



Team Member Handbook

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TABLE OF CONTENTS

WELCOME TO ASCEND AESTHETIC PARTNERS!	3
GENERAL INFORMATION	4
OUR WHY	5
ABOUT THE TEAM MEMBER HANDBOOK	6
AT-WILL EMPLOYMENT	7
COMMITMENT TO DIVERSITY	7
ACCOMMODATIONS	10
COMMENCING EMPLOYMENT	12
EMPLOYMENT ELIGIBILITY AND WORK AUTHORIZATION	13
BACKGROUND AND REFERENCE CHECKS	13
PERSONAL INFORMATION	14
TEAM MEMBER CLASSIFICATIONS AND WAGE AND HOUR POLICY	15
DRESS AND APPEARANCE	16
SOCIAL MEDIA AND INTERNET USE	18
TRAINING	19
SMOKING POLICY	20
TRANSPORTATION	20
TEAM MEMBER RECORDS	20
PAYROLL	20
WORKING HOURS (INCLUDING HOLIDAYS) SCHEDULES AND TIMEKEEPING	21
TIMEKEEPING PROCEDURES	21
PAYMENT OF WAGES	21
PERSONNEL	22
REPORTING UNETHICAL, FRAUDULENT, OR ILLEGAL ACTIVITY	22
CONFIDENTIALITY OF INFORMATION	23
CONFIDENTIALITY AND HIPPA	25
DOCUMENTATION	26
OPEN-DOOR POLICY	28
GRATUITIES AND GIFTS	30
STANDARDS OF CONDUCT	30
VISITORS AND PHONE USAGE	31
ALCOHOL AND DRUG-FREE WORKPLACE	31
PUNCTUALITY AND ATTENDANCE	32
COMPLAINT PROCEDURE	32
DISCIPLINARY ACTION	33
SOLICITATION AND DISTRIBUTION OF LITERATURE	34
HEALTH AND SAFETY-OSHA	35

WORKERS COMPENSATION.....	35
BENEFITS	35
HOLIDAYS.....	36
PAID TIME OFF	36
ADDITIONAL TIME OFF BENEFITS.....	37
TEAM MEMBER ASSISTANCE PROGRAM.....	39
INSURANCE BENEFITS	40
LEAVES OF ABSENCE	41
TERMINATIONS.....	43
RESIGNATION OF EMPLOYMENT	43

WELCOME TO ASCEND AESTHETIC PARTNERS!

Dear Ascend Family:

As we introduce this Human Resources Team Member Handbook, we—Anthony Milonas and Dr. Bill Hedden—want to share a heartfelt welcome and a glimpse into the heart of our mission here at Ascend Aesthetic Partners. This Handbook is much more than the usual do's and don'ts; it's a roadmap to who we are, where we're heading, and how each of us plays a part in this incredible journey.

Our vision is clear: to create a united front of plastic surgeons and team members, all pulling together toward one goal—being the best in cosmetic surgery while providing care that's as personal as it is professional. We're not just about procedures; we're about people.

As you read on, you'll see our core values of Excellence, Compassion, Community, Accountability, and Winning Team. These aren't just words on a page; they are the principles that will guide us every day:

- **Excellence:** We're always looking to improve, taking initiative, and working to deliver above and beyond in everything we do.
- **Compassion:** We display genuine empathy for everyone we touch, have respect for others, and appreciation for each other.
- **Community:** We foster a sense of belonging and teamwork within our practice, Ascend, and local communities.
- **Accountability:** We are authentic, transparent, reliable, and always doing the right thing.
- **Winning Team:** We're on a continual path of improvement that enhances our team, patient care, and effectiveness because performance matters.

We're asking you to bring these values to life in your work. Your dedication and skill will make Ascend stand out as a leader in aesthetic excellence. This Handbook is a starting point, but our team's daily actions and decisions make a difference.

Thank you for being part of our story. By joining forces, we're not just growing a business but setting a new standard for care and excellence in our field.

Warm regards,

Dr. Bill Hedden, MD - Chief Medical Officer
Anthony Milonas - Chief Executive Officer
Ascend Aesthetic Partners

GENERAL INFORMATION

OUR WHY

Purpose:

To guide patients on a journey toward their optimal selves, to renew, restore and foster self-confidence and an overall sense of well-being.

Vision:

Establish a cohesive alliance of plastic surgeons committed to excellence in aesthetics aligned with comprehensive and compassionate care ultimately recognized as the premier centers of excellence.

Our Values:

EXCELLENCE: In everything we do, we are always looking to improve, taking the initiative, and putting in the work to deliver above and beyond. Observable Behaviors:

- **Commitment to Learning:** We are dedicated to being the best, constantly learning new skills and approaches to elevate our services and patient experiences.
- **Pursuit of Quality:** We strive to deliver exceptional results in all aspects, from patient care to administration, continuously seeking feedback to enhance our work and practices.
- **Ethical and Professional Integrity:** We uphold the highest ethical standards and adhere to best practices in plastic surgery and med spa services, ensuring professionalism in every action.
- **Creativity:** We embrace creativity and innovation, continually learning and adopting new methods to stay at the forefront of patient care and services.

COMPASSION: We display genuine empathy for everyone we touch, have respect for others, and appreciation for each other. Observable Behaviors:

- **Gratitude:** We appreciate the efforts of every team member and acknowledge the impact that team members have on the community and our workplace
- **Personal Touch:** We make meaningful personal connections, remember individual stories and preferences, and tailor our solutions or approaches to each person's needs.
- **Kindness and Caring:** We are concerned for the well-being of our team members and communities and ensure that every interaction is uplifting, positive, and helpful.
- **Support and Wellness:** We balance personal well-being with professional demands, seeking and offering support when needed.

COMMUNITY: We foster a sense of belonging and teamwork within our practice, Ascend, and local communities. Observable Behaviors:

- **Community Building:** We respectfully engage with colleagues, patients, and partners and work to strengthen the bonds between our community and team members.

- **Diversity and Unity:** We celebrate each individual's unique contributions and foster an environment of valuing unique perspectives, uniting us in our pursuit of exceptional care.
- **Mutual Growth:** Supporting the personal and professional growth of our team members and the company, we ensure a thriving, knowledgeable, and supportive community.
- **Adaptability and Flexibility:** We adapt to the evolving needs of our patients and staff and embrace change as an opportunity for growth.

ACCOUNTABILITY: We are authentic, transparent, reliable, and always doing the right thing. Observable Behaviors:

- **Transparent Communication:** We communicate openly and respectfully, taking ownership of our actions and their impacts.
- **Personal Responsibility:** Acknowledging our impact, we take responsibility for our actions and decisions.
- **Ethical Adherence:** Acting with integrity, we ensure that our practices comply with laws and regulations and reflect our commitment to doing the right thing.
- **Commitment and Reliability:** We follow through on commitments, delivering high-quality results on time.

WINNING TEAM: We're on a continual path of improvement that enhances our team, patient care, and effectiveness because performance matters. Observable Behaviors:

- **Commitment to Adaptability:** We continuously adapt to the evolving needs of our patients and staff and embrace change as an opportunity to grow and improve.
- **Cross-functional collaboration:** We leverage our collective expertise to achieve unified, superior outcomes.
- **Continual improvement:** We embrace a culture of shared learning, are curious about others' perspectives, and strive for continual improvement in everything we do.
- **Recognition and Celebration:** We celebrate our achievements and successes, acknowledging and appreciating each team member's efforts and contributions.

ABOUT THE TEAM MEMBER HANDBOOK

You are about to embark on an exciting career with the finest plastic surgery practices

and med spas.

You have become an essential team member, and we are confident your experience with us will be fulfilling. We have prepared this Handbook to reference and answer some of your questions regarding our company, our policies, and our benefits.

This Handbook is a statement of general Ascend Aesthetic Partners policies and practices. It is impossible to explain every subject listed in this Handbook in detail. Please consult your supervisor or a Human Resources representative if you have any questions. Also, remember that constant changes in healthcare practices and the law, among other factors, may result in modifications or additions to items listed in this Handbook.

This Handbook provides basic information about our policies, benefits, and other pertinent issues, as well as what you can expect from us and what we will expect from you as a member of the Ascend Aesthetic Partners team. Please take the time to read this Handbook carefully.

Ascend Aesthetic Partners reserves the right to unilaterally modify, eliminate, or depart from any policy or practice in whole or in part, including, but not limited to, those policies included in this Handbook, without notice. Ascend Aesthetic Partners strives for any policy change affecting team members' behavior, benefits, or treatment to be communicated to you.

AT-WILL EMPLOYMENT

Ascend Aesthetic Partners is an "at-will" employer. Team members may terminate their employment at any time for any reason or no reason, with or without cause or notice. Ascend Aesthetic Partners may terminate a team member at any time for any reason or no reason, with or without cause or notice. This policy of "at-will" employment cannot be changed except by a written document signed by you and the CEO of Ascend Aesthetic Partners.

COMMITMENT TO DIVERSITY

EQUAL OPPORTUNITY EMPLOYMENT

The company will comply with all applicable laws, rules, and regulations, provide equal employment opportunities to all team members and applicants for employment, and prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

HARASSMENT POLICY

The company does not tolerate harassment, offensive behavior, or intimidation of a team member on any basis, including race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. Just as the company is responsible for this policy, each team member must communicate their disinterest in, or offense taken to, any perceived verbal or physical discrimination or harassment. The inference that sexual favors may influence any condition of employment will not be tolerated.

POLICIES AGAINST WORKPLACE VIOLENCE

It is Ascend Aesthetic Partners' policy to provide a workplace that is safe and free from unlawful harassment, sexual harassment, bullying, and free of workplace violence for our team members. Therefore, Ascend Aesthetic Partners and its affiliates will not tolerate intimidation, bullying, harassment, sexual harassment, violence, or threats of violence of any form in the workplace, at work-related functions or meetings, or outside of work if it affects the workplace, including during non-working hours. This policy applies to Ascend Aesthetic Partners team members, clients, patients, guests, and persons doing business with Ascend Aesthetic Partners.

It is a violation of this policy for any individual to engage in verbal or physical conduct that intimidates, endangers, or creates the perception of intent to harm persons or property.

Supervisors who become aware of any harassment situations or potential violence, whether it involves team member-to-team member, client, patient or family member-to-team member, or Supervisor-to-team member conduct, are required to report the matter to their supervisor promptly. The supervisor will investigate all such complaints per policy and take the appropriate action. To the greatest extent possible, all complaints and related information will remain confidential except for those who need the information to investigate, evaluate, or respond to the complaint. There will be no retaliation for filing or pursuing an allegation of harassment.

Each team member is responsible for reporting all issues of workplace violence, accidents, injuries, and unsafe conditions to their supervisors. Failure to report such an infraction may result in a team member's disciplinary action, including termination.

Compliance with the Prevention of Harassment, Sexual Harassment, and Workplace Violence policy is a condition of employment. Team members are encouraged to raise any questions or concerns about this policy with any management staff member.

NEPOTISM AND PERSONAL RELATIONSHIPS IN EMPLOYMENT

Employing members of the same immediate family, those who share a household, or those with other types of personal relationships may create conflicts of interest or perceptions of conflicts of interest. Ascend Aesthetic Partners will use sound judgment in the placement of such team members by the following guidelines:

Members of the same immediate family, same household, or those involved in a personal relationship (hereinafter referred to as "related party" or "related parties") are prohibited from having a direct reporting or supervisor-to-subordinate relationship subject to paragraph B below. No individual should have decision-making authority or significant influence over the hiring, performance evaluation, work responsibilities, salary, hours, career progress, benefits, or other terms and conditions of employment of a related party.

Individuals who become a related party to an Ascend Aesthetic Partners team member within the same practice while already employed at the company must promptly report that fact to Human Resource Management. If there is a direct reporting relationship or a supervisor-to-subordinate relationship between the parties, the person in greater authority shall promptly disclose the relationship to Human Resources. Further, the person in greater authority shall quickly disclose to Human Resources any former related party relationship (e.g., former spouse) with a team member in a position of lesser authority.

If, in the opinion of the company, the relationship potentially violates this policy, the Vice President of Human Resources or designee, in consultation with other company staff as appropriate, will implement appropriate remedial measures or management plans to minimize the conflict of interest or appearance thereof, which may include recusal of the person in greater authority, transfer of a team member, or termination of employment. Suppose an applicant is otherwise qualified and might be selected for an available position but is a related party or former related party to an existing team member in the same department. In that case, the hiring manager must consult with Human Resources on the applicability of this policy before completing the hiring process.

Violations of this policy (e.g., a failure to report a related party relationship subject to this

policy and a breach of any management plan established) may subject the violator to disciplinary and corrective action. The company may take interim steps to manage or address the violation before taking disciplinary action, including but not limited to the recusal of the person in the position of greater authority. The disciplinary and corrective action will depend on the circumstances of the violation, including but not limited to whether the person in the position of greater authority promptly reported the related party relationship, and may include additional training, counseling, a written warning, suspension, or termination of employment.

Nothing in this policy prohibits a team member from bringing a complaint under the Company's Harassment and Violence Policy if, for example, the individual believes that a personal relationship was not welcome or consensual. Further, in cases where a finding under the Harassment Policy that a relationship was welcome or consensual is made, an investigation and appropriate action may still be taken for violations of this policy.

Individuals who are, were, or might be related parties who have questions about this policy or wish to consult with company personnel are encouraged to contact Human Resources.

ANTI-RETALIATION

The company prohibits any form of retaliation for filing a good faith complaint concerning discrimination or harassment or for truthful, reasonable faith assistance in a complaint investigation. If, for any reason, you feel you have been subject to retaliation, report the matter to Human Resources or the Compliance Officer. Any team member who retaliates or discriminates against another person will face disciplinary action.

You can also report concerns through Ascend Aesthetic Partners email Compliance at compliance@AscendPSP.com or by calling the toll-free number and leaving a confidential voice message at (833) 902-4574 extension 108.

ACCOMMODATIONS

Disability or Handicap Accommodations

In accordance with the Americans with Disabilities Act (ADA) and related state laws and regulations, it is the company's policy to select and retain the best-qualified applicant for each available position. An applicant's or team member's disability will not remove the applicant from consideration or the current team members' jobs if the applicant or team member is otherwise qualified and can perform the job's essential functions with or without reasonable accommodation. We shall provide reasonable accommodation for team members with mental or physical handicaps or disabilities, except where such accommodation would create undue hardship for the company. Qualified individuals with disabilities may request Reasonable Accommodation from their supervisor.

Any applicant for employment or current team member with a disability or someone acting on their behalf may request Reasonable Accommodation. If you believe you need Reasonable Accommodation due to disability, you may submit your request to your supervisor or Human Resources. You may be required to submit additional information regarding your disability, including supporting medical documentation. Ascend Aesthetic Partners will engage in an interactive dialogue with an individual to determine the precise limitation of your disability and explore potential reasonable accommodations.

Ascend Aesthetic Partners may offer alternative accommodation(s) other than what was specifically requested and deny a request for accommodation if accommodation poses an undue hardship consistent with applicable laws.

Pregnancy/ Lactation Accommodation

1. Reasonable Accommodations: We want to reiterate our unwavering commitment to providing reasonable accommodations for applicants and employees who require it for medical or religious reasons, as mandated by law. Examples of such accommodations may include modifications to work schedules, granting leave, or job reassignment.
2. Requesting Accommodations: If you require an accommodation, please follow these steps: 1) Submit a written request to your manager by email. 2) Also, email Human Resources at HR@ascendpsp.com. Your manager and designated Human Resources staff are here to guide you through the process.
3. Managerial Responsibility: Managers must address accommodation requests promptly and effectively and maintain confidentiality regarding all information obtained through the accommodation process.
4. Undue Hardship: This term refers to an action that would cause significant difficulty or expense for the employer. Factors such as the nature and cost of the accommodation and the employer's financial resources are considered when determining if an action constitutes undue hardship.
5. Reporting Discrimination and Retaliation: Employees who believe they have been subjected to discrimination or retaliation related to accommodation requests can report such incidents to the Vice President of Human Resources by emailing HR@ascendpsp.com or contacting the Compliance Hotline. All reports will be investigated thoroughly, and appropriate action will be taken.
6. Medical Documentation: In some cases, medical documentation may be required to support the accommodation request. HR will inform the employee if such documentation is necessary and ensure that any medical information received is kept confidential and used solely to evaluate the accommodation request.
7. Pregnant Workers Fairness Act (PWFA) and the Providing Urgent Maternal Protections (PUMP) for Nursing Mothers Act.: In accordance with the PWFA and PUMP Act, we will provide reasonable accommodations to those who are pregnant, have a medical condition related to pregnancy or childbirth, or need to express breast milk during the workday.

- Under the PWFA, employees who are pregnant, recovering from childbirth, or have a related medical condition are entitled to reasonable accommodations. These accommodations may include, but are not limited to:
 - Modifications to work schedules or assignments.
 - More frequent or longer breaks.
 - Temporary transfer to a less strenuous or hazardous position.
 - Providing seating or allowing the employee to sit more frequently if the job requires standing.
 - Assistance with manual labor.
 - Modified equipment or devices.
- Under the PUMP Act, employees who need to express breast milk for their nursing child are entitled to:
 - Reasonable break times to express breast milk for one year after the child's birth.
 - A private, clean, and non-bathroom space to express breast milk, shielded from view and free from intrusion.

Religious Accommodation

Ascend Aesthetic Partners respects team members' rights to care for a patient or to participate in an aspect of client care and service that conflicts with their cultural values, ethics, or spiritual beliefs. This policy respects team members' values and beliefs relative to the care they provide for clients.

Ascend Aesthetic Partners will allow a team member to refrain from participating in a client's care if the required service directly conflicts with their religious beliefs and cultural values.

1. If such a situation arises, the team member must announce the source of conflict to their Supervisor, Human Resources, or Compliance Officer within a reasonable period so that changes can be made to accommodate their desire and not impact the client's care.
2. The team member may be asked to justify their decision.
3. After the refusal is approved, alternative processes will be considered to serve the client or patient best. The supervisor will ensure that alternative staffing methods are available to provide continuity of care.

COMMENCING EMPLOYMENT

EMPLOYMENT ELIGIBILITY AND WORK AUTHORIZATION

In compliance with the Immigration Reform and Control Act of 1986 (IRCA) and compliance with guidelines set by the U.S. Department of Justice, Immigration and Naturalization Service, Ascend Aesthetic Partners only employs individuals legally authorized to work in the United States. Furthermore, Ascend Aesthetic Partners does not continue to use any individual whose legal right to work in the United States has expired or has been terminated. Team members are responsible for keeping the work authorization current and providing the company with renewed or extended documents.

As a condition of employment, each new and rehired team member must complete the Employment Eligibility Verification Form I-9 upon hire or when employment authorization documents expire and present documentation establishing identity and employment eligibility.

BACKGROUND AND REFERENCE CHECKS

Ascend Aesthetic Partners will conduct proper employment reference checks, investigative consumer reports, and background investigations on employment candidates according to job title and state law before making a final employment offer. Ascend Aesthetic Partners may use a third party to conduct these background checks. Ascend Aesthetic Partners will obtain written consent from applicants and team members before ordering reports from third-party providers and will describe applicant and team member rights and all other documentation as required by law to each applicant or candidate by FCRA (Fair Credit Reporting Act) and applicable state and federal statutes. All background checks are subject to these notice and consent requirements.

Ascend Aesthetic Partners performs background and sex offender screening, and the Office of Inspector General (OIG) Sanction List checks on all final employment candidates. The company will comply with all state and federal regulations requiring background checks, including sex offender and OIG Sanction List checks on individuals employed by the company. Failure to disclose criminal history shall result in the conditional offer of employment withdrawal. Criminal background check results are confidential and retained within the confidential personnel record file.

The type of information that Ascend Aesthetic Partners will collect in background checks may include but is not limited to, some or all the following:

- Private and government agency reports related to any history of criminal, dishonest, or violent behavior and other reports that relate to suitability for employment

- Education/ Certification (including degrees awarded and GPA)
- Employment history, abilities, reasons for termination of employment
- Address history
- Social Security number scans
- Civil court filings
- Motor vehicle and driving records
- Professional or personal references

This information may also be requested during employment, such as during reassignment or promotional periods and following safety infractions or other incidents.

Ascend Aesthetic Partners will conduct background checks in compliance with the federal Fair Credit Reporting Act (FCRA), the Americans with Disabilities Act (ADA), and all other applicable local, state, and federal laws and regulations. Applicants and team members may request and receive a copy of the requested "investigative consumer reports."

A reported criminal offense conviction will not necessarily disqualify a candidate from employment. A range of factors will be considered before making a final decision, including the nature and seriousness of the offense, the date of the offense, the surrounding circumstances, evidence of rehabilitation, the relevance of the offense to the specific position, and any potential risk to the business. State-specific regulations for background checks are detailed in the policies and procedure manuals for Ascend Aesthetic Partners and its family companies. For the manual's location or more information, please contact your supervisor.

Employment verification and reference checks are conducted according to state requirements. The requested employment history and number of references verified will vary by state.

PERSONAL INFORMATION

Ascend Aesthetic Partners maintains an official personnel file for all Team members. The personnel file includes information such as the team member's job application, training record, performance appraisals, salary increases, and other employment records.

Team members are responsible for ensuring that any changes to team member name, home address, telephone number, and emergency contact(s) are updated through the HRIS (Human Resources Information System).

Ascend Aesthetic Partners will respond to requests for team member information required by law or court order.

Team members requesting information from their file, such as Wage Statements, medical records, in-service records, etc., must provide Ascend Aesthetic Partners with written authorization to release information.

TEAM MEMBER CLASSIFICATIONS AND WAGE AND HOUR POLICY

The company's policy establishes employment classifications to determine employment status and benefit eligibility. These classifications do not guarantee employment for any specific period. Accordingly, the company and the team members can terminate the employment relationship at a time. A team member's Exempt or Non-Exempt Fair Labor Standards Act (FLSA) classification may only be changed by Human Resources.

Upon hire, team members will be informed of their FLSA classification. Under the FLSA and state law, each team member will be classified as "non-exempt" or "exempt" for paying minimum wage and overtime.

Non-exempt:

Non-exempt team members must be paid at or above the applicable minimum wage and receive overtime pay at the rate of time and one-half for all hours worked over forty (40) in a workweek or as determined by state or local law (e.g., the number of hours worked in a day or pay period). Per state law, benefits hours for Paid Time Off (PTO), Holiday, or other hours paid but not worked are not factored into hours worked when calculating overtime pay.

Ascend Aesthetic Partners is required by law to record all hours worked by non-exempt team members accurately. Each company may use various forms of timekeeping. Suppose a particular organization is not using the designated Human Resources Information System (HRIS) or a time clock to record hours. In that case, hours should be recorded on the team member's timesheet and forwarded to the appropriate timesheet processor. All non-exempt team members who refuse or repeatedly fail to record hours worked by this policy will be subject to corrective action up to and including termination of employment.

A Supervisor must approve all overtime hours. Team members working overtime without approval may be subject to disciplinary action. All non-exempt team members must be paid overtime compensation within state and federal guidelines.

Exempt:

Exempt team members are excluded from specific provisions of the FLSA and state wage and hour laws, including overtime payment. They must be paid on a salary or fee basis and satisfy the requirements of an exempt classification under applicable federal and state laws.

Definitions

Full-Time Regular Salaried

Regularly scheduled thirty (30) hours per week or more for those in an exempt position.

Full-Time Regular Hourly

Regularly scheduled thirty (30) Hours per week or more for those in a non-exempt position. Having a position that is "non-exempt" (hourly) means that, based on your job duties and manner of payment, the law requires that you get paid time and one-half your regular rate of pay for overtime hours you work over forty (40) in a work week.

Part-Time Team member's Salaried

Regularly scheduled less than thirty (30) hours per week who are in an exempt position.

Part-Time Team Members Variable Hour

Team members are defined as those team members whose schedule fluctuates in response to the volume of service requests and the team member's availability. Having a position that is "non-exempt" (hourly) means that, based on your job duties and manner of payment, the law requires that you get paid time and one-half your regular rate of pay for overtime hours you work over forty (40) in a work week.

DRESS AND APPEARANCE

Your appearance reflects your integrity as a representative of the company. Our company has established an image of professionalism and requires our team members to maintain that image.

Office Staff

What does "Dress for Your Day" mean?

Dress for Your Day is about showing individuality and maximizing comfort while appropriately professionally representing Ascend Aesthetic Partners.

So what determines "Your Day"?

The most common variable is who you will meet and interact with during business. The "Dress For Your Day" policy gives you discretion in selecting the appropriate dress for each workday of the company. The more casual approach is acceptable if your day involves working exclusively with your co-workers. If you will be meeting clients or prospective clients or making a presentation, the more traditional level of office attire is best.

- If you have a big day, wear something more formal, like a dress or a suit.

- If your day is more low-key, jeans and a nice polo or a sweater might be the answer.
- Company-branded clothing is always appropriate.

The following guidelines will help clarify expectations when you wear casual attire at work:

Shirts:

Collared shirts, polo shirts, and well-maintained t-shirts are acceptable.

Tank tops, strapless tops, and tops with spaghetti straps are not permitted.

Pants/Bottoms:

Jeans, khakis, slacks, dress pants, or skirts of appropriate length and without holes or tears are permitted.

Shorts, cutoffs, and leggings are prohibited unless explicitly stated for a particular event.

Footwear:

Sandals, flats, dress shoes, or clean sneakers are permitted.

Flip-flops and excessively casual footwear are not allowed.

Accessories:

Accessories, including jewelry and belts, should be tasteful and not excessive.

Hats and caps should be avoided unless for medical or religious purposes.

It's essential to remember that when you are in casual dress, you should maintain professionalism and present yourself in a way that reflects positively on our company. Clothing that is revealing, offensive, or inappropriate for the workplace should always be avoided.

Clinical Staff

They are required to dress professionally and wear attire such as scrubs, lab coats, or uniforms. All clothing worn must be clean and neat. No jeans, shorts, or cut-offs are allowed.

Shoes: Clinical staff are required to wear closed-toe and closed-heel shoes. Heels or sandals are not permitted due to safety reasons. Sneakers are allowed; however, they offer little protection for your toes if something should drop on them.

Jewelry: Jewelry should be worn sparingly. No dangling or hoop earrings, long chains, or necklaces. No intricate patterned rings, watches, bracelets, or visible body piercings, except ears or one petite facial piercing, are permitted while on duty.

Photo Identification Badge (if applicable): The company's property must be returned to

Ascend Aesthetic Partners if you terminate your employment.

Grooming and Hygiene: Long hair must be tied back. Nails should be neatly filed and of appropriate length to not interfere with work duties. Proper hygiene is required, including bathing and deodorants. Heavily scented colognes, perfumes, and aftershaves are prohibited.

Team members are expected to maintain personal hygiene habits that are accepted in the community.

Management reserves the right to expand these guidelines to include personal appearance issues not identified in this section.

As we continue to grow, specific departments or job roles may have additional guidelines due to safety or client-facing requirements. Don't hesitate to contact your Supervisor or Human Resources if you need further clarification or have any questions.

SOCIAL MEDIA AND INTERNET USE

The company respects the right of any Ascend Aesthetic Partners team member to engage in online social networking using the Internet and other technology during their time away from the workplace. This policy covers websites such as Facebook, Twitter, YouTube, Snapchat, Instagram, LinkedIn, text messages, blogs, chat rooms, personal websites, and any other applications the company may deem social media outlets.

Team members are expected to avoid writing or posting anything embarrassing or detrimental to the company.

4. Any posts a team member makes on a social networking site are not to represent the company negatively. Team members may only reference or site company clients on social networking sites with written consent and approval from a Company Marketing representative.
5. Patients, clients, co-workers, and the Company operations must be confidential.
6. All policies regarding confidentiality, harassment, and discrimination are followed on and off duty.
7. Social networks are not used to communicate with team members and co-workers regarding company policies, company-related topics, or work schedules.
8. Team members are strongly encouraged not to "friend," "Link Up," "connect with," or "follow" etc. with patients, clients and their relatives, caregivers, family members of the patients, and clients that are presently or previously receiving(ed) service from the company. Suppose a team member is related to a patient. In that case, any communications on a social network are not to include or reference the company or the relationship the team member or patient may have with the company.
9. The company retains the right to routinely query social media sites to ensure that team

members or others comply with this policy.

The company has set guidelines for using computers, phones, internet connection, and social media to ensure security and protect our assets.

Our company's internet connection is primarily for business, and personal activities are not permitted, which slows down our connection.

You should not use the company's internet connection to:

- Download or upload personal photos or material that is obscene, offensive, or illegal
- Send confidential information to unauthorized recipients
- Invade another person's privacy and gain access to sensitive information
- Download or upload movies, music, material, or software
- Visit potentially dangerous websites that can compromise our network and computers' safety
- Perform unauthorized or illegal actions, like hacking, fraud, or buying or selling illegal goods

TRAINING

In-Service Training

Ascend Aesthetic Partners provides in-service education or other continuing education programs for personnel appropriate to their responsibilities and the maintenance of skills necessary for the care and services provided to clients/patients. The number of in-service hours required and topics covered depend upon your state and position. This requirement is based on a calendar year (Jan-Dec). Ascend Aesthetic Partners will offer most programs through qualified staff members or computer-based training.

In-service training is a mandated requirement and part of your expected duties. Failure to meet in-service requirements and deadlines may result in an administrative leave of absence without pay until compliance is achieved.

On-the-Job Training

Ascend Aesthetic Partners may conduct various on-the-job training sessions during your employment. Your supervisor will conduct on-the-job training sessions to address your job responsibilities where appropriate. The training will include specific skills and techniques that will assist you in providing excellent care and customer service to your patients and clients. All such training will be recorded in your team member file.

Skills Check Off

Ascend Aesthetic Partners may have a skills check-off for specific clinical roles that evaluates and reviews the team member's ability to perform specific skills and tasks. Only team members who complete the evaluation will be able to continue employment.

Direct care personnel must demonstrate competency to provide quality care and services. This may be accomplished through observation, skills lab review, knowledge-based tests, situational analysis, case studies, and self-assessment.

Certificates or Licensures

All team members who are required to maintain a certification or professional license, or who must maintain certification in clinical skills (such as CPR (cardiopulmonary resuscitation) and Intravenous therapy), must seek out and complete the appropriate training and provide copies to the Human Resources Department on a timely basis. Performance of duties without copies of current licensure or certificates on file with Human Resources is prohibited.

SMOKING POLICY

Smoking, including vaping, is prohibited in all workplace environments and restricted to designated areas outside our office buildings.

TRANSPORTATION

All team members who are required to operate a motor vehicle during their duties must have a valid state driver's license appropriate to the type of vehicle being operated in compliance with state laws. Team members who drive their vehicles on company business must maintain adequate automobile insurance. A copy of the driver's license and proof of automobile insurance will be placed in the team member's personnel file.

TEAM MEMBER RECORDS

It is up to the team member to provide human resources with updated information and compliance documentation, including updated certificates, licenses, medical records, immunizations, tax documents, work authorizations, name changes, or other state or federally-mandated information. Audits are conducted periodically to ensure correct documentation is present. Failure to provide updated or requested documents may result in a hold being placed on your employment.

PAYROLL

WORKING HOURS (INCLUDING HOLIDAYS) SCHEDULES AND TIMEKEEPING

Work schedules vary among staff members based on company, client, and patient needs. Team members are responsible for following the agreed-upon schedule with their supervisor and accurately recording the time worked. Non-exempt, hourly team members are prohibited from performing work duties when not on the clock. Only authorized personnel can clock other team members in or out, and that authorization is limited to staffing supervisors and payroll personnel. Manual entries and corrections should be made only occasionally.

TIMEKEEPING PROCEDURES

All hourly team members must clock in and out using the assigned system. If you have trouble accessing the system, please report it to your supervisor immediately.

Attendance records are used as the basis for tracking hours worked and overtime. Falsifying attendance records is prohibited and may result in disciplinary action up to and including termination.

PAYMENT OF WAGES

Various payroll deductions are made each payday to comply with federal and state laws about taxes and insurance. Deductions will be made for the following: Federal and State Income Tax Withholding, Social Security, Medicare, wage garnishment under a valid judicial order, State Disability Insurance & Family Temporary Disability Insurance, and other items designated by the team member or required by law (including a valid court order). Team members can adjust their federal and state income tax withholding by completing the proper federal or state form and submitting it to ADP Workforce Now on a laptop or computer. At the start of each calendar year, team members will be supplied with the prior year's Wage and Tax Statement (W-2) form. This statement summarizes the income and deductions for the year.

Ascend Aesthetic Partners takes all reasonable steps to ensure that team members are paid accurately for each payroll. If a team member feels that an error has been made in their paycheck, they should bring this to the attention of the Care Coordinator, Human Resources, or Payroll Department as soon as possible to discuss the matter. Errors will be corrected on the next possible payroll to resolve.

Direct Deposit

Direct deposit is available to all team members. Team members are encouraged to take advantage of this convenience. Deposits may be sent to any banking institution linked to the Automated Clearing House (ACH) system. To receive your paycheck via direct deposit or to make changes, you must complete a Direct Deposit Authorization Form in ADP. Direct Deposit changes may NOT be made over the phone or from unverified email addresses. Processing of direct deposit changes may only take effect during the following pay period, depending on the time the Direct Deposit Authorization Form is submitted to ADP. A check may be mailed to the address on file until the initial Direct Deposit Authorization Form request is activated.

Ascend Aesthetic Partners wants to ensure that all team members receive their pay correctly and on time. When the team member updates their direct deposit in the system and the numbers are not entered correctly, this will delay the team member's payment, and the team member may be charged \$25.00 per transaction. All team members are reminded that when updating their Direct Deposit, they must accurately enter the correct account numbers. This will ensure team members receive their pay on time and avoid the \$25.00 charge.

Questions or Concerns regarding direct deposit should be directed to the Payroll Department.

PERSONNEL

REPORTING UNETHICAL, FRAUDULENT, OR ILLEGAL ACTIVITY

Ascend Aesthetic Partners Corporate Compliance Program promotes full compliance with all legal duties, fosters and assures ethical conduct, and guides each staff member about their conduct.

The plan reviews the standards of conduct and risk areas of the company. Areas of fraud and potential fraud are addressed. Examples include but are not limited to:

- Paying for services not rendered
- Paying salaried team members who do not exist
- Paying for service to nonexistent clients
- Failing to disclose financial arrangements, including failure to return refunds
- Billing for non-covered services, over-utilization, and under-utilization of services
- False dating of services or times
- Orders must be signed timely by a physician, and billing for services not ordered by a physician.

Records are retained in accordance with regulatory requirements. Performance improvement is part of Ascend Aesthetic Partners' operations.

If appropriate, the compliance committee comprises the Chief Medical Officer, Chief Operating Officer, Vice President of H.R., and Practice Manager.

The Chief Medical Officer will investigate any areas of non-compliance with the company's compliance plan and policies.

All questions and concerns regarding compliance with the standards outlined in this plan shall be directed to the Chief Medical Officer. All Company team members and agents must fully cooperate and assist the Chief Medical Officer as required. Suppose a team member is uncertain whether specified conduct is prohibited. In that case, they shall contact the Chief Medical Officer for guidance before engaging in such conduct, email compliance@ascendpsp.com, or call the toll-free hotline number and leave a confidential voice message at (833) 902-4574 extension 108.

Team members and Agents may also report suspected misconduct or fraud to their immediate supervisor orally or in writing, which shall then be reported to the Chief Medical Officer for review and follow-up.

Investigation of Non-Compliance

The Chief Medical Officer will investigate. After reviewing the findings, a written report will be submitted to the Governing Body for appropriate action.

Disciplinary Procedures

Failure to comply with this plan or the laws and regulations will result in discipline up to and including termination of employment.

Everyone at the Company is a valued team member with a vital role, one of which is to have responsibility for the Compliance Program. It is your duty, and we REQUIRE, that you bring to the attention of management any conduct on the part of fellow team members, supervisors, or others that you believe violates the policies, agreements, ethical standards, or obligations of the company, or which are unethical, fraudulent, or illegal in nature. Failure to report any such activity violates the Company's Rules of Conduct. You can also report concerns through Ascend Aesthetic Partners by emailing compliance@AscendPSP.com.

CONFIDENTIALITY OF INFORMATION

Our policy is to ensure that operations, activities, and the affairs of our company and affiliates are kept confidential. If team members acquire confidential or proprietary information, such information is to be handled in strict confidence and not to be discussed with outsiders. Information regarding internal investigations is also confidential and should not be concerned with anyone except the parties involved in collecting the information. The unauthorized use or disclosure of confidential information may subject you to corrective action, including termination.

Ascend Aesthetic Partners performs background and sex offender screening, and the OIG (Office of Inspector General) Sanction List checks on all final employment candidates.

The company will comply with all state and federal regulations requiring background checks, including sex offender and OIG Sanction List checks on individuals employed by the company. Failure to disclose criminal history shall result in the conditional offer of employment withdrawal. Criminal background check results are confidential and retained within the confidential personnel record file.

The type of information that Ascend Aesthetic Partners will collect in background checks may include, but is not limited to, some or all the following:

- Private and government agency reports related to any history of criminal, dishonest, or violent behavior and other reports that relate to suitability for employment
- Education/ Certification (including degrees awarded and GPA)
- Employment history, abilities, reasons for termination of employment
- Address history
- Social Security number scans
- Civil court filings
- Motor vehicle and driving records
- Professional or personal references

This information may also be requested during employment, such as during reassignment or promotional periods and following safety infractions or other incidents.

Ascend Aesthetic Partners will conduct background checks in compliance with the federal Fair Credit Reporting Act (FCRA), the Americans with Disabilities Act (ADA), and all other

applicable local, state, and federal laws and regulations. Applicants and team members may request and receive a copy of the requested "investigative consumer reports."

A reported criminal offense conviction will not necessarily disqualify a candidate from employment. The nature and seriousness of the offense, the date of the offense, the surrounding circumstances, rehabilitation, the relevance of the offense to the specific position(s), and whether hiring, transferring, or promoting the applicant would pose an unreasonable risk to the business may be considered before a final decision is reached. State-specific regulations for background checks are included in the policies and procedure manuals for Ascend Aesthetic Partners and each of its family companies. Feel free to contact your supervisor for the location of the policy and procedure manual or if you need more information.

Employment verification and reference checks are conducted according to state requirements. The requested employment history and number of references verified will vary by state.

CONFIDENTIALITY AND HIPAA

Each team member is responsible for safeguarding the confidential information obtained during employment. All team members associated with the company are expected to behave in a way that will merit continued trust and confidence and will be required to have ongoing education and training on confidentiality and HIPAA. You may have access to confidential information regarding the organization, patients, clients, and team members during your work. It is your responsibility not to divulge or allow others to have access to any confidential information unless it is necessary in the performance of your duties. Your computer screen(s) should be protected, all handheld devices secured when not in use, and programs logged off as soon as work is completed. Access to confidential information and all patient information is on a "need-to-know" basis and must be authorized by your supervisor. Any breach of this policy will not be tolerated, and legal action may be taken. All team members receive HIPAA-related training, and these standards will be fully incorporated into practice. Preserving confidentiality includes, but is not limited to:

DO NOT

- Discuss any information concerning clients, patients, and families with anyone except the appropriate staff members or other authorized persons.
- Inform or confirm that an individual is a client/patient of the company except as authorized by job duties.
- Remove patient files, or the contents thereof, from premises except as authorized by job duties.

- Discuss confidential information in public areas.
- Disclose information about one client/patient or family member to another client/patient or family member or any unauthorized individual.
- Enter client/patient information into files residing on personal home computers

DO

- Please dispose of any documents containing client/patient or family information in one of the company's secure shredding bins.
- Keep any client/patient care paperwork (e.g., chart notes or face sheets) in a closed file or binder and protected from public view.

You may have access to other types of information, in addition to that related to patients, during your employment with the company, which must be handled confidentially. This includes, but is not limited to:

- Employment and pay records of current or past team members
- Financial records of purchases from vendors or suppliers
- Business development plans or ideas strategic planning information
- Any other information related to the business affairs, operating practices, or building security codes and systems computer passwords
- Upon cessation of employment, you are expected to maintain the confidentiality of all information you may have been privileged to while employed at our company.

DOCUMENTATION

Our clients and patients receive care and are documented by our clinicians. Documentation of care is essential. Your documentation shows that the client/patient received all the care ordered or requested. Documentation is completed in several ways throughout Ascend Aesthetic Partners and its family of companies (paper or electronic).

Some of our payers require that caregiver documentation be sent with the client's bill or that the clinician complete the documentation and put it in the record. The payer will review your documentation to ensure their client/patient received the requested care. When you do not complete your documentation fully, Ascend Aesthetic Partners is at risk of not being paid for their surgery/treatment. If you are unable to complete your documentation, please notify your supervisor. Failure to submit or submitting false documentation could result in disciplinary action, including termination.

Non-exempt:

Non-exempt team members must be paid at or above the applicable minimum wage and receive overtime pay at the rate of time and one-half for all hours worked over forty (40) in a workweek or as determined by state or local law (e.g., the number of hours worked in a day or pay period). Per state law, benefits hours for Paid Time Off (PTO), Holiday, or other hours paid but not worked are not factored into hours worked when calculating overtime pay.

Ascend Aesthetic Partners is required by law to record all hours worked by non-exempt team members accurately. Each company may use various forms of timekeeping. Suppose a particular organization is not using the designated Human Resources Information System (HRIS) or a time clock to record hours. In that case, hours should be recorded on the team member's timesheet and forwarded to the appropriate timesheet processor. All non-exempt team members who refuse or repeatedly fail to record hours worked per this policy will be subject to corrective action up to and including termination of employment.

A Supervisor must approve all overtime hours. Team members working overtime without approval may be subject to disciplinary action. All non-exempt team members must be paid overtime compensation within state and federal guidelines.

Exempt:

Exempt team members are excluded from specific provisions of the FLSA and state wage and hour laws, including overtime payment. They must be paid on a salary or fee basis and satisfy the requirements of an exempt classification under applicable federal and state laws.

Definitions**Full-Time Regular Salaried**

Regularly scheduled thirty (30) hours per week or more for those in an exempt position.

Full-Time Regular Hourly

Regularly scheduled thirty (30) Hours per week or more for those in a non-exempt position. Having a position that is "non-exempt" (hourly) means that, based on your job duties and manner of payment, the law requires that you get paid time and one-half your regular rate of pay for overtime hours you work over forty (40) in a work week.

Part-Time Team member's Salaried

Regularly scheduled less than thirty (30) hours per week who are in an exempt position.

Part-Time Team Members Variable Hour

Team members are defined as those team members whose schedule fluctuates in response to the volume of service requests and the team member's availability. Having a position that is "non-exempt" (hourly) means that, based on your job duties and manner of payment, the law requires that you get paid time and one-half your regular rate of pay for overtime hours you work over forty (40) in a work week.

OPEN-DOOR POLICY

The company has instituted an open-door policy, where every supervisor or manager's door is open to team members. The purpose is to encourage open communication, feedback, and discussion about any matter of importance to a team member. If any area of your work is causing you concern, you have the responsibility to address the issue with the company's management. By listening to our team members, the company can improve, address complaints, and foster team members understanding of the rationale for company practices, processes, and decisions. Although most problems can and should be solved in discussion with your immediate supervisor, you may also discuss your issues and concerns at the next management level. No matter how you approach your problem, complaint, or suggestion, you will find supervisors of all levels of the company willing to listen and help bring about a solution or clarification.

Office Staff

What does "Dress for Your Day" mean?

Dress for Your Day is about showing individuality and maximizing comfort while appropriately professionally representing Ascend Aesthetic Partners.

So what determines "Your Day"?

The most common variable will be who you will be meeting and interacting with during the course of business. The "Dress For Your Day" policy gives you discretion in selecting the appropriate dress for each workday of the company. The more casual approach is acceptable if your day involves working exclusively with your co-workers. If you will be meeting clients or prospective clients or making a presentation, the more traditional level of office attire is best.

- If you have a big day, wear something more formal, like a dress or a suit.
- If your day is more low-key, jeans and a nice polo or a sweater might be the answer.
- Company-branded clothing is always appropriate.

The following guidelines will help clarify expectations when you wear casual attire at work:

Shirts:

Collared shirts, polo shirts, and well-maintained t-shirts are acceptable.

Tank tops, strapless tops, and tops with spaghetti straps are not permitted.

Pants/Bottoms:

Jeans, khakis, slacks, dress pants, or skirts of appropriate length and without holes or tears are permitted.

Shorts, cutoffs, and leggings are prohibited unless explicitly stated for a particular event.

Footwear:

Sandals, flats, dress shoes, or clean sneakers are permitted.

Flip-flops and excessively casual footwear are not allowed.

Accessories:

Accessories, including jewelry and belts, should be tasteful and not excessive.

Hats and caps should be avoided unless for medical or religious purposes.

It's essential to remember that when you are in casual dress, you should maintain professionalism and present yourself in a way that reflects positively on our company. Clothing that is revealing, offensive, or inappropriate for the workplace should always be avoided.

Clinical Staff

Required to dress professionally and wear attire such as scrubs, lab coat, or uniform. All clothing worn must be clean and neat. No jeans, shorts, or cut-offs are allowed.

Shoes: Clinical staff are required to wear closed-toe and closed-heel shoes. Heels or sandals are not permitted due to safety reasons. Sneakers are allowed; however, they offer little protection for your toes if something should drop on them.

Jewelry: Jewelry is to be worn sparingly. No dangling or hoop earrings, long chains, or necklaces. No intricate patterned rings, watches, bracelets, or visible body piercings,

except ears or one petite facial piercing, are permitted while on duty.

Photo Identification Badge (if applicable): The company's property must be returned to Ascend Aesthetic Partners if you terminate your employment.

Grooming and Hygiene: Long hair must be tied back. Nails should be neatly filed and of appropriate length to not interfere with work duties. Proper hygiene is required, including bathing and deodorants. Heavily scented colognes, perfumes, and aftershave are prohibited.

Team members are expected to maintain personal hygiene habits that are accepted in the community. Where safety is an issue, management reserves the right to expand these guidelines to include personal appearance issues not identified in this section.

As we continue to grow, specific departments or job roles may have additional guidelines due to safety or client-facing requirements. Please get in touch with your Supervisor or Human Resources if you need further clarification or have any questions.

GRATUITIES AND GIFTS

Team members may not solicit or accept personal gifts, business courtesies, or services from patients, visitors, vendors, or business associates, as doing so may be an actual or perceived conflict of interest. Unsolicited gifts of nominal value may be permissible under certain circumstances and must be disclosed and approved by your supervisor. Gifts that are intended to influence or may be perceived by anyone as having the potential to affect an individual in the scope of their duties or responsibilities are prohibited regardless of whether the gift is from present or potential interested parties.

STANDARDS OF CONDUCT

The company expects its team members to comply with all applicable laws and regulations, and each shall receive a copy of the Code of Conduct and Business Ethics. The company and its team members will maintain our reputation for integrity and fairness with clients, referral sources, and the community. We are dedicated to cultivating and fostering trust with our clients, patients, and the community.

We expect team members to use honest communication, display the utmost respect in the workplace, use good judgment, and possess high ethical standards. If you need help determining the proper course of action, immediately discuss it with your Supervisor,

Compliance Officer, or Human Resources.

On-the-Job Training

Ascend Aesthetic Partners may conduct various on-the-job training sessions during your employment. Where appropriate, your supervisor will conduct on-the-job training sessions specifically for your job responsibilities. The training will include specific skills and techniques that will assist you in providing excellent care and customer service to your patients and clients. All such training will be recorded in your team member file.

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All team members who are required to maintain a certification or professional license, or who must maintain certification in clinical skills (such as CPR (cardiopulmonary resuscitation) and Intravenous therapy), must seek out and complete the appropriate training and provide copies to the Human Resources Department on a timely basis. Performance of duties without copies of current licensure or certificates on file with Human Resources is prohibited.

VISITORS AND PHONE USAGE

Team members are not to bring any visitors to work; this includes friends, family, and children. Please check with your supervisor if there needs to be an exception made in emergencies.

Team members must keep personal telephone calls and electronic device usage to a minimum unless there is an emergency.

ALCOHOL AND DRUG-FREE WORKPLACE

Reporting for work under the influence of any controlled substance is prohibited. Controlled substances include alcohol, prescribed drugs, or illegal drugs. The company may conduct testing for pre-hire, random, on-the-job accidents, and reasonable suspicion if a team member is under the influence of alcohol or drugs. A team member refusing to consent to such or interfering with a test (including taking a test for another team member, altering a specimen, etc.) will be terminated.

PUNCTUALITY AND ATTENDANCE

Regular attendance and punctuality are essential functions of your job, as they are necessary to provide proper care for our clients and patients. This means being in the company office and ready to work at your starting time each day: absenteeism and tardiness burden clients, patients, team members, and Ascend Aesthetic Partners. Your manager may request additional documentation to support an absence or tardiness at any time.

- **Tardiness and Absenteeism**

We expect that, as a valuable Ascend Aesthetic Partners team member, you will notify the office if you are going to be late or cannot report to work. Should undue tardiness or absenteeism occur, disciplinary action up to and including termination may be required. Tardies and absenteeism are documented and tracked. If a team member does not meet attendance standards, they will be contacted by their supervisor or designee for a counseling session. The counseling session is conducted to review the attendance policy and may include disciplinary action up to and including termination of employment.

- **No Call, No Show**

Failure to call, "no call/no show," or a "late call-off" (calling off three (3) hours or less before a shift) may result in disciplinary action up to and including termination of employment. If you do not report for work as scheduled, Ascend Aesthetic Partners may remove you from all scheduled shifts until you come into the office to review the reasons for the No Call/No Show and review the appropriate corrective action(s) as per the progressive discipline policy. If you do not report to work (office or field staff) and do not contact your supervisor within three consecutive workdays, your employment will be considered a voluntary termination. If you are unable to contact your supervisor, it is your responsibility to find someone who can notify us about your absence.

- **Cancellations and Call-Offs**

A "call-off" is defined as any cancellation where there is less than three (3) days notice provided and a "Late Call-Off" is defined as any cancellation where there is three (3) hours or less notice.

If you become ill at work or must leave work for some other reason before the end of your shift, be sure to inform your supervisor of the situation and seek direction. Only leave work with specific consent from a supervisor.

COMPLAINT PROCEDURE

We strive to provide a productive, legal, and ethical work environment. The company wants team members to bring any problems, concerns, or grievances they may have about

the workplace to the attention of their supervisor and, if necessary, to upper-level management. To help manage conflict resolution, team members should follow the below process. Team members may file a grievance if they believe they need to be treated fairly within the guidelines of the company's policy.

STEP 1

The team member should bring the problem to the attention of their immediate supervisor for discussion. The supervisor will seek to arrange a timely response, and the company expects that most issues will be resolved at this stage of the procedure. The grievance should be documented for performance improvement activity.

STEP 2

If the problem is not resolved by discussing it with the immediate supervisor, or if the team member feels they cannot approach the immediate supervisor because of the nature of the problem, the team member may request a meeting to discuss the situation with the next level of supervision.

STEP 3

If the team member feels a satisfactory solution has yet to be reached using Step 1 or Step 2, they may submit a written grievance to Human Resources.

DISCIPLINARY ACTION

This Disciplinary Process details the responsibilities and process of managing the performance of team members using a Progressive Discipline Action Process. This policy and process applies to all team members. Supervisors are responsible for clearly communicating performance expectations and imparting discipline when warranted. The supervisor is responsible for monitoring performance and implementing this process when needed. Ascend Aesthetic Partners team members who fail to meet performance expectations will be subject to this Progressive Disciplinary Process.

Coaching: Upon first recognizing performance or behavior that violates company standards or policies, the supervisor should mention the concern to the team member directly. The supervisor should converse with the Team member in person or by phone. The supervisor will tell the team member of the concern and then explain what is expected. The supervisor will follow up by documenting the Coaching action.

Verbal Warning: If the Team member engages in the offending behavior again, the supervisor must address it immediately. This should be a face-to-face meeting with the

team member. If this is a team member working remotely, a phone call or video meeting will suffice. The supervisor should follow up on this meeting with written documentation of the conversation within a day to summarize the conversation and what was addressed.

Written Performance Improvement Plan: If the team member again violates the policy or expectations with the same mistake(s), a written Performance Improvement Plan will be created and communicated with the team member. The supervisor should first complete the PIP document and then engage your H.R. (Human Resources) representative. A meeting either face-to-face or via the phone to present the PIP should be scheduled. An H.R. representative (or another supervisor) should be present at this meeting.

Adverse Employment Action: If the team member still fails to make the needed improvements in performance or behavior as detailed in the PIP, the team member will receive further disciplinary action up to termination of employment.

Ascend Aesthetic Partners reserves the right to skip any step in the process and immediately move to termination of employment if, at the organization's sole discretion, such action is warranted by the facts. Team members may be suspended at any step in the process, with or without pay, as determined by management in the event of an incident requiring further investigation or as a form of discipline.

Below are a sample of behaviors that may lead to immediate termination of employment. Please note that these are only samples and not all-inclusive.

10. Any illegal behavior is not subject to progressive discipline and may result in immediate termination. Such behavior may be reported to local law enforcement authorities.
11. Similarly, theft, substance abuse, intoxication, fighting, and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination.
12. Any action that places the clients/patients in danger may be grounds for immediate termination. Such actions would include sleeping while on the job, leaving the client/patient alone or unattended, or reckless driving the Client/patient vehicle.

SOLICITATION AND DISTRIBUTION OF LITERATURE

To prevent interference and disruption in the work environment, solicitation and petitioning of clients, visitors, and non-team member business associates is prohibited unless specially approved by management.

Solicitation by a team member of another team member is prohibited while either person is on working time. Team member distribution of literature, handbills, or other printed materials in work areas is always forbidden. Trespassing, solicitation, or distribution of literature by non-team members on Ascend Aesthetic Partners and affiliates' premises is prohibited. In addition, team members may not sell raffle tickets, services, and merchandise, engage in soliciting donations, or solicit business from any past or present

clients or team members of Ascend Aesthetic Partners if they separate from Ascend Aesthetic Partners employment.

HEALTH AND SAFETY-OSHA

Our company is committed to providing a safe and hazard-free work environment. Each team member is responsible for conducting all tasks safely and efficiently, complying with all local, state, and federal safety and health regulations, and addressing any unique safety concerns for use in a particular area or with a client.

Team members are expected to use protective equipment whenever necessary to protect themselves and their clients/patients, and failure to do so can result in termination. Each team member is responsible for identifying and familiarizing themselves with the emergency management plan (dealing with catastrophes like hurricanes, floods, fire tornados, etc.) and medical crises that may arise.

The team member is responsible for reporting all issues of workplace violence, accidents, injuries, and unsafe conditions to their supervisors. An Incident Report should be completed for each potential safety hazard and health infraction that occurs by a team member or that the team member witnesses. Failure to report such an infraction may result in a team member's disciplinary action, including termination.

WORKERS COMPENSATION

Ascend Aesthetic Partners has workers' compensation insurance coverage, as required by law, to protect all team members who are injured on the job or while within the scope of employment. This insurance provides medical, surgical, and hospital treatment in addition to partial payment for loss of earnings that result from work-related injuries or illnesses. These payments begin after a waiting period and are paid per a statutory schedule set by the state in which you are employed.

Ascend Aesthetic Partners or its insurance carrier will begin qualified temporary total disability benefits after a team member misses more than seven days of work due to a workers' compensation injury. Ascend Aesthetic Partners or its insurance carrier may not be liable for the payment of workers' compensation benefits for any injury that arises out of a team member's voluntary participation in any off-duty recreational, social, or athletic activity that is not a part of the team member's work-related duties.

All accidents involving personal injury, regardless of severity, must be reported to their supervisor immediately. If you or the client have sustained a life-threatening injury, the first call should be to 911.

BENEFITS

HOLIDAYS

****Excludes commission-only team members and physicians**

Ascend Aesthetic Partners observes that offices are closed for the holidays listed below. Non-exempt office team members who work on a holiday are paid at time and a half. For team members who are subject to overtime on holidays, the pay rate remains at the time and a half.

Full-Time Staff

Full-Time Office Staff will enjoy eight paid holidays throughout the year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Each office will also designate two additional holidays each year.

PAID TIME OFF

*** Excludes commission-only team members and physicians**

Full-Time Team Member Paid Time Off (PTO) Accrual Chart		
Length of Service (Based on Anniversary Date)	Estimated Total PTO per Calendar Year (paid for 40 hours/week)	Accrual Rate for Each Paid Hour
Upon Hire Date	15 days (max of 120 hours)	0.0577 hours
Start of the fifth year following the date of hire	18 days (max of 144 hours)	0.0692 hours
Start of 10th year following date of hire	20 days (max of 160 hours)	.0769 hours

1. Budgeted Full-Time Team members working at least 30 hours/week are eligible for Paid Time Off (PTO).

2. Paid Time Off is accrual-based. Paid hours include worked hours, PTO, Jury Duty, Bereavement, and Inclement Weather.
3. Paid time Off includes vacation and sick time combined.
4. PTO accrues upon hire but can only be used after 90 days of employment.
5. All Time Off Requests must be approved by your supervisor. Further approval and discussion with your supervisor may be required if more than two consecutive weeks of PTO are requested.
6. You can take up to 40 hours of PTO in advance of accruing it. If you have this as a negative balance, you must pay the hours back upon resignation/termination.
7. Manage your time off requests appropriately to allow for emergencies.
8. If you resign and give adequate notice, Team members may cash out up to 40 hours of your PTO balance at the time of departure. See the "Resignation of Employment" section for details on adequate notice.
9. PTO usage is not allowed during your resignation period, including prior approved PTO.
10. Managers have the discretion to rescind prior approved PTO during the resignation period or if unplanned time off creates a negative balance.
11. PTO balances reset at the beginning of each calendar year. You can roll over up to 40 hours into the first six months of the following year. After that time, all unused hours from the previous year will be lost.
12. Inclement weather or emergency office closings will be company-paid for those scheduled to work on the first day; any other consecutive days closed will be unpaid; however, PTO can be used to supplement.
13. Any other reasons for office closures and whether it will be company-paid time off will be considered case-by-case.
14. Requests for unpaid time off will be at the supervisor's discretion.
15. Ascend Management Support Organization (MSO) Corporate Staff will be awarded 120 hours yearly (prorated for the first year at the time of hire). Any unused time is not eligible for cash out, will not roll over, and will be lost each calendar year.

ADDITIONAL TIME OFF BENEFITS

Please note: These Additional Time Off Benefits listed below are available to team members eligible for Vacation Time/PTO and must be approved by their supervisor.

Time for Voting

Ascend Aesthetic Partners encourages all team members to vote. At the beginning or the end of a shift, a team member may take up to 3 hours on an annual basis on an election day to vote in any election. The team member must provide at least two days' notice of intent to use Voting Leave and get approval from their supervisor. Eligible Team members will be paid at their regular rate for this leave.

Jury Duty or Subpoenaed Court Appearance

To encourage team members to fulfill their civic responsibilities, Ascend Aesthetic Partners policy permits team members to serve as jurors, when required, without loss of income. The team member should immediately notify their supervisor upon receipt of notification from the state or federal courts of an obligation to serve on a jury or to act as a court witness so that operating requirements can be adjusted as needed to accommodate the team member's absence. The team member must provide copies of the subpoena or jury summons to their supervisor before they leave. Your supervisor may request additional documentation verifying the dates that you attended jury duty. The team member is expected to report to work whenever the court schedule permits. Team members required to serve as jurors will receive full pay during their absence due to jury duty. This benefit is available to team members eligible for PTO and approved by their supervisor.

*Team members who work fewer than 30 hours per week will also be permitted to serve on Jury duty and may take unpaid leave to fulfill their civic obligation. As mentioned above, the team member should immediately notify their supervisor upon receipt of notification from the state or federal courts of a commitment to serve on a jury or act as a court witness so that operating requirements can be adjusted to accommodate the team member's absence.

Bereavement Leave

Ascend Aesthetic Partners team members are allowed time off with pay upon the death of a team member's family member. For the death of immediate family members, up to three (3) workdays, unless otherwise indicated by state law, may be approved by the team member's supervisor. Immediate family members are defined as follows:

1. Spouse or domestic partner: This refers to the person to whom the team member is legally married or in a recognized domestic partnership.
2. Children: This includes biological, adopted, stepchildren, and legal wards of the team member.
3. Parents: This includes biological, adoptive, and stepparents of the team member.
4. Siblings: This includes the team member's brothers and sisters, whether they are biological, adopted, or stepsiblings.
5. Grandparents: This includes the parents of the team member's parents.
6. Grandchildren: This includes the children of the team member's children.
7. Parents-in-law: This refers to the parents of the team member's spouse or domestic partner.
8. Siblings-in-law: This includes the brothers and sisters of the team member's spouse or domestic partner.
9. For deaths of other family members, time off may be approved by the supervisor up to one (1) day, unless otherwise indicated by state law.

Please get in touch with your supervisor so they can process this request for you. You may be asked to provide documentation to support this request.

This benefit is available to team members eligible for PTO and approved by their supervisor.

TEAM MEMBER ASSISTANCE PROGRAM

The Team Member Assistance Program (EAP) is a resource designated to provide highly confidential and experienced help for all team members with issues that affect their lives and the quality of their job performance.

Ascend Aesthetic Partners wants team members to be able to maintain a healthy balance of work and family that allows them to enjoy life. The EAP is a confidential counseling and referral service that can help team members successfully deal with life's challenges.

This free, comprehensive counseling service offers team members a certain number of visits each year per issue and a 24-hour hotline answered by professional, degreed counselors. Legal and Financial services are also offered at a discount. You can contact the Team Member Assistance Program by calling (800) 316-2796 and stating "Ascend Aesthetic Partners" as the Employer ID.

Ascend Aesthetic Partners encourages team members to use this valuable service whenever they have such a need. Team members who choose to use these counseling services are assured that the information disclosed in their sessions is confidential and not available to the company, and the company is not given any information on who chooses to use the services. For questions or additional information about this program, team members can contact Human Resources.

Non-exempt:

Non-exempt team members must be paid at or above the applicable minimum wage and receive overtime pay at the rate of time and one-half for all hours worked over forty (40) in a workweek or as determined by state or local law (e.g., the number of hours worked in a day or pay period). Per state law, benefits hours for Paid Time Off (PTO), Holiday, or other hours paid but not worked are not factored into hours worked when calculating overtime pay.

Ascend Aesthetic Partners is required by law to record all hours worked by non-exempt team members accurately. Each company may use various forms of timekeeping. If a particular organization is not using the designated Human Resources Information System (HRIS) or a time clock to record hours, then hours should be recorded on the team member's timesheet and forwarded to the appropriate timesheet processor. All non-exempt team members who refuse or repeatedly fail to record hours worked per this policy will be subject to corrective action up to and including termination of employment.

A Supervisor must approve all overtime hours. Team members working overtime without

approval may be subject to disciplinary action. All non-exempt team members must be paid overtime compensation within state and federal guidelines.

Exempt:

Exempt team members are excluded from specific provisions of the FLSA and state wage and hour laws, including overtime payment. Exempt team members must be paid on a salary or fee basis and satisfy the requirements of an exempt classification under applicable federal and state laws.

Definitions

Full-Time Regular Salaried

Regularly scheduled thirty (30) hours per week or more for those who are in an exempt position.

Full-Time Regular Hourly

Regularly scheduled thirty (30) Hours per week or more for those who are in a non-exempt position. Having a position that is “non-exempt” (hourly) means that, based on your job duties and manner of payment, the law requires that you get paid time and one-half your regular rate of pay for overtime hours you work over forty (40) in a work week.

Part-time team members are Salaried.

Regularly scheduled less than thirty (30) hours per week who are in an exempt position.

Part-Time Team Members Variable Hour

Team members are defined as those team members whose schedule fluctuates in response to the volume of service requests and the team member’s availability. Having a position that is “non-exempt” (hourly) means that, based on your job duties and manner of payment, the law requires that you get paid time and one-half your regular rate of pay for overtime hours you work over forty (40) in a work week.

INSURANCE BENEFITS

Eligibility

As a full-time team member, you are eligible for benefits on the first of the month after your date of hire or when your team member status changes to full-time.

As a variable-hour team member, you are eligible to enroll in benefits if you work at least 30 hours a week over a 12-month look-back period of employment. Measuring True Working Hours correlates with our Affordable Care Act (ACA) Reporting. Variable-hour team members are re-evaluated annually during the company’s open enrollment at the end of every year for a January 1st effective date for the following year.

Eligible dependents include the team member’s legal spouse, children up to age 26,

and unmarried children over age 26 who are incapable of self-support.

Enrollment

Team members will be notified by email to log into ADP to make their benefit elections. During annual Open enrollment, the benefits you choose will become effective on January 1st of the following year.

If variable-hour team members are eligible to enroll in benefits after the first 12 (twelve) consecutive months of employment, the team members will have 30 days to make their selections, and the effective date will be the first of the following month.

Qualifying Life Events

Unless you experience a life-changing qualifying event, you cannot change your benefits until the next open enrollment period. Qualifying events include:

- Marriage, divorce, or legal separation
- Birth or adoption of a child
- Change in child's dependent status
- Death of a spouse, child, or qualified dependent
- Change in employment status or a change in coverage under another employer-sponsored plan

A team member continues to be responsible for their benefits premiums each paycheck. Should a team member not have a paycheck for a specific pay date, the missed benefits payments are tracked through ADP and will be made up on the next paycheck. Please get in touch with Human Resources to make payment arrangements. Failure to pay your premiums 30 days after not having a paycheck or not paying your premiums directly to Ascend Aesthetic Partners may result in the termination of benefits.

LEAVES OF ABSENCE

Ascend Aesthetic Partners provides unpaid leaves of absence for team members consistent with state and federal laws. Please get in touch with your Supervisor or Human Resources if you need more information or need to request a leave.

Ascend Aesthetic Partners will continue to make the company's contribution, if any, for eligible full-time team members' insurance during any leave of absence. When the team member has no payroll deduction, the team member is responsible for sending the Ascend Aesthetic Partners' contribution. Ascend Aesthetic Partners must receive the payment on the pay date the team member has no payroll deduction. If the payment is over 30 days late, the team member's health care coverage may be terminated for the leave.

If the team member does not return to work, Ascend Aesthetic Partners has the right to recover from the team member the amount of the Company contribution paid out during the leave period. After 12 weeks of continued company contributions to the insurance programs, team members will be offered continuation of benefits under COBRA.

For team members on leave, scheduled increases to PTO accrual, pay increases, and bonus payouts will be awarded once the team member returns from leave.

Team members who fail to return to work or request an extension of their leave before the expiration of the rest will be deemed to have voluntarily terminated their employment.

Military Leave

Ascend Aesthetic Partners supports the military obligations of all team members and grants leave for uniform service per applicable federal and state laws.

Team members required to serve in any branch of the Armed Forces of the United States or are engaged in state military services will be given the necessary unpaid time off unless otherwise provided by applicable law.

Any team member who needs time off for uniformed services should immediately notify their supervisor and the H.R. Department as soon as practical and present a copy of their orders to their immediate supervisor as soon as they are available. Please consult Human Resources for more information if called to active duty.

USERRA: Reemployment Rights

You have the right to be reemployed if you leave this job to perform service in the uniformed service and:

- You ensure your employer receives advanced written or verbal notice of your service.
- You have five years or less of cumulative service in the uniformed services employed by such employer.
- You return to work or apply for reemployment promptly after the conclusion of service and
- You have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to qualified military leave.

TERMINATIONS

RESIGNATION OF EMPLOYMENT

Any team member who resigns has voluntarily terminated their employment. If you resign and return on or before the ninetieth (90th) day from the date of resignation, your original hire date will remain in effect. This is the date from which you will start all benefit eligibility calculations. If you return after the nineteenth day, it is considered a rehire with a new hire date. Your new date of hire will determine all benefits eligibility calculations.

Upon termination, Ascend Aesthetic Partners must review the following with you. Please call the H.R. (Human Resources) department to arrange a time to discuss your:

- Final paycheck delivery and final address information
- Eligibility for rehire
- Reason(s) for leaving
- Return of equipment, identification badges, keys/fobs
- Benefits continuation and COBRA rights and requirements
- Exit interview

Resignation Notice

Two weeks' notice of a pending resignation is expected and requested. Four weeks' notice of an awaiting resignation is expected and requested for team members in a supervisory position. Please give notice according to this guideline to ensure eligibility for rehire or payout of any accrued PTO, if applicable.

Ascend Aesthetic Partners recognizes there are times when individuals need to leave Ascend Aesthetic Partners for personal and professional reasons. The standard for resigning is a written letter addressed to your immediate supervisor outlining, at minimum, the date of the last day of employment and the reason(s) for the resignation.

Acknowledgment of Receipt

I acknowledge that I have received a copy of the Team Member Handbook. I understand that I am responsible for reading the information, which

provides me with a general overview of the company's policies and procedures. I acknowledge that nothing in this Handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my job for any period.

I understand and accept that my employment with the company is at will. I can resign at any time, with or without cause, just as the company may terminate my employment with or without cause or notice, subject to applicable laws. I understand that nothing in the Handbook or any oral or written statement alters the at-will relationship except by a written agreement signed by the team member and the CEO of Ascend Aesthetic Partners.

I acknowledge that the company may revise, suspend, revoke, terminate, change, or remove, prospectively or retroactively, any of the policies or procedures outlined in this Handbook or elsewhere, in whole or in part, with or without notice at any time, at the company's sole discretion.

Team Member Signature

Date