



Q4

Global Employee Handbook

YOUR GUIDE TO HUSTLING AND HAPPINESS

Revised 2019

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How to use this book.

This Employee Handbook (EHB) is a summary of guidelines/policies, procedures and practices related to People & Culture (P&C) (also referred to as HR) management at Q4.

Your Manager is accountable for leading an effective staff team and is thereby accountable for the development and implementation of the policies outlined in this manual. Managers are responsible for People & Culture (HR) management within their own staff teams and should reference this manual to ensure organizational consistency in the application of these practices.

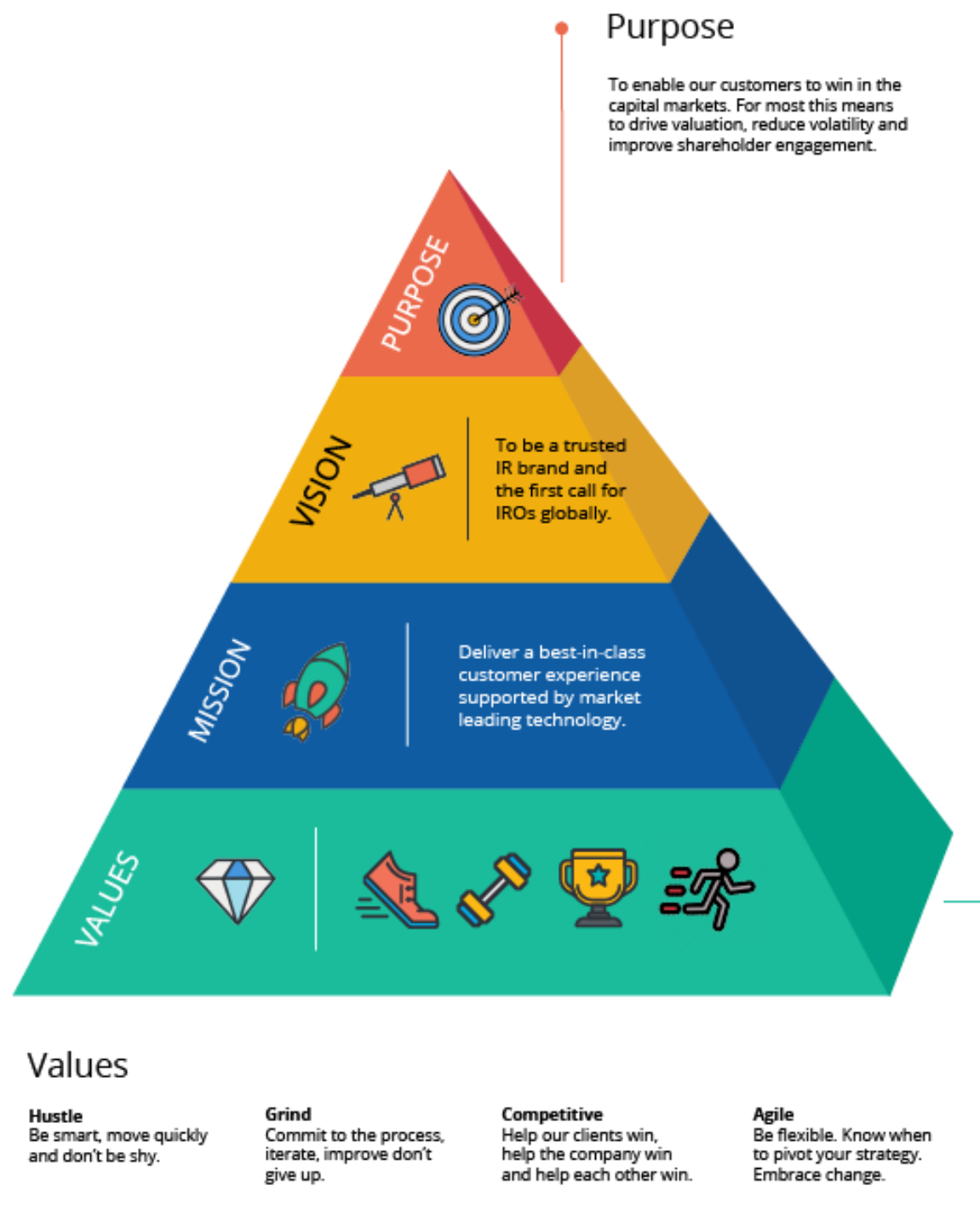
The People & Culture team is responsible for maintaining the procedures and systems which support HR management for the organization and is available to answer any questions or provide clarification on any content of this manual.

The Company's benefits package, including the insurance and health plan, is coordinated through People & Culture. Questions regarding the benefits package may be directed to P & C.

About Us

As the industry's only "pure play" IR service provider, Q4 is fully dedicated to helping our clients win in the capital markets. We were founded in 2006 with the goal of improving the effectiveness of investor relations, through forward-thinking website solutions that put investor communications and effective storytelling first. With the expansion of our client base, we grew our product offering with a carefully curated suite of Q4 products and capital market intelligence, to provide our clients with best-in-class customer service backed by market leading technology.

Today, Q4 is a trusted partner to over 1,200 of the world's largest brands. With a comprehensive portfolio of IR communications and intelligence solutions, supported by an industry-leading customer experience model, we empower our customers to build impactful and strategic IR programs. We're proud of where we came from, and where we're going — and we will continue to push the limits and innovate the investor relations marketplace.



The Basics

Working hours

Q4 has varied hours of work, depending on role, department and client coverage. Our standard workweek is 40 hours for Canada, USA and UK employees, and 37 hours in Denmark. During core business hours of 9 am to 5 pm, it is expected that most staff will be available unless on vacation or sick. Employees may also be expected to work other hours as may be requested or required, from time to time.

Employees are required to notify their supervisor, in advance, of planned days away from the office. Unplanned absences from the office should be reported to the employee's supervisor as soon as could reasonably be expected. At the discretion of your manager, depending on circumstances, as a courtesy, employees may be allowed to work from home for a specific period of time.

Overtime

It is understood that at peak times, during projects and earnings cycles that employees may need to log additional hours as necessary. Q4 does not provide compensation for hours worked over and above a salaried employee's regular hours of work, as a general rule. If an employee feels that additional hours are required to complete deliverables that are out of the norm and peak earnings cycles, they should speak with their manager in advance of logging additional hours where possible and as necessary, to confirm that this additional time is required and/or to look at other ways of managing their workload.

As a Manager or Team Lead with team oversight responsibilities, it is expected as part of your role that you may need to log additional hours above and beyond your regular hours of work. This is considered normal course of business and you will not be compensated for this time.

Dress Code

Q4's dress code is business casual and should be appropriate for the occasion- jeans and button-down shirts are fine with us!

When representing Q4, staff should dress and behave appropriately. Employees should choose to dress in a manner which presents a professional image to the public and is respectful of others. Depending on your role, this may range from jeans and T-shirt to more business appropriate dress. If you have questions on this, ask your Manager for examples.

Working from Home

The Company is committed to creating a work environment where the needs of our customers, employees, and the Company are balanced. Therefore, the Company tries to be flexible in its approach to work styles and location. Telecommuting arrangements may be made on an "as needed basis" or set up on a regular schedule. In either case, employees are encouraged to spend time working in the office whenever possible. This allows employees to be accessible to customers and creates a sense of consistency and collaboration among work teams. When employees desire to work from home, the Company asks that they do so in a manner which is in keeping with a work style of accessibility, communication, and productivity. All telecommuting arrangements are subject to approval by the employee's Manager and handled at their sole discretion. In general, the following principles should be used in telecommuting:

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- Employees would have obtained prior agreement/approval for working from home from her/his Manager
- Employees should check in with the office regularly.
- Employees should inform their Manager of their whereabouts so they may be reached via the usual channels.
- Working at home means working, not taking time off.
- Employees should not routinely work at home on days prior to or following vacations or holidays if at all avoidable.

Q4 reserves the right to withdraw their approval from working from home if it is believed that its use is being abused, performance concerns or for another reasonable need of the company to carry out our business.

Pay Frequency

Canada and US employees are paid on a semi-monthly basis on the 15th and last day of each month through ADP direct deposit.

UK and Denmark employees are paid on a monthly basis on the last day of each month via direct deposit. UK employees are paid through ADP and Denmark employees are paid through Danlon.

If any payday falls on a weekend or holiday, you will receive your pay the business day prior.

At the time of payment, an employee will also receive an itemized pay slip which will give full details of the amount paid, and the nature and amounts of all deductions. ADP login details will be provided to all new hires in order to retrieve their pay slip.

For any questions regarding these plans, please contact a member of your People & Culture team.

Benefits

Our Benefit plans vary by region, so please visit the Home page on BambooHR for a detailed summary on the plans applicable to you.

For any questions regarding these plans, please contact a member of your People & Culture team.

Pension (in applicable countries)

Our pension plans vary by region. In Canada, we have a Group Retirement Savings Plan set-up with Desjardins where Employees can opt to have a dollar amount contributed each pay to this GRSP. There is no company match on contributions. This plan is set-up to help our employees save for their retirement.

In the US, we have our 401k plan set-up with ADP where Employees can opt to have a percentage of their pay contributed each pay to the 401k plan. There is no company match on contributions. This plan is set-up to help our employees save for their retirement.

In the UK, we have a pension plan set-up and administered through our broker Feast & Noble. Please click [here](#) to read further information on the pension plan structure.

In Denmark, we have a pension plan set-up with employee contributions only through Skandia. Please click [here](#) to read further information on the pension plan structure.

Expense Reimbursement

Employees will be reimbursed for reasonable approved expenses incurred in the course of business. These expenses must be approved by the employee's supervisor, and may include air travel, hotels, motels, meals, cab fare, rental vehicles or gas and car mileage for personal vehicles. All expenses incurred should be submitted to the employee's supervisor along with the receipts in a timely manner.

Employees are expected to exercise restraint and good judgment when incurring expenses. Employees should contact their supervisor in advance if they have any questions about whether an expense will be reimbursed.

Employment at Q4

Employment Equity

Q4 is an equal opportunity employer and employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap or financial ability. While remaining alert and sensitive to the issue of fair and equitable treatment for all, where possible Q4 has a special concern with the participation and advancement of members of four designated groups that have traditionally been disadvantaged in employment: women, visible minorities, aboriginal peoples and persons with disabilities.

Diversity and Inclusion

Diversity and inclusion applies to all of our policies, programs and activities. The right to "equal treatment with respect to employment" covers all aspects of employment including applying for a job, being recruited, training, transfers, promotions, terms of apprenticeship, dismissal and layoffs, rate of pay, overtime, hours of work, holidays, benefits, discipline and performance reviews.

Talent Acquisition and Internal Growth

All employment opportunities at Q4 are posted for a minimum of three (3) working days. They are posted on Q4's website and on the websites of affiliated organizations. Occasionally, they are posted on employment websites or with an employment agency.

Employees are encouraged to grow with the company and express interest in all open roles after the completion of a minimum of 18 months in current role. Exceptions to this requirement are made on a case-by-case basis. Internal applicants will be considered first before external hires are made.

The process for applying to an open role internally is as follows:

- 1) Reach out to a Talent Specialist on the People & Culture team for an exploratory conversation to determine if the role you are interested in, is a good fit.

- 2) A conversation with your direct manager to discuss your application to the role
- 3) An online application is submitted on our careers page and a brief conversation will be set up between the internal applicant and a Talent Specialist
- 4) A meeting will be set up between the internal applicant and hiring manager for the role
- 5) Once a decision has been made, the hiring manager for the open role will work with our Talent team to update internal applicants on the decision. During this conversation, feedback will be provided to the internal applicant.

Applicants are invited to submit their application, along with a current résumé, demonstrating that they meet the minimum criteria for the position being sought. At the closing date, all applications are screened, and candidates selected for interview are contacted. If the interview is positive, references, background screens and job fit assessments conducted. Depending on the feedback provided, a position may be offered to the applicant.

Referral Program

As employees of Q4 we should be ambassadors for the Company and always be looking for great talent. These may be individuals you contact during daily interactions with other organizations; people you meet through professional networking; or personal contacts. Q4 pays a minimum \$1,000 up to a maximum of \$3,000 per recruit referred and successfully hired.

Employment of Relatives

No candidate shall be hired for a position where they may report to, or supervise a member of their immediate family. No hiring decision should be made by a relative of the prospective employee. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse {including common law a/o same sex partner}, step child(ren) or ward of the staff member, father-in-law or mother-in-law (including parent of same sex partner). Personal relationships with other employees or members of Q4's Board of Directors or Committees should be disclosed prior to accepting any offer from the employer.

Orientation

All new Q4 employees will receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position or Q4, an opportunity to learn the performance expectations management has with regard to the position in question. They will be given a copy of this Employee Handbook and will be expected to learn its contents and asked to sign off on their adherence to same.

Dog Friendly

Q4 is a dog friendly environment. Employees are asked to check the sign-up calendar or with the Office Coordinator to obtain prior approval for bringing your friend for a visit.

Employee Duties

Attached to your Employment Agreement (Schedule A), is a brief description of the job (which may be amended from time-to-time) and the associated responsibilities, along with but not limited to any additional tasks possibly required.

Employment Records & Privacy

Q4 does collect personal information for inclusion in personnel files, following the provisions of the Privacy Act and/or applicable privacy legislation in a given region. This information is kept in a secure location, and is not shared with members of our Board. Information which is contained in an employee's personnel file includes the following: résumé, letter of offer, employment agreement, performance reviews, amendments to job descriptions, disciplinary notices, tax forms, copies of enrollment forms for benefits and approved leave requests.

[PIPEDA](#)

[GDPR](#)

[US Privacy Act 1974](#).

Changes in Personnel Details

It is the responsibility of each employee to promptly notify Q4 of any changes in personnel data. Name, personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times.

Employees should promptly notify their Manager and the P&C Department of any personnel data changes. Changes can also be made in BambooHR, Q4's Human Resources Information System ("HRIS")

Probation

It is customary that the first three (3) months in North America and Denmark and six (6) months in the UK, of employment is probationary. Slightly longer, in some departments where it's tougher to determine success. During this time both parties may assess suitability for employment with Q4. This also provides management an opportunity to assess skill levels and address areas of potential concern.

During the time of the probationary period, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice, Q4 will look at the employment act for each region except as may be minimally prescribed pursuant.

Q4 shall have satisfied any and all obligations to the employee, whether under the ESA/applicable employment legislation in a given region and as stated above, as amended, or at common law. At the completion of the probation period, the employee and Manager shall meet and review progress to date. At this time one of three things will occur:

- i. Probation will end
- ii. Probation may be extended for up to an additional six months
- iii. Employment will end

Performance Improvement

Performance Improvement at Q4 shall be progressive, depending on the nature of the issue. Its purpose is to identify unsatisfactory performance and / or unacceptable behaviour, set expectations and establish goals to help return the employee's performance to the appropriate level for their role. The stages may be:

- i.Verbal
- ii.Written
- iii.Dismissal

Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault or willful neglect of duty. In all cases, documentation will be included in the employees personnel file.

In the UK, disciplinary and grievance procedures are outlined in your employment contract as seen below:

Disciplinary Procedure

- 1.1 This disciplinary procedure does not form part of the Employee's contract of employment (save and only to the extent that it may from time to time be required to do so by law). The Employer accepts that it is in the interests of good relations with its staff to ensure that there is a fair and proper disciplinary procedure.
- 1.2 Any Employee who departs from normally expected standards or who violates the Employer's rules will be liable to disciplinary action.
- 1.3 If disciplinary action which may lead to disciplinary measures is to be taken against the Employee (other than suspension under (d) and (e) below or issuing of a warning – where modified procedures may apply), the following procedure will normally apply. The Employee will receive a letter setting out the alleged conduct or other circumstances and inviting the Employee to attend a disciplinary hearing. The hearing will be set at a time and date to allow the Employee time to consider the allegations against him/her. At the disciplinary hearing (which the Employee must take all reasonable steps to attend) the Employee will be given the opportunity to respond to the issues raised. The decision on the hearing will be notified to the Employee after the hearing, along with details of the right to appeal. The Employee will have the right to be accompanied to any disciplinary hearing and subsequent appeal by a colleague or trade union official.
- 1.4 The Employer reserves the right to suspend the Employee on full pay pending investigation where the Employer has reasonable grounds to believe that the Employee's continued employment might be prejudicial to the Employer's business or other employees. The Employer reserves the right to suspend the Employee without pay and benefits as a disciplinary measure.
- 1.5 Disciplinary action will vary in accordance with the seriousness of the Employee's offence. Minor instances of wrongdoing may result in a verbal or written warning. More serious offences or repeated infringements may result in a final written warning. The most serious offences or repeated infringements following a final written warning may result in dismissal with or without notice.
- 1.6 The Employee may appeal against any disciplinary action taken. The Employee will then be invited to attend an appeal hearing (and must take all reasonable steps to do so). Following any such appeal, the Employee will be informed of the outcome.

Grievance Procedure

- 1.7 It is expected that most grievances may be resolved informally. However, if the Employee wishes to raise a formal grievance relating to [his/her] employment [he/she] should raise it in the first instance in writing with [his/her] Manager setting out the nature of the grievance. The Manager will then invite the Employee to a hearing to discuss the grievance. The hearing will be scheduled to allow time for the Employer to consider the issues raised. After the meeting, the Employer will inform the Employee of the decision and of [his/her] right to appeal.

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- 1.8 If the grievance is not satisfactorily resolved in this way then the Employee may appeal the matter in writing. The Employee will be invited to an appeal hearing, following which the Employer shall communicate that decision in writing to the Employee. The appeal decision shall be final.
- 1.9 This policy does not form part of the contract of employment, save and only to the extent expressly required by law. If the Employee wishes, [he/she] may be accompanied at either or both hearings by a colleague or trade union official.

Taking Time Off

Unlimited Paid Time Off

At Q4 we recognize the need for employees to take time away from the office to creatively recharge. We also believe in taking personal responsibility for managing our own time, workload and results. To that end, we have adopted an Unlimited Paid Time Off policy (aka PTO), in which each full-time, salaried employee is afforded reasonable flexibility to take paid time off.

What is PTO? Under the PTO policy, we do not impose any “hard cap” or limit on employee paid time off - employees are encouraged to take the time needed, within reason, to operate at peak performance. Paid time off covers vacation time and time off for short-term illnesses. Unlimited PTO is intended to build bonds of trust in working relationships.

Employees are eligible for the Unlimited PTO after their probationary period. There will be no accruals, however Q4 must continue to track days taken only in order to comply with legal requirements. Vacation time is accrued throughout the year from January 1st - December 31st (or from your date of hire for the first year).

For Denmark employees, the holiday period runs from May 1st to April 30th. This will be changing effective September 1, 2019, where the holiday period will run from September 1st to August 31st. At time of termination, any outstanding vacation pay will be paid directly to the statutory holiday account (Feriekonto).

Keep your commitments - Let your colleagues know at least 2 weeks ahead of schedule when you will be taking paid time off to ensure proper coverage for all your responsibilities during that period of time. Ultimately you are accountable for your overall work performance and productivity.

If a statutory holiday falls during an employee's vacation and they qualify for statutory holiday pay, they will be entitled to an extra day to be scheduled with the supervisor. Pay in lieu of vacation time is not permitted.

[United Kingdom Vacation Entitlement](#)

[Denmark Vacation Entitlement](#)

Paid Time Off Requests

Requests for PTO are made through BambooHR. The PTO policy is approved on a first-come first-served basis. Managers will approve paid time off according to anticipated business needs. There may be cases where there are blackout dates (i.e. earnings cycles and when we need all hands-on deck) or when the business needs require your participation. That's not to say that there can't be any occasional overlap.

Vacation must be scheduled to avoid conflicts with other (employees') vacations within the same department and with busy periods of the year. No more than two (2) weeks' vacation shall be taken consecutively.

Statutory/Bank Holidays

The Company will observe the following holidays:

Canada	USA	UK	Denmark
<ul style="list-style-type: none"> • New Year's Day • Family Day • Good Friday • Victoria Day • Canada Day • Civic Holiday • Labour Day • Thanksgiving • Christmas Day • Boxing Day 	<ul style="list-style-type: none"> • New Year's Day • Martin Luther King Day • President's Day • Good Friday • Memorial Day • Independence Day • Labor Day • Columbus Day • Veteran's Day • Thanksgiving • Day after Thanksgiving Day • Christmas Day 	<ul style="list-style-type: none"> • New Year's Day • Good Friday • Easter Monday • Early May Bank Holiday • Spring Bank Holiday • Summer Bank Holiday • Christmas Day • Boxing Day 	<ul style="list-style-type: none"> • New Year's Day • Maundy Thursday • Good Friday • Easter Monday • Prayer Day • Ascension Day • Whit Monday • Christmas Day • 2nd Day of Christmas

In the event that one of these holidays falls on a weekend, the Company will observe the holiday on the Friday preceding or the Monday following the actual holiday, depending on the circumstances.

Compassionate Leave

Q4 will grant up to five (5) paid working days per event on the occasion of a death in the staff member's immediate family. Immediate family is defined as: parent(s), step-parent(s), foster parent(s), sibling(s), grandparent(s), spouse (including common law a/o same sex partner), step child(ren) or ward of the staff member, father-in-law or mother-in-law (including parent of same sex partner).

Additional compassionate leave may be granted at the discretion of People & Culture for reasons not covered elsewhere in this manual. These requests should be discussed in person with P&C and followed by a written submission.

Jury duty

Q4 acknowledges and supports responsibilities of its employees with respect to jury service. Employees will be allowed up to two (2) weeks paid time off for jury duty. For the duration of the jury service up to a maximum of two weeks, employees will receive their regular salary (does not include commissions), less the value of remuneration received from the Courts. After that, employees will be asked to continue jury duty without pay. A copy of the notice to serve should be provided for inclusion in the employee's personnel file. Q4 will continue to provide health insurance benefits while the employee is on jury or witness duty leave.

Employees must show the jury summons to their Manager as soon as possible so the Manager may make arrangements to accommodate their absence. Either Q4 or the employee may request an excuse from jury duty if, in Q4's judgment, the employee's absence would create serious operational difficulties. Prior to the absence, the employee must submit an approved Request for Leave form, along with a copy of the summons, to the P&C team..

Where adjournments occur, the employee is expected to return to work if this is practical.

Sick Leave - personal emergency leave

In Canada, after 10 days (paid) we reserve the right to ask for medical evidence and request that the employee go on unemployment insurance.

In the US, you can get information on unemployment benefits [here](#)

In the UK, employees off sick for 4 days in a row may qualify for Statutory Sick Pay (SSP) up to a maximum of 28 weeks. If the absence continues for more than five consecutive working days a Statement of Fitness to Work ("fit-note") from the Employee's doctor should be submitted explaining the nature of the sickness or injury.

In Denmark, you can get information on unemployment benefits [here](#)

Sick days are provided for illness of the employee, their spouse or children. Employees should use their PTO for non-illness related time off. Employees are encouraged to telecommute if they are sick and contagious, and able to telecommute for a full or half day. (See Telecommuting)

The Employer reserves the right to request information with respect to limitations, restrictions, prognosis in such manner as it deems necessary in the circumstances with respect to any request for paid or unpaid sick leave.

Voting

Elections are important to us - both in predicting the results and in valuing your right to vote. To ensure employees have adequate time to exercise their vote, the Company will ensure you have four consecutive hours free to vote during hours the polls are open, should you require it and dependent upon regional needs. The Company reserves the right to schedule this leave and will endeavor to minimize the time away from work (e.g. if the polls are open from 9 a.m. to 8 p.m. and the employee works until 4 p.m., no time from work will be given, as there are four free hours to vote between 4 p.m. and 8 p.m.

If you are unable to vote within the polling hours, please speak with your manager to coordinate.

Other Types of Leaves (not covered by PTO)

Q4 complies with all local legislation regarding leaves. For more information, select your country:

Type of Leave	Canada	Denmark	United Kingdom	United States
Maternity, Parental and Adoptive Leave	Canada	Denmark	United Kingdom	California Care Family Rights Act Georgia Massachusetts Michigan New Jersey New York State Paid Family Leave North Carolina
Family Responsibility Leave	Canada		United Kingdom	
Family Caregiver Leave	Canada			
Family Medical Leave	Canada			New Jersey
Bereavement Leave	Canada			
Critical Illness Leave	Canada			
Organ Donor Leave	Canada			
Reservist Leave	Canada			
Domestic or Sexual Violence Leave	Canada			New Jersey

To arrange leave, please contact P&C and we'll go over the details with you.

Definition of Family:

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- your spouse
- your parent, step-parent or foster parent
- your brother, step-brother, brother-in-law, step-brother-in-law, sister, step-sister, sister-in-law or step-sister-in-law
- a child, step-child, foster child, son-in-law or daughter-in-law of you or your spouse
- a grandparent, step-grandparent, grandchild or step-grandchild of you or your spouse
- your father-in-law, step-father-in-law, mother-in-law or step-mother-in-law
- an uncle, aunt, nephew or niece of you or your spouse
- the spouse of your grandchild, uncle, aunt, nephew or niece
- your spouse's foster parent
- any other person who considers you to be like a family member

Notification:

Except in certain cases, you must inform your employer in writing two weeks before beginning a pregnancy or parental leave. You must also provide your employer with four weeks written notice if you are changing the end date of your leave.

Q4 will continue to make contributions to the employee's group benefit plans. This includes ongoing contributions to HSA, LSA, life and accidental death as applicable. Furthermore, employees will continue to accrue service and seniority during the leave period.

Disability Leave

For the US and UK, please refer to the Bamboo homepage for a detailed benefits summary on the Disability plans provided to you under your benefit plans.

In Canada, Q4's benefits package does not provide for Short Term Disability or Long Term Disability. For short term disability, employees have the option to apply for EI Benefits for medical reasons.

For more information on EI Benefits, please visit: <http://www.servicecanada.gc.ca/eng/sc/ei/benefits/sickness.shtml>

Unpaid Leave

On an individual-case basis, employees may take unpaid leave with the written consent of their Manager. During short periods of unpaid leave (up to one week), medical, dental, life and AD&D coverage shall continue, vacation shall continue to accrue, and seniority shall be maintained. For Manager approved longer leaves, benefits including spending accounts will cease and every attempt will be made to return employees to a position of equal responsibility on return from leave status, however, no guarantees exist that the exact position left will be available on return.

Volunteer Time Off (VTO)

At Q4, as a reward for our continued success, every year we try to give back. As such, we wish to expand and formalize our endeavours through our very own Philanthropy Program where we can support our community or any cause most dear to each and every one of us.

Q4 employees are allowed two (2) paid volunteer non-accrued, non-transferrable days per year for non-profit local community projects or initiatives.

Some examples may include (but not limited to):

- ✓ Motionball - support the special olympics
- ✓ CAMH - either BBQ or playing a sport with patients
- ✓ Building i.e. Habitat for Humanity
- ✓ Environmental painting, cleanup projects, tree planting
- ✓ Soup Kitchen
- ✓ Landscaping/gardening for a community garden

Approval for VTO is requested through BambooHR.

Performance Management and Compensation

Performance Reviews

Based on a calendar year, review cycles are conducted semi-annually at the beginning of the year and mid year for professional development and advancement opportunities. A performance review assessment form is generated in BambooHR and will be a living document for each employee. At the time of the performance review, the Manager and employee will review the objectives and the results achieved. Throughout the year, the employee and employer will refer to this document to track progress made towards goals, highlight areas of concern and indicate challenges identified along the way.

The review cycle is complete when both parties have reviewed, discussed and submitted their final assessments in BambooHR. This record will remain available in the employee's BambooHR employee record under the Performance Module tab.

Salary Reviews

Salaries will be determined by Q4 Management, based on budget considerations and commensurate with the experience of the successful candidate. The organization shall pay employees via direct deposit as agreed in your Employment Agreement, less the usual and necessary statutory and other deductions payable in accordance with the Employer's standard payroll practices. These payroll practices may be changed from time to time at the Employer's sole discretion.

Every January we review employee salaries to make sure we remain competitive in the market and that your salary reflects the value you bring. Salary Reviews are completed in March of each year, with any salary increases retro adjusted to January of that year. The retro adjustments are added to the March 15th payroll run for Canada and US employees and added on the monthly March payroll run for UK and Denmark employees.

All matters regarding salary are to be kept strictly confidential between the employee and their Manager.

Professional Development

Employees are encouraged to take approved outside courses for career development or skill improvement that are consistent with their job responsibilities. An employee's Manager may suggest training (job-mandated) or an employee may request a course on his/her own behalf (employee election). All permanent employees, who have successfully completed their probationary period, are eligible to participate in these programs. Pending the Manager's approval and upon successful completion of the course, Q4 will reimburse course fees up to a maximum of \$1,000/year (non-transferrable, non-accumulative). Courses of study must be offered through an accredited educational institute or recognized Professional Association and generally must be scheduled outside working hours and completed within a reasonable time frame.

The Company reserves the right to seek reimbursement of paid fees in the event the employee leaves within twelve (12) months of fee payment. In such instances, the employee will be responsible for full reimbursement to the company of the fee paid.

Obtaining Approval

Prior to signing up for a course, you must complete and submit to your Manager an Educational Assistance Plan Request Form available [here](#). The form must have all pertinent information attached including a course 1) institution, 2) outline, 3) dates, 4) cost/fee structure and 5) receipts.

LinkedIn Learning Access

Creating opportunity for employees to learn and expand their minds is of the utmost importance at Q4. We're biologically wired to learn. We can't stop ourselves. Learning is necessary for survival. It's a natural instinct. We constantly absorb information, determine what's important, and decide how to act.

At Q4, we take a blended approach to learning and balance our learning programs with in-person instructor-led sessions, on-demand learning and the opportunity for external professional development. Our learning objectives support the following areas:

- Career progression through curated learning
- Elevation of skills and knowledge across the company
- Developing future leaders
- Staying current on the latest tools and thought leadership

All employees are assigned a LinkedIn Learning license on day 1. This license provides you with access to over 13,000 courses spanning all subjects and areas of interest. Our goal as a company and for each individual employee is that you will participate in a minimum of 10 hours of learning per year. We start you off with a thoughtfully curated Learning Path called 'Q4orce Fundamentals' to help you integrate into Q4's culture of learning.

Conditions of Employment

Confidential Information and Intellectual Property

Publicly traded companies from around the world trust Q4 with their confidential information and non-public, material information. The adherence to non-disclosure and confidentiality terms in your employment agreement are a critical aspect to your agreement with Q4. Please review in detail and ask your Manager or P&C if you have any questions about these important terms.

Health and Safety

Q4 employees, must take reasonable precautions to ensure that the workplace is safe. The organization will follow all requirements for creating a healthy and safe workplace. The Company has established and will maintain a Joint Health and Safety Committee (JHSC) in accordance with the Occupational Health and Safety Act of Ontario. As deemed by OSHA, Members of the Committee shall be comprised equally of one (1) employee representative and one (1) management representative. Employees who have health and safety concerns or identify potential hazards should contact People & Culture. Health and Safety Committee requirements vary by country and region.

Alcohol consumption is not permitted during work hours or on the premises, other than for company sanctioned events. From time to time, with your Manager's permission, alcohol may be used to celebrate an occasion/event. Illegal drug use is not condoned by Q4.

There is zero tolerance for unprofessional conduct and drunk driving. We want everyone to get home safe and under our Safe Ride program we will provide taxi chits on a discretionary basis.

Reasonable Accommodation for Disability in the Workplace

Please refer to your region below for further information on disability in the workplace:

[Canada](#)

[US Disability Act](#)

[UK Disability Act](#)

[Denmark Disability](#)

Standing desk request

Multiple standing desks are available in some of Q4's offices for your use and comfort.

In unique situations, you may be curious about a sit-stand desk for your work space, in which the following guidelines will be helpful for you to be aware of:

Q4

Medical Reason - If you require a sit-stand unit for medical reasons, you will be required to submit a medical note from your doctor to support your request. P&C will then work with you to order a unit that fits with your medical needs and work space.

Lifestyle Choice - For those who would like a sit-stand unit at their desk for lifestyle reasons, manager approval is required to ensure it's not disruptive to your pod. Once approval has been provided by your manager, please speak to P&C to ensure the model you are looking at fits within our workspace design. This would be any out of pocket expenses incurred by the employee.

Please reach out to P&C should you have any questions.

Respect in the Workplace

Q4 is committed to providing a positive working environment where everyone feels safe and is treated with respect. The Company does not tolerate discrimination, harassment or violence in the workplace. Q4 has adopted this policy in an effort to maintain the safety and security of employees, visitors and those with whom Q4 does business and to deal quickly and effectively with any threat or incident that may occur.

A respectful workplace is one that is healthy, safe, supportive and values diversity. It is a place where employees are valued; communication is polite and courteous; people are treated with respect; conflict is addressed in a positive and respectful manner; and disrespectful behavior, harassment, bullying, and discrimination are not tolerated.

Q4 and all of its employees have a responsibility to create and maintain a respectful workplace. This includes:

- Fostering respectful behavior towards others;
- Respecting the value of diversity in the workplace;
- Challenging disrespectful or inappropriate behavior when it occurs if comfortable to do so;
- Reporting incidents of disrespectful behavior; and
- Utilizing the Employee Assistance Program, if necessary

Harassment

It is the policy of Q4 to recognize the dignity and worth of each member of its workforce and to provide for equal rights and opportunities without discrimination. Every employee has the right to work in an environment, free of harassment and to be treated with respect, courtesy and tact. Q4 will not tolerate harassment in the workplace. Employees may submit complaints about harassment in confidence with assurance of prompt action and without fear of reprisal. All complaints will be treated very seriously.

We recognize the multicultural and diverse composition of our workforce. The workplace will not be allowed to become a forum for the expression of prejudice and objectionable attitudes.

Sexual Harassment:

Sexual harassment (as outlined below) is prohibited by the Company: Offensive or objectionable sexual comments, gestures or physical contact. Favours, promises, or advantages in return for submission to sexual advances. Threat or institution of reprisal by a person in a position to grant or deny a benefit against the person who rejected his or her sexual advance.

While the following is not a complete list, harassment may include:

Q4

- Verbal abuse or threats
- Unwelcome remarks, jokes, innuendo, or taunting about a person's body, attire, etc.
- Displaying pornographic or other offensive or derogatory pictures
- Practical jokes which cause awkwardness or embarrassment
- Unwelcome invitations or requests, whether indirect or explicit, or intimidation
- Leering or other gestures
- Condescending or patronizing behaviour, which undermines another.
- Unwelcome physical contact such as touching, patting, pinching, punching
- Assault

Every person who is an employee has a right to freedom from harassment in the workplace by the employer or agent of the employer or by another employee because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences, marital status, family status, disability, sexual orientation or same sex partnership. There is no requirement that harassment must be objected to before an individual is found in violation of the Company policy if it can reasonably be assumed that the behaviour would be unwelcome.

At Q4, the Harassment Officer appropriately trained to manage claims is the Head of People & Culture (HR). The Officer has a set of guidelines to adhere to which includes escalation procedures if there is an event. [Anonymous Reporting for HR](#)

(Employees outside of Ontario should refer to applicable legislation regarding discrimination and harassment.)

Workplace Violence

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse. Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

Q4 upholds the Company policy and therefore has a zero tolerance limit with regards to harassment and violence. Employees or volunteers engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, removal from Boards or committees and possibly criminal charges.

For more information, a Q4 Workplace Violence and Harassment Policy (Long Version) is available from People & Culture.

Domestic Violence

Q4 is required to respond when it is aware of domestic violence that may expose a worker to physical injury in the workplace.

Domestic Violence is defined as a pattern of behaviour used by one person to gain power and control over another person with whom he/she has or has had a personal or intimate relationship. This pattern of behaviour may include physical violence, sexual, emotional, and psychological intimidation, verbal abuse, stalking, and using electronic devices to harass and control. A person who has a personal or intimate relationship with a worker – such as a spouse or former

spouse, current or former intimate partner or a family member – may physically harm, or attempt or threat to physically harm, that worker at work. In these situations, domestic violence is considered workplace violence.

If Q4 becomes aware, or ought reasonably to be aware, that domestic violence that would likely expose a worker to physical injury may occur in the workplace, Q4 will take every precaution reasonable in the circumstances for the protection of the worker.

What is NOT workplace violence

- Any reasonable conduct or action that is considered to be part of a Manager's or Supervisor's work function that produces an unpleasant consequence for an employee is not considered to be workplace harassment.
- Implementation of dress codes
- Changes in work schedules
- Workplace inspections

Conflict Resolution

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, Q4 recommends the following process for conflict or dispute resolution.

- Speak to the person you are having a dispute with, if you feel safe and comfortable to do so. Many times disputes arise due to misunderstandings and miscommunications.
- If speaking to the individual does not work, speak to your Manager. Your Manager will arrange a meeting between those involved in the dispute, to determine a resolution.
- If the Manager is unable to resolve a workplace dispute, the parties may be referred to mediation by the P&C team and in extreme cases an outside third party. The resolution of the mediator is binding on both parties of the dispute.

Code of Conduct

Q4 aims for all of its employees to carry on business based upon a common set of principles. We maintain our reputation earned by Q4 and its officers and employees for honesty, integrity, discretion with respect to confidential information and the avoidance of conflicts of interest.

The officers and Managers of Q4 play a key role in maintaining Q4's reputation for integrity and honesty and in upholding our Code of Conduct. These individuals are required to:

- Set an example by complying with the Code under all circumstances
- Create and maintain a work atmosphere conducive to observance of the Code

Employees are required to:

Q4

- Act honestly, professionally and ethically
- Ethically address actual or apparent conflicts of interest between personal and professional relationships
- Obtain prior approval from your Senior Management Team member before entering into any relationship involving any actual or potential conflict of interest

Report promptly any conduct that could be a violation of the Code of Conduct to the P&C Team or your Senior Management member. It is against the Company's policy to retaliate in any way against an employee for good faith reporting of violations of this Code. Violations to this code are subject to disciplinary action up to and including immediate termination of employment.

Insider Trading

Q4 employees have access to highly sensitive information for some of the world's largest publicly traded companies. It is illegal to trade on non-public information. Your job, your reputation, financial penalties and imprisonment are at risk. The intent of this policy is to inform and prevent the improper communication of undisclosed information of our clients.

What is insider trading?

Insider trading is the restriction against:

1. Trading on the basis of "material non-public" information
2. Disclosing or "tipping" material, to others or recommending the purchase or sale of securities on the basis of such information which Q4 might be privy to
3. A possible merger, acquisition or other material development, whether concerning a Q4 client, and obtained in the normal course of employment or through a rumor, tip or just "loose talk" amongst friends and families that is not public information
4. Assisting someone who is engaged in any of the above activities.

Who is an insider?

The term "insider" applies to anyone who, by virtue of a special relationship with Q4, possesses material, non-public information regarding the business of its Clients. An individual can be considered an insider for a limited time with respect to certain material, non-public information even though he or she is not a director or officer. As an example, Q4 has quarterly financial results ready to the client's website ahead of the rest of the world.

What is "material, non-public" information?

Information is generally deemed to be "material" if there is a substantial likelihood a "reasonable investor" would rely on it in deciding to purchase, sell or hold a security to which the information relates. As a practical matter, materiality often is determined after the fact, when it is known that someone has traded on the information and after the information itself has been made public and its effects upon the market are more certain. Examples of information that is generally regarded as material are:

- Financial results;

- Projections that significantly differ from external expectations;
- Major proposed or pending acquisitions, investments or divestitures;
- Significant project or product developments;
- Changes in key personnel;
- Changes in dividends;
- Stock splits;
- Trading analytics and stock surveillance;
- Stock buybacks;
- New equity or debt offerings;
- Positive or negative developments in outstanding significant litigation;
- Events that may result in the creation of a significant reserve or write-off or other significant adjustments to the financial statements;
- Actual or threatened significant litigation or inquiry by a governmental or regulatory authority; and
- Any other facts which might cause the Company's financial results to be substantially affected.

What can happen?

Individuals found liable for insider trading face penalties of up to three (3) times the profit gained or loss avoided, a criminal fine of up to \$5 million and up to twenty (20) years in jail. In addition, Q4 (and its executive officers and directors) could itself face penalties of the greater of \$1 million or three (3) times any profit gained or loss avoided as a result of an employee's violation and/or a criminal penalty of up to \$25 million for failing to take steps to prevent insider trading.

If you have any questions concerning this Policy, it should be directed to HR or a member of the Senior Management Team and someone will assist you.

Privacy (PIPEDA summarized)

There are ten principles, which form the basis of Q4's Personal Information Protection and Electronic Documents Act (PIPEDA summarized) policy. These principles are interrelated and Q4 will adhere to them as a whole. In general, Q4 is subject to the requirements or provisions of any applicable local legislation, regulations or agreements, or order of any court, or other lawful authority.

Principle 1: Accountability

Q4 is responsible for personal information under its control. In response, it has designated its Privacy Officer (currently P&C) as accountable for the company's compliance.

Principle 2: Identifying Purposes for Collection of Personal Information

Q4 will identify the purposes for which personal information is collected at or before the time the information is collected.

Principle 3: Obtaining Consent for Collection, Use or Disclosure of Personal Information Q4 will obtain the consent of its employees when they collect, use of and need to disclose the individual's personal information.

Principle 4: Limiting Collection of Personal Information

Q4 will limit the collection of personal information to that which is necessary for the identified purposes. Q4 will collect personal information by fair and lawful means.

Q4

Principle 5: Limiting Use, Disclosure, and Retention of Personal Information

Q4 will not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Q4 will retain personal information only as long as necessary for the fulfillment of those purposes, or as required by law.

Principle 6: Accuracy of Personal Information

Personal information will be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

Principle 7: Security Safeguards

Q4 will protect personal information by security safeguards appropriate to the sensitivity of the information.

Principle 8: Openness Concerning Policies and Practices

Q4 will make readily available to customers or employees specific information about its policies and practices relating to the management of personal information.

Principle 9: Access to Personal Information

An individual has the right to access personal information held by the organization and to challenge its accuracy, if need be.

Principle 10: Challenging Compliance

A customer will be able to address a challenge concerning compliance with the above principles to the designated person or persons accountable for Q4's compliance with the policy.

General Data Protection Regulation (GDPR)

General Data Protection Regulation, or GDPR, came into force on May 25, 2018, and is Europe's new framework for data protection law and to modernise laws that protect the personal information of individuals living in Europe.

The GDPR aims to prevent security breaches and the loss of personal data by organisations that hold or process PII (Personally Identifiable Information).

Please click [here](#) for the GDPR training module. For more information on GDPR and its application to employee privacy, please speak with Q4's legal counsel.

Company Assets

Corporate wireless usage

Business Equipment & Communication

All laptops, computers, telephones, cell phones and other communication systems are the property of Q4 and employees are responsible for their safety as they are intended for business use. Therefore, Q4 maintains the ability to access any computer files and monitor the use of software, Internet usage, e-mail, voice mail, and/or Internet chat sessions. Although

employees may select individual passwords, employees should have no expectation of privacy with respect to any communication, document or activity using Q4 equipment. However, other than management employees authorized to act on behalf of the Company, employees must not attempt to gain access to another employee's computer, Internet files, e-mail, or voice mail.

All information regarding access to the Company's computer resources, such as user identification, modem phone numbers, access codes, network configuration and passwords are confidential Company information and may not be disclosed to non-Company personnel.

Personal Use of the Internet

Use of the Internet must not disrupt the operation of the Company network or the networks of other users. It must not interfere with employees' productivity. The Company reserves the right to monitor Internet usage and to block any content it desires in its sole discretion. Employees are urged not to use the Wifi on their personal devices other than for business purposes.

Software, Copyright and Intellectual Property

Q4 licenses some of the software programs used within the Company, but also owns certain programs. Employees must not use the Company's technology resources to copy, retrieve, forward, or redistribute copyrighted materials from Q4's network. Q4 also has all right and title to all other intellectual property (i.e., patent, trademarks, etc.) not expressly described herein.

Unauthorized Use

Employees are not permitted to use Company computers or other equipment to visit websites or send electronic mail that is deemed by management as inappropriate or in violation of other Company guidelines. Examples of such inappropriate use include accessing pornographic or gambling websites. The Company reserves the right to determine when an employee is using the Company communication systems inappropriately.

Email

The e-mail system available to employees is to help them with the performance of their job, it should be used for official Company business.

Employees should use discretion when sending e-mails. Do not write anything in an e-mail message that is inappropriate to say to others face-to-face. Other etiquette to keep in mind when using email includes:

- Responding to all emails in a timely manner.
- Using the Out of Office notification when traveling, on vacation or otherwise not available, so an automatic reply will respond to emails informing the sender(s) of when to expect a response.
- Read and understand email messages before responding to ensure an efficient and inclusive response.

- Avoid the use of caps, multiple punctuation or bolded words or phrases. Caps, bold and multiple punctuation convey yelling or anger and is not recommended in any situation.

Voice Mail

Employees are responsible to make certain their voice mail messages are reviewed in a timely fashion. When employees know that they are going to be out of the office for a day or more, they must either forward their calls to their cell phone or leave a message on their voicemail stating when they will be returning messages, and who will be an alternative contact in the meantime.

Cell Phones/Portable Electronic Devices

In the interest of good business practice, telephone calls made with personal cell phones must not interfere with employees' performance of their jobs. The Company provides cell phones and portable electronic devices to those employees who need them to perform their jobs. Such devices are intended for business use. Therefore, personal calls, text messages or emails should be limited and brief.

For safety reasons as well as being strictly prohibited by law in various jurisdictions, employees are prohibited from the use of cell phones or any other portable electronic device, including texting, while they are driving unless they use hands-free technology.

Using Social Media Outside of Work

The important thing to remember about personal blogs and social networking sites is that the same basic policies apply in these spaces as in other areas of your lives with regards to discretion and privacy. These guidelines are meant to help employees understand how Q4 policies apply to these newer technologies for communication so that you can participate with confidence in all social media platforms.

Due to the fact that we deal with highly confidential information and we commit to our clients that we are bound by our NDA, there is no tolerance for not understanding the following restrictions:

- Follow all applicable Q4 policies. For example, do not share confidential or proprietary information about Q4. This would include information about upcoming earnings calls, travel, such as the location or purpose of your travel, what you do to support any issues regarding Q4's ability to conduct its normal course of business.
- Write in the first person. Where your connection to Q4 is apparent, make it clear that you are speaking for yourself and not on behalf of Q4. In those circumstances, you may want to include this disclaimer: "The views expressed on this [blog, website] are my own and do not reflect the views of my employer."
- Do not communicate on the public Internet about Q4 or Q4-related matters without prior approval from the Operations or Marketing departments. In addition, be sure to disclose your connection and role with Q4 in any business communication. Use good judgment and strive for accuracy in your communications; errors and omissions reflect poorly on Q4 and may result in liability for you and/or Q4.
- Use a personal email address (not your Q4 address) as your primary means of identification. Just as you would not use Q4 stationery for a letter with your personal views, do not use your Q4 email address for personal views.
- If your blog, posting or other online activities are inconsistent with, or would negatively impact Q4's reputation or brand, you should not refer to Q4 or identify your connection to Q4.

- Be respectful and professional to fellow employees, business partners, customers and competitors. Avoid using unprofessional online personas. In addition, due to the nature of our business, you must avoid expressing your financial or political views in blogs or any other public sites on the Internet.

IT Usage - Security

Employees are responsible for ensuring the protection of assigned Q4's assets.

The Information Security Awareness Program is intended to inform Q4 Inc employees about the inherent risks that the company may face with current, and how you can do your part to help protect these systems & data. This program's primary objective is to reduce the risks of a security breach.

All Q4 employees are required to complete IS Awareness training. Click the following link and create your training account. [Security Awareness Training](#)

Reporting of Violations of Information Security Policies or Procedures

Q4 **Anonymous** Online Reporting Tool

This tool is intended to encourage and enable employees to raise serious concerns about violations of Q4's Information Security Program. The Policy provides that employees may report complaints and allegations concerning violations they encounter anonymously.

To file a complaint, go to: [Anonymous Reporting of IS Violations](#)

No Retaliation

No employee who in good faith reports a violation of information security breach or misconduct, shall suffer harassment, retaliation or adverse employment consequence.

Information Security (IS) Contacting Authorities Procedure

The responsibility of Incident identification is shared by all Q4 staff. Once a potential incident is identified, the identifying party should inform the Information Security Team immediately with an email to the information security incident distribution group security@q4inc.com (non-anonymous; please see above if you wish to submit anonymously).

Access to Office

Non-employees

- All visitors must be accompanied at all times while in the office

- Must never have access to equipment, keys, information or valuables
- Q4 employees are equally responsible for visitor control and admission
- Are not allowed in Q4 offices after hours

Departure

Termination for Cause (Canada)

An Employment Agreement may be terminated by Q4 at any time for cause, without notice or payment in lieu of notice or severance pay whatsoever, except payment of outstanding wages, overtime and vacation pay to the date of termination. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent or documented poor work performance. Also, refer to your Employment Agreement.

Termination Without Cause (Canada)

An Employment Agreement may be terminated by the Employer at any time and for any reason on a without cause basis, upon the provision of notice or payment of notice instead, and severance pay (if applicable), as is minimally required by the ESA (in Ontario, Canada), as amended from time to time. Refer to your Employment Agreement for additional information.

Termination and At Will Employment (USA)

All US employees across all States are hired as at-will employees. This means the Company reserves the right to terminate an employee's employment with the Company for any reason, without **Cause** (as defined below) or advance notice, subject to the provisions of Section 13 of the employee's employment agreement, at any time throughout employment, regardless of how long an employee is employed by the Company.

Cause includes, but is not limited to, the following:

- (a) You fail to perform your duties and responsibilities in connection with the Company's business in accordance with the policies, programs, procedures, rules, regulations, and directives established from time to time by the Company, its officers or directors, and does not correct such failure immediately after notice by the Company to do so, or having so corrected any such failure, fail to so perform at any time in the future (without the requirements of any additional notice from the Company).
- (b) You fail to fully perform and observe all obligations and conditions to be observed by the Employee under your Employment Agreement and written Company policy and does not correct such failure immediately after notice by the Company to do so, or having so corrected any such failure, fail to perform and observe all such obligations and conditions at any time in the future (without the requirement of any additional notice from the Company).
- (c) You violate any law that is more serious than a minor misdemeanor.
- (d) You commit at any time any fraud in connection with any business of the Company or is convicted of any fraud or violation of any laws of the state of jurisdiction applicable in a related business to the Company.

- (e) In the opinion of the Company, you conduct yourself in a manner that injures the Company's standing or good name in the community or elsewhere where the Company might be operating or could operate in the future.
- (f) You encourage any other employee(s), agent(s), representative(s), or sub-agents of the Company, or any client(s) of the Company to leave its service.
- (g) You violate this Agreement or the Confidentiality of Information and Ownership of Proprietary Property Agreement during the term of this Agreement.
- (h) You engage in any other acts of misconduct such as employee dishonesty, conflict of interest, violation of material Company policies, willful insubordination, or neglect of

Termination of Employment (UK)

In order to terminate employment under the Company's contract the employee is required to give to the Company, and the Company is required to give to the employee, written notice as outlined in the employee's Employment Agreement.

The Company reserves the right to terminate employment with immediate effect (whether during or after completion of the probationary period) by communicating to the employee its decision to terminate his/her employment (either verbally or in writing) with immediate effect and by making thereafter a payment to the employee representing the employee's basic salary in lieu of notice (or the unexpired period of notice) which for the avoidance of doubt does not include any contractual or other benefits to which he/she would have otherwise have been entitled to receive or accrue during the notice period.

Termination of Employment (DK)

Either party may terminate the service relationship at the notices laid down in the Danish Salaried Employees Act and as outlined in the employee's Employment Agreement.

Resignation

After completion of the first ninety (90) days of the probationary period in North America & Denmark, 6 months in the UK, employees must give the Company two (2) weeks' notice of resignation at a minimum or as outlined in the employee's Employment Agreement and based on regional legislation. The Company may waive the resignation notice period in whole or in part at any time by providing payment of regular wages for the period so waived.

Return of Company Property

Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the Employer including but not limited to computers, laptops, cell phones, tablets (with adapters), files, keys/key fobs, reports, files, manuals, literature, confidential information, or other materials shall remain and be considered the exclusive property of the Company at all times, and shall be surrendered to the Human Resources, in good condition, promptly and without being requested to do so.

Disclaimer

All parts of this document are supplementary to applicable federal or local legislation in Canada, US, UK and Denmark. In the event of a conflict, the local legislation shall prevail.

Acknowledgment

I have received my own copy of the Q4 Employee Handbook by way of link to the electronic version, specifying policies, procedures and benefit guidelines of the Company.

I understand that it is my responsibility to become familiar with its contents and to ask questions on any matters I do not understand.

All policies and procedures are subject to change as we grow and change. Updates will be promptly communicated to all employees.

Employee Signature	Print Name	Date

Please return this page to the People & Culture Team as soon as possible

Appendices

EHB Revision Log

Topic	Reason for update	Author	Revision date
Cover	Refreshed	Marketing	June 2015
About Us	Revised	Marketing	June 2015
Working from Home	Revised	HR	June 2015
Security Awareness	Added	IT	June 2015
Anonymous Reporting of Violations of IS Policies or Procedures	Added	IT	June 2015
IS Contacting Authorities	Added	IT	June 2015
Appendices	Added	IT	June 2015
Referrals and Probation	Revised	HR	Jan 2016
Working from Home and Benefits	Updated	HR	Jan 2016
About US	Updated	HR	July 2016
Recruitment & Selection and Professional Development	Updated	HR	July 2016
Insider Trading	Added	HR	July 2016
IT Usage/Security	Updated	IT	July 2016
Cover	Updated	Marketing	August 2016
Time Away from Work	Revised	HR	August 2016
Benefits	Updated	HR	August 2016
Harassment	Updated	HR	August 2016
Purpose, Mission, Vision and Values	Updated	HR	October 2017
Leaves of Absence	Updated	HR	November 2017
Pension	Added	HR	June 2019
Statutory Holidays	Added	HR	June 2019
GDPR	Added	HR	June 2019
Standing desk request	Added	HR	June 2019
Termination	Updated	HR	June 2019
LinkedIn Learning Access	Added	HR	June 2019