined in this policy and has received the information it needs, it will inform the requesting employee of the availability of FMLA leave. Assuming FMLA leave is available under the circumstances, employees will be given a written notice that includes details of the leave that is being granted. If FMLA leave is not available, the Company will so notify the employee.

Medical certification and recertification

Employees who request leave because of their own or a covered relation's serious health condition must supply substantiating medical certification. Employees may obtain medical certification forms from the Human Resources. The Company will inform requesting employees of when medical certifications must be provided (in any event no more than 15 days after leave is requested). Employees should plan on providing medical certification prior to taking leave where the need for leave is foreseeable. The Company may require subsequent medical

recertification. Failure to provide requested recertification within 15 days, except in extraordinary circumstances, may result in the delay of further FMLA leave (meaning that interim leave may not be protected by the FMLA). Employees taking FMLA leave for their own serious health condition may also be required to provide a fitness-for-duty certification upon return to work, including during intermittent leave.

Exception for highly compensated employees

The Company may deny FMLA leave to highly compensated employees if it determines that granting FMLA leave would result in substantial economic injury to the Company. This determination is made on a case-by-case basis. For purposes of the FMLA, highly compensated employees are the most highly paid 10% of employees within a 75-mile radius of a covered worksite. The Company will notify employees if FMLA leave is denied on this basis.

Staying in touch while on leave

Employees who take leave because of their own serious health condition or to care for a covered relation must contact Human Resources on a weekly basis regarding the status of the need for leave and intention to return to work. Employees who unequivocally indicate that they do not intend to return to work while protected by the FMLA may no longer be considered on FMLA leave.

Requesting additional leave

Employees who need to extend FMLA leave beyond what was originally granted must contact Human Resources as soon as practicable upon becoming aware of the need for additional leave personally or if that is not possible, through their representatives. The Company may request appropriate substantiation (such as medical certification if applicable) of the need for additional leave in reviewing requests. If a request is granted, the Company will notify the employee of the new terms of leave. The Company may, but is not required to, grant leave beyond that required by the FMLA. Any leave beyond that required by the FMLA will not be subject to the protections of the FMLA.

Returning to work

Employees wishing to return to work from FMLA leave must give notice to Human Resources as soon as practicable (note, a return to work date may be agreed upon at any point during FMLA leave). If a date is not previously agreed, the Company generally requires at least two business days' notice to restore an employee to work from FMLA leave.

* Note: Employees who are not eligible for FMLA (who may take unpaid approved leave) who are enrolled in Health insurance will be offered employee paid COBRA while on leave.

COBRA

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the Company's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at the Company's group rate plus an administration fee. The Company provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under the Company's health insurance plan. The notice contains important information about the employee's rights and obligations.

Employees should refer to the Summary Plan Description or contact Human Resources for additional information.

Bereavement Leave

Bereavement Leave is available for eligible employees who wish to take time off due to the death of an immediate family member. Eligible employees are full-time employees who have completed the probationary period. Eligible employees should notify their direct supervisor immediately if they wish to request bereavement leave. Up to 3 days of bereavement leave may be provided per request. Bereavement Leave is not paid time off by the Company, however, employee may use any available paid time off during leave.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their direct supervisor's approval, use any available paid leave for additional time off as necessary.

The Company defines "immediate family" as the employee's spouse, domestic partner, child, parent, parent-in-law, grandparent, grandchildren, or sibling.

Jury Duty

Medic Air Systems, Inc. encourages employees to fulfill their civic responsibilities by serving jury duty when required. Non-exempt employees may request unpaid jury duty leave for the length of absence. During periods of paid time under state law, the Company will deduct any fees paid by the state to the employee from the regular rate of pay. Exempt employees will receive pay for any days they serve as a juror or witness in a workweek in which they actually perform work. If applicable, employees may use any available paid time off during periods of unpaid jury duty.

Employees must show the jury duty summons to their direct supervisor as soon as possible so that arrangements can be made to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either the Company or the employee may request an excuse from jury duty if, in the Company's judgment, the employee's absence would create serious operational difficulties.

Time Off to Vote

Medic Air Systems, Inc. believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. Any employee whose work schedule does not provide him or her with time off to vote while polls are open, will be granted reasonable time off in order to vote.

Crime Victim/Domestic Violence Leave

Employees who have completed the probationary period may take up to 3 days' unpaid leave in any 12-month period for specified activities connected with domestic violence. Any advance notice the employee can provide to their supervisor is appreciated by the Company. Sufficient documentation proving the act of violence may be requested by the employee's supervisor.

Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

Military leave is unpaid; however, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Employees should contact Human Resources for more information or questions about military leave.

HEALTH AND SAFETY

To assist in providing a safe and healthful work environment for employees, customers, and visitors, Medic Air Systems, Inc. has established a workplace safety program. This program is a top priority for the Company. The employees' direct supervisor has the responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

The Company provides information to employees about workplace safety and health issues through regular internal communication channels such as employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to their direct supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, are in clear violation of this policy.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify their direct supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

The following is a summary of safety rules; common sense should always be used around equipment. These rules will be enforced and are for the protection of all of us. Please follow them and ask fellow employees to do the same. Please report any unsafe actions to your direct supervisor. Discipline for safety violations will depend on the severity of the individual violation.

- Every employee is responsible for housekeeping. Each work area must be kept clean and orderly.
- No running or horseplay.
- Proper safety equipment must be worn; as required by OSHA and posted at jobsite.
- No unauthorized personnel are allowed in work area.
- Care should be used when lifting or moving materials. Get help if a load is too heavy or awkward to lift.

Drug and Alcohol Policy

Medic Air Systems, Inc. is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks.

Drug-Free Workplace

The Company does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our workplace. The use, possession, distribution, or sale of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited while on duty, while on the company's premises or worksites, or while operating the company's equipment or vehicles. The use of illegal drugs as well as the illegal use of legal drugs is a threat to us all because it promotes problems with safety, customer service, productivity, and our ability to survive and prosper as a business. If you need to take a prescription drug that affects your ability to perform your job duties, you are required to discuss possible accommodations with your supervisor. Violation of this policy will result in disciplinary action, up to and including termination.

Prior to employment, each potential employee must undergo a drug test. The company may also require employees to take random drug tests during their employment with the company. In addition, if there is a reportable accident at work, our Worker's Comp policy also requires a post-accident drug screen be administered. Refusal to submit to drug testing or yielding a positive result is a clear violation of Company policy as is grounds for immediate termination.

Visitors in the Workplace

To provide for the safety and security of employees and the facilities at Medic Air Systems, Inc., only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Family and friends of employees are discouraged from visiting the worksite due to safety and security concerns. In the event of an emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter the Company at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on Company or assigned work site premises, employees should immediately notify their direct supervisor or, if necessary, direct the individual to the main entrance.

Harassment

The Company will not tolerate harassment or intimidation of our employees on any basis prohibited by law, including race, color, sex, age, religion, national origin, handicap, disability, marital status, or veteran status. Moreover, any suggestions made to any employee that sexual favors will affect any term or condition of employment with the Company will not be tolerated. It is the policy of the Company that any harassment, including acts creating a hostile work environment or any other discriminatory acts directed against our employees, will result in discipline, up to and including discharge. The Company also will not tolerate any such harassment of our employees by our clients or vendors.

For purposes of this policy, sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive. The following are examples of conduct that, depending upon the circumstances, may constitute sexual harassment:

- Unwelcome sexual jokes, language, epithets, advances or propositions;
- Written or oral abuse of a sexual nature, sexually degrading or vulgar words to describe an individual;
- The display of sexually suggestive objects, pictures, posters or cartoons;
- Unwelcome comments about an individual's body;
- Asking questions about sexual conduct;
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures;
- Demanding sexual favors in exchange for favorable reviews, assignments, promotions, or continued employment, or promises of the same.

Employees must bring any violation of this policy to the immediate attention of Human Resources. The Company will thoroughly investigate all such claims with due regard for the privacy of the individuals involved. Any employee who knowingly retaliates against an employee who has reported workplace harassment or discrimination shall be subject to immediate disciplinary action, up to and including discharge.

Workplace Violence

Medic Air Systems, Inc. is committed to preventing workplace violence and to maintaining a safe work environment. The Company has adopted the following guidelines to deal with threats of (or actual) violence that may occur during business hours or on its premises.

All employees, visitors, vendors, customers, etc. should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that

may be dangerous to others. Employees may not possess firearms, weapons, or explosives, concealed or otherwise. Employees are not permitted to store weapons in locked vehicles that are present at any of Medic Air Systems Job Sites or any of Medic Air System's customer facilities or residential homes or Medic Air System's office location.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to an employee's direct supervisor. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, employees should be specific and provide as much detail as possible.

All suspicious individuals or activities should also be reported as soon as possible to a direct supervisor. Employees should not place themselves in peril. If an employee sees or hears a commotion or disturbance near their work area, do not try to intercede or see what is happening.

The Company will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. In order to maintain workplace safety and the integrity of its investigation, the Company may suspend employees, either with or without pay, pending investigation.

Housekeeping

Neatness and good housekeeping are signs of organization and efficiency. Employees are expected to keep work areas neat and orderly at all times – it is a required safety precaution and creates a good impression for visitors and customers.

Easily accessible trash receptacles and recycling containers (where applicable) are located throughout the Company offices. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention. Employees should report anything that needs repairing or replacing to their direct supervisor immediately.

Smoking

Smoking is not allowed inside any of the Company locations in customer areas, Company vehicles, or in restrooms. Smoking is permitted during approved break time in designated areas only. Please be especially attentive to the sensitivities of customers or fellow employees who may object to smoking. Any employee who is aware of violations of this policy should contact their direct supervisor.

For the purpose of this policy Smoking is defined as tobacco products, smokeless cigarettes, electronic cigarettes (or e-cigarettes), electronic vaping device, personal vaporizer (PV), or electronic nicotine delivery system (ENDS).

Workers Compensation Insurance

Medic Air Systems, Inc. -provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Employees who sustain work-related injuries or illnesses should inform their direct supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. There will be a post-accident drug screen administered once the employee has been treated and released. In some cases, the drug screen may be administered at the facility where initial treatment has occurred.

COMMUNICATION POLICIES

Communications and Information Systems Policy

Medic Air Systems, Inc. maintains its information and communications systems (collectively for convenience “systems”), including, without limitation, computers, laptops, networks, internet facilities, email, voice mail, and telephones, as well as connectivity with devices that may be owned by employees (such as mobile phones), at great expense to facilitate the Company’s business. The following policies are applicable to the systems.

Use of the systems is a privilege, not a right, and the Company reserves the right to govern, monitor, and restrict use in any way it deems appropriate. The equipment, services, and technology provided to employees remain at all times the property of the Company.

The systems are provided for business purposes only. While nominal personal use is inevitable (for instance, to call home in an emergency), such use must be kept to a reasonable (and in most cases, a minimal) level, and employees must exercise good judgment in not using the systems excessively or for inappropriate purposes (for example, socializing, promoting personal business, proselytizing, sending chain messages, or accessing information which employees do not have a legitimate job-related need to know). Long distance personal calls are not allowed. The Company reserves the right to determine whether use is reasonable or appropriate. Under no circumstances may an employee use the systems for a purpose that is or is intended to be harmful or disruptive, that interferes with their work or someone else’s work, or that violates the Company’s policies. Use of the systems for any illegal purpose is prohibited, as is using information or other property belonging to another in violation of trademarks, patents, or copyrights, or software license agreements.

The Company’s systems are not private, and employees have no expectation of privacy when using them. Use can be tracked, monitored, recorded, intercepted, and otherwise seen or heard by others without their knowledge or permission, and the Company reserves the right to do so at any time. For instance, employee phone calls may be monitored and recorded and phone usage can be tracked. If employees access the Internet, the sites visited can be tracked. The Company may view employee emails. Even erasing a file from voice mail or a computer may not delete it fully.

Use of the systems to view, receive, download, store, create, display, or transmit obscene, pornographic, or offensive material (whether written, verbal, graphic, or otherwise), or to illegally discriminate against or harass others (see the equal employment opportunity policies) is prohibited. For example, the display or transmission of sexually explicit image, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Use of Personal Communication devices

Unless used for a legitimate business need, the use of cell phones and personal communication devices is not allowed during work time. If an employee must carry a personal communication device for emergency purposes, the device must be turned off. Personal calls, texts and emails should be handled during approved break periods.

Employees will refrain from using any mobile device while operating a motor vehicle or operating any equipment on a job site. The below cases are to be followed when driving a vehicle for Medic Air Systems;

1. All employees while driving a commercial motor vehicle (CMV), as defined in 49 CFR Part 390.5, are prohibited from holding, dialing, or reaching for a hand held cellular phone. This includes all push-to-talk type phones, such as Nextel.
2. A driver of a CMV is allowed to initiate, answer, or terminate a call by touching a single button on a mobile phone or headset provided it can be done while seated in a normal manner and seat-belted as required by law. Any such movement must be accomplished without removing the driver's eyes from the roadway. Thus, hands-free technology is permissible provide the use does not cause distraction.
3. All employees, operating *any* type of vehicle, are prohibited from texting at all times while operating a company or personal vehicle while engaged in any activity on behalf of the company.

All drivers must minimize other distractions which take away from concentrating on driving, as driving while distracted constitutes a hazard, and could be a traffic infraction in some states such as Maine. Distractions include, but are not limited to, eating, reading, talking to passengers, and performing other activities which tend to cause the driver to remove their eyes from the road or divert their attention from the task of driving.

Public Statements and Conduct off the Job

Even when not on the job, employees have a duty to be loyal to Medic Air Systems, Inc. This means, among other things, not doing things that are detrimental to the Company or contrary to the Company's interests.

Employees should be careful about any statements that employees make, in any form (i.e. written, over the internet, blogging, email, text, spoken, etc.), and any conduct that employees engage in, and an employee should not make any statements or engage in other conduct that could reflect on the Company or the suitability to work for the Company, or that could harm the Company's interests, whether an employee is on or off the job. This includes, among other things:

- Saying negative things about the Company, our customers, coworkers, or the people and companies that do business with us.
- Disclosing information about the Company, our customers, coworkers, or the people and companies that do business with us that is not normally shared with the general public, whether or not employees understand it to be technically confidential (employees should generally assume any such information is confidential unless advised otherwise by a direct supervisor and authorized to make a specific disclosure).
- Making statements as if an employee were speaking on the Company's behalf (unless the employee has been specifically authorized to do so); if there is a possibility of confusion the employee should make clear that they are speaking on their own behalf, not the Company's.
- Speaking to the press about the Company or matters relating to the Company.
- Endorsing or promoting the Company's products and/or services without making proper disclosures (for instance, pretending to be a customer writing a positive review online); check with management for guidance on promotional activities before undertaking them.
- Engaging in harassing, insulting, criminal, or other harmful or offensive speech or conduct in a way that could be attributed to, reflect on, or negatively impact the Company.

Be aware that, once a statement is made, an employee may not be able to predict or control where it goes, nonetheless, the employee will be held responsible for it. For example, an employee may say something to a friend in an email and assume that it will go no further, but it could from there be spread through the internet without their knowledge and consent, and if the statement is found to have been a breach of their duty to the Company, the employee may be disciplined for it. As another example, the employee may make a statement in a blog that he or she believe is anonymous or not relatable to the Company, but their affiliation with the Company might be discovered through information about the employee readily available on the internet (such as profiles on social networking sites) and their connection with the Company will be known, even though the employee had not intended it to be in connection with their statement. Their statement remains their responsibility even though he or she may have intended to make it anonymously.

Of course, nothing in the Company's policies is intended to prevent the employee from exercising their legal rights. For example, if the employee wishes to contact a government agency with a concern about matters such as (but not limited) discrimination, harassment, safety, or wages, or if he or she is asked to participate in a government investigation, our policies do not

prohibit the employee from doing so. Employees are also encouraged to raise any such concerns through appropriate channels within the Company as provided in our policies.

OPERATIONAL CONSIDERATIONS

Customer Relations

Customers are among Medic Air Systems, Inc.'s most valuable assets. Every employee represents the Company to our customers and the public. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention employees give to customers.

The Company will provide customer relations and services training to all employees with extensive customer contact. Customers who wish to lodge specific comments or complaints should be directed to Human Resources for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of the Company. Positive customer relations not only enhance the public's perception or image of the Company, but also pay off in greater customer loyalty and increased sales and profit.

Emergency Closings

At times, emergencies such as severe weather can disrupt Company operations. In extreme cases, these circumstances may require the closing of a work facility. In the event that such an emergency occurs during nonworking hours, employees will be notified by phone of such a closing by their supervisor.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid for non-exempt employees. However, with supervisory approval, non-exempt employees may use available vacation time.

In cases where an emergency does not require the office to be closed, non-exempt employees who fail to report for work will not be paid for the time off.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

Business Travel Expenses and Travel Time

Company will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in

advance by the Company and submitted on a Company Expense Report with copies of receipts to be reimbursed.

Lodging is arranged by the office, if employee is required to travel, they must contact the office to make arrangements for lodging or expenses may not be reimbursed.

Travel time is paid when incurred during normal working hours or all in a day's work as required by State and Federal regulations. "Normal Working Hours" is determined by the individual job site and may change depending on the schedule of work for the job. Traveling to work during the Normal Working Hours of a job site must be preapproved by the project manager. Traveling home during Normal Working Hours must have prior approval from the project manager. Travel time will be calculated using a standard driving time calculator such as MapQuest and be paid for True Traveler's as defined by the IRS (any distance over 50 miles). Any travel time between locations during the course of a work day will be paid as part of work day. Any reimbursements for gas and/or tolls must have prior approval by a supervisor or the office and must be submitted on an expense reimbursement form with copies of receipts to be reimbursed.

Employees using a Company Vehicle performing Service related work not Construction will be paid travel to and from their home to work sites with the exception of the first half hour out and the last half hour home each day unless work has commenced prior to employee leaving their home. Company vehicles are equipped with transponders and gas cards and reimbursement of these expenses will not be approved without prior authorization.

Employees who are involved in an accident while traveling on business must promptly report the incident to Human Resources. Vehicles owned, leased, or rented by the Company may not be used for personal use without prior approval.

Employees should contact their direct supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

Company Property

All items produced by Medic Air Systems, Inc. are the sole property of the Company and its customers. There is no condition or situation that will allow an employee to take Company property for personal use. The repercussions of such actions can ruin the Company's reputation and cause irrefutable damage.

The Company may provide employees in certain positions with a company phone and/or iPad to conduct business. This property is to be used for related company work only and is the employee's responsibility to maintain and keep in same good working condition as received. If any company property is lost or damaged, report it immediately to Human Resources to have it

replaced or repaired. If property is lost or damage due to neglect, the employee will be responsible for repair or replacement at current market cost; deductions will be made from employee's paycheck in four equal increments until paid off.

Any safety equipment or rental equipment loss or damage needs to be reported to the Safety Manager immediately. An assessment will be made by manager and appropriate actions will be made.

Company Vehicles

Company owned vehicles are to be used by employees only for Company business only. All employees who drive Company owned vehicles are required to have a valid driver's license issued in the state driving. A background check will be conducted to assure that employee is eligible to be on the Company's insurance policy.

All employees who are provided or use a Company vehicle are covered under the Company's automobile insurance program while operating that vehicle. This coverage does not apply whenever you are a passenger in another vehicle, but does cover employee driving another vehicle for the Company. Allowing unauthorized passengers in Company owned vehicles is a direct violation of the Company's insurance policy as well as Company policy. In the event of damage, the employee assigned to the vehicle will be responsible for expenses up to the current insurance deductible.

When traveling on business or renting a vehicle is necessary, employees do not need to take the insurance offered by the rental car agency. The company insurance covers drivers driving another vehicle for work and should be waived and proof on insurance provided to the rental car agency. If any questions, contact Human Resources to speak with rental car agency.

Employees are responsible for any moving violations and fines which may result when operating either a Company vehicle or rental car for Company business.

Should an employee lose his/her license as a result of traffic violations, or should our insurance carrier specifically exclude coverage for a particular driver due to his specific traffic violations, that employee is in direct violation of the Company policy. It is the employee's responsibility to notify their supervisor immediately if his/her driver's license is revoked or suspended.

Employees are responsible for keeping their assigned vehicle maintained. All maintenance will be paid by the company and must be done timely. Employees are to contact the Safety Manager and obtain approval and a purchase order for routine maintenance and use only designated facilities the company has selected unless otherwise authorized. Please schedule appointments to keep from costly hours of waiting as maintenance will be on the employee's own time. If a

vehicle breaks down other than for maintenance issues, repairs and this time will be paid by the Company.

Anyone aware of any violation of this policy are required to report this infraction to Human Resources immediately.

Vehicle Equipment

Company vehicles are equipped with vehicle registrations, insurance cards, gas cards and transponders; these are to be kept current and in the Company vehicle at all times. If lost or stolen please contact Human Resources immediately. Applicable vehicles are equipped with GPS and cameras; these are to be kept in working condition at all times. If there is a maintenance issue, contact the Safety Manager for approval and purchase order for repairs. Employees are responsible for any violations and fines which may result from not having current paperwork and/or working equipment in their Company vehicle.

STANDARDS OF CONDUCT

Business Ethics and Conduct

The successful business operation and reputation of Medic Air Systems, Inc. is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the Company is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to the Company, and its customers, to act in a way that will merit the continued trust and confidence of the public.

In general, the use of good judgment, based on high ethical principles, will guide employees with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action the matter should be discussed openly with your direct supervisor for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Company employee.

Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, Medic Air Systems, Inc. expects employees to follow rules of conduct that will protect the interests and safety of all employees and the Company.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that are strictly prohibited:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work area during the workday
- Unauthorized use of telephones or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Refusal to participate in a Company sponsored investigation

Disciplinary Action

From time to time it is necessary to take disciplinary action, which may include written or verbal counseling, suspension, or other discipline up to and including discharge. Employment with Medic Air Systems, Inc. is at will, therefore employees are not guaranteed that they will receive

advance warning prior to any disciplinary action, or that discipline will be applied progressively (i.e. employees are not guaranteed verbal or written warnings prior to more severe discipline including discharge being applied).

Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of Medic Air Systems, Inc. Such confidential information includes, but is not limited to, the following examples:

- Trade secrets or technical information
- Computer processes
- Customer lists
- Customer preferences
- Marketing strategies
- Financial records

Employees who improperly use or disclose trade secrets or confidential business information will be in violation of Company policy and may be subject to legal action, even if they do not actually benefit from the disclosed information.

Outside Employment

Employees may hold outside jobs as long as they meet the performance standards of their job with Medic Air Systems, Inc. All employees will be judged by the same performance standards and will be subject to Medic Air Systems, Inc. scheduling demands, regardless of any outside work requirements.

Employees must inform Human Resources of any outside employment to ensure no operational conflicts exist and scheduling demands are met. If the Company determines that an employee's outside work interferes with performance or the ability to meet the requirements of Medic Air Systems, Inc. as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with Medic Air Systems, Inc.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside Medic Air Systems, Inc. for materials produced or services rendered while performing their jobs.

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image Medic Air Systems, Inc. presents to customers and visitors. During business hours or when representing the Company, employees are expected to present a clean, neat, and tasteful appearance. Employees should dress and groom themselves according to the requirements of their position and accepted social standards.

If the employee's direct supervisor feels the employee's personal appearance is inappropriate, the employee may be asked to leave the workplace until he or she is properly dressed or groomed. Under such circumstance, the employee will not be compensated for the time away from work.

Reasonable accommodation may be made to a person with a disability or religious/moral beliefs.

Gifts and Favors

No employee shall solicit or accept for personal use, or for the use of others, a gift, favor or loan, gratuity, reward, promise of future employment, or any other thing of monetary value that might influence, or appear to influence, the judgment or conduct of the employee in the performance of their job.

Employees can accept occasional unsolicited courtesy gifts or favors (such as business lunches, tickets to sporting events or cultural events, holiday baskets, flowers etc.) so long as the gifts or favors have a market value under \$25.00, are customary in the industry, and do not influence or appear to influence the judgment or conduct of the employee. Please discuss any exceptions to this amount with your supervisor.

Employees are not to give, offer, or promise directly or indirectly anything of value to any representative of a customer, a potential customer, a vendor or potential vendor, financial institution or potential financial institution with whom the Company has or may have a business relationship.

Personal Business and Solicitation

Soliciting during working hours and/or in working areas (including email) or at a time or place or in a manner that interferes with the work of another employee is not allowed. This includes, but is not limited to selling merchandise, tickets, or services, collecting funds, obtaining signatures, or any other private solicitation of any kind.

Employees may place small flyers and order taking forms for not-for-profit activities in which they are personally involved on the table in the employee break room customarily used for such purposes. Any such materials may be removed or barred by management in its discretion.

TRANSITION FROM Medic Air Systems, Inc.

Return of Property

Employees are responsible for all Medic Air Systems, Inc. property, materials, or written information issued to them or in their possession or control.

Employees, on or before their last day of work must return all Company property. Pursuant to any Property Acknowledgement the employee agrees to return all Company property in the same condition as received or costs to replace or repair neglected property will be deducted from the employee's final paycheck. The Company reserves the right to seek legal remedies if such costs exceed employee's final paycheck.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with Medic Air Systems, Inc. Although advance notice is not required, the Company requests at least 2 weeks' written resignation notice from all employees.

Final Pay

Final paychecks will be distributed on the next regular payday following termination. Final paychecks will be direct deposited or mailed to the employee's home address unless other arrangements are made in advance. Allotted but unused Sick and Vacation will not be paid out upon separation.

EMPLOYEE ACKNOWLEDGEMENT

The employee handbook describes important information about Medic Air Systems, Inc., and I understand that I should consult with my direct supervisor regarding any questions not answered in the handbook.

I have entered into my employment relationship with Medic Air Systems, Inc. voluntarily and acknowledge that there is no specified length of employment. Accordingly, Medic Air Systems, Inc. or I can terminate the relationship at will, with or without cause, at any time with compliance with Company policies.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to Medic Air Systems, Inc. policy of employment at will. I understand that revised information may supersede, modify, or eliminate existing policies. Only the President has the ability to adopt any revisions to the policies in this handbook.

I further acknowledge that I have been advised that any changes to the employee handbook I have been issued are available on the company website www.medicairsystems.com to review at any time.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook or have been instructed to read the Handbook on the company website www.medicairsystems.com and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____