



EMPLOYEE HANDBOOK

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Introduction

Welcome to 9Line! We are delighted to have you as a new member of our team. If you are currently a team member, thank you for making 9Line (hereafter also referred to as “Company”) what we are today. We know that you, our team members, are our greatest asset.

Important notes about this handbook:

- It contains only general information and guidelines, it is not intended to comprehensively address all possible applications of, or exceptions to, the general policies and procedures described. Many policies/procedures and benefits vary from contract to contract and/or location to location. In addition, many employment laws differ from State to State. For that reason, if you have any questions concerning eligibility for a particular benefit or the applicability of a policy or practice, please contact your Human Resources (HR) Representative for additional guidance.
- Neither this handbook nor any other company document confers any contractual right, either expressed or implied, to remain in the company's employ, nor does it guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will with or without cause and without prior notice by 9Line or you at any time. No supervisor or other representative of the company (except the company's CEO or COO) has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the above.
- The guidelines and information described herein may be modified or discontinued from time to time. It is our intention to communicate such changes as they occur.
- This handbook and the information contained herein should be treated as confidential and not disclosed to others except for 9Line employees and others affiliated with the company whose knowledge of the information is required in the normal course of business.
- Certain topics mentioned in this handbook are more fully described in official policy documents. Please consult with the HR Representative for specific information because the handbook only briefly summarizes those guidelines and benefits. Please refer to the Summary Plan Description for the official governing language covering 9Line's 401-K plan.

Acknowledgement

9Line employees are required to read this Handbook at the time of hire, sign the Employee Handbook Acknowledgement Form found at the end of the Handbook, and return the signed form to HR. Employees are also required to review the Handbook at least one time per year or when revisions are made to refresh their memory and familiarize themselves with revisions/additions.

About 9Line

The company name was derived from the Army's MEDEVAC request procedure – the “9Line” request. The request is a set of basic information that the unit on the ground provides to initiate the MEDEVAC response for the recovery of a wounded warrior from the site of the incident. Armed with this basic information, the MEDEVAC crew formulates and executes a plan to successfully complete the mission. Since its inception in 2009, 9Line operates under these same basic principles: provide us with the basic requirements of the wounded warrior and their family and our team will formulate and respond with an effective plan of services and support to facilitate recovery.

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CORE VALUES

Commitment to the Mission – We fully commit our team and resources to the advocacy and support of our nation’s wounded, ill or injured, and their families. WE ARE MISSION DRIVEN.

Commitment to Respect – We promote cultural and social diversity within our workforce and through the execution of our mission. WE EMBRACE PEOPLE AND THEIR IDEAS.

Commitment to Integrity – We maintain the highest ethical and moral standards in all personal and business decisions and endeavors. IT IS OUR DUTY TO SERVE.

Commitment to Our Customers – We dedicate ourselves to our customers’ needs and exceed their expectations. WE ARE CUSTOMER CENTERED.

Commitment to Care – We are compassionate and singularly focused and dedicated to taking care of people and each other. WE ARE WARRIOR SERVANTS.

Equal Opportunity and Commitment to Diversity

EQUAL OPPORTUNITY EMPLOYMENT

9Line is an equal opportunity employer committed to providing equal opportunity in all our employment practices including selection, hiring, assignment, re-assignment, promotion, transfer, compensation, discipline, and termination. 9Line prohibits discrimination, harassment, and retaliation in employment based on race, color, religion, ancestry, gender, national origin, sex (including same sex, sexual orientation, sexual identity, sex-stereotyping), pregnancy, childbirth, or related medical conditions, age, disability or handicap, genetic information, military/veteran status, marital status, sickle-cell trait, AIDS or AIDS-related diseases, or any other category protected by federal, state, or local law. Violation of this policy will result in disciplinary action, up to and including immediate termination.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the HR Representative. 9Line will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

AMERICANS WITH DISABILITIES ACT (ADA) and the ADA AMENDMENTS ACT (ADAAA)

9Line will make reasonable accommodations for the known disability of an otherwise qualified individual as long as such accommodations do not result in undue hardship on the operation of the business. Employees who may require reasonable accommodations should contact the HR Representative.

COMMITMENT TO DIVERSITY

9Line is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at 9Line and is an important principle of sound business management.

9Line’s diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection, compensation and benefits, professional development and training, promotions, transfers, social and recreational programs, layoffs, terminations, and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

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- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for diversity.

All 9Line employees have a responsibility to treat others with dignity and respect at all times and are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action. Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a Site Lead/Regional Lead, Project Manager, and/or HR.

General Employment Information

EMPLOYMENT AT WILL

Employment at 9Line is on an at-will basis and can be terminated at any time with or without reason. Likewise, an employee is free to leave a job at any time for any reason. This means that either the employee or 9Line may terminate the employment relationship at any time, for any reason, with or without notice. Nothing in this employee handbook is intended to, or creates an employment agreement, expressed or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship. Any salary information provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and not intended and do not create an employment contract for any specific period of time.

HR RECORDS

Information regarding your employment with 9Line will be maintained in a confidential HR file. Project Managers or Site Leads/Regional Leads may only have access to personnel files information on a need-to-know basis. Access to HR records by current or former employees will be permitted within 3 days of the request unless otherwise required by State law. HR records can only be reviewed in the HR office and removal of documents from that location is not permitted. Please ensure that your information including but not limited to home address, phone number, dependent status, etc. is kept up to date by promptly providing changes to HR when they occur. HR files also contain the original letter of employment, signed receipt of the Employee Handbook, signed copies of probationary and annual evaluations, attendance records, disciplinary notes as well as any written acknowledgement of exemplary performance received.

JOB DESCRIPTIONS

HR maintains a job description for each position. If you do not have a copy of your current job description, you may request one from the HR Representative. Job descriptions serve as an outline only. Due to business needs, you may be required to perform additional job duties not included in your written job description. Furthermore, we may revise, add to, or delete from your job duties, as necessary. On occasion, 9Line may need to revise job descriptions with or without advance notice to the employee. If you have any questions regarding your job description or the scope of your duties, please speak with your Site Lead or HR Representative.

EMPLOYEE CLASSIFICATION CATEGORIES

All employees are designated as either non-exempt (hourly) or exempt under State and Federal wage and hour laws. The following is intended to help employees understand employment classifications, employees' employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment-at-will relationship at any time is retained by both the employee and 9Line.

Non-exempt employees are those whose work is covered by the Fair Labor Standards Act (FLSA.) They are NOT exempt from the law's requirements concerning minimum wage and overtime. Exempt employees are generally managers or professional, administrative, or technical staff who ARE exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor. 9Line has established the following categories for both non-exempt and exempt employees:

- **Regular, full time:** Employees who are not in a temporary status and who are regularly scheduled to work the company's full-time schedule of a minimum of 32 hours per week. Generally, these employees are eligible for full benefits package, subject to the terms, conditions, and limitations of each benefits program and contractual requirements.
- **Regular, part time:** Employees who are not in a temporary status and who are regularly scheduled to work at least 20 hours and up to 31 hours each week. Regular, part-time employees are eligible for 50% of the benefits offered by the company subject to the terms, conditions and limitations of each benefits program and contractual requirements.
- **Temporary, full time:** Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. *Temporary workers are not eligible for company benefits unless specifically stated otherwise in company policy or are deemed eligible according to plan documents.*

BACKGROUND INVESTIGATIONS

9Line reserves the right to conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form to include prior employment, personal and professional references, and educational verification. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead 9Line to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment. Additional checks such as a driving record or credit report may be made on applicants for particular job categories if appropriate and job related. 9Line also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment in the same manner as described above.

IMMIGRATION LAW COMPLIANCE

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 on day of hire and present

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documentation establishing identity and employment eligibility within (3) business days of date of hire. Former employees who are rehired must also complete an I-9 form if they have not completed an I-9 form with 9Line within the past 3 years, or if their previous I-9 form is no longer retained or valid.

INTERNAL TRANSFERS/PROMOTIONS

Internal promotions and transfers are preferred. We may first consider current employees with the necessary qualifications and skills to fill vacancies above entry level, unless outside recruitment is considered to be in the company's best interest. Employees with more than twelve months of service may request consideration to transfer to other jobs as vacancies become available and will be considered along with other applicants. At the same time, 9Line may initiate transfers of employees between departments and facilities to meet specified work requirements and reassignment of work requirements. To be considered, employees must have held their current position for at least 12 months, have a satisfactory performance record and have no disciplinary actions during the last 12 months. Management retains the discretion to make exceptions to the policy.

NEPOTISM, EMPLOYMENT OF RELATIVES AND PERSONAL RELATIONSHIPS

9Line does not condone or tolerate a culture of favoritism. This extends to practices that involve employee hiring, promotion, and transfer. Close relatives, partners, those in a dating relationship or members of the same household are not permitted to be in positions that have a reporting responsibility to each other. Close relatives are defined as husband, wife, domestic partner, father, mother, father-in-law, mother-in-law, grandfather, grandmother, son, son-in-law, daughter, daughter-in-law, uncle, aunt, nephew, niece, brother, sister, brother-in-law, sister-in-law, step relatives, cousins and domestic partner relatives. If employees begin a dating relationship, become relatives, partners, or members of the same household and if one party is in a supervisory position, that person is required to inform HR of the relationship. 9Line reserves the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct-reporting relationship or authority involved.

ANNUAL PERFORMANCE REVIEWS

In addition to day-to-day feedback, a written performance evaluation will be completed annually for each employee. The evaluation normally covers the employee's work performance for the previous 12 months and may be used in making various employment decisions including but are not limited to terminations and promotions. Your Regional Lead will review the results of your written performance evaluation with you. The purpose of the review is to increase communication and provide both of you with an opportunity to discuss strengths, weaknesses, areas for improvement, training, and guidance. The performance review process is separate from the salary review process and thus a satisfactory performance review does not guarantee a salary adjustment.

PROGRESSIVE DISCIPLINE

All employees are expected to comply with 9Line's standards of behavior and performance and to correct any noncompliance with these standards.

Under normal circumstances, 9Line endorses a policy of progressive discipline to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees-at-will or in any way restrict 9Line's right to bypass the disciplinary procedures suggested. The following steps are suggested in the disciplinary procedure. All action taken will be documented in the employees' confidential HR records.

- **Step 1 - Informal Discussion:** When a performance problem is first identified, the nature of the problem and the action necessary to correct it will be thoroughly discussed with the employee.

- **Step 2 - Counseling:** If a private informal discussion with the employee does not result in corrective action, following a thorough investigation, the Site Lead/Regional Lead or Program Manager will meet with the employee and (a) review the problem, (b) permit the employee to present his or her views on the problem, (c) advise the employee that the problem must be corrected, (d) inform the employee that failure to correct the problem will result in further disciplinary action which may include discharge, and (e) issue a counseling notice to the employee.
- **Step 3 - Reprimand & Performance Improvement Plan:** If satisfactory performance and corrective action are not achieved under Steps 1 and 2, the Site Lead/Regional Lead or Program Manager and his or her superior will meet with the employee in private and proceed with counseling steps (a) through (d) above and issue a reprimand notice to the employee. The employee may be given a final warning or placed on a performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the Site Lead/Regional Lead or Program Manager and the organization. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur.
- **Step 4 - Suspension:** Site Leads/Regional Leads or Program Managers have the authority to temporarily remove employees from the workplace, with or without pay, with approval by the CEO or COO and HR Representative. An exempt employee will not be suspended without pay for less than a full day, and the suspension must be related to written workplace conduct rules applicable to all employees, e.g., such as a written policy prohibiting sexual harassment or workplace violence.
- **Step 5 - Failure to Improve:** Failure to improve performance or behavior after the written warning or suspension can result in termination.

The progressive disciplinary procedures described above may also be applied to an employee who is experiencing a series of unrelated problems involving job performance or behavior. In cases involving serious misconduct, or any time the Site Lead/Regional Lead or Program Manager determines it is necessary, such as a major breach of policy or violation of law, the procedures contained above may be disregarded. Typically, the employee will be suspended immediately (with or without pay) and an investigation of the incidents leading up to the suspension will be conducted to determine if any further action, such as termination, will be taken.

Timecards and Payroll

WORK WEEK AND HOURS OF WORK

The standard work week is from Monday 12:00 a.m. until Sunday 11:59 p.m. and generally consists of 40 work hours. The standard work week may vary from contract to contract and should be confirmed with the HR Representative.

9Line's standard business hours are from 8:30 a.m. to 5:30 p.m., Monday through Friday. Employee schedules are subject to change or deviate from the norm, based upon customer requirements, contractual obligations, location of the work site or at the discretion of management. Non-exempt employees receive a one (1) hour unpaid meals break. Management and work requirements determine the timing of the break period. As our employees may be working on different contracts and at different work sites, their work schedule may be different from the standard work schedule. Any deviation must be based on business/customer's needs and approved in advance on a case-by-case basis.

TIMECARDS

All employees are required to record accurate data on their timecards using the appropriate pay code(s). In addition, all vacation, sick/admin leave, holiday, and other paid hours must be reported on the timecard. All leave (either with or without pay) must be pre-approved by the appropriate Government customer representative and Site Lead and/or program manager.

All employees are expected to work and report the minimum number of required hours in the pay period. For example, if there are 10 workdays in a given pay period, you are expected to work a minimum of 80 hours. If there are 11 days in a pay period, that total would be a minimum of 88 hours. All hours worked in a day must be reported including hours in excess of the required minimum hours. Failure to complete your timecard by the deadline will result in delayed payroll processing and subsequently, your payroll direct deposit will be delayed by up to three days.

Note: All exempt (non-hourly-paid) employees are expected to work a minimum of eight (8) hours per day and up to 50 hours per week or more depending on business/customer's needs.

OVERTIME PAY (applicable only to non-exempt employees)

Based on business needs, overtime may be required from time to time and must be approved in advance. Overtime is calculated in excess of forty (40) hours of time worked per week and paid at the rate of one and one-half (1 ½) times your straight time rate of pay. Holidays, vacations, and other leaves of absence are not considered hours worked for purposes of calculating overtime. The overtime provisions do not apply to employees who are exempt from wage and hour requirements under state or federal law (referred to as Exempt employees.)

Note: Overtime is not permitted on most Federal contracts and in all cases must be approved in advance by your Site Lead/Regional Lead, or Program Manager. Unauthorized overtime (to include working "off the clock") will be subject to disciplinary action including and up to termination of employment.

COMPENSATORY TIME OFF

Compensatory time (more commonly known as comp time) is not applicable in the private sector and there is no legal requirement or obligation of 9Line to grant compensatory time off to exempt employees. Exempt employees are employees who, because of their positional duties and responsibilities and level of decision-making authority, are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA.) Exempt employees are expected to work whatever hours are necessary to accomplish the goals and deliverables of their exempt position.

TELECOMMUTING

Telecommuting allows employees to perform a portion or all of the essential functions of their job at a location other than their normal work location. 9Line considers telecommuting to be a viable, flexible work option when the employee, job, and contract are suited to such an arrangement. Telecommuting may be appropriate for some employees and jobs but not for others. Telecommuting is neither an entitlement nor companywide benefit and it in no way changes the terms and conditions of employment with 9Line. Please refer to the Telecommuting policy for further guidance.

PAY SCHEDULE

Payroll runs on a semi-monthly cycle. Paychecks are issued twice each month, 24 times a year. The first pay period of the month runs from 1st – 15th with a corresponding check date of the 22nd. The second pay period runs from the 16th – last day of the month, with a payroll check date of the 7th on the following month. If the 7th or 22nd falls on a weekend, paychecks will be dated on the closest weekday. Your payroll direct deposit will be delayed by up to three business days if your timecard is not completed by the stated deadline.

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PAYROLL DEDUCTIONS

9Line will deduct federal and state income taxes and your contribution to Social Security from your paychecks. These deductions will be itemized on your check stub available online. The amount of deductions may depend on your earnings and on the information provided on your W-4 form regarding the number of dependents/exemptions you claim. Any change in name, address, telephone number, marital status or number of exemptions should be made on-line or reported to the HR Representative immediately to ensure proper credit for tax purposes. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes. If you elect to enroll in the Company's benefits program, you may authorize deductions from your paychecks to cover the cost of participation in these benefit programs.

In the event of an overpayment to an employee or due to losses or damages, or unauthorized travel expenses incurred by the employee but charged to 9Line (i.e. smoking in a non-smoking hotel room, movie charges, upgrading a rental vehicle, damaging a rental vehicle, airline change fees, etc.) 9Line reserves the right to make appropriate payroll deductions to recoup the overpayment or expense charges, as permitted by applicable local, state and federal laws. In the event that 9Line receives legal notice to attach and/or garnish wages, that amount will be deducted from an employee's pay. The garnishment will continue as long as it is legally effective.

An exempt employee's pay will not be subject to deductions in violation of salary pay rules issued by the United States Department of Labor and any corresponding rules issued by the state government. However, 9Line may make deductions from employee salaries in a way that is permitted under federal and state wage and hour rules. Employees will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. Exempt employees may be subject to the following salary deductions except where prohibited by law, but only for the following reasons:

- Absences of one or more full days for personal reasons, other than sickness or disability.
- Absences of one or more full days due to sickness or disability, if there is a plan, policy, or practice providing replacement compensation for such absences.
- Absences of one or more full days before eligibility under such a plan, policy, or practice or after replacement compensation for such absences has been exhausted.
- Suspension of one or more full days for violations of safety rules of major significance.
- Suspension of one or more full days for violations of written workplace conduct rules, such as rules against harassment and workplace violence.
- Payment of actual time worked in the first and last weeks of employment, resulting in a proportional rate of an employee's full salary.
- Any unpaid leave taken under the Family and Medical Leave Act.
- Negative paid-time-off balances, in whole-day increments only.

9Line will not make deductions which are prohibited by the FLSA or state laws from its exempt employees' pay. If you have questions concerning why deductions were made from your paycheck or how they were calculated, please contact the HR Representative. If an error is found, you will receive an immediate adjustment which will be paid no later than on the next regular payday.

EXPENSE REIMBURSEMENTS

Reimbursement requests may be made for the purchase of office supplies, company travel, and other job-related expenses. Reimbursements must be approved in advance following the appropriate SOP. A Pre-Travel Authorization Request may be required. Reimbursement is processed through electronic funds transfer (EFT) to the same bank account you have in place for payroll direct deposits. The Reimbursement Request Form and all required receipts and documentation must be submitted by the stated deadline. Once your form has been approved and processed, reimbursement will be included in the next scheduled pay date. Requests received after the deadline will be reimbursed on the following pay date.

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Travel

9Line's travel policy governs all travel by its employees, consultants and others seeking direct reimbursement for travel claims. All travel is subject to U.S. Government travel regulations and by such related provisions contained in 9Line's government contracts. Accordingly, company policy will be subject to those restraints as well as standard operating procedures (SOP) for each contract. For more information, please contact the HR Representative for the appropriate SOP. For more information on expense reimbursement, please refer to the Reimbursement of Expenses section.

Benefits

This section contains brief summaries of the benefits that are currently offered to our employees. The summaries do not provide every detail, technical, or exhaustive explanations of the benefits available as they may be different from contract to contract and/or location to location. All benefits are subject to modification, change and/or discontinuation. Certain benefits are not applicable to employees whose position is covered by the Service Contract Act (SCA.) Please consult with the HR Representative for additional guidance regarding applicability.

401-K PLAN PARTICIPATION

9Line employees who meet the eligibility criteria defined in the Plan Summary Description can join our 401-K plan following approximately 90 days of employment. 9Line offers a safe harbor match of 100% on the first 3% and another 50% on the next 2% of your contribution. For details regarding eligibility, matching benefits, and investment options, please refer to the Summary Plan Description which can be requested through your HR Representative.

GROUP INSURANCE COVERAGE

9Line provides medical, vision, dental and basic life insurance coverage to regular, full-time employees. Coverage is effective on the first day of the month following 30 days of employment and 9Line subsidizes 100% of the costs. Coverage for dependents is available at the employee's expense through payroll deductions. Employees whose position is covered by the SCA should consult the HR Representative for eligibility guidance.

SHORT-TERM DISABILITY INSURANCE (STD)

Benefits are available to eligible employees who have become disabled due to a non-work-related illness or injury, including pregnancy, childbirth or related medical conditions. After exhausting all paid time off, participants are entitled to benefit payments for the period of a disability beginning on the eighth (8th) day of disability and continuing up to a maximum of 13 weeks. Short-term disability insurance covers up to 60% of the employee's salary with a maximum of \$750.00 per week but does not include reimbursement for medical care.

LONG TERM DISABILITY INSURANCE (LTD)

9Line provides long term disability coverage to eligible employees of up to 60% of their salary, not to exceed \$3,000.00 per month. Long term disability begins on the 90th day of a disability and continues up to 24 months, in the event a disability lasts beyond the length of short-term disability insurance coverage.

UNEMPLOYMENT COMPENSATION

9Line provides all employees with unemployment compensation insurance coverage. Eligibility for unemployment insurance benefits is determined by State law.

WORKERS' COMPENSATION INSURANCE

9Line provides workers' compensation insurance which provides coverage for related medical and rehabilitation expenses and a portion of lost wages to the employees who sustain an injury on the job. 9Line will abide by all applicable state workers' compensation laws and regulations. An employee who sustains a job-related injury or illness must notify his/her Site/Regional Lead and the HR Representative immediately. An injury report, also known as the First Notice of Injury, must be submitted by HR no later than at the end of the workday.

EMPLOYEE ASSISTANCE PROGRAM

9Line encourages employees to maintain a healthy balance of work and family that allows them to enjoy life. The Employee Assistance Program (EAP) is a resource designed to provide highly confidential and experienced help for employees in dealing with issues that affect their lives and the quality of their job performance. The EAP is a confidential counseling and referral service that can help employees successfully deal with life's challenges. This employer paid, comprehensive counseling service offers employees unlimited phone calls to a 24-hour hotline answered by professional, degreed counselors, up to three face-to-face sessions per year, and assistance to find legal or financial aid if needed. Employees who choose to use these counseling services are assured the information disclosed in their sessions is confidential and not available to the company, nor is the company given any information on who chooses to use the services. For questions or additional information about this program, please contact your HR Representative.

CONTINUING EDUCATION ASSISTANCE

9Line employees who have completed six months of service are eligible for reimbursement up to \$500 per calendar year for purposes of continuing education and/or professional development activities. To utilize this benefit, please complete the Continuing Education Assistance application and submit it to your HR Representative for approval before making any financial commitments. Once the course or exam is completed, please submit receipts and evidence of completion. Contact your HR Representative for more details.

PAID HOLIDAYS

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

Note: The above list may vary from contract to contract. Please confirm with the HR Representative for planning purposes.

Holidays occurring on a weekend are generally observed on the Friday before or the Monday after, whichever weekday is closer. Employees must be in a pay status on the regularly scheduled workday immediately before and following the holiday in order to be eligible for holiday pay. Independent contractors and temporary employees are not eligible for holiday pay.

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VACATION

Note: The Vacation and Sick Leave policies vary from contract to contract and therefore are not applicable to every employee. Please confirm with the HR Representative for planning purposes.

Vacation Accrual - All regular, full-time employees are eligible to earn paid vacation time, on an accrual basis starting on the first pay period following the date of hire. Part-time employees are eligible to earn paid vacation time at a reduced (50%) rate. Independent contractors and temporary employees are not eligible for paid vacation time. Employees who meet the eligibility status receive 80 hours of vacation per year for the first two years, (3.33 hours per pay period) beginning with the first full pay period they are employed. On the employee's two-year anniversary, the accrual rate increases to 5 hours per pay period or 120 hours/year. After an employee reaches the ten-year anniversary, he/she will receive 160 hours per year, (6.67 hours per pay period). **Employees whose position is covered by the SCA are subject to a different vacation vesting schedule so please consult your HR Representative for details.**

Unused Vacation Time – A maximum of 80 hours of vacation time may be carried over to the following calendar year. Your vacation balance (if more than 80 hours) will be reset to 80 hours on December 31st each year.

Vacation Payout – 9Line will not pay employees for unused vacation time except upon termination of their employment, and if all applicable criteria are met. Please refer to the section on Terminations and Resignation for details.

Vacation Utilization – All requests for vacation must be submitted to your Site Lead/Regional Lead or Program Manager at least two weeks in advance of the requested date, using a PTO Request Form. Every effort will be made to grant vacation according to your request; however, Management will make the final determination based on business needs and contractual obligations. Vacation time taken must be recorded on your timecard, regardless of the number of hours worked during that pay period. Any discrepancies between the information on the PTO Request Form and your timecard may result in delayed payroll processing and subsequently, a delay in your payroll direct deposit by up to three business days.

SICK LEAVE

Paid sick leave provides a continuation of the employee's regular pay for limited periods when he/she is unable to work due to personal illness, doctor's appointments, or to care for a sick family member. Only regular full and part-time employees who have completed a minimum of 30 days of continuous service with 9Line are entitled to utilize sick leave. Upon termination (voluntary or involuntary), all unused sick leave will be forfeited. **Employees whose position is covered by the SCA are subject to a different sick leave accrual schedule so please consult the HR Representative for details.**

Sick Leave Accrual – Upon hire, eligible regular, full-time employees may begin to accrue sick leave at a rate of 1.67 hours each pay period. Part-time employees accrue sick leave at 50% of the rate. A maximum of 40 hours of accrued sick leave may be carried over to the following calendar year. Your sick balance will be reset to 40 hours on December 31st each year.

Sick Leave Utilization - All occurrences of sick leave utilization must be reported to your Site Lead/Regional Lead or Program Manager by telephone or email as soon as practically possible. 9Line may request a doctor's note for return to work if unplanned sick leave lasts more than three days. If extended illness is anticipated, it is the responsibility of the employee to notify the HR Representative for coordination of Disability Benefits. Upon your return to work, an Absence Request Form must be submitted to document the sick leave. Sick time taken must be recorded on your timecard regardless of the number of hours worked during that pay period. Any discrepancies between the information on the Absence Request Form and your timecard may result in delayed payroll processing and subsequently, a delay in your payroll direct deposit by up to three business days.

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TEMPORARY LEAVE WITHOUT PAY (LWOP)

On a case-by-case basis, 9Line may grant an unpaid personal leave of absence without pay (LWOP) if the absence does not interfere with business needs. Requests for LWOP must be submitted in writing to your program manager. LWOP must be taken in either half or full-day increments for exempt employees and should not be recorded on your timecard. Job performance, absenteeism and business needs will be taken into consideration before a request is approved. Requests for unpaid personal leave may be denied or granted by the company for any reason or no reason and are within the sole discretion of the company. 9Line reserves the right to terminate employment for any reason or no reason during the leave of absence. An employee is required to return from the unpaid personal leave on the originally scheduled return date. If the employee is unable to return, he or she must request an extension of the leave in writing. If 9Line declines to extend the leave, the employee must then return to work on the originally scheduled return date or be considered to have voluntarily resigned from his or her employment. Extensions of leave will be considered on a case-by-case basis.

BEREAVEMENT LEAVE

Employees who need to take time off due to the death of an immediate family member should notify the HR Representative immediately. Bereavement leave will be granted unless there are unusual business needs or staffing requirements. Paid bereavement leave is granted per the following parameters:

- Employees are allowed (3) three days of paid leave in the event of the death of the employee's spouse, child, father, father-in-law, mother, mother-in-law, brother, sister, stepfather, stepmother, stepbrother, stepsister, stepson, stepdaughter, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandparent.
- Employees are allowed up to four hours of bereavement leave to attend the funeral of another 9Line employee.
- Time off granted in accordance with this policy shall not be credited as time worked for the purpose of computing overtime.

JURY OR WITNESS DUTY

A leave of absence with pay will be granted if you are summoned to serve as a juror or witness as prescribed by law. If you are summoned to serve as a witness for or on behalf of 9Line, you will be entitled to take leave with full pay for up to 2 weeks of jury duty. If you are serving as a juror, you must submit proper certification from a Court official indicating the time you spent on jury duty. If you are serving as a witness, you must submit a copy of the summons you received to testify. Submission of the summons or verification of serving is waived if you use paid vacation or sick leave to cover your absence for duty.

LEAVE FOR ACTIVE MILITARY SERVICE

9Line supports the military obligations of all employees and grants leave without pay for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify the HR Representative and his or her Site Lead/Regional Lead or Program Manager, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the Site Lead/Regional Lead or Program Manager as soon as possible. To the extent possible, employees will return to the same or a comparable position, on a similar contract. All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights. Employees returning to work with 9Line must contact the HR Representative and comply with the following return times:

- Leaves of less than 31 days. The employee must report to work on the first regularly scheduled work period following the completion of military service; no application is required.
- Leaves of more than 31 days but less than 180 days. The employee must apply for reinstatement within 14 days after completion of military service.

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- Leaves of more than 180 days. The employee must apply for reinstatement no more than 90 days after completion of military service.

VOTING

9Line will provide time off with pay to enable employees to vote in primary and general elections in the event it is not possible for the employee to vote before or after their normal work hours. The employee must be a registered voter and request time off to vote a minimum of one (1) day in advance. A maximum allowable time is two paid work hours off. Time off with pay is not granted to an absentee voter.

Employee's Responsibilities and Conduct

STANDARDS OF BUSINESS CONDUCT AND ETHICS POLICY

9Line is privileged to be an important source of service and support solutions for governmental entities and is committed to the standards of ethical business conduct outlined here. This Code of Business Conduct and Ethics states the basic policies and fundamental principles guiding 9Line and its employees' activities. 9Line strives to maintain the highest standard of business integrity and honesty required of Government contractors. It is committed to observing all laws and regulations applicable to conducting business with the United States Government and all state and municipal governments. It intends to perform all Government contracts in strict compliance with the contract terms, the Contractor Responsibility provisions of the Federal Acquisition Regulations, and all other applicable laws and regulations concerning the conduct of government contracting and subcontracting. It expects all its officers and employees to share this commitment to ethical conduct in their business dealings on behalf of 9Line with the government and commercial clients. Every director, officer, employee, and consultant shall be alert to situations that could lead to violations or the appearance of a violation of law or ethical standards.

9LINE'S CODE OF ETHICAL CONDUCT

- No Company officer or employee will solicit or accept any gift or gratuity from a government customer, vendor, or other government business contact if it could create even an appearance of impropriety under applicable rules.
- No Company officer or employee will offer or give any gift or gratuity to a government customer, vendor, or other government business contact if it could create even an appearance of impropriety under applicable rules.
- All Company officers and employees will comply with the spirit and intent of federal, state, and local laws and regulations in all business activities.
- No Company officers or employees will make any intentional or knowing misrepresentation or misleading statements to any customers, vendors, or other business contacts.
- No Company officers or employees will solicit or use a competitor's trade secrets or proprietary information for business advantage.
- Each Company officer and employee will ensure the accuracy and completeness of any cost and pricing data or other financial information provided to any government agency.
- Each Company officer and employee shall be alert to potential violations of this Code of Business Conduct and Ethics and shall take all reasonable steps to ensure compliance.
- No Company officer or employee shall take any adverse action against any other officer or employee as reprisal for that person's reasonable efforts to support, enforce, or comply with this Code of Business Conduct and Ethics.
- 9Line is committed to cooperating fully with any government agency responsible for investigating improprieties or taking corrective actions. In this regard, all Company officers and employees are also obligated to cooperate fully in the government agencies' investigative or corrective activities.

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- Any officer or employee whose conduct is found to have violated applicable laws, regulations, or the basic tenets of business integrity and honesty set forth in this Code will be subject to immediate disciplinary action, including termination if appropriate.

OFFERING BUSINESS COURTESIES

9Line's policy is to treat all Government contract customers, vendors, and other Government business contacts with good faith. This is particularly important when dealing with employees of the United States Government. As a rule, government employees are forbidden by law from accepting anything of value from a contractor who does business with the government. Except where government policy provides clear exceptions to the general rule (i.e., accepting modest offerings of food or refreshments, such as coffee and doughnuts), employees will not give anything of value to any government employee. Any questions regarding the propriety of providing or accepting meals, refreshments, entertainment, transportation, or anything of value to any customer should be referred to the company's CEO or COO.

ACCEPTING BUSINESS COURTESIES

It is 9Line's policy to avoid granting unfair consideration to any supplier, vendor, or other business associate on a government contract. Company personnel who deal with vendors, suppliers and outside consultants must be alert to situations where the acceptance of business courtesies, such as meals, gifts, or tickets to sporting events, might cause or create the appearance of favoritism in the allocation of Company business. Employees may not accept business courtesies where there is an expectation of favorable reciprocal treatment on a government contract, spoken or unspoken. Personnel who deal with vendors, suppliers and consultants are responsible for exercising good judgment and common sense in accepting business courtesies. Many situations can easily be identified as illegal or unethical. For example, where 9Line is the prime contractor or subcontractor under a United States Government contract, Company personnel who have responsibility for dealing with suppliers and subcontractors shall not accept as a kickback anything of value from a supplier or subcontractor. Kickbacks are defined as:

"any money, fee, commission, credit, gift, gratuity, thing of value, or compensation of any kind which is provided, directly or indirectly, to any prime Contractor, prime Contractor employee, subcontractor or subcontractor employee, for the purpose of improperly obtaining or rewarding favorable treatment in connection with a prime contractor in connection with a subcontract relating to a prime contract."

Violation of the Anti-Kickback statute carries severe penalties for 9Line and its employees. Accordingly, we are committed to preventing and detecting kickbacks in its own operations and will report all instances where there is a reasonable suspicion that violation has occurred. It is the responsibility of each employee to ensure that the rules are followed. Should you have a question as to the propriety of accepting a gift, please seek the guidance of the company CEO or COO in handling the situation. In no event shall any employee accept anything -- even an item of nominal value -- if the item appears to be offered with the expectation of favorable treatment or reward.

FINANCIAL INTEGRITY

9Line is committed to the highest standards of compliance with all applicable laws and regulations, accounting standards, accounting controls, and audit practices. All directors, officers, and employees have a direct role in maintaining 9Lines's financial integrity by keeping accurate Company records. Our duty is to ensure all financial records are protected from loss or unauthorized alteration and delivered promptly to accounting staff. The accounting staff and 9Line CEO are similarly obligated to ensure all financial records and reports are accurate and all billings are fully justified by the supporting cost data.

All employees and their Site Lead/Regional Lead or Program Manager have a responsibility and are encouraged to report any suspected violations of the company's financial reporting standards. Reports may be submitted to the company CEO and/or COO by an identified reporter or anonymously. Individuals who report a suspected violation will be protected from retaliatory action of any kind in accordance with applicable laws and regulations. Protected activity includes actions taken by the individual to provide information, assist in investigations, or testify in a

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proceeding related to the suspected violation. Confidentiality will be maintained, to the fullest extent possible, consistent with the need to conduct an adequate review. Corrective action will be taken as warranted, including a reply to the person(s) submitting the report, if identified. A record of all reports and the disposition thereof will be maintained by the HR Representative.

CONTRACT COMPLIANCE

9Line's customers are entitled to and will expect strict compliance with the work described in the contract. 9Line's policy is to insist on the accuracy in the services we provide, and integrity of the records and reports related to that work. Therefore, substitution of materials or contractually required skill levels or procedures will only be made with the prior written approval of the customer.

Making the best use of time on the job is essential to meeting our obligation to customers, shareholders, and others. All employees are expected to be on the job when scheduled and to obey all rules governing performance on that job. Given the nature of some of our contracts, accurate accounting of our time and material costs is an essential part of the trust our customers place in us. Accordingly, falsification of time entries, timecards or other records is strictly prohibited. Correction of timecards or other records can only be accomplished in accordance with established procedures and must be supported by appropriate documentation and approvals. If 9Line utilizes the services of outside consultants, these consultants, agents, or other representatives under contract shall comply with this Code in the same manner and to the same standards as employees. Consultants will receive a copy of our Code at the start of their assignment and will be required to attend ethics training. Engagement of consultants shall be coordinated in advance with Management and failure of a consultant to comply with statutes, regulations, this Code and mandatory training requirements shall be grounds for immediate termination of the consulting agreement.

CONFLICTS OF INTEREST

A conflict of interest may exist when personal, family, or other outside economic interest conflict or compete with 9Line's interests. Examples of conflicts of interest include but are not limited to: (1) outside activities that have a negative effect on an employee's ability to satisfy job-related requirements of the employee's position with 9Line; (2) outside jobs or business/economic interests which are in competition with 9Line's business; and (3) outside activities which involve the use of confidential information learned directly or indirectly through employment at 9Line. Employees are required to report all potential or existing conflicts of interest to Management. Failure to report potential or existing conflicts of interest or refusal to resolve such conflicts may result in disciplinary action, including discharge.

HOW TO HANDLE ETHICAL ISSUES

9Line is committed to operating its business in accordance with the highest levels of integrity and ethical standards. Should an improper practice or irregularity occur within 9Line, management is committed to making all necessary corrections, taking remedial actions to prevent reoccurrence, and making timely and open disclosures of the improper actions to the appropriate government authorities. If such irregularities occur, report violations to the HR Representative or Management. The 9Line CEO or COO is responsible for answering employee inquiries and for establishing compliance training programs.

ATTENDANCE

Employees are required to report for work on time and to work until the end of the scheduled work shift. If you cannot report for work on time, you are required to notify your Site Lead/Regional Lead or Program Manager as far in advance of your starting time as possible but no later than 9 A.M. Notification by voice mail or email does not constitute notification for purposes of meeting this requirement. Management reserves the right to require employees to provide a medical certificate or other proof which verifies your illness or injury. If you must be absent for more than **one (1) day**, you are expected to keep your Site Lead/Regional Lead or Program Manager apprised of the length of your absence by calling in every day. If you expect to be absent for scheduled

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appointments, you must notify your Site Lead/Regional Lead or Program Manager as far in advance as possible but no later than two (2) working days in advance of the absence. Failure to comply with this policy may subject you to discipline, including discharge. Employees who fail to report to work and who fail to call in (No Show/No Call) for more than one (1) scheduled workdays may be terminated. Employees may also be subject to discipline or discharge for excessive absences or tardiness, even if proper notices may have been given.

APPEARANCE AND ATTIRE

Your appearance and attire make an impression on our customers. Consequently, all employees must appear neat, clean, and dressed in appropriate work attire. Depending on the circumstance and environment, business casual is generally the recommended dress code.

GENERAL PERFORMANCE STANDARDS

9Line employees are expected to perform their job duties and responsibilities in a diligent and proper manner. This means:

- Performing duties and responsibilities in accordance with established Company procedures, standards of workmanship, applicable laws, and regulations.
- Exercising reasonable care in performing duties so as to avoid damage to or destruction of Company property or the property of others, and to avoid injury to yourself and others.
- Cooperating with co-workers to provide prompt and friendly service to customers and to perform job duties and responsibilities efficiently.
- Providing information to Management to assist 9Line in conducting work-related investigations.

GRIEVANCES

9Line strives to maintain a positive organizational culture by developing and maintaining cooperative working relationships among employees. We maintain an open-door policy and invite employees to call attention to work-related matters. All concerns and problems will be addressed by the company CEO or COO and the HR Representative.

WORKPLACE COMMUNICATION

Electronic Communications - This policy contains guidelines for Electronic Communications created, sent, received, used, transmitted, or stored using Company communication systems or equipment and employee provided systems or equipment used either in the workplace, during working time or to accomplish work tasks. "Electronic Communications" include, among other things, messages, images, text data or any other information used in e-mail, instant messages, text messages, voice mail, fax machines, computers, personal digital assistants (including Blackberry, iPhone, iPad or similar devices), pagers, telephones, cellular and mobile phones including those with cameras, Intranet, Internet, back-up storage, information on a memory or flash key or card, jump or zip drive or any other type of internal or external removable storage drives. In the remainder of this policy, all of these communication devices are collectively referred to as "Systems."

Acceptable Uses of Our Systems: Employees may use our Systems to communicate internally with co-workers or externally with clients and other business acquaintances for business purposes.

9Line Control of Systems and Electronic Communications: All Electronic Communications contained in Company Systems are Company records and/or property. Although an employee may have an individual password to access our Systems, the Systems and Electronic Communications belong to 9Line. The Systems and Electronic Communications will be accessible to 9Line at all times including periodic unannounced inspections. 9Line reserves and will exercise the right to review, audit, intercept, access and disclose all matters on the company's communication equipment and services at any time, with or without employee notice, and that such access may occur during or after working hours.

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Personal Use of Our Systems: Personal communications in our Systems are treated the same as all other Electronic Communications and will be used, accessed, recorded, monitored, and disclosed by 9Line at any time without further notice. Since all Electronic Communications and Systems can be accessed without advance notice, employees should not use our Systems for communication or information that employees would not want revealed to third parties. Personal use of our System should be limited to non-working time. Personal use of our System must be conducted in such a manner that it does not affect smooth System operation or use a disproportional amount of the System's functional capacity.

Proprietary Business Information: Proprietary business information means confidential and proprietary information related to 9Line and our clients trade secrets, business models, business services, pricing information, client lists, strategic business or marketing plans, expansion plans, contracts, non-public financial performance information, and other information that derives economic value by being protected from public consumption or competitors may only be used on Company Systems. Proprietary business information may not be downloaded, saved, or sent to a personal laptop, personal storage device, or personal email account under any circumstances without advance written approval from management. Proprietary business information does not restrict employee rights to discuss their wages, hours, or other terms of employment.

Prohibited Uses of Our Systems: Employees may not use our Systems in a manner that is unlawful, wasteful of Company resources, or that unreasonably compromises employee productivity or the overall integrity or stability of 9Line's systems themselves. These tools are provided to assist employees with the execution of their job duties and should not be abused. Examples of prohibited uses include, among other things, sexually explicit messages, images, cartoons, or jokes, propositions, or love letters, ethnic or racial slurs, or any other message or image that may be in violation of Company policies. In addition, employees may not use our Company Systems:

- To download, save, send, or access any discriminatory, obscene, or malicious or knowingly false material.
- To download, save, send, or access any music, audio, or video file unless business related.
- To download anything from the internet (including shareware or free software) without the advance written permission of the systems administrator.
- To download, save, send, or access any site or content that 9Line might deem "adult entertainment;"
- To attempt or to gain unauthorized or unlawful access to computers, equipment, networks, or Systems of 9Line or any other person or entity.
- In connection with any infringement of intellectual property rights, including but not limited to copyrights.
- In connection with the violation or attempted violation of any law.
- To transmit proprietary business information or client material such as pricing information or trade secrets.

Electronic Forgery: An employee may not misrepresent, disguise, or conceal his or her identity or another's identity in any way while using Electronic Communications, make changes to Electronic Communications without clearly indicating such changes, or use another person's account, mailbox, password, etc. without prior written approval of the account owner and without identifying the actual author.

Intellectual Property Rights: Employees must always respect intellectual property rights such as copyrights and trademarks.

Social Media: At 9Line we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities.

Carefully read the Code of Business Conduct and Ethics, Discrimination and Harassment policies and ensure your postings are consistent with these policies. Inappropriate postings that include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

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Demonstrate respect for the dignity of the company, its owners, its customers, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, employees should not divulge confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites. Similarly, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

If you post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as maliciously false, obscene, threatening or intimidating, that defames clients, competitors, vendors or employees or that might constitute harassment or bullying. Examples include posts meant to put someone in fear for their physical safety or psychological well-being; designed to cast someone in a false light to the public; invade a person's reasonable expectation of privacy; or could contribute to a hostile work environment on the basis of race, age, gender, national origin, color, disability, religion or other status protected by law.

Make sure you are always truthful and accurate when posting information or news. If you make a mistake, correct it quickly. Be open about any previous posts you have altered. Use privacy settings when appropriate. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. The Internet is immediate; nothing that is posted ever truly "expires." Never post any information or rumors that you know to be false about 9Line, fellow employees, clients, and people working on behalf of the Company or competitors.

Do not create a link from your blog, website, or other social networking site to 9Line's website without identifying yourself as a Company employee. Express only your personal opinions. Never represent yourself as a spokesperson for 9Line or make knowingly false representations about your credentials or your work. If 9Line is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of 9Line. It is best to include a statement such as "The postings on this site are my own and do not necessarily reflect the views of 9Line."

Refrain from using social media while on work time or on equipment we provide unless it is work-related as authorized by your manager. Do not use government or 9Line email addresses to register on social networks, blogs or other online tools utilized for personal use. Employees are not authorized to speak to the media as a representative of 9Line's without contacting the CEO or COO. Violations of this policy may result in discipline up to and including immediate termination of employment.

System Integrity, Security, and Encryption: All Systems passwords and encryption keys must be available and known to 9Line. Employees may not install password or encryption programs without the written permission of our Systems Supervisor/Computer Support. Employees may not use the passwords and encryption keys belonging to others.

Applicable Laws: Numerous state and federal laws apply to Electronic Communications. 9Line will comply with applicable laws. Employees also must comply with applicable laws and should recognize that an employee could be personally liable and/or subject to fine and imprisonment for violation of applicable laws.

Consequences of Policy Violations: Violations of this Policy may result in disciplinary action up to and including immediate termination of an employee's employment as well as possible civil liabilities or criminal prosecution. Where appropriate, 9Line may advise legal officials or appropriate third parties of policy violations and cooperate with official investigations. We will not, of course, retaliate against anyone who reports possible policy violations or assists with investigations.

Note: Employees working at a Government customer's job site using Government-issued communications equipment may be subject to additional policies and procedures. Please check with your Site/Regional Lead to ensure compliance.

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OTHER FORMS OF MISCONDUCT

This Handbook sets forth standards of conduct which 9Line requires its employees to observe. All employees are expected to govern their activities and behavior by these standards of conduct in their relations with 9Line, fellow employees, management, and customers. Employee conduct of the type and variety described below is unauthorized and absolutely prohibited. Employees engaging in such conduct may be subject to disciplinary action. The following list merely gives examples of offenses and is not intended as a complete and exhaustive list of all offenses which may result in discipline.

- Insubordination including unwilling attitude, failure, or refusal to obey instructions or to perform work as required or assigned. The use of abusive or threatening language toward a Site Lead/Regional Lead, Program Manager, or member of management. Refusal to comply with 9Line's policies, procedures, regulations, work rules or directives.
- Dishonesty including working unauthorized overtime. Signing a timesheet for another employee or requesting another employee to sign your timesheet or another employee's timesheet. Stealing or pilferage of Company property or funds, or the property or funds of customers, fellow employees, or others. Lying to 9Line, customers, vendors, and fellow employees. Knowingly disseminating or reporting false information about 9Line, management, customers, or fellow employees. Deliberate damage or destruction of Company property or the property of fellow employees or customers.
- Falsifying, altering or misstating facts on employment applications, Company records, customer records, and reports such as leave requests, attendance records and work records. Committing a fraudulent act.
- Disorderly conduct, physical aggression, fighting or attempting bodily harm to another. Disorderly, immoral, or indecent conduct or shouting on Company premises or on working time. Participating in horseplay or practical jokes on Company time or on Company premises. Discourtesy or use of profane or abusive language towards customers, employees, and others.
- Gross or habitual negligence resulting in damage to or destruction of Company property or the property of customers, fellow employees, or others. Repeated failure to follow the appropriate procedures for completing your timesheet. Sleeping or malingering on the job.
- Improper personal or unauthorized use of Company property, equipment, vehicles, supplies and facilities. Purchasing merchandise for personal use under 9Line's name.
- Repeated failure to report absences in accordance with Company policies (including, but not limited to, failure to provide medical certificates when requested to do so). Excessive absences or tardiness. Abuse of a leave of absence. Abuse of meal breaks or other breaks. Leaving 9Line premises or designated work site during working time without authorization. Unreported absence of more than one (1) scheduled workday.
- Willful or repeated failure to report immediately to Management incidents including personal injuries, accidents, breakage of or damage to equipment. Willful disregard or gross neglect of smoking rules, safety rules, fire regulations, or sanitary rules and regulations.
- Failing to report on or to withdraw from outside activities, interests, or businesses which conflict with, detract from or adversely affect your working capacity for 9Line. Doing personal work or business, on Company time.
- Creating conditions which interfere with the orderly delivery of service to customers. Refusing to give testimony on incidents or other company investigations. Gross or habitual failure to comply with established Company policies and/or procedures.
- Possessing, consuming or being under the influence of intoxicating beverages at any time on company premises or while performing work for 9Line.

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- Gambling, conducting a lottery or engaging in other games of chance on company premises, at any time.
- Public indecent conduct on Company premises or while performing work for 9Line.
- Using company or customer-issued equipment to send inappropriate materials via email. Visiting Web sites containing inappropriate materials. Participating in conversations/discussions on inappropriate topics. Gossiping/spreading rumors.
- Threatening, intimidating, coercing, harassing, or interfering with fellow employees while on Company premises; or creating discord or lack of harmony in the business environment.
- Unauthorized entry to or exit from Company premises at points other than those established as normal areas of entry and exit.
- Inducing an employee to violate Company policies.
- Disregard of safety rules, fire regulations, and common safety practices.
- Distribution of written or printed matter of any description for any purpose whatsoever at any time in Company working areas unless expressly authorized by Management.
- Collection of funds or solicitation for any purposes whatsoever on working time unless expressly authorized by Management.

The following are also considered forms of misconduct:

- Accepting any gift of any value, or a cash gift in any amount from a supplier, customer, or competitor.
- Receiving any favor that might be inferred by others to adversely affect one's judgment.
- Violation of Company policies regulating employee business conduct.
- Pirating software.
- Installing unauthorized software on Company computers.
- Accessing or attempting to access Company password protected computer files.
- Allowing non-employees access to Company computers for purposes other than professional in nature.
- Violation of Company policy regarding discrimination.

DISCLOSURE OF ARREST, CONVICTION OR OTHER DISQUALIFYING INFORMATION

All employees must immediately report any arrest, conviction, or other disqualifying condition or loss of credential or licensure to the HR Representative. Failure to disclose such information at the earliest possible time to HR or Management will result in discipline, up to and including termination.

DRUG ABUSE

This policy adheres to the Drug-Free Work Force regulations published by the U.S. Department of Defense. DOD FAR 52.223-6 (May 2001.) 9Line will not tolerate any drug or alcohol use which jeopardizes the health and safety of its employees, which places its business at risk, or is contrary to National Security. 9Line strictly prohibits the use, possession, manufacture, distribution, dispensation, or sale of illegal drugs on Company property or during business hours. Also prohibited is the unauthorized use or possession, manufacture, distribution, dispensation, or sale of a controlled substance and being under the influence of a controlled substance or illegal drug on Company property or during business hours. "Under the influence" of a controlled substance or illegal drug is defined as testing positive at a specific level.

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Employees are required to notify the HR Representative of any conviction under any criminal drug statute from a violation occurring in the workplace within five days of the conviction. Management reserves the right to take disciplinary action to include termination for violation of this policy, or failure to complete and adhere to a rehabilitation program when required. Local and/or State laws will take precedence when in conflict with this policy. Recognition and treatment of alcohol and drug abuse at an early stage is important for successful rehabilitation. Employees with these problems are encouraged to seek counseling and voluntarily seek assistance. 9Line supports sound treatment efforts and whenever possible will assist employees in overcoming drug or alcohol abuse. Nothing in this policy creates any contractual obligation on the part of 9Line. This and other policies can be modified or deleted at any time without notice and 9Line reserves the right to deviate from this policy where appropriate.

MOONLIGHTING

Moonlighting, as defined for our purposes, occurs when an employee is engaged in the performance of his/her regular duties, paid or unpaid, by an outside third party during non-working hours. Moonlighting activities are subject to these conditions and requirements:

- They occur on your own time.
- They do not interfere with your employment with 9Line or impede your ability to perform essential functions of your job with the company.
- They do not directly or indirectly compete with the company in any way.
- They do not include the use of company or Government-issued equipment, materials, tools, or other expenses.
- They do not attempt to or otherwise divert business away from the company.
- They are not conducted, planned, managed, or administered during company time.

Additionally, ownership or partnership in any company, project or enterprise that is competitive in any way (expressed or implied) with 9Line operations is strictly prohibited. Any party requesting services or other work completed should be referred to the company CEO or COO.

WORKPLACE SAFETY

The safety and health of our employees continues to be the first consideration in the operation of this business. It is every employee's responsibility at all levels. It is the intent of this Company to comply with all laws. To do this, we must constantly be aware of conditions in our work areas that can produce injuries. No employee is required to work at a job he or she knows is not safe. Your cooperation in detecting hazards and, in turn, controlling them is a condition of your employment. Inform the HR Representative immediately of any situation beyond your ability or authority to correct. The prevention of occupational-induced injuries and illnesses is of such consequence that it will be given precedence over operating productivity whenever necessary. The avoidance of accidents and injuries is of critical importance to you, your family and 9Line. Consequently, you are required to:

- Observe all warning and no smoking signs.
- Refrain from horseplay.
- Report any unsafe equipment or conditions to the HR Representative immediately.
- Inform the HR Representative if you are taking any medication which could affect your responses (i.e., cause drowsiness, slow reflexes, numbness).
- Make every effort to keep your workplace neat and clean.
- Know the safety and accident prevention practice and/or procedures which are applicable to your job.
- Report any injuries or illnesses to the HR Representative as soon as practical.

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Note: Workplace safety policies vary from contract to contract and therefore is not applicable to every employee. Please confirm with the HR Representative for planning purposes.

DRUG FREE WORKPLACE

In compliance with the Drug-Free Workplace Act of 1988, 9Line is committed to provide a safe work environment. Alcohol and drug abuse pose a threat to the health and safety of 9Line's employees and to the security of 9Line's equipment and facilities. For these reasons, 9Line is committed to the elimination of drug and alcohol use and abuse in the workplace. Applicants and employees are subject to testing for pre-employment, reasonable suspicion, post-accident, and random selection. For more information, please refer to the Drug and Alcohol Policy Letter.

SMOKE-FREE WORK ENVIRONMENT

Smoking is not allowed in company buildings or work areas at any time. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, and e-cigarettes. Smoking is only permitted during break times in designated outdoor areas. Employees using these areas are expected to dispose of any smoking debris safely and properly.

Note: Employees working at a Government customer's job site may be subject to additional policies and procedures. Please check with your Site Lead/Regional Lead or Program Manager to ensure compliance.

WORKPLACE BULLYING

9Line defines bullying as "repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or during the course of employment." Such behavior violates the company Code of Ethics, which clearly states that all employees will be treated with dignity and respect. The purpose of this policy is to communicate to all employees, including supervisors, managers, and executives, that the company will not tolerate bullying behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration. As in sexual harassment, it is the effect of the behavior upon the individual that is important. 9Line considers the following types of behavior examples of bullying:

- Verbal bullying: Slandering, ridiculing, or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- Physical bullying: Pushing, shoving, kicking, poking, tripping, assault, or threat of physical assault; damage to a person's work area or property.
- Gesture bullying: Nonverbal threatening gestures or glances that convey threatening messages.
- Exclusion: Socially or physically excluding or disregarding a person in work-related activities.

VIOLENCE IN THE WORKPLACE

9Line is committed to providing a safe, violence-free workplace for our employees. All employees, customers, vendors, and business associates must be treated with courtesy and respect at all times. Employees are expected to refrain from conduct that may be dangerous to others. 9Line encourages employees to bring their disputes to the attention of their Site Lead/Regional Lead, Program Manager or the HR Representative before the situation escalates. 9Line will not discipline employees for raising such concerns. We discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner.

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Conduct that threatens, intimidates, or coerces another employee, customer, vendor, or business associate will not be tolerated. 9Line resources may not be used to threaten, stalk, or harass anyone at the workplace or outside the workplace. Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to your Site Lead/Regional Lead, Program Manager, security personnel, the HR Representative or the company CEO or COO.

9Line will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. 9Line will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible.

9Line treats threats coming from an abusive personal relationship as it does other forms of violence. Employees should promptly inform the HR Representative of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns with regard to intimate partner violence. 9Line will not retaliate against employees making good-faith reports. 9Line is committed to supporting victims of intimate partner violence by providing referrals to 9Line's employee assistance program (EAP) and community resources and providing time off for reasons related to intimate partner violence.

Any individual engaging in violence against 9Line, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

DISCRIMINATION AND HARASSMENT

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

Decisions regarding employment will be based on legitimate, non-discriminatory business reasons. This includes decisions regarding recruitment, hiring, placement, training, promotion, compensation, benefits, transfers, layoffs, discipline, termination, and other terms and conditions of employment. 9Line will not base employment actions, or the terms and conditions of employment, on an individual's age, sex, religion, race, color, ancestry, national origin, disability, marital status, veteran's status, sexual orientation, arrest and court record, citizenship or any other classification protected under state or federal law. Furthermore, we will not subject employees to intimidation or harassment (i.e., physical or verbal abuse, offensive comments, degrading words, threats, bullying, etc.) based on their protected classifications.

Unlawful harassment is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class. Unlawful harassment includes, but is not limited to, epithets, slurs, jokes, pranks, innuendo, comments, written or graphic material, stereotyping, or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by any employee to any other employee, or by a vendor, supplier, or client to any employee, constitute inappropriate sexual conduct which can form the basis for sexual harassment claims. Inappropriate sexual conduct can take many forms. It is not limited to physical assaults, unwelcome or unwanted sexual advances, and requests or demands for sexual favors. It can also involve:

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- Unwanted sexual advances, whether they involve physical touching or not.
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, deficiencies, or prowess.
- Displaying sexually suggestive objects, pictures, or cartoons.
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments.
- Inquiries into one's sexual experiences.
- Discussion of one's sexual activities.

Inappropriate sexual conduct becomes unlawful sexual harassment when:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions; *or*
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Complaint Procedure: Any employee who believes he or she has been subject to or witnessed illegal discrimination, including sexual or other forms for unlawful harassment, is requested, and encouraged to make a complaint. You may complain to your Site Lead/Regional Lead, Program Manager, the HR Representative, or any other member of management with whom you feel comfortable bringing such a complaint. All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

All employees are assured that, by law, there will be no reprisal, retaliation or other adverse action permitted against an employee who is complaining of, reporting, or participating in the investigation of a discrimination or harassment problem. **Any suspected retaliation or intimidation should be reported immediately.**

If the investigation confirms conduct contrary to this policy has occurred, 9Line will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

TERMINATIONS AND RESIGNATIONS

Your employment with 9Line is at will which means it may be terminated at any time, with or without cause, and with or without notice, at the discretion of the Company's authorized representative. Except in the case of a termination for misconduct, 9Line will make an effort to notify employees in writing of their termination in advance. Employees also may elect to resign from 9Line at their discretion.

In all cases of voluntary resignation, the employee must provide a two-week notice, complete all required out-processing, and return all issued equipment to be eligible for rehire. Employees voluntarily resigning will receive their final paycheck, including any remaining vacation balance if applicable per the conditions listed below, on the next regularly scheduled payday.

- Employees who are terminated with cause will not receive any remaining vacation payout.
- Employees who have been employed 6 months or less and voluntarily resign will not receive any remaining vacation payout.
- Employees who have been employed more than 6 months but less than 12 months and voluntarily resign with the mandatory two-week notice will be receive 50% of their remaining vacation payout; however, they will not be allowed to use any of the remaining vacation time during the final two-week period.

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- Employees who have been employed 12 months or more and voluntarily resign with the mandatory two-week notice will receive a payout for remaining vacation balance of up to 80 hours (10 days) however, they will not be allowed to use any of the remaining vacation time during the final two-week period.

Prior to a separating employee's last day on the job, an Exit Interview will be conducted by the HR Representative which provides the employee with an opportunity to express any feedback he/she may have regarding his/her employment with 9Line.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

I hereby acknowledge that I have received a copy of the Employee Handbook for 9Line, LLC. I understand that the information contained should be treated as confidential and not disclosed to others except for 9Line employees and others affiliated with the company whose knowledge of the information is required in the normal course of business. I understand that this Handbook supersedes any policies and procedures that may have been previously issued or any former versions of the Handbook. I also understand that it is my responsibility to read and learn the policies and rules contained in the Handbook, and I further understand that violations of these rules and policies constitute cause for disciplinary actions up to and including possible discharge.

I understand that the language contained in the Employee Handbook is not intended to create a contract or agreement between 9Line and myself. No person other than a member of the Executive Team has the authority to enter into any written or oral contract or employment agreement, and that all employment agreements must be in writing.

I acknowledge that this Handbook is merely a general overview of some of 9Line's personnel policies and procedures. I understand that these policies and procedures, as well as any other policies and procedures which may be adopted by 9Line, are subject to modification, discontinuation or change without notice. I acknowledge that the policies contained herein do vary from contract to contract.

Finally, I acknowledge that my employment and compensation can be terminated, with or without notice or cause at any time, at the option of either Management or myself.

Printed Name

Employee's Signature

Date

EMPLOYEE ACKNOWLEDGMENT OF CODE OF BUSINESS CONDUCT AND ETHICS

I hereby acknowledge that I have received a copy of the Code of Business Conduct and Ethics for 9Line. I understand that the Code supersedes any policies and procedures that may have been previously issued. I also understand that it is my responsibility to read and learn the policies and rules contained in the Code, and I further understand that violations of these rules and policies constitute cause for disciplinary actions up to and including termination.

I understand that these policies and procedures, as well as any other policies and procedures which may be adopted by 9Line, are subject to modification, discontinuation or change with or without notice.

I understand that the language contained in the Code is not intended to create a contract or agreement between 9Line and myself. No person other than a member of the Executive Team has authority to enter into any written or oral contract or employment agreement, and that all employment agreements must be in writing.

Printed Name

Employee's Signature

Date

(Print and sign this page. Scan and email the signed form to HR.)

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