

Life Cycle Pet Cremation, Inc. dba

RADIANT HEART
AFTER-CARE FOR PETS
Employee Handbook

Welcome

Welcome to Life Cycle Pet Cremation, Inc. dba Radiant Heart After-Care for Pets (“Radiant Heart” or “The Organization”). We’re glad to have you with us. You were hired because we believe that you will make a unique and valued contribution to our organization. We sincerely hope that you find your work to be challenging, enjoyable and meaningful. We will do our best to create a rewarding atmosphere for you in return.

About this Handbook

This handbook is intended to serve as a guide for all employees with respect to recruitment by and employment with Radiant Heart.

Radiant Heart reserves the right to make changes to the policies, procedures and other statements made in this handbook at its sole discretion and without prior notice.

This handbook is provided as a guide and is not considered a contract or a guarantee of employment for any length of time and does not change your right or the right of Radiant Heart to modify or terminate the employment relationship at will, with or without cause, and with or without notice.

Please use this handbook as a ready reference for your job at Radiant Heart. Additionally, this handbook is intended to help facilitate good management and fair treatment of all employees. This handbook is not intended to impede employee’s interaction or communication between employees and the Owner or management. Any feedback and suggestions to improve its contents, organization, or even policies themselves to improve your work environment would be welcomed.

Radiant Heart reserves the right to change, modify or abolish any or all policies, benefits and rules contained or described in this handbook.

Our History

Life Cycle Pet Cremation, Inc., owned and operated by Bobbie Ruth Langley, was incorporated on May 20, 2013 and opened for business on October 21, 2013. Originally owned by both Bobbie Ruth and Bill Langley, 100% ownership was transferred to Bobbie Ruth in January 2017. The company began doing business as (dba) Radiant Heart After-Care for Pets in late December 2017.

In 2013, across the country, pet parents were beginning to demand the same quality of after-care for their pets that they expected for their human family members. The time was right for a new type of cremation service in the Pacific Northwest – one that would work directly with pet parents as well as veterinary service providers.

With cost estimates for location, equipment, installation and other start-up and operating expenses, Bill and Bobbie Ruth knew that they would need at least \$85,000 to start the business, and 20% would be required to secure a loan. Then, in an unexpected twist of fate, Bobbie Ruth’s mother, Nancy

McGormley of Dothan, AL, passed away on February 21, 2013 and bequeathed to Bobbie Ruth \$15,000 – the required 20%.

Radiant Heart began business in 2013 with a single flame crematorium. In November 2018, Radiant Heart purchased and installed a pet aquamation machine and began offering eco-friendly water cremation. Radiant Heart was the first pet cremation service north of Seattle to implement eco-friendly aquamation.

Radiant Heart is proud to be an industry leader, implementing unique business practices as well as products and services not otherwise seen in the pet after-care industry.

During its first ten years in business, Radiant Heart performed more than 13,000 cremations, serving thousands of pet parents and families.

Radiant Heart currently occupies space in the Orchard Business Park (formerly part of the Squalicum Business Park) in Bellingham, WA.

Our Mission

To provide caring, respectful and transparent after-care for pets.

Equal Employment Opportunity

It is the policy of Radiant Heart to prevent and protect employees and job applicants from:

- Unfair treatment because of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information.
- Harassment by managers, co-workers, or others in the workplace, because of race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.
- Denial of a reasonable workplace accommodation that the employee needs because of religious beliefs or disability.
- Retaliation because the employee complained about job discrimination, or assisted with a job discrimination investigation or lawsuit.

This policy relates to all Radiant Heart employment decisions including those in connection with recruitment, hiring, training, promotion, compensation, benefits, termination and all other terms and conditions of employment. Radiant Heart's policies are in accordance with federal, state and local equal employment opportunity principals and other related laws, and are intended to ensure a positive and inclusive working atmosphere.

Radiant Heart condemns and will not tolerate any conduct calculated to intimidate, harass, or otherwise discriminate against any employees on the grounds listed above. Any employee who feels that his or her rights have been violated under this policy should inform the Owner or any member of management

with whom the employee feels comfortable speaking, and/or file a “Charge of Discrimination” with the U.S. Equal Employment Opportunity Commission (EEOC).

Reasonable Accommodations (ADA)

The American with Disabilities Act (ADA) requires employers to reasonably accommodate qualified individuals with disabilities. It is the policy of Radiant Heart to comply with all federal and state laws concerning the employment of persons with disabilities.

Radiant Heart will make every effort to provide reasonable accommodation for qualified individuals with a disability in order to enable them to perform the essential functions of the job in question, unless such accommodations would create undue hardship for Radiant Heart. An individual who can be reasonably accommodated for a job without undue hardship will be given the same consideration for that position as any other application.

All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of other individuals in the workplace – when such threat cannot be eliminated by reasonable accommodation – will not be hired. Current employees who pose a direct threat to the health or safety of the other individuals in the workplace – when such threat cannot be eliminated by reasonable accommodation – may be placed on appropriate leave until an organizational decision has been made in regard to the employee’s employment status.

Current employees who wish to request an accommodation should submit an ADA Accommodation Request form to the Owner.

Definitions

In implementing this policy, Radiant Heart will be guided by current definitions stated in the ADA or in case law construing the ADA, as well as applicable state and local law. In the event of any conflict between the definitions in the ADA and the definitions in this policy, the legal definitions will prevail.

Radiant Heart’s Relationship with Employees

Radiant Heart endorses the following employee relations principles:

- Respect the individuality of each employee.
- Make demonstrated ability and competence the primary basis for promotion and, where possible, support the practice of promotion from within.
- Provide training opportunities for all employees and encourage them to develop to their maximum potential.
- Provide fair and equitable compensation for all employees by maintaining competitive wage rates for comparable work in the community.
- Provide free and open channels of communication and continuously seek ways of maintaining high morale.

- Provide non-discriminatory, equal employment opportunity in accordance with applicable laws.

Your Responsibilities as an Employee

Along with the advantages and opportunities offered to you by Radiant Heart are certain responsibilities we expect of you, as an employee. Examples of your responsibilities as an employee include, but are not limited to:

- Following all established Radiant Heart policies/procedures and instructions of management and providing complete and honest information in connection with all pay, time, business and expense and employment records.
- Performing your job responsibilities in a professional, competent, honest and ethical manner.
- Reporting to work physically and mentally fit and ready to work.
- Performing your job responsibilities carefully and efficiently observing all health, safety and security rules at all times.
- Reporting accidents, injuries, fire, theft or other adverse incidents immediately.
- Promoting positive, courteous working relationships with your co-workers, management, customers and vendors.
- Working with your co-workers, management, customers and vendors without regard to their race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability or genetic information.
- Avoiding any conduct which could create an actual or potential conflict of interest.
- Reporting to work regularly and on time, keeping absences to a minimum and providing appropriate notice of unavoidable absences consistent with Radiant Heart policies.
- Protecting Radiant Heart property and preventing damage, misuse or theft and refraining from using Radiant Heart property, services or supplies for personal use.
- Reporting knowledge of either unethical or illegal behavior on the part of another employee (including management) to the Owner.
- Protecting the confidentiality of information that you acquire in the course of your employment.

Personal Conduct / Code of Conduct

Every employee is expected to act in a professional, responsible and courteous manner while representing Radiant Heart, thus fostering a positive and productive working environment.

Conversely, inappropriate or unprofessional behavior is disruptive and unproductive. Moreover, inappropriate conduct may be cause for corrective action, up to and including immediate termination.

In the context of this handbook, it is impossible for Radiant Heart to identify all standards of conduct that are unacceptable. The decision as to what is inappropriate is left in the organization's hands and sole discretion. The following are meant only to be examples of conduct prohibited by Radiant Heart:

- Obtaining employment on the basis of false or misleading information.

- Repeatedly failing to meet job responsibilities and requirements.
- Insubordination.
- Failing to provide a high degree of courtesy and respect to customers, co-workers, vendors and management.
- Disrupting the work environment.
- Offering discounted or free services or merchandise to individuals without the consent of Owner.
- Reselling merchandise purchased at an employee discount.
- Negligence in protecting Radiant Heart assets.
- Knowingly mishandling a customer's account information.
- Harassment of customers, co-workers, vendors or management (verbal, physical or visual).
- Possessing firearms or weapons while on Radiant Heart premises.
- Assisting anyone you know or suspect to be involved in illegal or unethical activity.
- Reporting for work under the influence of alcohol or marijuana.
- Solicitation of customers, co-workers, vendors and/or management for contributions or distribution of non-work related literature.
- Soliciting gifts (money, services or merchandise).
- Accepting gifts without the approval of Owner.
- Falsifying Radiant Heart documents including time sheets.
- Excessive absenteeism or unacceptable patterns of absenteeism.
- Repeatedly working overtime without management approval.
- Providing information or speaking in print, online or to broadcast media on behalf of Radiant Heart unless authorized to do so by Owner.
- Job abandonment.

Image and Dress Code

A professional appearance is essential to a favorable impression with our customers, vendors and other members of the public. Good hygiene, grooming and appropriate dress inspire confidence on the part of such persons and reflect employee pride.

Radiant Heart dress code is typically business casual attire.

If working on the weekend, or only in the Shop area during the week, a slightly more casual attire (including blue jeans and/or tennis shoes) is acceptable, as long as your general appearance is clean and neat.

Parking

We encourage you to park anywhere in the Orchard Business Park where you feel safe, but never in front of the shop's garage door, or in any other parking space or location reserved for another tenant. Radiant Heart does not assume responsibility for any losses, including theft of or damage to personal vehicles or their contents.

Lost and Found

Whenever you find an item which was lost or left behind by anyone who enters the facility, please take it to Reception.

Staff Meetings

Safety meetings are scheduled monthly. All staff members are required to attend this meeting in person or by video.

Personal Records

Radiant Heart maintains a personnel file for each employee, and maintains employee information in a database. It is essential that employee information remain up-to-date and accurate. It is your responsibility to report changes in home address, phone number, personal e-mail, marital status, and all other information related to being a W-2 employee.

Performance Reviews

Radiant Heart does not maintain a formal performance review process, instead preferring to provide immediate feedback and guidance to employees. However, an employee may request a formal performance review, but only once in any 6-month period. Requests should be submitted to the Owner.

Confidentiality Agreement

During the course of employment, employees will likely be exposed to confidential information, including but not limited to sensitive or confidential information. Employees are not to utilize or exploit this information with any other individual or entity. All employees are required to keep business information and information obtained during the course of business in strict confidence.

Should a situation occur in which you are unsure of your obligations under this policy, it is your responsibility to consult with the Owner.

Safety & Security

General Safety Guidelines

Safety is everyone's responsibility. Radiant Heart takes employee safety very seriously. You will not be required to work in unsafe conditions, or will you be asked to risk your health in the performance of your job.

Please refer to the Accident Prevention Program and Hazard Communication Program.

Employees are expected to observe proper procedure and practices designed to prevent illnesses and injuries. In this regard, safety precautions should be taken by employees at all times. These measures include, but are not limited to:

- Operate equipment only if you have been properly trained and the equipment is in good working order.
- Keep the floors clean and free of clutter
- Never operate electrical appliances in wet surrounding
- Observe Universal Precautions, handle infectious/harmful substances with caution and use safety equipment properly.

If you discover what you think is a potentially hazardous condition, report it to the Owner. Your suggestions for changing any practice or procedure to increase safety would be welcome.

Hazardous Materials

Please refer to the Hazard Communication Program.

Workplace Injuries

Radiant Heart supports all federal and state OSHA laws and regulations. If you should ever be injured, however slightly, while on Radiant Heart business or on Radiant Heart property, report it immediately to management or the Owner. Employees are required to report any on the job injury in as timely a manner as possible.

Medical Attention

If you or a fellow staff member requires emergency medical attention, call 911, then contact management or the Owner.

Radiant Heart requires employees to notify management or the Owner when medical attention is required for any reason, accident or illness, while on the job. An employee requiring transportation to a medical facility must be taken by trained medical personnel. Transportation and medical costs are the responsibility of the employee unless otherwise falling under workers' compensation benefits.

As soon as you are able, you should complete a Report of Injury Form. Before you are permitted to return to work, you will be required to present a physician's note indicating that you are capable of returning to work and performing the essential functions of your position either with or without reasonable accommodation.

Employees who sustain minor injuries not requiring medical attention should utilize the First Aid Kit. If medical attention is required later, you should notify your manager or the Owner of this change in your condition.

Questions regarding workers' compensation insurance and any and all workers' compensation documents should be directed to the Owner. Radiant heart reserves the right to have you examined by a physician of our choice. Radiant Heart assumes no responsibility, liability, etc. for an employee's family members, friends, or others while on Radiant heart premises.

Work Restrictions and Returning to Work

If you sustain on-the-job injury requiring ongoing medical attention, you must:

- Keep your immediate manager and/or the Owner informed about all visits to a medical clinic, and the results of those visits. You are required to provide your manager with documentation of your visits to the clinic within 24 hours of the visit.
- If you are required by a physician to be off duty for more than one day, you must keep your manager updated on your expected return-to-work date. Your manager will tell you how often you need to report in by telephone regarding your ability to return to work.
- Provide originals or clear copies of all relevant documentation regarding your work status and required continuing medical treatment to the Owner in a timely fashion.
- You will be required to report for duty if there is a modified or "light duty" assignment available which you are capable of performing. When your doctor releases you for modified or light duty, you must present the release to the Owner, prior to beginning your work assignment.
- When you are fully released by your doctor to unrestricted duty, you should notify your manager immediately. Upon your return to work, present the release to the Owner. You may not place yourself or coworkers at risk by performing tasks you have not yet been released to perform.

Weapons Policy

Radiant Heart prohibits all persons who enter Radiant Heart property from carrying a handgun, firearm, knife (excluding pocket knives), or prohibited weapon of any kind onto the property regardless of whether the person is licensed to carry the weapon or not. The only exception to this policy will be police officers.

Radiant Heart employees are also prohibited from carrying a weapon while in the course and scope of performing their job for Radiant Heart, whether they are on Radiant Heart property at the time or not and whether they are licensed to carry a handgun or not. Employees may not carry a weapon prohibited by this policy while performing any task on Radiant Heart's behalf.

Prohibited weapons include any form of weapon or explosive restricted under local, state or federal regulation. This includes all firearms, knives or other weapons covered by law as well as those that can cause bodily harm and serve no purpose in the workplace. If you have a question about whether an item is covered by this policy, please contact the Owner. It is the employee's responsibility to make sure beforehand that any potential covered item they possess is not prohibited by this policy.

Radiant Heart reserves the right to conduct searches on its property or authorize searches by law enforcement on its property with or without the employee being present. Failure to abide by all terms and conditions of the policies described above may result in corrective action up to and including termination. Further, carrying a weapon onto Radiant Heart property in violation of this policy will be considered an act of criminal trespass and will be grounds for immediate removal from the property and may result in prosecution.

Workplace Violence Prevention

It is the policy of Radiant Heart and the responsibility of its managers and all of its employees to maintain a workplace free from threats and acts of violence. Radiant Heart will work to provide a safe workplace for employees and for visitors to the workplace. Each employee, and everyone with whom we come into contact in our work, deserves to be treated with courtesy and respect.

Radiant Heart does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities.

Prohibited Conduct

All employees, customers, vendors and business associates should be treated with courtesy and respect at all times. Conduct that threatens, intimidates, or coerces another employee, customer, vendor or business associate will not be tolerated. Radiant Heart resources may not be used to threaten, stalk or harass anyone at or outside the workplace.

Risk Reduction Measures

While the Company does not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform their direct manager and/or Owner if any employee, claimant, customer or vendor exhibits behavior which could lead to a potentially dangerous situation. Such behavior includes, but is not limited to, the following:

- Discussing dangerous weapons and/or bringing such weapons into the workplace.
- Displaying overt signs or extreme stress, resentment, hostility or anger.
- Making threatening remarks.
- Exhibiting sudden or significant deterioration of performance.
- Displaying irrational or inappropriate behavior.

Dangerous/Emergency Situations

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given.

Reporting

Indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities should be reported as soon as possible to your immediate manager and/or the Owner.

When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.

Radiant Heart treats threats coming from an abusive personal relationship as it does other forms of violence. Employees should promptly inform the manager and/or the Owner of any protective or restraining order that they have obtained that lists the workplace as a protected area.

Investigations and Enforcement

Radiant Heart will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. Radiant Heart will not retaliate against employees making good-faith reports of violence, threats, or suspicious individuals or activities. To maintain workplace safety and the integrity of its investigation, Radiant Heart may suspend employees suspected of workplace violence or threats of violence, either with or without pay, pending investigation.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.