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Employee Conduct

In establishing any rules of conduct, Muselman & Hall has no intention of restricting the personal rights of any individual. Rather, we wish to define the guidelines that protect the rights of all employees and to ensure maximum understanding and cooperation. By accepting employment, employees have a responsibility to Muselman & Hall and its employees to adhere to certain rules of behavior and conduct. When all employees are aware that they can fully depend on each other to follow the rules of conduct, then Muselman & Hall will be a better place for everyone.

Therefore, employees are expected to be:

- On time and alert when scheduled to be at work.
- Careful, thorough, conscientious and effective in performance of job duties.

The principle objective of any disciplinary action shall be to improve the performance and efficiency of the employee. While it is impossible to list every action that is unacceptable conduct, the following list identifies some examples of behavior to avoid. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your supervisor or Human Resources for an explanation. Occurrences of any of the following acts may result in disciplinary action up to and including termination without warning:

- Theft, inappropriate removal or possession of Muselman & Hall property or property of fellow employees.
- Dishonesty, willful falsification or misrepresentation on the application for employment or other work records; lying about sick leave; falsifying reasons for a leave of absence or other data requested by Muselman & Hall; alteration of Muselman & Hall records or other documents; or misrepresentation of time worked.
- Being intoxicated or under the influence of a controlled-substance while at work; use, possession or sale of a controlled-substance in any quantity while on Muselman & Hall premises, except possession and use of medications prescribed by a physician that do not impair work performance.



- Any behavior that could be viewed as malicious, obscene, threatening, or intimidating towards a customer or fellow employee.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on Musselman & Hall premises or when representing Musselman & Hall; fighting, horseplay or provoking a fight on Musselman & Hall property; or damaging Musselman & Hall property or customer property.
- Insubordination, either the failure or refusal to follow directions or an order from a superior.
- Violation of safety or security rules; failing to wear required safety equipment; tampering with Musselman & Hall's equipment or safety equipment.
- Violation of the Non-Discrimination or Non-Harassment policy.
- Unauthorized and/or illegal possession of firearms, weapons, or explosives on Musselman & Hall's property or while on duty.
- Failure to report to work or properly notify your supervisor of an absence or tardy; excessive or unexcused absenteeism or tardiness.
- Sleeping or appearing to sleep during work hours.
- Soliciting, selling merchandise or collecting funds of any kind during business hours without prior authorization from management.
- Unauthorized use of telephones, mail system, or other employer-owned equipment.
- Unauthorized use or disclosure of trade secrets or other confidential business information.

Performance Improvement/Corrective Action Policy

Supervisors should continuously evaluate employee job performance. Day-to-day interaction between you and your supervisor should give you a sense of how your supervisor perceives your performance. The focus of Musselman & Hall is to develop and empower you to assume greater levels of responsibility and value your contributions. However, when the occasion arises



where there is a need for disciplinary action, the following policy is a guideline for our progressive disciplinary procedures.

Both the employees and Musselman & Hall have the right to terminate employment at will, with or without cause or advance notice. Musselman & Hall may use progressive discipline at its discretion, however, as a means to correct a problem, prevent recurrence, and prepare an employee for satisfactory performance.

Disciplinary action may call for any of the following steps -- verbal warning, written warning, suspension with or without pay, or termination of employment. Depending upon the severity of circumstances, disciplinary action up to and including termination may occur on the first offense. By using progressive discipline, Musselman & Hall hopes that most employee problems can be corrected at an early stage, benefiting both the employees and Musselman & Hall.

Problem Resolution

Musselman & Hall is committed to providing the best possible working conditions for its employees. Part of this commitment is our encouragement of an open atmosphere where problems, complaints, suggestions, and questions receive a timely response. Musselman & Hall strives to ensure fair and honest treatment of all employees. All individuals are encouraged to offer positive and constructive criticism.

If an employee disagrees with established rules of conduct, policies, or practices, the employee may express their concern through Musselman & Hall's problem resolution procedure. An employee will not be penalized, formally or informally, for voicing a complaint, concern, suggestion, or question in a reasonable, business-like manner. Musselman & Hall expects its employees to attempt to resolve problems in the workplace in the most straightforward manner possible.



Generally, an employee should:

- A. Present their problem/concern to their supervisor.
- B. If their supervisor is unavailable or the employee believes it would be inappropriate to contact their supervisor, an employee may present their problem to another member of management or Human Resources.

Confidentiality

Both Muselman & Hall and its employees must conduct themselves with honesty, integrity and in good faith. Employees are required to fully comply with applicable laws, to deal fairly and honestly with the public and private sectors, and to seek guidance from their supervisor when questions arise. Employees must avoid situations involving, or which could involve, conflicts of interest, and must maintain the confidentiality of corporate records, data and other proprietary information.

Employees may come in contact with information about Muselman & Hall's administration, employees, non-employees, and customers, including:

- Company financials
- Ownership and business partner information
- Pricing information and vendor agreements
- Customer lists, records and information
- Credit card, banking and other payment/billing information
- Product information
- Information regarding Muselman & Hall's other employees

These items are highly personal and confidential and should not be used or disclosed outside the employee's job duties with Muselman & Hall. For questions concerning what is confidential, employee should contact their supervisor or Human Resources. Employees in violation of this policy will be subject to disciplinary action, up to and including termination.

If any member of the media (i.e. newspaper, television, radio reporters, etc.) questions an



employee about Muselman & Hall business, they may not speak on behalf of Muselman & Hall unless a member of the Board of Directors has given the employee permission to do so.

HIPAA Statement

HIPAA governs the use and disclosure of confidential medical information with which employees come into contact while performing their jobs. This act governs all “individually identifiable health information” which is spoken, written or used in any form in the performance of our duties. Due to the strict provisions of this act, an employee must not use or disclose confidential or health information unless the employee complies with all aspects of this law. An employee’s failure to follow these policies and procedures may result in disciplinary action, up to and including termination. Please contact a member of the Board of Directors or Human Resources for more information.

Conflicts of Interest

Muselman & Hall does not allow employees to engage in any activities or relationships that create either an actual or potential conflict of interest. If you have questions or concerns related to any aspect of Muselman & Hall’s policy on conflict of interest, see Human Resources or a member of Senior Management. Employees who violate this policy may face disciplinary action, up to and including termination.

Although we cannot list every activity or relationship that would create either an actual or potential conflict of interest, examples of activities that violate this policy include the following:

- Working for a competitor, customer or vendor as a part-time employee, full-time employee, consultant, or independent contractor, or in any other capacity
- Owning an interest in a competitor, customer, vendor, or anyone else who seeks to do business with
- Using the resources of Muselman & Hall for personal gain
- Using your position in Muselman & Hall for personal gain



Attire Policy

Musselman & Hall is a professional organization that recognizes flexibility in business attire for employees. You are encouraged to dress in a way that projects a favorable image and conveys the importance of the services Musselman & Hall provides, while also following guidelines for personal protective equipment outlined in the Safety Policy for Personal Protective Equipment Use. An employee's dress and grooming should be appropriate to the work situation. Employees who have meetings with external individuals should dress appropriately according to the business situation.

Each employee is responsible for reviewing the business attire policy and dressing accordingly. Each supervisor is responsible for monitoring business attire in their area. Employees dressed inappropriately will be asked to take reasonable measures to comply with the policy, which may include having to leave and return as soon as possible dressed in accordance with the policy. Concerns should be called to the attention of the supervisor to address with the individual. If a supervisor is not available, a member of the Board of Directors should be notified so that the matter can be handled promptly.

Any questions regarding the appropriateness of a clothing item/outfit should be directed to the Board of Directors. Management has the discretion to interpret the policy as needed. Musselman & Hall will try to reasonably accommodate any employee's special dress or grooming needs that are the result of religion, ethnicity, race, or disability, or any other legally protected characteristic, subject to applicable law.

Equipment Use and Care

It is your responsibility to understand the equipment you need to use to perform your duties. Good care of any equipment and supplies you use during the course of your employment will benefit both you and Musselman & Hall. If you find that a machine or equipment is not working properly, please notify your supervisor immediately. Protection of Musselman & Hall property



and employee personal property is everyone's concern. If you find property missing or damaged, report it to your supervisor immediately.

Electronic Communications Policy

Musselman & Hall's computers, telephones, and other electronic equipment are provided to employees to enable Musselman & Hall to provide better service to customers and to facilitate more efficient communications internally. Musselman & Hall's email, telephone, computer, and voicemail systems belong to Musselman & Hall and should be used principally for Musselman & Hall business. While Musselman & Hall understands that occasionally employees may utilize Musselman & Hall equipment (i.e., computers, telephones) to conduct personal business during established break times and meal periods, such personal use must be extremely minimal and not interfere with their work or violate any policy of Musselman & Hall, in any way.

Musselman & Hall computer networks, e-mail, cell phones, smart phones, pagers or employee-owned devices that are subsidized by the employer through reimbursement plans, or any other form of computer communications including public social networking accounts, are subject to being monitored by management to ensure proper usage and content. Employees should not use Musselman & Hall e-mail, mobile phones or any other form of computer communications for any private personal matters since there is no guarantee of privacy for such purposes.

Musselman & Hall has the technical capability and the legal right to access, review, record, copy, disclose and delete any messages or file sent, received or stored on its electronic and voice communication systems, and periodically, on an announced or unannounced basis, access, review, copy, disclose and delete messages and/or files received or stored on its systems to ensure that the systems are working properly, that no viruses have been introduced, and that all employees are abiding by this policy.

Telephone Use

When answering the phone, please do so promptly and courteously. Courtesy, friendliness and



patience toward those outside Musselman & Hall create good public relations for Musselman & Hall and for you. Musselman & Hall telephones are only to be used for Musselman & Hall business. Telephone conversations and usage may be monitored from time to time to ensure proper usage. Employees should not use Musselman & Hall telephones for any private personal matters since there is no guarantee of privacy for such purposes.

Social Media Policy

Social networking websites (such as Facebook, LinkedIn, etc.), blogs, newsgroups, chat rooms, and Twitter (referred to collectively in this policy as “social networking sites”) provide users with a means to connect with people around the world. While Musselman & Hall does not discourage employees from accessing or using these websites during lunch and other breaks and on non-work time, it is important for Musselman & Hall employees to remember that in some contexts they may be perceived as representatives of Musselman & Hall, even on social networking sites. While this policy cannot address every possible situation, this policy provides guidance to employees with respect to social networking and applies to the extent permitted by law. Nothing in this policy is intended or shall be interpreted to interfere with employee rights under the National Labor Relations Act or other applicable laws.

The use of social media by employees may become a problem if it interferes with the employee’s work, is used to harass co-workers or customers, creates a hostile work environment, or harms the goodwill and reputation of Musselman & Hall among its customers or the community at large. Musselman & Hall encourages employees to use social media responsibly and within the parameters of the following guidelines and in a way that does not produce the adverse consequences mentioned above.

Where no policy or guideline exists, employees are expected to use their professional judgment and take the most prudent action possible. If you are uncertain about the appropriateness of a social media posting, check with your supervisor.



Only members of the Board of Directors or those expressly granted permission by the Board are permitted to speak on behalf of Musselman & Hall. If your posts on social media mention Musselman & Hall, its products or services, employees, customers, and/or competitors, you must make clear that you are an employee of Musselman & Hall and that the views posted are yours alone and do not represent the views of Musselman & Hall. Employees should not make

anonymous comments about Musselman & Hall or customers. Employees are encouraged to refrain from mentioning Musselman & Hall employees, customers, vendors, or partners without their express consent.

Employees are personally and legally responsible for the content of information they post on social networking sites. You can be sued by other employees, competitors, customers, and any individual that views your social media posts as defamatory, pornographic, proprietary, harassing, or libelous.

Employees are required to maintain the confidentiality of Musselman & Hall and customer information and are prohibited from disseminating such information through the use of social networking sites. Employees must also comply with copyright laws, and cite or reference sources accurately. Employees are prohibited from using their Musselman & Hall e-mail address as their login name or user handle in their personal profiles, or when posting, blogging, or tweeting.

All Musselman & Hall policies described in the Employee Handbook also apply to social media activity including, but not limited to policies related to harassment, discrimination, retaliation, code of conduct, noncompetition, and protecting confidential and/or proprietary information when communicating with, to, or about other Musselman & Hall employees, customers, vendors, or others affiliated in any way with Musselman & Hall, whether or not the sites are accessed on Musselman & Hall equipment or through Musselman & Hall systems.

In addition, employees should refrain from bullying, threatening, libeling, slandering, or harassing co-workers and customers when using social networking sites.



Employees have no right to privacy when using Musselman & Hall equipment, internet connection, or e-mail system to access or use social networking sites. In addition, Musselman & Hall reserves the right to monitor employee profiles and postings on social networking sites, whether or not they were made using Musselman & Hall equipment or Musselman & Hall's computer systems.

If an employee believes that another Musselman & Hall employee is violating any aspect of this Social Media Policy, or if an employee has any other questions or concerns about this policy, the employee should address his/her concern(s) with an appropriate member of management or Human Resources. Unless otherwise protected by law, violation of any aspect of this Social Media Policy can result in disciplinary action, up to and including termination.

Substance and Alcohol Abuse Policy

Musselman & Hall has a vital interest in maintaining a safe, healthy and efficient workplace for its employees. Substance abuse poses an unacceptable risk to all our employees and is strictly prohibited. Musselman & Hall will not tolerate any substance abuse on its premises. Any employee reporting for work under the influence or impaired by of alcohol, controlled drugs, or other substances may be disciplined up to and including termination.

Drug and alcohol use is highly detrimental to the safety and productivity of employees in the workplace. No employee may be under the influence of any illicit drug or alcohol while in the workplace, while on duty, or while operating a vehicle or equipment owned or leased by Musselman & Hall. Any employee reporting for work under the influence of alcohol or controlled drugs may be disciplined up to and including termination.

The unlawful manufacture, possession, distribution, transfer, purchase, sale, use, or being under the influence of alcoholic beverages or illegal drugs while on Musselman & Hall's property, while on duty, or while operating a vehicle or machine leased or owned by Musselman & Hall is strictly prohibited and may lead to disciplinary action, up to and including termination.



Employees may use physician prescribed medications, provided that the use of such drugs does not adversely affect job performance or the safety of the employee or other individuals in the workplace. Employees must notify their supervisor only if they are using a physician prescribed medication which has any known side effects that could affect their job performance or their safety or the safety of other individuals in the workplace.

Muselman & Hall reserves the right to initiate drug tests of its employees at any time, for any reason, as permitted by state law, and as outlined in the Drug-Free Workplace Policy. Failure to submit to any drug testing under this policy, including but not necessarily limited to an employee's failure to report in a timely manner to a collection site, sign any required consent form, or otherwise fully cooperate in the collection of any authorized sample, is strictly prohibited, and will be treated by Muselman & Hall the same as a confirmed positive drug test. Muselman & Hall may require immediate drug testing after any work-related accident. For questions about the policy, employees should contact their supervisor.

Smoke-Free Workplace

Tobacco use of any kind (cigarettes, pipes, cigars, e-cigarettes/vapors) is not allowed within the premise of any workplace. Smoking is allowed only in designated areas. This policy applies to all persons, not just employees. Employees should smoke only in designated areas and during established breaks as determined by management. Please see your supervisor for guidance on where and when smoking is allowed.

Driving for Company Business

The following policy has been established to encourage safe operation of vehicles and clarify insurance issues relating to employees who drive for business purposes. All drivers must adhere to safety and driving policies as prescribed in the Fleet Vehicle Safety Policy and are accountable for his or her actions. Any employee who fails to follow this policy will be disciplined up to and including termination.



Employees driving for business purposes must be listed on the Approved Driver List and are required to have a valid driver's license and insurance policy. Proof of such records may be requested upon hire and at least annually thereafter. Motor Vehicle Records may be checked periodically by Musselman & Hall. And driving privileges may be suspended or terminated if a driving record indicates an unacceptable number of accidents or violations as determined by the Fleet Vehicle Safety Policy.

If an employee's driving record becomes unacceptable according to the Fleet Vehicle Safety Policy, the employee's driving privilege may be revoked and/or employment terminated.

Musselman & Hall must be notified of any change in an employee's license status or driving Record.

Personally owned vehicles used for business purposes are expected to be maintained in a safe operating condition. **All accidents involving a personally owned auto while on Musselman & Hall business, regardless of severity, must be reported to Safety Director pursuant to the Incident Investigation/Reporting Policy.**

Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, including termination. Musselman & Hall is not responsible for any physical damage to your vehicle even if the damage occurred while conducting business for Musselman & Hall, unless caused by Musselman & Hall's negligence.

Musselman & Hall is not responsible for payment of fines issued for any moving traffic violations, parking tickets or violations of any other city ordinances or state/federal laws related to employees' driving Musselman & Hall vehicles, or their own vehicles, even if the ticket is issued while conducting business for Musselman & Hall.

All employees who drive for the purposes of conducting Musselman & Hall business are prohibited from driving any vehicle while under the influence of drugs or alcohol. This policy applies whether driving a Musselman & Hall personal, customer or rental car while intoxicated, or after taking any substance which might impair the driver's ability to operate the vehicle in a



safe manner.

Cell Phone Use While Driving

Some states, counties, and/or cities and government entities may have laws prohibiting or restricting the use of handheld and/or hands-free wireless telephones and other electronic communication devices while driving (e.g., cell and mobile telephones, personal digital assistants, iPods, on-board computers, laptops, etc.). You are responsible for becoming

familiar with and complying with those laws while driving any Musselman & Hall vehicle at any time and while driving any vehicle (including personal and rental vehicles) during work hours or in connection with Musselman & Hall business.

In addition, even when permitted by law, it is Musselman & Hall policy that telephones and other devices are permitted only when the phone is in close proximity to the driver and with hands-free technology. Any function on the phone which requires more than pressing a single button should be done with the vehicle parked in a safe location. Texting or using e-mail functions while operating a vehicle is prohibited and GPS functions should be set prior to beginning a trip. Please refer to the Fleet Vehicle Safety Policy for specific guidelines regarding what is acceptable usage. **Usage of a cell phone or other portable device while driving is not expected nor required by Musselman & Hall.**

Workplace Violence Prevention

Musselman & Hall is committed to preventing workplace violence and to maintaining a safe work environment. Musselman & Hall has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

It is expected that disagreement and conflict may arise as part of normal business operations. However, all employees, including supervisors and temporary employees, should behave in a



manner that is respectful and professional. Employees are expected to refrain from fighting,

"horseplay," or other conduct that may be dangerous to others. Musselman & Hall encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or Human Resources before the situation escalates into potential violence.

In accordance with applicable state laws, firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from Musselman & Hall's vehicles, buildings and off-site work/job locations without proper authorization.

Conduct that threatens, intimidates, or coerces an employee, a customer, or a vendor will not be tolerated. All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your supervisor, a member of management, or Human Resources. This includes threats by employees, as well as threats by customers, vendors, family members, or solicitors. When reporting a threat of violence, the employee should be as specific and detailed as possible.

Suspicious individuals, activities, or violations of this policy should be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Safety

Musselman & Hall encourages employees to practice safety in the workplace and expects its employees to conduct themselves in a safe manner, use good judgment and common sense in matters of safety, observe any safety rules posted in various areas, and follow all OSHA and state safety regulations. Employees must immediately report any condition that the employee believes to be unsafe to the appropriate supervisor.



In addition, each employee is responsible to read, understand, and comply with Muselman & Hall's Safety, Health and Procedures Manual and the Safety Commitment Statement. Contact the Safety Director, a supervisor, or Human Resources with any concerns or questions.

Employees who violate safety standards, cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, will be subject to disciplinary action, up to and including termination of employment.

Keys

Employees who have a legitimate business need will be issued keys to Muselman & Hall vehicles or facilities and are to use them responsibly. These keys must not be duplicated without the express consent of the Board of Directors. If your key is lost or stolen, you must notify Human Resources or a member of the Board of Directors immediately. Any Muselman & Hall keys must be returned to Muselman & Hall upon termination of employment.

Emergency Procedures

In case of an emergency, such as a fire, earthquake, or accident, your first priority should be your own safety. In the event of an emergency causing serious injuries, when it is safe to do so, IMMEDIATELY DIAL 9-1-1 to alert police.

If you hear a fire alarm or in case of an emergency that requires evacuation, please proceed quickly and calmly to the emergency exits. Remember that every second may count³/₄do not return to the workplace to retrieve personal belongings or work-related items.

Workplace Injury or Illness Reporting Procedure

If you experience a job-related injury or illness, you may be eligible for benefits in accordance with applicable state Workers' Compensation laws. If you are injured at work, you must contact your immediate supervisor, the Safety Director or Human Resources immediately to file a



report. **Failure to report accidents is a serious matter as it may preclude an employee's coverage under workers' compensation insurance.** If you are receiving treatment for a job-related injury or illness, please notify the health care provider that it is job-related and related claims need to be filed with Musselman & Hall's workers' compensation insurance. If you are returning to work from a job-related injury or illness, you may be required to provide a work release from your health care provider to Human Resources before you are approved to return.