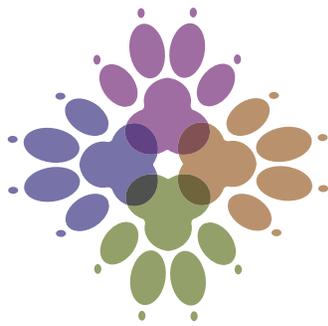


# Employee Policy Handbook

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# The Pet Loss Center<sup>SM</sup>

H O N O R I N G   T H E   J O U R N E Y

The Pet Loss Center  
2215 W. Pipeline Road  
Euless, TX 76040

This policy handbook is provided as a reference for Employees of The Pet Loss Center. Employees should address questions, to their manager or Human Resources.

# Welcome!

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Dear Employee,

You and The Pet Loss Center have made an important decision. The Company has decided that you can contribute to the success of our Company, and you've decided that The Pet Loss Center is the organization where you can pursue your career productively and enjoyably.

We believe we've each made the right decision, one that will result in a mutually profitable relationship. The minute you start working here, you become an integral part of The Pet Loss Center and its future. Every job in our company is important, and you will play a key role in the growth and success of our company.

Should you have any questions concerning this handbook or your employment, please feel free to discuss them with your manager or me.

Again, welcome!

Nick Padlo  
CEO

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## Employment Practices

This Employee Handbook is intended to be a general guide to the policies and procedures of The Pet Loss Center. Employees are free to discuss any questions with their manager, who will be glad to help their employees in any way possible succeed with Company Name. This Handbook, Company practices, or other communications do not create an employment contract. Because management is committed to reviewing its policies and benefits continually, this Handbook is subject to interpretation, review and change at any time.

(This handbook replaces all previous handbooks and supersedes all earlier oral and written materials about Company policies and procedures. The Pet Loss Center reserves the right to change, add or delete benefits and policies, as necessary.)

### Equal Opportunity Policy

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at The Pet Loss Center. The Pet Loss Center believes in the value of diversity and encourages full employment based on skills, education and the ability to do the job. The Pet Loss Center will recruit, hire, train, and promote all persons without regard to race, creed, color, gender, sexual orientation, religion, national origin, marital status, political belief, disability or history of disability (except where physical or mental abilities are a bona fide occupational requirement and the individual is not able to perform the essential functions of the position even with reasonable accommodations) or any other protected characteristic.

The Pet Loss Center is an equal opportunity employer and complies with all applicable discrimination laws. This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination, transfers, layoffs, returns from layoffs, company-sponsored training, education, tuition assistance, social and recreational programs and all other terms and conditions of employment. The company will make all reasonable accommodations for handicapped and disabled employees or applicants, and for the religious beliefs of employees.

The Human Resources Department has overall responsibility for this policy and maintains reporting and monitoring procedures. Employees' questions or concerns should be referred to the Human Resources Department. Appropriate disciplinary action may be taken against any employee willfully violating this policy.

### Prohibition of Discrimination and of Harassment

The Pet Loss Center strives to maintain an environment where employees treat each other with respect, dignity, courtesy and equality free from discrimination and discriminatory practices including harassment. The Pet Loss Center expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment. As such, discrimination and harassment of any kind of our employees, applicants for employment, our collaborators, investors and vendors is prohibited. This policy applies to all phases of employment, including but not limited to recruiting, testing, hiring, promoting, demoting, transferring, laying off, terminating, paying, granting benefits, and training.

The Pet Loss Center will not tolerate harassment of its employees, whether committed by a fellow employee, a member of management or the board, an investor or potential investor, or a visitor to our workplace, such as a vendor, supplier or collaborator. All employees are responsible for ensuring that the workplace is free from harassment, especially when such conduct is based upon gender (including same-sex harassment), race, creed, color, religion, sexual orientation, national origin, mental or physical condition, marital status, political belief, other protected characteristic or any other unlawful basis. Each employee, including managers and supervisors, will be subject to disciplinary action, which may include discharge from employment, for any act of harassment they commit.

### **Prohibited Behavior**

Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, national origin, age, disability, citizenship status, marital status, creed, genetic predisposition or carrier status, sexual orientation or any other characteristic protected by law or that of his/her relatives, friends or associates. The Pet Loss Center prohibits harassment and discrimination.

The term harassment includes, but is not limited to, slurs, jokes, suggestions, and other verbal, visual or physical conduct relating to a person's gender, ethnicity, race, color, creed, religion, sexual orientation, national origin, age, disability, marital status, military service status or any other protected classification that unreasonably interferes with a person's work performance or creates an intimidating or hostile work environment.

Examples of prohibited harassment include, but are not limited to:

- Use of slurs, epithets, and words that degrade an individual or group of individuals, even when used in a joking fashion;
- Unwelcome advances, demands or requests for sexual acts or favors, and other verbal or physical conduct of an offensive nature, such as flirting, touching, gestures and graphic comments about another person's dress, body or personal conduct;
- Display of cartoons, photographs, drawings, pinups, posters, calendars, or images that are offensive or degrading to others;
- Sexual advances, requests for sexual favors, offensive touching, or other verbal, visual, suggestive, or physical conduct of a sexual nature;
- Conduct that has the purpose or effect of substantially interfering with an individual's work performance or that creates an intimidating, hostile or offensive work environment; or
- Conditioning hire, continued employment, or terms and conditions of employment upon submission to sexual advances or requests for sexual favors.

Any such conduct may constitute harassment when it:

- Is made an explicit or implicit condition of employment
- Is used as the basis for employment decisions
- Unreasonably interferes with an individual's work performance, or
- Creates an intimidating, hostile or offensive working environment

- Indicates Quid Pro Quo, involving expressed or implied demands, subtle pressure or expectations in exchange for favorable job treatment, some benefit or to avoid some detriment

Conduct may constitute harassment regardless of whether the conduct is between members of management, between management and staff employees, between staff employees, or directed at employees by non-employees conducting business with the Company, regardless of gender or sexual orientation.

### **Harassment by Non-employees**

The Pet Loss Center will also endeavor to protect employees, to the extent possible, from reported harassment by non-employees in the workplace, including contractors, collaborators and suppliers.

### **Complaint Procedure and Investigation**

As a team, The Pet Loss Center needs and expects all employees to work for the good of the team. The only way to ensure this environment is to provide accessible and effective methods of complaint and investigation. The Pet Loss Center will make every effort to stop alleged harassment before it becomes severe or pervasive, but can only do so with the cooperation of its staff/employees.

Any employee who wishes to report, or becomes aware of a situation impeding the employee's ability to perform to the utmost of his or her ability, or inconsistent with the stated practices, mission or proposition of the Company, should promptly report the matter to any Company Officer. If that person is not available, or if the employee believes it would be inappropriate to contact that person, the employee should contact another member of management that he or she is comfortable in approaching, or Human Resources.

The Pet Loss Center will conduct a prompt investigation as confidentially as possible under the circumstances. Employees who raise concerns and make reports in good faith can do so without fear of reprisal; at the same time, employees have an obligation to cooperate with The Pet Loss Center in enforcing this policy, maintaining appropriate confidentiality, and investigating and remedying complaints.

Anyone found to have engaged in such wrongful behavior will be subject to appropriate discipline, which may include termination of employment.

### **Retaliation**

Like discrimination, retaliation is prohibited by law. The Pet Loss Center prohibits any form of discipline or retaliation for reporting in good faith unethical behavior or incidents of harassment or discrimination, pursuing any such claim or cooperating in the investigation of such reports. Prohibited retaliation includes employment actions that effect job status, pay, hours and benefits and those that do not diminish pay, hours or benefits, or cause a monetary loss of any kind. In keeping with general The Pet Loss Center policy, all of these employment actions will be based upon business necessity and other non-discriminatory, non-retaliatory factors.

Any employee, including managers, supervisors or Company Officers, who is found to have retaliated against an employee who reported a violation of this policy, in good faith, will be subject to discipline up

to and including discharge from employment. It is important for employees to report incidents that may violate our business practices, because without employee assistance, violations could go undetected and un-remedied.

### **Nursing Mother Accommodation**

The American Academy of Pediatrics (AAP), long time advocates of breastfeeding, recently updated their research and findings about the beneficial impact of breastfeeding on the health of both the mother and the child. The Pet Loss Center recognizes that breastfeeding is an important and basic act of nurture that is to be encouraged in the interest of maternal and child health.

Lactating mothers may use time during the standard workday for milk expression. Use of accrued leave or leave without pay is not required to cover time used for milk expression. Scheduling will be arranged between the employee, her supervisor and Human Resources on a case-by-case basis and be based on the specific needs of the employee.

A private, comfortable room, other than a bathroom, is available for breastfeeding employees to breastfeed or express milk. Breastfeeding employees have access to running water for washing hands and rinsing breast pump parts. Expressed milk can be stored in the company refrigerators in the break room, and/or the employee's personal cooler.

Discrimination and harassment of breastfeeding mothers in any form is unacceptable and will not be tolerated at The Pet Loss Center.

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## General Employment

### Employment at Will

Unless expressly proscribed, all The Pet Loss Center employees are at will, which means they may be terminated at any time and for any reason, with or without advance notice. Employees are also free to resign at any time. Any employment relationship other than at will must be set out in writing and signed by The Pet Loss Center' Chief Executive.

### Employee Status

To comply with employment laws, The Pet Loss Center is required to designate employees as either NON-EXEMPT or EXEMPT from federal and state wage and hour laws.

NON-EXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws and must keep time records.

EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws.

### Open Door Communications

The Pet Loss Center welcomes the opportunity to consider and address any employee suggestions or problems. Accordingly, it maintains an open door policy. An employee's manager is normally in the best position to respond quickly and accurately to questions and concerns; every employee may speak with his or her manager whenever there is a question or concern. However, when necessary, employees may take issues to any Company Officer.

Employees are encouraged to work out their differences with co-workers in a professional and courteous manner; if such differences cannot be resolved between co-workers, employees should take such issues to their manager or any Company Officer, as appropriate. In the rare circumstances that it is necessary for an employee to bypass his or her manager to speak to a more senior member of the leadership team, that employee can do so without fear of reprisal.

[Remainder of this page intentionally left blank]

## Compensation & Work Schedule

### Work Hours & Work Week

Official office hours are generally 8:00 am to 5:00 pm, Monday through Friday. Generally, hours worked by full-time employees will be some 9 hour period during normal working hours, requiring a significant “break” midday to maintain appropriate energy levels to meet work demands.

- Non-exempt staff should work within the published office hours unless directed or approved to do otherwise by a manager and must accurately report all hours worked in order to be paid appropriately per company policy and the FLSA.
- Exempt staff should commit a sufficient number of hours to The Pet Loss Center to meet the needs of the business operations. This may require working evenings or early mornings, and occasionally weekends.

Ultimately, when hours worked or not worked impact the The Pet Loss Center team, project goals or timelines, or company revenue, the hours become a performance issue. The Pet Loss Center will act on any performance issue in order to maintain Company standing.

### Overtime

Non-exempt employees may be required to work additional hours in the work week, including reporting for work earlier than generally scheduled, staying at work beyond the time normally scheduled or working on what is normally an “off” day. All deviation from the normal schedule must be approved in advance by the employee’s manager. If the schedule variation results in more than forty (40) hours in the work week, the employee will be paid in accordance with standard wage and hour law procedures. Overtime rules under the Fair Labor Standards Act do not apply to exempt employees and therefore those employees are not eligible for overtime pay.

### Time Keeping

All non-exempt employees are required to accurately record all time worked. Federal and state laws require The Pet Loss Center to keep an accurate record of time worked in order to calculate employee pay. Time worked is all the time spent performing job related duties. Non-exempt employees should accurately record the time they begin and end their work, and the beginning and ending time of each meal or break period, including any departures from work for personal reasons.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

### Pay Schedule

The Pet Loss Center work week is Monday 12:00 am (midnight) to Sunday 11:59 pm. The Pet Loss Center employees are paid on a weekly pay schedule, Friday of each week is the designated payday, six days in arrears. Should payday fall on a weekend or a recognized holiday on which the company is officially closed, The Pet Loss Center employees are paid on the last working day prior to the weekend or scheduled holiday.

## **Payroll Deductions, Discrepancies and Resolution**

It is the intent of The Pet Loss Center to comply in spirit and practice with all regulations related to pay. It is the Company's policy to comply with the salary basis requirements of the FLSA. Employees will be asked to authorize any deductions not required by law or court order, and any improper deductions from the salaries of exempt employees are prohibited. If an employee has any questions regarding deductions, rate of pay, methods of pay calculation or eligibility for overtime or believes that an improper deduction has been made, that employee should immediately report it to his manager or Human Resources. If an employee suspects any discrepancies on a paycheck, including accrual balances like vacation or PTO, the employee must report them to his manager or Human Resources immediately. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, it will generally be resolved before the next payday.

## Conduct Standards

### Expectations & Behavior

The Pet Loss Center expects every employee to adhere to the highest standards of job performance and of personal conduct, including individual involvement with company personnel and outside business contacts.

The Company reserves the right to discipline or discharge any employee for violating any company policy, practice or rule of conduct. The following list is intended to give employees notice of Company expectations and standards. However, it does not include every type of unacceptable behavior that can or will result in disciplinary action. Be aware that The Pet Loss Center retains the discretion to determine the nature and extent of any discipline based upon the circumstances of each individual case.

In addition to discipline which may be levied for violating any of the policies in this handbook, employees may be disciplined or terminated for poor job performance or misconduct including, but not limited to the following:

- Unsatisfactory quality or quantity of work
- Repeated absences or lateness
- Failing to follow instructions or Company procedures or policies
- Failing to follow established safety regulations
- Falsifying an employment application or any other company records or documents
- Failing to record working time accurately or recording a co-worker's timesheet
- Insubordination or other refusal to perform
- Using vulgar, profane or obscene language, including any communication or action that violates our policy against harassment and other unlawful forms of discrimination
- Disorderly conduct, fighting or other acts of violence
- Harassing or discriminatory acts or behaviors
- Misusing, destroying or stealing company property or another person's property
- Possessing, entering with or using weapons on company property
- Possessing, selling, using or reporting to work with alcohol, controlled substances or illegal drugs present in the employee's system, on company property or on company time
- Violating conflict of interest rules
- Disclosing, sharing or using confidential or proprietary information without authorization
- Violating the Company's computer or software use policies, and
- Being convicted of a crime that indicates unfitness for a job or presents a threat to the Company or its employees in any way

### Dress Policy

Employees are expected to dress appropriately when representing The Pet Loss Center on or off premises. Suppliers, vendors and customers may periodically visit Company offices and the Company wishes to put forth an image showing Company pride and professionalism. Employees are expected to be guided by common sense and good taste. Specific standards may be required for specific roles.

While a complete list of acceptable items is impossible to define, a good guideline to use is apparel that would be acceptable in a business meeting with a customer or vendor. In some roles, safety should be considered when dressing.

Listed below are examples of what is never appropriate in a professional setting:

- Overalls
- Tops that expose the midriff
- Torn or tattered clothing
- Any item usually considered undergarments
- Immodest, revealing or too tight clothing
- Jeans that are torn, excessively faded or patched
- Flip flops

## Drugs and Alcohol

When representing the Company, employees are expected to be in suitable mental and physical condition at work, performing their job satisfactorily and behaving properly. Accordingly, when the use of alcohol, illegal drugs, or other intoxicants interferes with such expectations, disciplinary action will result.

The Pet Loss Center may require a drug test if the observed work performance indicates the possibility of drug or alcohol related impairment. The Company may require drug testing following workplace accidents. The Pet Loss Center reserves the right to implement an employment drug-testing program as a condition of employment. If such program is implemented, the Company will do so on a non-discriminatory basis.

If an employee, who is performing the job in a satisfactory manner, identifies him as having a drug or alcohol dependency, the company will make reasonable efforts to assist the employee to seek treatment.

## Zero Tolerance for Workplace Violence

The Pet Loss Center has a zero-tolerance policy concerning threats, intimidation and violence of any kind in the workplace either committed by or directed to our employees. Employees who engage in such conduct will be disciplined, up to and including immediate termination of employment.

Employees are not permitted to bring weapons of any kind onto company premises or to company functions. Any employee who is suspected of possessing a weapon will be subject to a search at the company's discretion. Such searches may include, but not be limited to, the employee's personal effects, desk and workspace.

If any employee believes himself to have been subjected to threats or threatening conduct by a coworker, or visitor (including suppliers), that employee should notify any supervisor or member of management immediately. An employee will not be penalized for reporting such concerns in good faith.

[Remainder of this page intentionally left blank]

## Time Off and Leave

### Paid Time Off

Paid Time Off (“PTO”) is provided by the Company to allow an employee a reasonable period of time to be free of job responsibilities and to rest and relax. PTO can be used for any personal time away from work, such as sick time, personal time or vacation. Employees are expected to use PTO when they themselves are sick or when their children are sick in order to minimize the duration of the ailment and reduce the potential for spreading the ailment among The Pet Loss Center co-workers and collaborators. For tracking purposes, PTO balances for non-exempt employees are adjusted in 4 hour (½ day) increments.

### PTO Accrual

Regular full-time employees are eligible to accrue and use the PTO benefit. PTO is calculated on a calendar year. Employees begin accruing PTO hours from the date of hire for every pay period employed. Employees eligible to use accrued vacation after 3-months of employment.

PTO is earned as follows:

Completed Years of Service	Accrual Rate Per Pay Period	Annual Accrual Rate
1 - 5	1.53	10 days (80 hours)
6 +	2.3 hours	15 days (120 hours)

In order to give each employee the full opportunity of using the PTO benefit, employees are permitted to take PTO in anticipation of the accrual, up to two (2) weeks or 80 hours, with the approval of their manager. This means that an employee may have a negative balance of up to 80 hours PTO. Time away from work in excess of two (2) consecutive weeks requires the recommendation of the employee’s manager.

Up to 50% of the total annual accrued PTO days when not used in the calendar year earned, may be carried over for up to 6 months. PTO is forfeit upon separation of employment, regardless of reason, and the Company will not make cash payment of PTO balances.

### Company Paid Holidays

The Pet Loss Center observes seven (6) fixed holidays each year. The Pet Loss Center will publish the observed holiday calendar.

The Pet Loss Center’ regular holidays are as follows:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day

- Christmas Day

The Pet Loss Center may designate additional holidays during the year, at the discretion of the leadership team. These holiday(s) are determined in the company's sole discretion and may vary from year to year. The company reserves the right to select all holiday(s) in order to meet business needs and as such, the events and days observed may vary from year to year.

Regular employees are eligible for paid holidays. Holidays observed by the company will be compensated at a full-day based on the numbers of hours the employee would normally be scheduled to work on the observed holiday. Temporary employees are not eligible for holiday pay.

Holidays are not treated as "hours worked" for the purpose of calculating overtime pay. If a holiday falls during a scheduled vacation period or any paid leave of absence, the day will be counted as a paid holiday. Employees will not receive pay on holidays that occurs during an unpaid leave of absence.

### **Jury Duty/Court Subpoena**

The Pet Loss Center supports employees in fulfilling their civic responsibilities and fully compensates employees for the full week when they perform work for the company during that week, but are required by a court to serve or are subpoenaed to appear in a case for which the employee is neither the plaintiff nor the defendant. The employee must inform his manager as soon as possible after receiving a jury summons or subpoena so that arrangements can be made to accommodate the absence. The employee must provide a copy of the notice (jury duty or subpoena) in order to be compensated for the time away. An employee is expected to report for work whenever the court schedule permits, including partial days. An employee will not be required to take PTO for this time. Insurance benefits will ordinarily remain in effect and unchanged for the full term of a jury duty absence.

### **Time Off to Vote**

The Pet Loss Center will comply with all laws and regulations related to time off to vote in public elections. Generally, an employee should have sufficient time to vote before or after normal work hours, or during lunch breaks. However, employees eligible to vote in an election and who do not have two consecutive hours outside working time while the polls are open may request sufficient time off with pay to vote. If an employee plans to take such time off, the employee must notify his supervisor before Election Day.

### **Bereavement Leave**

Bereavement will differently affect an employee's ability to work based on his relationship with the deceased. Therefore, the length of bereavement leave will be determined on a case by case basis. When an employee experiences a loss, the employee should contact his manager immediately to establish the expected duration of time away. Bereavement leave is generally expected to vary from 1 to 5 days, depending on the relationship, attendant preparation responsibilities and required travel.

If time off beyond what is customary under this policy is needed, employees may use available Paid Time Off, if any. Requests for bereavement leave, including any PTO use, should be made to the employee's manager, as soon as possible. Bereavement is not "hours worked" for purposes of calculating overtime.

## **Military Leave**

The Pet Loss Center will comply with all laws and regulations related to employment of active or former military personnel. Pursuant to the Uniformed Services Employment and Reemployment Rights Act (USERRA), The Pet Loss Center prohibits discrimination against persons because of their service in the Armed Forces, Military Reserves, or National Guard, the commissioned corps of the Public Health Service, and any other category of persons designated by the President in time of war or emergency. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under this policy. The Pet Loss Center is committed to protecting the job rights of employees absent on military leave.

## **Short Term Military Leave**

Employees who must be absent from their job for a period of up to ten working days each year in order to participate in temporary military duty in the U.S. Armed Forces are entitled to these days as paid military leave. All benefits will continue during an employee's temporary military leave. Requests Short Term Military Leave should be made through Human Resources.

## **Extended Military Leave**

Employees directed to participate in military duties in the U.S. Armed Forces that exceed ten working days will be placed on an unpaid military leave of absence status for a period of as long as five years and will be entitled to the rights and benefits described in USERRA. If an employee is directed to participate in extended military duties, that employee should notify Human Resources immediately (by phone or e-mail as convenient). Human Resources will respond with the employee's complete rights and responsibilities while on extended military leave including The Pet Loss Center procedures and the employee's benefits.

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## Safety & Security

### Workplace Injuries

If an employee is injured, that employee or his co-workers should seek help from outside emergency response agencies, if needed, and immediately contact a manager. Any injured employee will complete a First Report of Accident or Injury Form, even if the injury does not require medical attention. All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues should be reported immediately to any manager. The responsible manager will work with the employees and with Human Resources to complete the required reporting paperwork and resolve safety concerns.

In addition, the state Workers' Compensation Act requires that workers report any illness or injury caused by the workplace, no matter how slight. If the employee does not report an injury, the worker may jeopardize his or her right to collect workers' compensation payments as well as health benefits.

A federal law, the Occupational Safety and Health Act, requires that the Company keep records of all illnesses and accidents that occur on the job. OSHA also provides for an employee's right to know about any health hazards that might be present on the job. Employees with questions related to OSHA or OSHA compliance should ask his or her manager.

### Workers' Compensation

The Pet Loss Center provides workers' compensation insurance covering injuries that occur in the course of your employment. Employees of the Company may elect to retain common law right of action if, no later than five days after beginning employment or within five days after receiving written notice from the employer that the employer has obtained Workers' Compensation coverage, the employee notifies the employer in writing that the employee wishes to retain their common law right to recover damages for personal injury. If the employee elects to retain their common law right of action, the employee cannot obtain workers' compensation income or medical benefits when injured.

[Remainder of this page intentionally left blank]

# Employee Handbook Acknowledgement

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*July 2014*

I acknowledge that I have received The Pet Loss Center Employee Handbook and that I have read and understand all of the policies within, including but not limited to those related to:

- Employment At Will
- Open Door Communications
- Confidentiality
- Prohibitions against Discrimination and Harassment
- Standards of Conduct
- Drugs & Alcohol

I understand that this Handbook represents only current policies and procedures, and that it does not create a contract of employment. The Pet Loss Center retains the right to change these policies and benefits, as it deems appropriate.

Unless expressly proscribed by statute or contract, my employment is "at will." I understand that I have the right to terminate my employment at any time, with or without cause or notice, and that the Company has the same right. I further understand that my status as an "at will" employee may not be changed except in writing and signed by the Company President. I also understand that if I do not comply with all provisions of the Handbook, my access to Company resources may be revoked, and I may be subject to disciplinary action up to and including discharge.

I further understand that I am obligated to familiarize myself with the Company's safety, health, and emergency procedures.

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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Print Employee's Full Name \_\_\_\_\_