

**EFG TRANSPORTATION
POLICIES AND
PROCEDURES MANUAL**

Table of Contents

Purpose..... 1

SECTION 1: 1.0 WELCOME..... 3

 1.1 Welcome..... 4

 1.1 Mission and Vision Statements..... 5

 1.2 Employment Authorization Verification..... 5

 1.3 Wage Requirements..... 6

 1.3.1 Attendance Requirement..... 6

 1.3.2 Direct Deposit..... 6

 1.3.3 Hourly Consideration..... 7

 1.3.4 Job Abandonment..... 7

 1.3.5 Paycheck Deductions..... 7

 1.3.6 Recording Time..... 8

 1.4 Discipline, Layoff, and Termination..... 9

 1.4.1 Criminal Arrests/Activity..... 9

 1.4.2 Exit Interview..... 9

 1.4.3 Outside Employment..... 9

 1.4.4 Post-Employment References..... 10

SECTION 2: 2.0 FAMILIARITY..... 11

 2.1 New Employee Orientation..... 12

 2.2 Categories of Employment..... 14

 2.2.1 Introductory Period..... 14

 2.2.2 Benefits Eligibility..... 16

 2.2.3 At-Will Employment..... 19

 2.2.4 Extension of Introductory Period..... 21

 2.3 Open Door Policy..... 22

 2.4 EFG Transportation Management Team..... 23

 2.5 Suggestions and Issue Resolution..... 24

 2.6 General Employee Rules of Conduct..... 26

 2.7 Disciplinary Actions and Offenses..... 28

 2.7.1 Examples of Actions Subject to Discipline..... 31

 2.8 Disciplinary Procedures Following a Vehicle Accident..... 32

 2.9 Administrative Leave During Investigation..... 36

2.10 Immediate Termination Regardless of Previous Record.....	38
2.11 Dual Responsibility for Accidents.....	40
2.12 Actions for Accidents Which Do Not Violate EFG Transportation Policies.....	42
2.13 Actions for Motor Vehicle Citations.....	44
2.14 Self-Disclosure.....	47
SECTION 3: 3.0 WORK ENVIRONMENT.....	49
3.1 Sexual Harassment Prevention.....	50
3.2 Other Harassment and Discrimination.....	52
3.3 Complaints of Sexual Harassment.....	53
3.4 Filing a Complaint.....	54
3.5 Investigation Process.....	56
3.6 Communication of Results.....	57
3.7 Hiring and Orientation Policies.....	59
3.8 Application and Hiring Process.....	60
3.9 Orientation and Onboarding.....	61
3.10 Probation Period.....	63
3.11 Employee Assistance Program.....	64
3.12 Conflict Resolution.....	65
3.13 Professional Conduct.....	66
3.14 Conflict of Interest.....	67
3.15 Social Media and Online Behavior.....	67
3.16 Dress Code and Appearance.....	68
3.17 Performance Improvement.....	69
SECTION 4: 4.0 COMPENSATION AND BENEFITS.....	71
4.1 Compensation Philosophy.....	72
4.2 Pay Structure.....	73
4.3 Overtime and Extra Hours.....	74
4.4 Wage Garnishments.....	75
4.5 Health and Welfare Benefits.....	76
4.5.1 Nurturing Employee Well-being.....	76
SECTION 5: 5.0 TIME OFF.....	78
5.1 Paid Time Off.....	79
5.2 Vacation and Other Leaves.....	80

5.3 Earned Sick and Medical Leave.....	82
5.4 Family and Medical Leave.....	83
5.5 Other Leaves of Absence.....	84
SECTION 6: 6.0 SAFETY AND RISK MANAGEMENT.....	86
6.1 Strategic goals.....	87
6.2 Risk Responsibility.....	87
6.3 Health and Safety Plans.....	88
6.4 Employee Responsibilities.....	89
6.4.1 CEO.....	89
6.4.2 General Manager.....	90
6.4.3 Employee Responsibilities.....	91
6.4.4 Contractors and Other Employees.....	91
6.5 Risk Assessment and Management.....	92
6.5.1 Risk Assessment and Mitigation.....	92
6.5.2 Employee Hazard Reporting.....	92
6.5.3 Newly Found Health and Safety Issues.....	92
6.5.4 Risks of Imminent Harm-Producing Hazards.....	93
6.5.5 Getting rid of the Risk and Preventing Recurrences.....	93
6.5.6 Safeguarding Information.....	94
6.6 OSHA Inspections and Regulations.....	95
6.6.1 Ongoing Workplace Review.....	95
6.6.2 OSHA Regulations.....	95
6.6.3 New Issues.....	95
6.6.4 Specific Healthcare Issues.....	95
6.6.5 Inspection Records Documentation.....	96
6.7 Safety Training and Program.....	96
6.7.1 The Safety Program's Enforcement.....	96
6.7.2 Training on Safety and Health.....	96
6.7.3 Employee Training Topics.....	97
6.7.4 General Manager Education.....	97
6.7.5 Recordkeeping for Training.....	97
6.7.6 Safety Committee.....	98
6.8 Patient Safety.....	98

6.8.1 Transfer.....	98
6.8.2 Carrying.....	98
6.9 Employee Safety.....	99
6.9.1 Lifting Safety.....	99
6.9.2 Physical Mechanics.....	99
6.10 Common Lifting Techniques and Equipment.....	100
6.10.1 Power EFG Transportation XT Stretcher Operations guidelines.....	101
6.10.2 Using the Transfer Flat.....	103
6.10.3 Ambulance Cot Motion.....	103
6.10.4 Loading the Cot into A Vehicle (Occupied Two Operators).....	104
6.10.5 High-Speed Retract/Extend.....	105
6.10.6 Loading the Cot (Occupied) Into A Vehicle with Two Operators at The Foot End.....	106
6.10.7 Loading the Cot into A Vehicle (Single Operator).....	106
6.10.8 Unloading the Cot from A Vehicle-Powered Method.....	107
6.10.9 Unloading the Cot from A Vehicle – Powered Method.....	108
6.10.10 Loading the Cot into A Vehicle – Manual Method.....	109
6.10.11 Manual Method for Unloading the Cot from A Vehicle.....	110
6.10.12 Manual Method for Unloading the Cot from A Vehicle.....	111
6.10.13 Fixing the Cot's Height.....	112
6.11 Operating the Retractable Head Section.....	113
6.11.1 Warnings.....	113
6.12 How to Use Batteries.....	114
6.12.1 Warnings.....	114
6.12.2 Cautions.....	114
6.12.3 Cleaning.....	115
6.12.4 Washing Process.....	115
6.13 Elimination of IODE Compounds.....	116
6.13.1 Using Stair Chair.....	117
6.14 Breaks and Rest Cycles.....	118
6.15 Loss Management.....	119
6.16 Accidents.....	119
6.16.1 Vehicle Contacts.....	119
6.16.2 General Instructions.....	120

6.16.3 Accident Review and Investigation.....	122
6.17 Safety Committee.....	123
SECTION 7: 7.0 OPERATIONS.....	125
7.1. Showing up On Time, Agreement, and other Expectations.....	126
7.1.1 Task Assignment.....	126
7.1.2 A Minimum Overtime.....	126
7.1.3 Reporting Early.....	126
7.1.4 Clothing and Attire.....	127
7.1.5 Notification of Absence or Delay After Work Hours.....	127
7.1.6 Reporting an In-house Severance Agreement.....	127
7.2 Work Place Conduct.....	128
7.2.1 Reporting Problems/Complaints.....	129
7.2.2 Concerns Report.....	129
7.2.3 Personal Grievances Report.....	129
7.2.4 Complaints/Dispute Resolution.....	129
7.2.5 Drugs and Alcohol at EFG Transportation.....	130
7.2.6 Discrimination and Harassment.....	130
7.2.7 Advice to Employees about Personal Safety.....	130
7.3 Emergency vehicles and equipment.....	132
7.3.1 Fire, Hazardous Materials, and Law Enforcement.....	132
7.3.2 First Aid Supplies.....	132
7.4 Preparation for Vehicle Examination/Service.....	134
7.4.1 Working with Vehicles.....	135
7.4.2 Vehicle Repair.....	135
7.4.3 Vehicle Documentation.....	136
7.4.5 Checklists.....	136
7.4.6 ALS Medication Books.....	137
7.4.7 Medical Log.....	138
7.4.8 Support Services' Vehicle Checklist.....	138
7.5 Dispatcher Coordination.....	139
7.6 Emergency Medical Technician Guidelines.....	140
7.7 Putting Your Emergency Vehicle In-Service.....	143
7.8 Embarking on a Call.....	147

7.8.1 Multiple Units on One Call.....	148
7.9 Dispatching Ambulances.....	149
7.9.1 Dispatch Process.....	149
7.10 On-Scene Management.....	150
7.11 Information Management.....	150
7.12 Communications Management.....	150
7.13 Crisis Stabilization and Control.....	151
7.14 Attending to a Client.....	151
7.14.1 Informing Clients/Visits of Incident.....	151
7.14.2 Obtaining Client’s Attention.....	152
7.15 Immediate Action.....	153
7.16 Safety Procedures.....	153
7.16.1 Reporting Incident.....	153
7.16.2 Contacting the Client.....	154
7.16.3 Escorting the Client.....	154
7.16.4 Ensuring Safety.....	154
SECTION 8: 8.0 COMMUNICATIONS AND DISPATCH.....	156
8.1 EFG Transportation Dispatcher Expectations.....	157
8.2 Dispatcher Qualifications.....	158
8.3 Dispatch Priorities.....	158
8.4 Dispatch Format.....	159
8.5 Dispatch Responsibilities.....	162
8.5.1 Primary Dispatch Responsibilities.....	164
8.6 Equipment, Device, and Software.....	166
8.7 Ordering Facility or Origin of a Call.....	167
8.7.1 Emergency Calls.....	167
8.7.2 Surrounding Service Area Emergency Calls.....	167
8.7.3 Non-Emergency Calls.....	167
8.8 Call Type.....	168
8.9 Taking of Calls.....	168
8.10 Incident Address Verification.....	172
8.11 Caller Management and Customer Service.....	173
8.12 Monitoring or Recording the Status of the Teams.....	175

8.13 Canceling, Re/Unassigning, and Running Late for a Call.....	177
8.14 Review Process.....	177
8.15 Operation and Familiarization with Dispatch Equipment.....	177
8.15.1 System Dispatching.....	178
8.15.2 Logging In/Out of the Network.....	178
8.15.3 System Effectiveness.....	178
8.15.4 Radio Console.....	178
8.15.5 Computer Monitors.....	179
8.15.6 Telephone/Radio Recordings.....	179
8.15.7 Telephone Etiquette.....	179
8.15.8 RangeCast.....	179
8.16 Exchange Program for Dispatchers.....	179
8.17 Management Notification.....	180
8.18 Actions Taken for an Equipment Failure.....	180
8.18.1 Phone Failure.....	180
8.18.2 System Failure.....	180
8.18.3 Power Blackout Procedures.....	180
8.19 Communications Center Breakdown Procedures.....	180
8.20 Radios.....	181
8.20.1 Radio Etiquette.....	181
8.20.2 Radio Equipment.....	181
SECTION 9: 9.0 HIPAA POLICY.....	182
9.1 HIPAA Risk Analysis Policy.....	183
9.2 The Right of Patients to Access Their Personal Health Information.....	185
9.2.1 Patient/Representative Requests for Release of Information.....	185
9.2.3 Requests for Information from Patients' Attorneys.....	186
9.2.4 Acceptance of Authorization Requests.....	186
9.2.5 Refusal of Permission to Access.....	187
9.3 Patient Requests to Amend PHI.....	188
9.3.1 Amendment Requests for Protected Health Information.....	188
9.3.2 Consent to Change Protected Health Information.....	189
9.3.3 Denial of Request to Amend Protected Health Information.....	189
9.3.4 Duties in the Administrative Section.....	190

9.4 Restricting Access to Protected Health Information (PHI) Upon A Patient's Request.....	190
9.4.1 Restrictions Requests.....	191
9.4.2 Accepting a Restrictions Request.....	192
9.4.3 Refusal of the Request for Restriction.....	193
9.4.4 The cessation of limitations.....	193
9.5 Requests for A Record of Disclosures of Protected Health Information.....	194
9.5.1 Accounting Information.....	194
9.5.2 Satisfying a Demand for Financial Statements.....	195
9.5.3 Recording Disclosures of Protected Health Information.....	196
9.5.4 Responsible Administration.....	196
9.6 Policy on Patient Requests for Confidential Communications.....	196
9.6.1 Demands for Confidential Communications.....	197
9.6.2 Granting Request for Confidential Communications.....	197
9.6.3 Refusing to Grant Confidential Communications.....	198
9.7 HIPAA Compliance Officer's Action Plan for Patient Requests Involving Protected Health Information.....	198
9.7.1 Information Release Request.....	199
9.7.2 The Requirement for Alterations to Protected Health Information.....	199
9.7.3 Information Restrictions Requested.....	199
9.7.4 Demand for a List of All Disclosures of Personal Information.....	200
9.7.5 Questions Regarding the Need for Private Conversations.....	200
9.8 HIPAA Compliance Training Objectives.....	200
9.9 Revision of Policies, Procedures, And Training Regarding the Privacy and Security of Individual Health Information.....	201
9.9.1 Maintaining Knowledge.....	201
9.9.2 Evaluation of HIPAA Compliance Measures.....	202
9.9.3 Training Programs for Compliance with HIPAA Regulations.....	203
9.10 Business Associates.....	203
9.11 Consequences for Violations of HIPAA Policies and Procedures.....	205
9.12 Establishing Designated Record Sets.....	206
9.12.1 The Elements That Makeup Designated Record Sets.....	206
9.13 News Media Interaction.....	208
9.13.1 Questions from the Media.....	208
9.13.2 Disseminating News to the Public.....	209

9.14 Action Plan for Engaging with News Media..... 209
9.15 Disclosure of Individually Identifiable Information to Law Enforcement Officials..... 210
 9.15.1 Standard Operating Procedure for Handling Inquiries.....211

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Purpose

This manual aims to help employees familiarize themselves with the work environment and what is required of them at EFG Transportation. It explains the conditions and employment terms of employees working at EFG Transportation in helping the company realize and implement its goals. Employees at EFG Transportation should embrace and use this manual as a guide to the realization of the successful implementation of their duties. Employees at EFG Transportation are responsible for fully reading this manual for a detailed comprehension of each aspect of the manual to avoid breaking workplace rules or omitting the performance of some roles. Should an employee have difficulty or experience a challenge in reading or comprehending an aspect(s) in the manual, they should contact the General Manager to get a detailed explanation(s). This manual highlights the benefits to enjoy, procedures to adhere to when performing tasks, services to offer, and policies to act as a reference guide. This manual will be given to each employee before enrolling for a job to read and confirm whether they shall oblige to the policies and procedures. In addition, employees shall remain with this manual during their employment at EFG Transportation to act as a reference guide.

EFG Transportation is bound to make changes to this manual at any time the management finds it fit to do so without notifying or seeking permission from the employees. In the future, when EFG Transportation makes changes to this manual and there are conflicting provisions, employees are required to use the newly revised manual as it will be an improved version of this manual. Upon revision of this current manual, it is the responsibility of employees to find out the adjustments made and implement them accordingly. EFG Transportation shall offer explanations of this manual; thus, employees can contact the General Manager to gain more information on

certain provisions they are interested in. This manual shall act as a reference guide and not as a basis for contract signing between EFG Transportation and employees.

This manual is owned by EFG Transportation and it's to be used as a reference guide and for personal use by EFG Transportation employees. Employees should not circulate this manual outside the EFG Transportations it is a property of EFG Transportation. For circulation outside EFG Transportation, the General Manager should approve the request.

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SECTION 1: 1.0 WELCOME

1.1 Welcome

We value our employees at EFG Transportation. We do our best to ensure we provide a good working environment to our employees. We ensure we are part of the journey of our employees in helping them perform their duties diligently and realize their goals. To achieve this, we have a manual that shall guide you throughout the journey and provide solutions to the many questions you could be having as you start your roles. We value your presence at EFG Transportation and we are hopeful you shall make key contributions to the success of our company towards achieving our vision and mission as the most trusted private ambulance service company. You are a valuable asset at EFG Transportation and we look forward to your significant input in providing top-notch quality services to everyone entrusted to our care services; thus, building and maintaining a good reputation.

Welcome to EFG Transportation, the most trusted private ambulance service company in Rhode Island, we are happy to have you join us. You just joined a dedicated and focused company. We are hopeful your employment at EFG Transportation will be challenging and rewarding. As much as we take pride in the services we provide, we take pride in our employees too. EFG Transportation complies with all state laws; although there may be no express written policy about these laws.

Please, take adequate time in reading this manual to fully comprehend what is expected of you and what actions to take in various circumstances. After reading, kindly sign to acknowledge you have read the provisions and contents of this manual and understood.

We wish you success in your employment here at EFG Transportation.

Sincerely,

Francesco Giusti

General Manager

1.1 Mission and Vision Statements

EFG Transportation is a Rhode Island-licensed private ambulance service. EFG Transportation is privately owned and aims to provide both emergent and non-emergent medical transport services to the residents and communities who seek our services. EFG Transportation believes that the best humanity to do in this world is to help improve the quality of life for patients or anyone in dire need of medical services; thus, assuming the full responsibility to help in achieving and realizing this great belief. To achieve this, the input of employees is required. EFG Transportation values its employees and provides employees with the opportunity to excel as competent healthcare professionals while performing their roles. EFG Transportation treats its employees fairly without any form of discrimination and encourages collaboration to achieve the key company's goals. EFG Transportation guarantees a convenient work environment and a workplace that encourages freedom of expression and conflict-solving to ensure that our clientele gets high-quality transportation medical services.

1.2 Employment Authorization Verification

New employees will be required to complete the federal form on the first day of employment and present the relevant documents as per the US citizenship and immigration services to prove identity and employment authorization by the first week following the start of employment with

EFG Transportation. If by any chance an employee will not have submitted the relevant documents or their status has not been updated, they should contact the general manager. If one is authorized to work in the US for a limited period of time, one will be required to submit proof of renewed eligibility to work before the expiration of that period so as to remain an employee of the company.

1.3 Wage Requirements

1.3.1 Attendance Requirement

If an employee is aware that they will be late for work or absent, they should inform the general manager 6 hours before the start of the next day's working hours so that the general manager can make the necessary adjustments. Text messages are not allowed when communicating the same and this should be done via email to the general manager. It is the responsibility of an employee to find the general manager's email after being employed. The reason(s) for being late or absent should be valid. The reason(s) should be accompanied by a valid email to support the validity of the reason. EFG Transportation reserves the right to apply unused vacation, paid time, and sick time to unauthorized absences if permitted by applicable law. Absences as a result of vacation, approved leave, or legal requirements are exceptions to the policy.

1.3.2 Direct Deposit

EFG Transportation advises its employees to enroll in direct deposit. This is not mandatory, but optional; thus, the decision is made by the employees. If an employee is interested in enrolling in a direct deposit, they should take an application form from the general manager, which shall be reflected in the payroll a month after filling. A formal written letter shall be written explaining the deductions that shall be made.

1.3.3 Hourly Consideration

The payment an employee receives at EFG Transportation depends on many factors, including the effort an employee makes and the number of hours worked. If an employee is not satisfied with their pay and requires clarification of the same, they should consult the general manager for a detailed explanation from the general manager. Some of the issues that can result in payment confusion include paycheck deductions, commissions, paid time off, benefits, and overtime.

1.3.4 Job Abandonment

If an employee does not report to work and does not communicate the reason for their absence for a duration of seventy-two consecutive hours, EFG Transportation will consider that the employee has abandoned their job and voluntarily resigned. EFG Transportation will send an official communication informing you of contract termination and advertise the position as vacant.

1.3.5 Paycheck Deductions

EFG Transportation is required by law to make specific deductions from an employee's pay every pay period. At times, a court order may require EFG Transportation to make specific deductions from an employee's pay every pay period. The amount of an employee's tax deductions depends on their earnings and the number of exemptions listed on the federal form and applicable state withholding form. An employee can also demand voluntary deductions of their paycheck, including retirement plans, insurance premiums, or spending accounts. EFG Transportation shall not make deductions on an employee's pay which are prohibited by state, federal, or local law. If an employee has inquiries concerning their paycheck deductions, they should contact the general manager for detailed elaboration. If the general manager finds out there are inappropriate deductions, a full reimbursement shall be made on the next payday.

1.3.6 Recording Time

EFG Transportation is required by state, federal, and local laws to maintain accurate records of hours employees have worked. EFG Transportation is focused on ensuring it has accurate time records and that employees are fully compensated for all hours worked. EFG Transportation has a timekeeping application, which every employee should have and record their worked hours. This will help in ensuring the accuracy of the records both the EFG Transportation and employees have. In case of a dispute in the records between the EFG Transportation and an employee, the application will help in identifying the correct recording; thus, adjusting for accuracy. Employees should ensure they accurately record their time to make sure they are paid for all hours worked. Recording of the hours worked should align with EFG Transportation's procedures which include:

- i. Recording immediately before starting work.
- ii. Recording immediately after completing work, before taking meals.
- iii. Recording immediately before resuming work, after taking meals.
- iv. Recording immediately after completing their work.
- v. Recording immediately before and after any other time away from work.

If an employee is required to clock in, they should clock in no more than four minutes ahead of their start time and clock out no later than five minutes after quitting time. An employee should notify their general manager of any errors in payment or wrong records such as involuntarily missed breaks or meal periods. EFG Transportation does not allow falsifying time records such as working "off the clock." If an employee is found to have committed such a crime, the company will take disciplinary action which can result in termination of the working contract. If

an employee or manager falsifies another employee's time, a report to the general manager should be done for investigations to be made and disciplinary actions taken.

1.4 Discipline, Layoff, and Termination

1.4.1 Criminal Arrests/Activity

EFG Transportation will report all criminal activities as per the applicable law. EFG Transportation does not allow its employees to participate in criminal activities whether inside or outside the company. If an employee is found engaging in criminal activity, disciplinary action(s) will be taken, which may result in suspension or termination of the work contract. EFG Transportation expects employees to be readily available on the job, ready to perform their duties diligently, when requested to work. Being unable to report to work as per the company's schedule may result in disciplinary actions by the company due to a violation of the attendance policy.

1.4.2 Exit Interview

EFG Transportation may at some point ask employees to participate in an exit interview when leaving for another job or personal program. The purpose of the exit interview is to enable the management to fully understand the reason(s) for you to leave the job, identify aspects which the employee was not comfortable with and require urgent attention to address as they could be adversely impacting other employees, and help the company improve its process of hiring and retaining employees. The exit interview is voluntary and not mandatory; thus, an employee may choose to participate or not.

1.4.3 Outside Employment

EFG Transportation understands that an employee may have an outside job that will help them in maximizing their earnings. If an employee has an outside job and it adversely impacts the

availability of work performance, EFG Transportation may be forced to as the employee to terminate it. EFG Transportation does not have a problem with its employees having outside jobs during their off hours provided it does not adversely impact their job performance, work hours availability, and quality of services offered. EFG Transportation expects employees to adhere to this, failure to which may result in disciplinary action(s), including termination. In case there are conflicts between EFG Transportation's employment and outside employment, EFG Transportation should report to the general manager for investigation(s) to be conducted and have the issue(s) addressed.

1.4.4 Post-Employment References

EFG Transportation will confirm employment dates and job title only. following a written authorization, EFG Transportation will confirm compensation. Any requests for employment verification should be forwarded to the general manager.

SECTION 2: 2.0 FAMILIARITY

EFG Transportation is committed to upholding excellent communication and promoting a positive work environment. EFG Transportation ensures employees are aware of and committed to the basic principles, policies, and processes. Following these guidelines can help create a pleasant workplace that encourages development, teamwork, and accountability.

2.1 New Employee Orientation

Pleasure to have you at EFG Transportation! We are happy to have you as a member of our team, and we want to make sure that your transition into our company is easy, educational, and interesting. Our New Employee Orientation has been created to give you the vital information, tools, and skills you need to succeed at EFG Transportation.

At EFG Transportation, we recognize the value of a thorough onboarding procedure. You will learn about our corporate culture, beliefs, policies, and opportunities during our New Employee Orientation. This orientation will help you lay a solid foundation for success and is an essential first step in your journey as a team member.

You will learn various subjects throughout the orientation that are intended to acquaint you with the principles, guidelines, and resources of EFG Transportation. The following significant topics will be covered:

- i. Vision and Guiding Principles: Discover the fundamental principles and mission that underpin EFG Transportation's success. Learn how our long-term objectives and daily activities are influenced by our vision;
- ii. Benefits: Gain knowledge about the variety of advantages and perks that you can enjoy as a team member of EFG Transportation. We offer a wide range of perks, including paid time off, paid retirement programs, and health insurance;
- iii. Equal opportunities for employment and affirmative action: Recognize our dedication to giving everyone, regardless of background, equal opportunities. Learn about our commitment to building a diverse and inclusive workplace and affirmative action practices;
- iv. Company Structure and Departments: Explore EFG Transportation's organizational structure to understand better how each one contributes to the company's overall goals and operations;
- v. Resources and Opportunities: Learn about the many resources you can access as a team member of EFG Transportation. We are here to support your growth and well-being, offering anything from employee assistance programs to professional development opportunities.

Our orientation program for new employees is intended to be interactive and interesting. You will get the chance to interact with your co-employees and learn more about our corporate culture through having conversations, participating in activities, and asking questions.

The orientation is also a great opportunity for you to get to know your co-employees and the management. In order to get the most out of your time with EFG Transportation, we advise you to communicate, connect, and form relationships with other employees.

While your adventure with EFG Transportation officially begins at the New Employee Orientation, our dedication to your learning and development lasts the duration of your employment. We provide regular training, workshops, and growth opportunities to help you develop your abilities and contribute more effectively to our common objectives.

Introducing you to EFG Transportation and our New Employee Orientation is something we are eager to do. This orientation is a reflection of our commitment to giving you the resources, information, and help you need to flourish in your position and contribute to our success as a team. As this is the first step in creating a rewarding and successful career journey with us, we want you to approach this experience with interest, ask questions, and interact actively. We appreciate you deciding to join the EFG Transportation family, and we are looking forward to starting this exciting journey with you.

2.2 Categories of Employment

We at EFG Transportation believe in developing a cooperative working environment that enables people and the company to find the best fit. The "Categories of Employment" policy defines the stages and requirements new hires will experience throughout their initial weeks or months with us. This policy lays the groundwork for a seamless integration into our workforce.

2.2.1 Introductory Period

You will start a transforming journey as a new employee at EFG Transportation during your introduction period, which lasts for the first 90 working days of your employment. This stage is crucial for your journey and ours too since it lays the groundwork for long-lasting, fruitful, and cooperative cooperation.

The introduction phase is a planned period of time created to aid in your role adjustment, comprehension of our corporate culture, and seamless team integration. During this time, you will examine whether the position fits with your career goals and our management can assess your suitability for the post and our company principles.

During this time, you will have the chance to demonstrate your abilities, contribute to projects, and interact with co-employees while also learning more about our processes, goals, and working environment. You and EFG Transportation will be more aware of how our collaboration fits with your objectives and room for expansion by the end of the initial phase.

Throughout your initial training, the following goals will direct your experience:

- i. **Mutual Assessment:** During the orientation period, you can assess if your position at EFG Transportation matches your career aspirations and objectives. You will get a first-hand look at our workplace beliefs, norms, and expectations;
- ii. **Abilities Development:** Developing your abilities will provide you the chance to learn more about the duties of your role and participate in training and development activities that will help your growth;
- iii. **Integration:** We welcome your participation in team activities, collaboration on projects, and interaction with your co-employees. During your time with us, developing relationships and learning about our team dynamics will be beneficial;
- iv. **Performance Assessment:** During this time, the general manager will provide you feedback on your development, carry out performance assessments, and respond to any queries or issues you might have.

While the initial phase is a time for mutual evaluation, it also comes with advantages and expectations:

- i. Support for Onboarding: To assist you in becoming comfortable with your role, our policies, and our work environment, you will receive thorough onboarding;
- ii. Enhancement of Skills: Participating in learning and development opportunities can help you advance both personally and professionally;
- iii. Comments: Regular evaluations and comments can help you make progress and identify your areas of strength and improvement;
- iv. Full-Time Benefits: Despite the fact that some benefits might not be available during the training phase, after successful completion, you'll be able to take advantage of programs like 401(k), life insurance, and short-term disability.

Expectations:

- i. Performance: Continue to give your job and your obligations your full attention;
- ii. Participate enthusiastically in group tasks, projects, and educational opportunities;
- iii. Professionalism: Uphold EFG Transportation's principles and follow our rules and regulations;
- iv. To resolve any questions or concerns, keep an open line of communication open with the general manager.

The general manager will evaluate your performance, engagement, and alignment with EFG Transportation's values at the end of your orientation time. A decision about your continued employment will be made in light of this evaluation.

2.2.2 Benefits Eligibility

Once the ninety (90) day introductory phase is completed, employees will access benefits like 401(k), life insurance, and short-term disability. These advantages are not accessible before that time. EFG Transportation will implement this timeframe to enable both parties to determine whether the work arrangement meets their expectations.

At EFG Transportation, we care about the well-being of our employees and understand the critical role that comprehensive benefits play in creating a supportive workplace. We are dedicated to offering you a selection of perks that enhance your general sense of job satisfaction, good health, and financial stability. While some advantages are not immediately available during your introductory period, once this phase is successfully completed, you become eligible for those benefits.

Your personal and professional requirements are supported by our benefits package. It covers a range of topics that support your well-being, financial security, and work-life balance. These advantages consist of, but not be limited to:

- i. Health Insurance: Access to full-service medical, dentistry, and vision policies to protect your health and the health of your dependents;
- ii. Retirement Plans: You can plan for your financial future and make contributions to your long-term financial goals by joining our 401(k) retirement plan;
- iii. Paid Time Off (PTO): The accumulation of paid time off that can be used for personal days, sick days, vacations, and other events;
- iv. Short-term Disability: Insurance that provides financial assistance if an illness or accident that is covered prevents you from working;

- v. Employee assistance programs: Tools that offer aid for both personal and professional issues, ensuring you have access to qualified advice and support.

Your successful completion of your Introductory Period is a requirement for eligibility for some benefits. This phase, which lasts for the first 90 days of your employment with EFG Transportation, provides as a time for both the EFG Transportation and you to analyze how well you fit in and support our objectives. You are qualified for the benefits listed above once you have met the conditions of the Introductory Period.

Your preparedness to accept your role and contribute to EFG Transportation's goal and values is demonstrated by your successful completion of the Introductory Period. Once this phase is over, your eligibility for the aforementioned benefits will be enabled, enabling you to make use of the benefits that come with being a respected employee of our company.

To maximize your experience as you get closer to being eligible for the benefits package, think about taking the following actions:

- i. Educate Yourself: Become familiar with the specifics of each benefit and comprehend how it might aid in your well-being;
- ii. As soon as you are eligible, make the effort to sign up for the benefits that best suit your requirements and situation;
- iii. Participate in our 401(k) retirement plan to safeguard your financial future and take advantage of company contributions while you make retirement plans;
- iv. Make Strategic Use of Accrued Paid Time Off: Encourage work-life balance and general well-being by making wise use of your accrued paid time off;

- v. Access Support: When necessary, use employee help programs to ensure you have the tools necessary to deal with difficulties.

Beyond determining your eligibility for benefits, we are dedicated to your well-being. We are committed to giving you ongoing assistance, chances for professional progress, and a nurturing environment that promotes your success as you join the EFG Transportation family.

The period of benefits eligibility is a crucial turning point in your employment with EFG Transportation. We urge you to take advantage of the options presented to you as you go through the introductory period and become eligible for our full benefits package. By making the most of these opportunities, you play a crucial part in our performance as a team and improve your overall job happiness, health, and financial stability. We are thrilled to be at your side as you move through this stage and anticipate a fruitful future together.

2.2.3 At-Will Employment

It is crucial to remember that finishing the orientation period does not ensure long-term employment stability. The right to terminate your employment with EFG Transportation at any moment, for any reason, and with or without prior warning is still in place. Similarly, you can leave your job anytime, with or without cause, before or after the introduction period.

Our working relationship at EFG Transportation is based on an at-will employment relationship, which governs how we work together. The flexibility and mutual understanding that underpin our interactions and expectations—both of you as an employee and of us as an employer—are highlighted by this arrangement. It is essential that you comprehend the idea of at-will employment before starting your journey with us.

Because the employment relationship is at-will, either you or EFG Transportation may end it whenever you want, for any reason, and without giving prior warning. Both parties are given the option to choose according to what is in their best interests under this arrangement. In other words, EFG Transportation retains the right to terminate your employment for reasons that comply with state laws and regulations, just as you have the right to quit your job without giving a reason.

The at-will employment relationship is meant to give you and EFG Transportation flexibility and freedom. It means that neither party is obligated to keep you on as an employee for a certain period of time and that you could be fired for any reason by either party. This arrangement demonstrates our dedication to creating a setting where roles and responsibilities may be modified to meet changing company requirements.

Although the at-will employment relationship serves as the cornerstone of our workplace culture, it's crucial to remember that this rule is not absolute. EFG Transportation is committed to respecting moral and legal norms, and we acknowledge that there are instances in which choices regarding employment may not be left entirely to the discretion of either side. Exceptions consist of:

- i. **Contractual Agreements:** If you have a written contract outlining your job terms, such as a fixed-term contract, those provisions will take precedence over any at-will employment;
- ii. **Collective Bargaining Agreements:** If you are covered by a collective bargaining agreement, its terms will determine the circumstances that can lead to the termination of your job;
- iii. **Employment Policies:** Our policies are a reflection of our commitment to establishing a just and courteous workplace. Decisions about termination will be made in accordance

with these policies, ensuring that they are administered fairly and in compliance with applicable legislation.

While the framework of at-will employment allows for flexibility, EFG Transportation is dedicated to upholding open lines of communication and openness with all employees. We promote regular discussion about your job, performance, and objectives for your career. We maintain clarity and alignment in our working relationship through the use of feedback sessions, performance reviews, and routine check-ins.

Take into account the following when you negotiate the at-will employment relationship:

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