



GRANICUS CANADA HOLDINGS, ULC

CANADA EMPLOYEE HANDBOOK

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GENERAL INTRODUCTION

This Employee Handbook (“Handbook”) will familiarize employees with the practices, policies, plans, programs, and procedures of Granicus Canada Holdings, ULC and any other subsidiaries or affiliates of any parent Granicus Canada Holdings, LLC (together, “Granicus”) relating to work and pay. The Time Off Supplement, the Employee Benefits Supplement, and any location-specific Supplements that apply to certain employees (collectively, “Supplements”) provide a general overview of Granicus’s approach to time off, employee benefits, and address certain location-specific matters, respectively, and are attached and hereby incorporated by reference into this Handbook.

The Handbook and Supplements apply to all employees.

It is the responsibility of each employee to read the Handbook and Supplements carefully, be familiar with their contents, and keep them handy for future reference. Any questions or issues should be discussed with supervisors or with Human Resources as soon as they arise.

The Handbook and Supplements supersede all previous employee handbooks, memoranda, emails, or other communications dealing with the subject matter addressed in the Handbook and Supplements. The statements made in the Handbook and Supplements are not intended to, and do not, constitute a contract. Granicus reserves the right to amend, suspend, terminate, deviate from, add to, or supersede any practice, policy, plan, program, or procedure at any time with or without notice. Statements in the Handbook and Supplements or in any other Granicus publication are not to be construed as affecting or modifying in any way the at-will status of Granicus employees. No statement, written or oral, or other communication establishing employment for a specific period or under particular terms or conditions (including without limitation terms addressing compensation, benefits or severance rights), or otherwise altering the at-will status of a Granicus employee, will be enforceable unless it is in a written agreement signed by the CEO of Granicus.

In the event a Granicus employee works in a province that provides greater benefits or protections to the employee than what is identified in the Handbook and Supplements, the applicable provincial law(s) applies.

The Handbook and Supplements are the property of Granicus. Granicus may request confirmation that all digital copies of the Handbook and Supplements have been deleted.

EMPLOYEE CONDUCT

■ ANTI-DISCRIMINATION AND NON-HARASSMENT

Granicus strives to maintain a work environment where all individuals are treated with respect. Granicus prohibits all forms of unlawful discrimination and harassment and expects the cooperation of all employees in making this policy work.

Equal Employment Opportunity

Granicus is committed to providing equal employment opportunities. All qualified applicants and employees will be considered for employment and advancement without regard to race, color, religion, creed, national origin, ancestry, sex, gender, gender identity, gender expression, physical or mental disability, age, genetic information, sexual or affectional orientation, marital status, status with regard to public assistance, familial status, military or veteran status or any other status protected by applicable law. This policy applies to all employment practices and terms and conditions of employment, including but not limited to promotions, transfers, compensation, terminations, training and participation in Granicus sponsored benefits or programs.

Employees should raise any concerns they might have regarding possible discrimination in accordance with the complaint procedure described below. No retaliation against anyone who in good faith brings forth a complaint of possible discrimination will be permitted or tolerated.

Disability Accommodation

Granicus complies with the Accessibility for Ontarians with Disabilities Act (“AODA”), 2005 and other applicable laws prohibiting discrimination in employment against qualified individuals with disabilities. To the extent required by applicable law, Granicus will make reasonable accommodations for qualified employees with known disabilities. If an employee needs a reasonable accommodation, contact Human Resources. Human Resources will work with the appropriate supervisor(s) to review the request and evaluate possible accommodations. Granicus will not retaliate against any employee for requesting or obtaining any reasonable accommodation in accordance with applicable law.

Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Service Animals

Granicus, in accordance with the (“AODA”), does allow service animals for a person with disabilities. All other pets (a domestic animal kept for pleasure or companionship) are prohibited from the workplace. In compliance with the AODA, service animals are welcome on company

property and may attend any class, meeting or other event. There may be an exception to certain areas.

A service animal is defined as “any animal individually trained to work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are hearing impaired to intruders, or pulling a wheelchair and fetching dropped items.”

Employees requesting accommodation for a disability that includes a service animal must contact Human Resources and all animals must be approved by, and in compliance with, any building lease to which Granicus is a party.

Harassment, Inappropriate Conduct, and Offensive Behavior

Granicus is committed to maintaining a work environment that is free from discrimination and harassment, including unlawfully intimidating, hostile, or offensive conduct. Harassment and other inappropriate conduct that is based on, or is directed toward someone because of race, color, religion, creed, national origin, ancestry, sex, gender, gender identity, gender expression, physical or mental disability, age, genetic information, sexual or affectional orientation, marital or familial status, status with regard to public assistance, military or veteran status, or any other status protected by applicable law, is against Granicus’s policy and will not be permitted or tolerated. All forms of electronic communication (such as email and Internet use) are covered by this policy in the same manner as other communications and actions.

Prohibited Conduct

For the purpose of this policy, prohibited conduct includes verbal, written, visual, or physical conduct that (1) relates to another person’s race, color, religion, creed, national origin, ancestry, sex, gender, gender identity, gender expression, physical or mental disability, age, genetic information, sexual or affectional orientation, marital status, status with regard to public assistance, familial status, military or veteran status, or any other status protected by applicable law or (2) is directed toward another person because of that person’s race, color, religion, creed, national origin, ancestry, sex, gender, gender identity, gender expression, physical or mental disability, age, genetic information, sexual or affectional orientation, marital status or familial, status with regard to public assistance, military or veteran status, or any other status protected by applicable law, where such conduct may have the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.

Prohibited conduct may include, among other things, telling racist or sexist jokes or making offensive or derogatory remarks about another person’s race, color, religion, creed, national

origin, ancestry, sex, gender, gender identity, gender expression, physical or mental disability, age, genetic information, sexual or affectional orientation, marital status, status with regard to public assistance, familial status, military or veteran status, or any other status protected by applicable law. Prohibited conduct includes, among other things, sexual harassment as discussed below.

Discrimination and harassment are prohibited whether it is committed by supervisors, co-workers, or non-employees, including vendors, suppliers, customers and clients. Employees must not engage in prohibited conduct against other Granicus employees or personnel of Granicus's vendors, suppliers, customers and clients.

Sexual Harassment

Prohibited conduct includes, but is not limited to, conduct that may constitute or lead to sexual harassment, such as: use of suggestive sexual comments, jokes, or innuendo; persistent, unwanted flirtation or invitations for dates or other social activities; unwelcome sexual advances or passes; sexual remarks or questions about a person's body, clothing, or sexual activities; patting, pinching, or other offensive touching; or displays of sexually suggestive pictures or objects. Sexually harassing conduct may include conduct between persons of the same gender, regardless of the sexual orientation of those persons.

Complaint Procedure

Employees who become aware of or are subjected to possible discrimination or harassment should notify their immediate supervisor or Human Resources immediately, or may file a report through our anonymous reporting website listed below. Granicus may ask that complaints be put in writing to facilitate the investigation process. In addition, for employees who are comfortable doing so, telling the person who is engaging in inappropriate behavior to stop is often the most effective way to stop objectionable behavior.

Supervisors who become aware of any incidents or alleged incidents of possible discrimination or harassment must immediately report them directly to Human Resources. Supervisors who receive complaints of possible discrimination or harassment must consult Human Resources before undertaking an investigation or other action (except for any action to stop any currently occurring behavior). Any supervisor who fails to report allegations of discrimination, harassment, or other prohibited conduct or who otherwise fails to deal properly with such allegations may be subject to discipline, up to and including termination of employment.

Granicus will take prompt action to investigate allegations of discrimination or harassment. Based upon its investigation, Granicus will take prompt and appropriate corrective action. Any employee found to have engaged in discrimination, harassment, or other prohibited conduct will be subject to appropriate discipline or corrective action, up to and including termination of employment.

Appropriate steps will also be taken if any non-employee (such as contractors/consultants, suppliers, customers, and clients) are found to have discriminated against or harassed any employee of Granicus.

Reports of discrimination or harassment will be kept confidential to the extent possible, consistent with the need for a thorough investigation.

Granicus will not retaliate or take any form of reprisal against any victim of or witness to discrimination or harassment, and any such retaliation or reprisal by a Granicus employee is forbidden. Any employee who retaliates against another employee or witness because of a complaint of discrimination or harassment, or because of participation in any investigation, will be subject to discipline, up to and including termination of employment.

Granicus Anonymous Reporting Hotline

Granicus is an organization that strongly values responsibility and integrity. The Granicus Diversity, Equity, and Inclusion (DE&I) Policy and company handbooks contain general guidelines for conducting business with the highest standards of ethics.

Granicus is committed to an environment where open, honest communications are the expectation, not the exception. The company wants you to feel comfortable in approaching your manager, Human Resources Generalist, or a member of the HR Leadership Team in instances where you believe violations of policies or standards have occurred.

In situations where you prefer to place an anonymous report in confidence, you are encouraged to use this EthicsPoint hotline hosted by NAVEX Global, a third-party provider. You are encouraged to submit reports relating to violations stated in any of our policies.

The information you provide will be sent to Granicus by EthicsPoint on a completely confidential and anonymous basis if you should choose. Granicus guarantees that all submissions will be reviewed and replied to.

EthicsPoint is NOT a 911 or Emergency Service: Do not use this site to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact your local authorities.

EthicsPoint is a comprehensive and confidential reporting tool that enables the Company to address policy violations, while cultivating a positive work environment. Employees can submit a report online via <https://secure.ethicspoint.com/domain/media/en/gui/75510/index.html> or via the telephone toll-free hot line at 1-833-547-0144.

■ ATTENDANCE AND PUNCTUALITY

Regular and timely attendance are essential requirements of every employee's position. When any employee is late or absent, Granicus's ability to meet the demands of the business and perform other work is affected and an unfair burden is placed on fellow workers. Any employee who is going to be absent or late must contact the employee's supervisor as soon as possible (but not later than the expected start of their work day). Excessive absences or tardiness may lead to discipline, up to and including termination of employment.

For any unplanned absence, regardless of duration, employees must notify their supervisor each day they will be away from work (unless the employee is on an approved leave of absence or pre-approved time away from work). An employee who fails to report to work and fails to notify the employee's supervisor of the reason for such absence from work for three consecutive workdays will be considered to have abandoned the employee's job and voluntarily resigned.

■ DRESS CODE

Granicus' dress code is a reflection of our values and culture. While our style is relaxed, we do recognise awareness of our surroundings remains an important cornerstone in how we present ourselves to our customers, colleagues, prospects and candidates.

As a company our dress code is "dress for your day. Be comfortable without making others uncomfortable. Use good judgement."

Bringing the Granicus dress code to life, when thinking what to wear for work, consider the following:

- Who are you meeting throughout your day? Are they internal only, external or blended?
- If you're meeting people, what is the purpose and intended outcome?
- What is the nature of your interactions? Are you heading into a formal situation or an informal situation?
- Will your attire help build strong rapport with those you engage?
- How will you engage with people? Virtual, or in-person?
- Are you in public representing Granicus – e.g., trade meetings/fairs, work social events, visiting customers?
- What impression do you want the other person to walk away with?

Stipulated Attire

Some employees may on occasion be required to wear a specific style of attire for certain events and situations. Examples of these situations can include awards and ceremonies, board meetings, sales meetings and marketing events.

Brand Ambassador

Your attire and surroundings while on video calls are all a reflection of Granicus. Please keep in mind the audience, their working environment and the overall impression that you want to present. Government employees tend to work in a more professional and/or conservative work environment and often want to see that reflected in the vendors that support them. When interacting with customers, your appearance should lean towards being professional, neutral and non-distracting. When considering what is “professional attire” we encourage people to be authentic to themselves while presenting a neat, presentable and trustworthy outward appearance.

Further, when in public representing Granicus, it is expected you will continue to dress in a manner that reflects and respects Granicus’ values, your co-workers and the customers we represent.

■ GRANICUS GLOBAL REMOTE WORKING POLICY

Granicus' Global Remote Working Policy (the Policy) applies to employees of all Granicus subsidiaries and affiliates (Granicus). The Policy also applies to third party consultants and contractors working on behalf of Granicus, subject to the terms of the Third-Party Consultants and Contractors section below.

In all cases remote working should be achieved without adverse effect on the overall efficiency and effectiveness of teams, functions, customers, and the business as a whole. Any remote working arrangements require close cooperation within teams and our broader business to ensure we continue serving Granicus customers and their audiences.

For the purposes of this Policy 'work location' or 'location of record' refers to the registered Granicus office recorded on an employee's employment documentation, or to their home address as registered with Granicus.

Granicus Employees

The Policy is intended to provide flexibility for Granicus employees by providing the freedom to work from home instead of a Granicus office, where possible. It is recognized that due to the breadth of roles across Granicus, some employees may be required to work in their assigned Granicus office on a regular basis; or attend their Granicus office when requested in order to facilitate business activities e.g., customer meetings, QBRs.

In some instances, an employee may wish to permanently or temporarily relocate to a different state, county or country. Whilst Granicus aims to be flexible, it may not always be feasible. Any request to work from another location must be approved in advance by the relevant Executive and Human Resources. Requests must be submitted in writing, outlining how the employee's work and/or Granicus customers will not be impacted by the move and whether it is feasible based on local laws and regulations (such as employment, tax and workplace health and safety (WHS)).

In the event a request for relocation is granted, Granicus will not provide the employee relocation support, sponsorship, or financial support. If the request is denied, it is expected that the employee will remain in the original location. Failure to do so will be deemed a voluntary resignation.

Employees joining Granicus via a merger or acquisition

Granicus understands that arrangements and policies may be in place within legacy organizations prior to an acquisition. During integration, Granicus' intention will be to align newly joining employees to this Policy. In the event legacy arrangements fall outside the Policy, Human Resources will work with the relevant Executive, managers, employees and integration leads to agree on an arrangement which is aligned with the Policy while ensuring optimal customer outcomes and business results. While Granicus aims to be flexible, continuation of existing arrangements cannot be guaranteed.

Third-Party Consultants and Contractors

Where possible, third-party consultants, contractors, solo practitioners and/or sole traders providing services to Granicus should be situated in a location where Granicus has an established entity, and in which they have the legal right to work.

Exceptions may be granted on a case-by-case basis where there is a compelling business reason, provided that the location's official travel advisory status is considered no higher than a Level 2*. Any exception must be approved in advance by the relevant Executive and Human Resources.

Requests to Work Outside Employees' Location of Record and Basis of Decisions

Any request to work from another state, county or country (including working while traveling internationally) must be put in writing to your immediate manager and Human Resources within a reasonable timeframe to enable a decision to be made.

When determining the feasibility of the request, the following factors will be taken into consideration:

1. The current work location
2. Employment, tax, WHS, privacy laws and regulations in both the country of employment and visiting / transferring country
3. Customer and commercial agreements that may include location restrictions
4. Whether Granicus has an established office in a location
5. The nature of the employee's role
6. Length of time of the move i.e., permanent or temporary
7. Does the employee have the right-to-work in the future location
8. The distance between the existing Granicus location and the new location
9. Commercial impact on business (i.e. increase in cost of work travel expenses)
10. Demonstrated performance and the impact of the relocation on future performance

In addition to the above, temporary or permanent international relocation will also be subject to the following considerations:

1. Any applicable security threats associated with working from the future country
2. Tenure in role, e.g., is a probationary period being served
3. Does Granicus have a legal entity in the future location

Employees must obtain written approval from Granicus prior to travelling in the form of a Working Travel Agreement. Failure to do so may result in disciplinary action.

**Refers to the Travel Advisory status as published on
<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>*

■ COMMITMENT TO DIVERSITY, EQUITY, & INCLUSION

Here at Granicus, we acknowledge, value, and respect the differences between us. We embrace, support, and celebrate our employee differences in race, skin color, ethnicity, age, gender identity or expression, sexual orientation, religion, ability, language, nationality, national origin, family or marital status, socio-economic class, political affiliation, military service, and other unique characteristics. The Diversity, Equity, and Inclusion (“DE&I”) policy establishes the principles and requirements by which Granicus will enhance DE&I throughout the organization. The policy applies to all Granicus subsidiaries and affiliates, which include employees, contractors, and anyone else who performs work on behalf of Granicus.

Our Commitment

At Granicus, our mission is to bring governments and their constituents closer together. This truly starts from inside, with our Granicus team. Granicus is committed to cultivating and preserving a diverse, inclusive, and equitable environment for all employees. We value and rely on the differences that Granicans bring to the table and their unique ability to bring the diversity of thought and perspectives that drive the company’s success.

Granicus’ diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection, compensation and benefits, professional development and training, promotions, transfers, social and recreational programs, layoffs, terminations, and the ongoing development of a work environment built on the premise of equity. As an ongoing effort, Granicus will:

Recruit Diverse Talent

Granicus should be as diverse as our customers and their residents. Granicus will be intentional about recruiting diverse talent. We will diversify talent pools and candidate outreach channels to attract candidates of various backgrounds and experiences.

Create a Sense of Belonging

We want all employees to feel as though they have a place here at Granicus. We want to create and maintain an environment where employees can be at work as their authentic selves and feel that they are valued and respected for who they are, without judgment.

Grow and Succeed

Our internal processes must be equitable to give all employees equal access to opportunities. Equal access should result in diversity at all levels of the organization. Granicus will create and sustain an environment where all employees have equal access to opportunities based on merit and performance, uninhibited by identity or characteristics. Granicus’ processes and policies should reflect our intentionality to create a welcoming environment for all, and diversity should be reflected in all levels of the organization as a consequence.

Policy Guidelines

Diversity, Equity, and Inclusion Vision

The Granicus DE&I Vision is not only to benefit from a diverse workforce, but to have a community of employees whose differences are valued, respected and celebrated, that serves to attract more diversity and preserve existing diversity. We strive to eliminate harmful bias and prejudices that negatively impact the overall employee experience, prevent employees from performing at their best, and limit Granicus' potential.

Diversity, Equity, and Inclusion Mission

At Granicus, we believe that diversity fosters the innovation and creativity we need to meet our full potential. We commit to creating an inclusive culture that respects everyone, which is reflected in every internal and external interaction. We value individuality and want every employee to feel they belong at Granicus.

Granicus is dedicated to making diversity, equity, and inclusion more than just words, benchmarks, or a trend. With open hearts and minds, Granicus strives to embed these principles in our operating fabric as a business, as a partner to the public sector, as a technology leader, and as a contemporary corporate partner.

General Responsibilities

Everyone at Granicus is responsible for treating all others with dignity and respect in all situations. Because of Granicus' reputation as a trusted government partner, discriminatory behaviors from any subsidiary or affiliate will have a negative impact on the company as a whole; therefore everyone has the responsibility to behave responsibly in their daily lives, inside and outside of Granicus, including on social media, by respecting the differences of others and increasing personal awareness of bias, microaggressions, and other potentially harmful conduct that may hinder Granicus' ability to be more inclusive and equitable. Collectively, it is a shared responsibility to not engage in harassment or discrimination, including as outlined in our harassment and discrimination policies, or bullying of any kind, as this would create a toxic environment for others to live in their authenticity.

Manager Responsibilities

Managers are responsible for additional obligations beyond the general responsibilities outlined above. Managers are encouraged to lead by example in creating an inclusive workplace. Managers should value the diverse input of their team members and promote collaboration amongst the team. The performance and development of team members are reliant on the mentorship, leadership, and guidance from management; therefore, Granicus requires managers to make decisions free from discrimination and bias. This includes, but is not limited to hiring, performance management, promotion, termination and compensation decisions. Managers must work closely with HR to provide reasonable accommodations for qualified individuals as outlined in company policy. Managers must also appropriately address team behavior that is inconsistent with this and/or other Granicus policies.

Executive Responsibilities

Additionally, executives are further responsible to create and foster a diverse, inclusive, and equitable environment. It is an executive responsibility to uphold this policy to the highest degree in all decision making. Executives are urged to hold themselves to the highest standard in their interactions with others. Executives should actively recommend ways to drive diversity, equity, and inclusion at Granicus. An inclusive mindset must be brought to each interaction and strategic project implemented at Granicus. Guidance and strategy should be broached with consideration for the immediate and lasting impact on diversity at Granicus.

■ PROTECTION OF CONFIDENTIAL INFORMATION

In the course of employment with Granicus, employees will have access to, view, or work with information and materials that are confidential and that are regarded by Granicus or its customers as confidential, proprietary, or trade secrets. Such confidential information and materials are very valuable to Granicus and its customers. Therefore, improper access to or disclosure of any such confidential information and materials could irreparably harm Granicus and its customers.

It is impossible to list all of the kinds of confidential information and materials to which employees might have access or visibility, or with which employees might work or be entrusted while at Granicus. Therefore, employees should treat all of Granicus's and its customers, business affairs, materials, plans, and projects as confidential information. Employees also should keep confidential all tangible property associated with these matters, such as notes, drawings, letters, software codes, programs, scripts, processes, designs, artwork, photographs, print-outs, and non-public materials of any kind that employees or others prepare. Granicus may further designate from time to time other specific items that are to be treated by employees as confidential.

Because of the importance of confidential information and materials to the business of Granicus and its customers, employees must not, at any time, disclose any such confidential information and materials to anyone—even after they leave Granicus—except as specifically authorized by Granicus in the course of their employment, nor may employees make any personal use of such confidential information and materials. Similarly, all non-public documents, files, records, and other work product relating to Granicus or its customers are the property of Granicus or its customers and should not be removed from the premises of Granicus except as authorized by Granicus in the course of employees' employment. Employees must exercise utmost care and take all steps that may be reasonably necessary to protect and guard against the disclosure of any confidential information or materials to anyone, even family members or vendors, suppliers, contractors, consultants and others who may serve Granicus or its customers.

Employees are not entitled to view or gain access to all confidential information and materials of Granicus or its customers. Employees are entitled to gain access to and view only that confidential information and materials specifically entrusted to them for the purpose of performing their job at Granicus.

If employees are in possession of a previous employer's or another's confidential information and materials, employees have an obligation not to disclose such confidential information or materials to anyone at Granicus and must not do so. Employees are also prohibited from violating the rights of any other party in connection with their work and must honor all copyrights and other rights in computer software, photographs, drawings, written works, music, and other materials licensed for use or entrusted to Granicus or its clients.

No employee may photograph, tape, or otherwise record any person, document, conversation, communication, or activity that in any way involves confidential information of Granicus or employees of Granicus, its customers or any other individual with whom Granicus is doing business or intending to do business in any capacity. The authorized copying of documents in the ordinary course of business for the benefit of Granicus is not prohibited by this policy. Limited exceptions will apply where the photographing, taping, or recording is being conducted by an individual who has been provided advance written authorization for the activity by a member of Granicus senior leadership team. Where the conduct engaged in is illegal, violators may be subject to prosecution under applicable law.

This policy is not intended to, and does not, in any manner, prohibit employees from discussing among themselves or others' wages, benefits, and other terms and conditions of employment or workplace matters of mutual concern that are protected by the Employment Standards Act.

Employees may be required to sign one or more agreements with Granicus or its customers addressing the protection of Granicus's or others' confidential information. This policy is not intended to supersede or replace any such agreement(s), but rather this policy and any such agreement(s) will be read together and applied to the fullest extent permissible that provides Granicus and its customers with the greatest amount of protection possible with respect to information and materials that are regarded by Granicus or its customers as trade secrets or as confidential or proprietary information.

■ ELECTRONIC COMMUNICATIONS

All employees are required to review and acknowledge receipt of Granicus's Acceptable Use Policy.

Use of Granicus computers, telephones, voicemail, email, Internet and other electronic communications is to support Granicus's business. It is the responsibility of each employee to ensure that all Granicus technology is used for proper business purposes, in a responsible manner and does not compromise the confidentiality of proprietary or other sensitive information. Employees learning of use of electronic communications that are inconsistent with the requirements of this policy must immediately notify Human Resources. Violations of this policy may result in disciplinary action, up to and including termination of employment.

Employees do not have a personal privacy right in any matter created, received, sent, accessed, or stored on any Granicus computer, telephone, voicemail, email or Internet connection. Designating a matter as private or confidential or the existence of passwords and "message delete" functions does not restrict or eliminate Granicus's ability or right to access electronic communications. Granicus monitors its computer, telephone, voicemail and email systems and Internet connection and, at any time and without prior notice, may record telephone calls, listen to voicemail, and read and copy any and all files or data contained therein (including, but not limited to, email messages and personal file directories). Granicus maintains full access to all electronic communication systems for the purpose of assuring compliance with legal requirements as well as internal policies, supporting the performance of internal investigations, and assisting with the management of Granicus's information systems.

All use of electronic communications must conform to the same standards of propriety and respect as any other verbal or written business communication. Demeaning, harassing, or defamatory communications, messages or postings are prohibited. This includes, but is not limited to, any electronic communication that is inconsistent with Granicus's Anti-Discrimination and Non-Harassment Policy.

Computer Systems in General

Computer resources are assets of Granicus and are to be protected from unauthorized access, modification, destruction, theft, or disclosure. An active or unlocked computer should not be left unattended for any extended period of time, such as, for example, overnight or while the user is otherwise away from the office or other location where the computer is being used for any period of time. Individual passwords for computers are confidential and may not be shared or posted. If a user's password is learned by someone else, the password should be changed immediately. Each user is responsible for activity performed using the user's password. No user should attempt to obtain access to another user's files or other information without prior authorization.

Email Usage

The principal purpose of electronic mail ("email") is to facilitate business communications among Granicus employees and with its customers. Email should not be used to solicit outside business ventures or for any political or religious purpose, unless approved in advance by Granicus.

Email that contains information considered confidential or proprietary to Granicus must be treated as confidential in accordance with Granicus's policy regarding Protection of Confidential Information as listed within this handbook. Except with respect to Granicus's management and monitoring of information systems, no employee may share email passwords with another employee, provide email access to an unauthorized person, or access another user's email without authorization.

Internet Access and Usage

Granicus's connection to the Internet is principally for work-related purposes. Limited non-work-related use of Granicus's Internet is permitted so long as such use is minimal and does not impact performance or violate any of Granicus's policies or work rules. Any unauthorized use of the Internet is prohibited. Unauthorized uses include, but are not limited to, posting, viewing, downloading, or otherwise transmitting or receiving offensive, defamatory, pornographic, or sexually explicit material; engaging in computer "hacking" or other related activities; or attempting to disable or compromise the security of information on any computer.

■ SOCIAL MEDIA USE

Granicus supports employees' active participation in social media and online communications. The term "social media" includes, but is not limited to, any of the following venues:

- Social networking sites (e.g. LinkedIn, GovLoop, Facebook, Twitter, Plaxo, Hi5, etc.)
- Social sharing sites (e.g. YouTube, SlideShare, Flickr, Twitch, etc.)
- Forums and discussion boards
- Wikis

- Blogs
- Micro blogging (e.g. Twitter, identi.ca, Jaiku, etc.)
- Social bookmarking sites (e.g. Digg, StumbleUpon, Reddit, Pinterest, etc.)
- Review sites (e.g. Epinions, Craigs List, Yelp, ChoiceVendor, etc.)
- internal social media (e.g. Salesforce Chatter)

These guidelines apply to official use of social media on behalf of Granicus as well as personal use.

- Employees are expected to use common sense and good judgment. Remember that what you post or publish may be public information for a long time.
- Employees should not misuse Granicus's time and resources. Your personal use of social media use should not interfere with your responsibilities at Granicus. The Granicus computer resources are to be used primarily for business purposes.
- Employees must not make unauthorized statements on behalf of Granicus. Unless authorized to place content on social media on behalf of Granicus, content placed on social media regarding Granicus or its management, employees, customers, competitors or vendors must be free of any impression that the views expressed are anything more than personal opinion; in other words, such content must make clear that it does not represent the views of Granicus. Unless a posting is authorized to be made on behalf of Granicus, postings that disclose an employee's association with Granicus should include a disclaimer stating that any opinions expressed are the employee's own and do not represent those of Granicus.
- Employees must not violate Granicus's policies. Use of social media may not conflict with any of Granicus's existing policies including, but not limited to, the Anti-Discrimination and Non-Harassment, Code of Conduct, and Violence-Free Workplace.
- Employees must not use or disclose confidential or proprietary information. Use of social media may not conflict with Granicus's Protection of Confidential Information policy.

This policy does not, in any manner, prohibit employees from discussing among themselves or others' wages, benefits, and other terms and conditions of employment or workplace matters of mutual concern that are protected by the Employment Standards Act.

■ SOLICITATION AND DISTRIBUTION

Employees may engage in fundraising solicitation on Granicus premises only during their nonworking time. Nonworking time means time during meals or breaks and before or after work.

Employees may distribute or circulate noncompany written materials only during nonworking time and only in non-work areas. If an employee is not certain whether an area is a work or non-work area, they should consult Human Resources for clarification.

Solicitation or distribution in any way connected with the sale of any goods or services for profit is strictly prohibited anywhere on Granicus property at any time. Similarly, solicitation or distribution of literature for any purpose by nonemployees is strictly prohibited on Granicus's property at any time.

■ BULLETIN BOARDS

Bulletin boards may be provided by Granicus. These bulletin boards are for the express purpose of communicating work-related information. All postings must be related to Granicus. Approval by Human Resources is required before posting any material.

■ DISCIPLINE

Granicus's policy is to attempt to deal constructively with employee performance problems, unsatisfactory behavior, and employee errors. Granicus's discipline procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior.

Granicus provides employees with reasonable opportunities to correct performance or behavioral deficiencies when it is appropriate to do so. Depending on the circumstances, Granicus will follow the forms of corrective action which are described below. Because circumstances vary, each situation will be handled on an individual basis with factors such as the severity and frequency of the conduct considered. In some circumstances it may be appropriate to skip or repeat steps in the progression. In certain circumstances, immediate discharge without any prior progressive discipline may be warranted.

In general, Granicus will follow either a timebound performance improvement track, or a progressive discipline track; the decision on which path to follow depends on the nature of the issue(s) being addressed, and whether there's any amount of time associated to correcting the problem.

For performance and conduct violations that allow for timebound improvement; we will generally follow the below process:

- **Coaching** is provided at the discretion of a supervisor and does not constitute formal discipline. Typically, coaching is conducted with an employee prior to the issuance of formal discipline, although coaching is not a prerequisite to formal disciplinary action. For example, a supervisor may choose to coach in a situation where it appears to the supervisor that coaching may effectively resolve a performance deficiency without the need to resort to formal discipline. Feedback given in connection with periodic performance reviews may qualify as coaching.
- **Performance Improvement Plans ("PIPs")** are generally used when, after coaching, an

employee's performance in a specific area, or areas, remains below expectations for their role. Performance Improvement Plans typically detail the specific areas in which the employee's performance or conduct is not meeting expectations; summarize prior communications related to these deficiencies; and detail the expected improvements and the time frames for demonstrating improvement. Such plans also typically state that failure to demonstrate sufficient improvement during the plan period, and to sustain satisfactory performance and/or conduct thereafter may result in further action up to and including termination of employment without further corrective action. Any PIP will be maintained in the employee's personnel file for further reference. An employee may write a rebuttal to a PIP and submit the rebuttal to be placed in the employee's personnel file along with the PIP.

For all other performance and conduct violations, the progressive disciplinary process follows the sequence described below. Once an employee has received a step in the progressive discipline sequence, any violation of any policy (even if the violation is different in nature than any violation that triggered prior discipline) can lead to the next step in the progressive disciplinary process or to immediate termination. Attendance violations are subject to a separate progressive disciplinary process described by each team's attendance policy.

- **Verbal Warning** is the first step in the formal progressive discipline process. The verbal warning is documented and will be maintained in the employee's personnel file for future reference. An employee may submit a written rebuttal to a warning the employee received. Such a rebuttal will be placed in the personnel file along with the warning.
- **Written Warning** will be issued in to the employee. Both the employee and the supervisor will sign the written warning. The written warning will be maintained in the employee's personnel file for future reference. An employee may write a rebuttal to a written warning and submit the rebuttal to be placed in the employee's personnel file along with the warning.
- **Final Warning** will be issued in writing to the employee. Both the employee and the supervisor should sign the final warning. The final warning will be maintained in the employee's personnel file for further reference. An employee may write a rebuttal to a final warning and submit the rebuttal to be placed in the employee's personnel file along with the warning.
- **Discharge** is the final step in the discipline process. Employees may be placed on paid or unpaid suspensions either for disciplinary purposes in connection with a Written or Final Warning, or to allow time for investigation of a potential performance or conduct issue. Suspension is not required prior to discharging an employee (with the appropriate approvals) or issuing a step of discipline.

The appropriate step of progressive discipline will typically be determined considering previous disciplinary action within the 12-month period preceding the most recent grounds for discipline. However, as stated above, disciplinary steps may be skipped or repeated depending on the circumstances of the situation, which means that Granicus may terminate an employee's employment, or take other disciplinary action, without following the sequence described above.

All documentation of past performance deficiencies may be used to determine whether an employee has a chronic or particularly serious performance or conduct issue that justifies an advanced disciplinary step. It is possible for someone to have more than one performance or conduct problem at a time or to demonstrate a pattern of repeated violations of the same or different kinds over time. Repeated violations of rules or policies may demonstrate a general inability or deliberate refusal to meet Granicus standards. Employees who are “repeat offenders” may be issued more advanced discipline, including termination of employment, without first progressing through other disciplinary steps, even if previous disciplinary action occurred more than 12 months earlier.

■ PAY TRANSPARENCY NONDISCRIMINATION PROVISION

Granicus will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with Granicus’s legal duty to furnish information.

COMPENSATION

■ WORK WEEK AND PAY PERIODS

Granicus's work week for payroll record-keeping purposes commences at 12:00 a.m. on Sunday and ends the following Saturday at 11:59 p.m. Payroll checks will be issued semi-monthly on 15th and end of the month. If a pay day falls on a holiday, checks will be distributed on the preceding work day. All employees are paid via direct deposit on a semi-monthly basis.

■ TRAVEL AND EXPENSE REIMBURSEMENT

Granicus will reimburse employees for reasonable expenses incurred while traveling on business or engaged in Granicus related entertainment. All expenses must be submitted to finance with acceptable receipts for each expense being claimed and approved by your direct manager. This information is only a summary. Please refer to Granicus's Expense Reimbursement Policy for more information.

■ EMPLOYEE CLASSIFICATION

For payroll purposes, employees are classified as Hourly or Salaried under applicable law. Salaried employees are generally paid on a salary basis. Hourly employees are generally paid on an hourly basis. Any employee who has questions regarding the employee's classification should notify Human Resources.

Timekeeping and Overtime for Hourly Employees

All Hourly employees are required to accurately record their time worked through their designated time keeping system. Time records must be reviewed and approved by immediate supervisors. Hourly employees must exercise care to complete their time records accurately. Falsifying time records or working "off the clock" is strictly prohibited. An employee who submits inaccurate time entries or otherwise tampers with time records will be subject to discipline, up to and including termination of employment.

Hourly employees are entitled to overtime pay for all hours worked in excess of 40 hours in a work week. Paid or unpaid time off pursuant to a Granicus policy (for example, PTO, holidays, bereavement), will not be counted as hours worked for purposes of determining whether an employee is entitled to overtime pay. Hourly employees must not work overtime unless authorized in advance by their supervisor. Any employee who works unauthorized overtime must accurately record any overtime hours worked and will be paid for such time but may be subject to discipline for failing to secure the required authorization. No supervisor or other employee has the authority to direct or approve "off the clock" work. Any employee who is asked not to record

time worked, including overtime, must promptly report the request Human Resources.

Paid or unpaid time off pursuant to a Granicus policy will not be counted as hours worked for purposes of determining whether an employee is entitled to receive overtime pay.

Salary Employees

Salary employees are expected to typically work at least 40 hours per week and are generally paid a fixed salary for their job responsibilities, without regard to the number of hours needed in a work week to complete the job. Salary employees are not eligible for overtime pay but are required to spend whatever hours are necessary to fulfill their job responsibilities. Similarly, regardless of variations in the number of days or hours worked or the quality of the work performed, Granicus will not make deductions from an salaried employee's salary for any work week in which the employee worked, unless such deductions are authorized by applicable law.

■ BREAKS

Hourly employees may be eligible for rest, meal, or nursing mother breaks depending on how many hours they work and as required under applicable law. Hourly employees are not authorized to work during unpaid meal breaks. Any hourly employee who works either authorized or unauthorized time during a meal break will be paid for time worked and must report this time to the employee's supervisor immediately and record it on the employee's time record. Hourly employees should talk to their supervisors about rest and meal breaks for their particular department or location, as well as schedules for such breaks.

POTENTIAL CONFLICTS

■ CODE OF CONDUCT

Granicus's reputation for integrity is its most valuable asset and is directly related to the conduct of its officers and other employees. Therefore, employees must never use their positions with Granicus, or any of its customers, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities.

Granicus adheres to the highest legal and ethical standards applicable in its business. Granicus's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Employees of Granicus must conduct their personal affairs such that their duties and responsibilities to Granicus are not jeopardized or legal questions do not arise with respect to their association or work with Granicus.

■ ANTI-BRIBERY AND ANTI-CORRUPTION

Granicus is committed to conducting business in an honest and ethical manner and complying with all laws and regulations applicable to anti-bribery, anti-corruption, gifts, hospitality, political and charitable contributions, and sponsorships in its worldwide operations.

Granicus strictly prohibits all bribery and corruption, whether made for the benefit of, or received from, any third party, public or private. No employee shall, directly or indirectly, promise, authorize, offer or pay anything of value (including gifts, hospitality, political and charitable contributions and sponsorships) to any government official or other party to improperly obtain or retain business or otherwise secure an undue advantage. Payments that are improper if made directly continue to be improper if made indirectly. Employees must not make, authorize or facilitate a payment if they believe it likely that bribery will occur. Employees must not accept or solicit gifts, travel, meals, or other benefits from third parties that could affect their objectivity and professional judgment. Any gifts, hospitality or other benefit that the recipient considers to be a bribe should be refused and reported to your supervisor.

Employees shall comply with all applicable anti-bribery laws. These laws include the U.S. Foreign Corrupt Practices Act, and where applicable, the UK Bribery Act 2010, and any similar legislation in other jurisdictions. Employees should be aware that not only their national laws, but potentially also extra-territorial laws apply to them. Indeed, many countries have developed or will develop laws to prosecute corrupt behavior that takes place outside of their territory. For example, the nationality of the people involved in the transaction, the means of communications used (e.g. emails) or certain methods of payments (e.g. wire transfers) may cause the application of these extra-territorial laws.

In many countries, engaging in corrupt activities can lead not only to civil but also to criminal charges resulting in imprisonment for individuals and heavy fines for individuals and entities.

Employees shall never offer, promise, give, solicit, accept or receive, whether directly or indirectly, an undue advantage in return for favorable treatment, influencing a person or decision, or gaining or retaining a business. An undue advantage can be anything of value to which Granicus, Employees or a third party are not clearly entitled and can range from small favors to a large amount of money.

Trade Compliance

Our company's global reach demands that we exercise appropriate due diligence as to the third parties with which we do business and that we comply with all international laws regulating trade, as well as local import and export laws and regulations. These laws are complex and can change quickly as governments address new political or security issues. In general, they govern the export, import, or transfer of certain controlled products and technology by Granicus. If your job involves the use of products or technology subject to export control laws or importation regulations, it is your responsibility to know and follow all such laws and regulations, as well as related Granicus policies and procedures. The consequences for violating trade control laws and regulations are severe –both for Granicus and for the individuals involved. Therefore, if you have any questions about exports, re-exports, or imports; please contact your supervisor immediately.

In addition, the U.S. and other countries where we do business use embargoes and sanctions to further foreign policy and national security objectives. These embargoes and sanctions prohibit or severely restrict our direct or indirect dealings with certain countries. They may also restrict our dealings with individuals or with companies controlled by the government. You are responsible for obtaining a legal review of any transaction involving any country subject to U.S. or U.S.-approved embargoes or sanctions to determine whether applicable laws prohibit the proposed transaction. In addition, all transactions must be screened to ensure that they do not involve any prohibited parties, destinations, or end-uses.

Granicus complies with applicable laws that prohibit cooperating in economic boycotts of certain other countries. In addition, we are required to report to the Canadian government the receipt of any requests to support such boycotts or to provide information to verify compliance with such boycotts. Therefore, if you believe you have received a boycott request or have any questions about boycott activities, it is important that you notify your supervisor immediately.

■ CONFLICT OF INTEREST

Employees have an obligation to conduct business in a way that avoids actual or potential conflicts of interest. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee, or any other employee of Granicus, or for a relative as a result of Granicus's business dealings.

Employees and their relatives are prohibited from receiving any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Granicus.

If any employee or relative has a significant ownership in a firm with which Granicus does business, or if an employee has any influence on transactions involving purchases, contracts, or leases, the employee must immediately disclose to Human Resources the existence of any actual or potential conflicts of interest.

■ OUTSIDE EMPLOYMENT

Employees are permitted to engage in outside work or hold other jobs, subject to certain restrictions. Activities and conduct away from the job must not compete with, conflict with, or compromise Granicus interests or adversely affect job performance and the ability to fulfill all responsibilities to Granicus. Employees are prohibited from performing any services for customers on nonworking time that are normally performed by Granicus. This prohibition also extends to the unauthorized use of any Granicus tools or equipment and the unauthorized use or application of any confidential information. In addition, employees are not to solicit or conduct any outside business during paid working time.

Employees are cautioned to carefully consider the demands that additional work activity will create before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If Granicus determines that an employee's outside work interferes with the employee's performance or the ability to meet the requirements of Granicus, as modified from time to time, such employee may be asked to terminate the outside employment if the employee wishes to remain employed with Granicus.

■ RELATIONSHIPS IN THE WORKPLACE

Granicus respects the right of all individuals to develop and engage in personal relationships with others they work with at Granicus. As long as a personal relationship with another Granicus employee is consensual and does not give rise to favoritism, create any conflict of interest or the appearance of one, such relationships are permitted. Any close relationship, that can have a real or perceived conflict of interest between two Granicus employees must be disclosed to Human Resources if one employee has a supervisory role with respect to the other employee or otherwise is in a position to affect the other employee's compensation, benefits, performance or career advancement. In such an event,

Granicus will determine whether the situation poses an actual or potential conflict and the appropriate resolution to the actual or potential conflict of interest.

■ EMPLOYMENT OF RELATIVES

Granicus generally discourages the employment of relatives. If a relative is being considered for a regular full-time or part-time position, it is expected that the relationship is disclosed and that if hired it does not create real or perceived conflicts of interest. Such conflicts of interest typically exist where one relative works in a supervisory role of the other or otherwise is in a position to affect the other employee’s compensation, benefits, performance, career advancement, or exert influence or authority over the employee’s work direction. If such situations develop, including employees marrying after becoming employed by Granicus, Granicus will determine whether the situation poses an actual or potential conflict and the appropriate resolution to the actual or potential conflict of interest.

HEALTH AND SAFETY

■ DRUG-FREE WORKPLACE

Granicus is dedicated to maintaining a drug-free workplace. Granicus recognizes that drug and irresponsible alcohol use in the workplace can have serious consequences in terms of safety, security, and productivity. For this reason, Granicus prohibits the following activities while working, while on Granicus property (including parking facilities), and while operating or occupying Granicus equipment, machinery, or vehicles:

- Use, consumption, or possession of marijuana or illegal drugs;
- Any use of alcohol while operating Granicus vehicles, or being under the influence of alcohol, marijuana or illegal drugs while operating or occupying Granicus equipment, machinery or vehicles;
- Any other irresponsible use of alcohol;
- Buying, selling, offering, or receiving marijuana, or illegal drugs;
- Reporting to work or working while under the influence of alcohol, marijuana, or illegal drugs; and
- Electronic cigarettes or tobacco use in any form outside of designated outdoor smoking areas.

For purposes of this policy, “illegal drugs” includes but is not limited to legal drugs that were not legally obtained or that were used for purposes other than the purpose for which they were prescribed.

Notwithstanding the above, Granicus also recognizes that employees may use marijuana not for recreational or lifestyle purposes but for legitimate, necessary and lawful treatment of debilitating medical conditions that cannot be treated with more conventional remedies.

Granicus will refrain from treating an employee’s use of medical marijuana as a violation warranting discipline under the Drug-Free Workplace Policy and Drug-Free Awareness Program if all of the following conditions are met:

- a. The employee notifies an Granicus official of his/her use of medical marijuana;
- b. The employee can demonstrate to the Granicus that:
 - i. He/she has a valid prescription to possess and use marijuana under the *Medical Marijuana Access Regulations* (MMAR); and
 - ii. His/her use of medical marijuana is in accordance with the terms of the MMAR and the employee’s particular prescription;
- c. The employee only uses medical marijuana when he/she is off-duty and away from work.
- d. Employees who use, possess or are impaired by marijuana during work will be subject to discipline. Granicus will exercise discretion to determine whether discipline is appropriate in accordance with its obligation to make reasonable accommodations for persons with disabilities under human rights laws.

Granicus recognizes that from time to time it may authorize alcohol to be served at certain functions and that some employees may hold positions where alcohol may be consumed under certain limited circumstances, such as a business function, meeting and/or business-related meal or entertainment activity. No employee is required or urged to drink alcohol at any such function or as a part of the employee's job. Whether or not an employee decides to do so is the employee's own personal choice. Any employee who drinks alcohol at a Granicus-sponsored function or business-related event may not drive home while impaired by alcohol.

Granicus encourages any employee who may have an alcohol or drug-related problem to contact the Employee Assistance Program or seek other professional assistance. Granicus will support any employee desiring assistance. Employees, however, should seek help before the dependency affects their job performance. While drug or alcohol dependency itself is not grounds for discipline or termination of employment, any work problems resulting from such use or dependency will be dealt with as any other work-related problem and may be cause for discipline or discharge.

Any drug or alcohol testing program that may be implemented by Granicus will be addressed in a separate Drug and/or Alcohol Testing Policy.

Resources for Help: The following list is provided for obtaining additional information about drug dependence, abuse, health effects and prevention and treatment:

- The Substance Use Helpline (1-855-780-5955) is available 24 hours a day, 7 days a week.
- Canadian Centre on Substance Use and Addiction: Toll free: 1-833-235-4048

■ SMOKING

Smoking electronic cigarettes and tobacco use in any form is prohibited indoors at all Granicus facilities and within the number of feet of any entrance or exit that is required by the building management at each Granicus facility. Smoking electronic cigarettes and tobacco use is permitted outside Granicus's buildings, provided that all butts, other tobacco products, and electronic delivery devices are fully extinguished and properly discarded in the trash, and the employee stands at least the minimum number of feet from any entrance or exit to Granicus's facilities that is required by the building management at each Granicus facility.

■ SAFETY

Granicus will comply with all applicable safety laws and make efforts to reduce the possibility of workplace accidents. Any employee who has any concerns about safety within the work environment is strongly encouraged to report them to their immediate supervisor and/or Human Resources. Any employee who sustains an illness or injury, that could require medical attention, while on the job, should report the injury or illness to the employee's supervisor or Human Resources immediately.

Human Resources will provide a “First Report of Injury Form” to complete regarding the incident. The form contains questions about what happened so that Human Resources can do a full investigation and notify the appropriate parties (such as insurance providers). If you are a witness to an injury, you may begin filling out the report to be completed by your injured co-worker.

■ VIOLENCE-FREE WORKPLACE

To maintain a safe workplace, Granicus prohibits the possession of firearms and/or other weapons while on or using Granicus property or while an employee is engaged in Granicus business (with the exceptions of lawful possession and storage of a firearm in a parking facility where specifically permitted under applicable law). Acts of violence and/or any type of violent or threatening behavior towards employees, vendors, suppliers, customers and clients at any time while on or using Granicus property, during working hours or after hours, or while an employee is engaged in Granicus business regardless of the employee’s location is prohibited. All temporary employees, contractors, freelancers, vendors, service personnel, and visitors of any type are also prohibited from carrying firearms or other weapons on Granicus premises.

For purposes of this policy, “violent behavior” includes, but is not limited to, any physical touching that is intended to or does inflict injury on another, including but not limited to the use of a weapon against another individual. Violent behavior also includes but is not limited to: stalking or intimidating a person, making physical or verbal threats, and intentionally destroying Granicus property or property of another individual affiliated with Granicus.

“Granicus property” includes, but not limited to, desks, offices, workstations, file cabinets, email and voice mail, facilities, buildings, structures, and motor vehicles, whether owned, leased, or used by Granicus. Granicus property is intended to apply to all work locations and sites in which Granicus does business and transportation between such locations while in the course and scope of employment for Granicus, except where firearms are allowed by law in parking facilities or parking areas.

Employees should report the following incidents immediately to Human Resources and/or the building security:

- Any suspicious activity or unauthorized persons in the building or parking lot.
- Anyone in possession of a firearm or other weapon while on Granicus property.
- Possession by employees of a firearm or other weapon while engaged in Granicus business regardless of whether or not they are on Granicus property.
- Any threatened or actual violent behavior by or against an employee while on Granicus property or while engaged in Granicus business.
- Any threat of violent behavior made known to an employee when off Granicus property and not engaged in Granicus business, if there is reason to believe that the threat may be carried out on

Granicus property or while the employee or person making the threat is engaged in Granicus business.

- Any other incident the employee finds threatening or believes might lead to a violent altercation while on Granicus property or while engaged in Granicus business.

Employees who feel that they are in imminent danger of being harmed should dial 911 if the situation warrants.

MISCELLANEOUS

■ OPEN DOOR

Granicus encourages employees to bring forward any concerns or complaints they may have regarding their employment. Initially, employees should raise any concerns with their supervisor. If any employee is not satisfied with the outcome of any issue, the employee should direct concerns to Human Resources. If any employee is still not satisfied with any particular issue, the employee may bring the concern to the CEO of Granicus.

Concerns relating to unlawful discrimination or harassment should be addressed through the complaint procedure set forth in the Anti-Discrimination and Non-Harassment Policy.

■ CHANGES IN EMPLOYEE INFORMATION

To ensure accuracy of employees' personnel records, it is the responsibility of each employee to promptly update their information in the HRIS whenever applicable. Such updates include name, address, email, telephone number, emergency contact(s), marital status, required beneficiary or dependent information, and educational accomplishments. Employees are also responsible for reviewing their tax elections and direct deposit information on a regular basis to prevent taxation or deposit issues.

■ RESIGNATION/TERMINATION OF EMPLOYMENT

Employees are encouraged to provide at least two (2) weeks written notice of resignation of employment. Granicus may choose to end the employment relationship before the expiration of any notice period. Employees may not use time off/paid time off during their notice period unless the flexible time off was requested and approved prior to notice of resignation or is taken for jury duty, bereavement or sick leave or any other paid leave under applicable provincial or federal laws. Employees will receive their final pay in accordance with applicable law and Granicus policies. Employees must return all Granicus property immediately upon termination of employment.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT FORM

I have received a copy of the Employee Handbook (“Handbook”), the Time Off Supplement, the Employee Benefits Supplement, and any location-specific Supplements that apply to me (collectively, “Supplements”), which outline current personnel practices, policies, plans, programs and procedures (the “Personnel Policies”) of Granicus Canada Holdings, ULC (“Granicus”). I understand that in the event I work in a province that provides greater benefits or protections to me than what is identified in the Handbook and Supplements, then applicable province law applies.

I understand that it is my responsibility to read and become familiar with the information contained in the Handbook, Supplements or any other Personnel Policies, and any revisions made to them. I understand that the Handbook and Supplements are intended as reference documents containing general employment guidelines and do not necessarily represent all guidelines and practices of Granicus. I further understand that the language contained in the Handbook, Supplements or any other Personnel Policies, and other guidelines or policy statements of Granicus do not create a contract of employment. I am aware that the information in the Handbook, Supplements and any other Personnel Policies are subject to change from time to time without prior notice, that the Handbook, Supplements and any other Personnel Policies and their contents revoke and supersede any and all previous statements on similar subjects, and that Granicus may deviate from the policies in individual circumstances in its discretion. Notwithstanding the foregoing, if Granicus and I have entered into any written agreements, including, but not limited to, any agreement addressing the protection of confidential information, assignment of intellectual property or restrictive covenants, the Handbook, Supplements or any other Personnel Policies do not replace or supersede the terms of those agreements. To the extent that the policies in the Handbook or any Supplement or any other Personnel Policies conflict with the terms of such an agreement, the terms of the written agreement will control.

I agree in accepting or continuing employment with Granicus to abide by its policies, procedures and practices and understand that failure to comply with Granicus’s policies, procedures and practices may result in the termination of my employment.

Employee Signature _____

Employee Name (Printed) _____

Date _____



GRANICUS CANADA HOLDINGS, ULC

TIME OFF SUPPLEMENT

May 1, 2023

Version 3

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TIME OFF SUPPLEMENT

This Supplement outlines Granicus's Time Off benefits and Leaves of Absence, and practices in effect at the time the Supplement was issued. Note that Time Off benefits and practices are reviewed and revised from time to time and are subject to change without advance notice. For additional information about Leaves of Absence including or any Time Off benefits and practices, contact Human Resources.

■ COMPANY OBSERVED HOLIDAYS

Granicus currently observes the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Truth and Reconciliation Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Full-time and part-time employees working 20 hours or more a week are eligible to receive one full day's pay for each of these holidays. Part-time employees working less than twenty hours per week and temporary employees are not eligible for holiday pay.

When the holiday falls on Sunday, it will be observed on the following Monday; if the holiday falls on a Saturday, it will be observed on the preceding Friday. Employees who must work on a scheduled holiday may take another day off with pay with the approval of their supervisor.

■ PERSONAL TIME OFF (PTO)

Granicus believes that time away from work is important for all employees. Given the nature of the work performed by our employees, we believe that employees are in the best position to determine when to work and when to take time away from work, while still responsibly performing the duties and responsibilities of their roles and managing their time effectively. This policy permits regular, full-time employees to take time off for vacation, non-extended illness, injury or preventative health care

for themselves or their family members, personal business, appointments, personal or family issues, funerals or leisure, or for other purposes permitted by applicable law, so that they can maintain the quality and performance expected of Granicus employees.

Granicus does accrue or set a specific number of days per year of time off, as such there is pay out of time off upon separation from employment.

Annual PTO days are based on employee’s Years of service and these days are awarded in a single lump sum on the first day of each calendar year in the following amounts.

Years of Service	Annuals Days	Monthly Accrual
0-1 year	22 days	1.83 days
1-4 years	25 days	2.08 days
5+ years	28 days	2.33 days

- Accrual – Accrual amounts are based on years of service as a regular status employee; monthly accrual rates are used in the event of mid-year changes.
- Rollover – Employees may carry up to 5 days from one year into the next. These days must be used within the first four months of the new year.
- 2021 into 2022 the carry over for will be up to 10 days to be used by the end of April.
- 2022 into 2023 and each year going forward, carry over will be up to 5 days to be used by the end of April.
- Mid-year Hire or Termination – For any partial year worked, that year’s days will be prorated based on the first and/or last day worked.
- Years of Service Tier Increase – On the pay date following tier increase, the employee’s annual PTO balance will increase by the prorated lump sum due to them.

Eligibility and Use

The Personal Time-Off (“PTO”) set forth in this policy applies to all regular full-time Canadian employees. For these employees, this policy supersedes the prior applicable Personal Time Off (“PTO”) policies. Leaves of Absence (including but not limited to short-term disability, long-term disability, workers’ compensation, bereavement, jury duty) are governed by separate policies that will not be affected by this policy. In these instances, employees will need to work through Human Resources to coordinate a leave request. Failure to contact Human Resources may result in delayed payment or eligibility determination. Any approved Leave of Absence time will need to be tracked appropriately in the Human Resources Information System (“HRIS”).

Part-time employees are eligible for prorated PTO and are entitled to Sick Leave as described below, or as otherwise required under applicable law.

For planned time away from work for reasons such as vacations and other personal matters, employees are expected to request approval from their manager's at least 30 days in advance when possible. Requests for PTO will be reviewed based on a number of factors, including business needs and staffing requirements. For unforeseeable time off (including Sick Leave time described below), employees are expected to provide as much advanced notice as practicable. Sick Leave requests will be addressed and recorded separately in accordance with the Sick Leave policy.

An employee's manager may determine that time away at the requested time is not appropriate given business needs and planned events. Approval of the PTO request is at the sole discretion of Granicus management. Granicus is confident that employees will continue to exercise good judgement in determining when to take time off, including giving appropriate consideration to others and not abusing this policy.

Personal time off is paid at an employee's base pay rate, including shift differential pay for non-exempt employees, at the time of absence. It does not include overtime or special forms of compensation such as incentives, commissions, or bonuses.

It is the employee's responsibility to accurately report in HRIS all paid time off used for any purpose. Any employee who falsely reports or fails to accurately report paid time off in HRIS may be subject to discipline.

Generally, business demands limit an employee's ability to take extended periods of time away from work. Consequently, periods of time away from work should not exceed two (2) consecutive weeks at one time. Vacation or personal time off for greater than two (2) consecutive weeks will need to be submitted to HR and will require the appropriate C-Level approval and may require that the employee apply for a personal unpaid leave of absence.

■ SICK LEAVE

Granicus will provide all employees a separate benefit in the form of five (5) Sick Leave days per calendar year. These Sick Leave days will be available on January 1 of each year. Sick Leave does not accrue. Sick Leave balances do not roll forward from year to year. Sick Leave balances are not paid out upon termination of employment. The Sick Leave time available under this policy is separate from the PTO policy.

Sick leave is to be used when an employee is unable to perform their duties due to the illness or injury of the employee or loved one. Sick time is paid at full pay and is primarily for when an employee is unable to perform his or her duties because of illness or injury.

These Sick days are to be used for medical reasons only and are not meant to be used as additional PTO /vacation days, and can-not be pre-booked as such.

If an employee requests time off for an extended illness greater than five (5) days, the employee must work with a member of Human Resources to apply for an appropriate Leave of Absence pursuant to Leaves of Absence Policy. If an employee has a serious illness or injury and is out for more than three (3) days, Granicus may also ask that the employee obtain a doctor’s release before he or she is allowed to return to work.

Retaliation or discrimination against an employee who asks to use Sick Leave time for purposes under applicable law is prohibited. Any employee who believes that Granicus has retaliated or discriminated against the employee for having requested or used Sick Leave for purposes under applicable law has the right to file a complaint if leave is denied or to bring a civil action if the employee is retaliated against for requesting to take time for Sick Leave purposes under applicable law.

Sick Leave may be used for any purpose permissible under applicable law, including but not limited to time off to care for the employee’s illness or the illness of an employee’s family member, or as necessary due to domestic violence, sexual violence, abuse or stalking.

Granicus is committed to complying with all applicable provincial and federally laws related to paid time off. This policy will be interpreted and administered consistent with the requirements of applicable laws. In the event of any ambiguity or inconsistency between any policy language in this policy and applicable law, applicable law controls. For example, if a province requires sick time accrual greater than outlined in this policy, employees in that location will be provided sick leave in accordance with applicable law.

Employees who have questions about PTO or Sick Leave should contact Human Resources.

■ LEAVES OF ABSENCE

To apply for any leave offered by Granicus, employees should contact their supervisor or Human Resources. Employees who apply for a leave will be asked to state why they want the leave, when they want the leave to begin and when they want the leave to end. Granicus will inform employees what type and duration of leave, if any, has been approved and will also tell them what requirements, such as certification of a health condition, they must fulfill.

All leaves are granted for a specific period of time. Employees who foresee being unable or unwilling to return to work at the end of the leave period should apply for any other leave for which they may be eligible, including an extension of the current leave. Employees who do not return to work at the end of an approved leave period, including any extensions, may be terminated as of the date the leave ends.

Leaves of absence or other time off is governed by various laws and Granicus will comply with applicable law. Employees who need time off that is in addition to or is not covered under the provisions of this Handbook or any Supplement should contact Human Resources to determine whether any other type of leave is available at their work location.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Leave process

Employees must contact Human Resources to request leave. Employees should provide 30 days' advance notice of the need to take such leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with Granicus's normal call-in procedures in accordance with the Attendance and Punctuality Policy.

Granicus will notify employees of any additional information, including medical and notify employees of their rights and responsibilities

Benefits and Protections

During a leave of absence, Granicus will maintain an employee's health coverage under any group health plan on the same terms as if the employee had continued to work. Employees who normally pay a share of the premiums for such coverage must continue, while on leave, to make the same contributions as active employees. Employees should contact Human Resources to make arrangements to continue to pay their share of premiums (if applicable) during leave. This leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

■ PREGNANCY AND PARENTING LEAVE

Granicus is committed to supporting employees in welcoming a new child into their family. This policy sets out employee rights to pregnancy leave and parental leave under Canada's minimum standards and the benefits employees are entitled to during those leaves.

Pregnancy leave, adoption leave, and parental leave is available to eligible employees who have completed 13 weeks of service with Granicus. Leave entitlement is as follows:

- **Pregnancy Leave.** An employee who is pregnant or who has delivered their child, or whose pregnancy has ended in miscarriage, stillbirth or termination is entitled to an unpaid pregnancy leave of up to 17 weeks upon providing Granicus with the notice required by this policy.
- **Adoption Leave.** An employee who is the adoptive parent of a child is entitled to an unpaid adoption of leave of up to 35 weeks upon providing Granicus with the notice required by this policy.
- **Parental Leave.** Parents who welcome a new child are entitled to a parental leave of up to 35 weeks upon providing Granicus with the notice required by this policy. The maximum combined pregnancy leave and parental leave is 52 weeks.

If your spouse/partner intends to take parental leave, you should factor this into determining the length of leave to be taken.

A birth parent entitled to pregnancy leave may begin their leave at any time within 12 weeks of their expected due date. This leave must begin no later than the employee's expected due date or the actual date they give birth, whichever is earlier.

If the employee's pregnancy ends due to stillbirth, miscarriage or termination, and the employee is entitled to pregnancy leave under local law but has not yet started it, the leave begins on the date the pregnancy ends.

Granicus may require that you begin your pregnancy leave before your expected due date if your pregnancy interferes with the performance of your job duties and no reasonable accommodation is available.

An employee entitled to parental leave must begin and complete that leave within 1 year after their child is born or placed into their care.

If the employee took pregnancy leave, parental leave must begin when pregnancy leave ends.

An employee requesting pregnancy leave, adoption leave, or parental leave must provide at least 30 days written notice before the leave begins. The employee must provide evidence of entitlement to the requested leave. This evidence must be a medical certificate stating the expected due date of the

employee's pregnancy, a medical certificate confirming the birth of the employee's child, or an official document confirming the date that the employee will become or has become the adoptive parent of a child.

During Pregnancy and Parenting Leave, Granicus will maintain an employee's health coverage under any group health plan on the same terms as if the employee had continued to work.

If an employee has already requested a leave under this policy and wishes to change the date that the leave will begin or end, the employee must provide written notice of the change to Granicus before the date that is being changed.

If an employee is unable to provide notice under this policy due to circumstances beyond their control, written notice that a leave has begun must be provided as soon as possible.

If an employee needs to interrupt a leave temporarily due to an emergency or illness, the employee must provide written notice to Granicus as soon as possible.

After providing Granicus with notice of a leave under this policy, you will be provided with information describing the continuation of employee benefits during leave. If you elect to continue benefits coverage during your leave, you must continue to make required contributions.

When an employee's leave under this policy ends, the employee will return to work in the position occupied when the leave began or, if that position is not available, to a comparable position.

If the employee fails to return to work when the leave ends, the employee may be considered as resigning and employment with Granicus will end, unless the employee's absence is due to unforeseeable or unpreventable circumstances.

Upon return to work, the employee's compensation and benefits will be equal to those the employee received when the leave began.

Within five days of the beginning of an employee's leave under this policy Granicus will issue a Record of Employment (ROE). The ROE cannot be issued prior to the employee's last day of work before the leave, so Granicus recommends the employee begin an application for Employment Insurance (EI) maternity or parental benefits early and supply the ROE to Service Canada once it has been issued.

Employment Insurance Benefits

If an employee has completed at least 1 year and has applied for EI maternity or parental benefits, Granicus will provide the employee with top-up benefits for a designated period during any portion of a leave under this policy for which the employee receives EI benefits.

For the purpose of this leave top-up benefits there are two (2) classifications:

- Leave Entitlement: Birth Parent Eligible employees who are giving birth (here on out referred to as the “birth parent”)
- Leave Entitlement: Non-Birth Parent Eligible employees who are the parent not giving birth, or the adoptive parent (here on out referred to as the “non-birth parent”)

Granicus will pay a total of 8 weeks top-up for Birth Parent employees

Granicus will pay a total of 6 weeks top-up Non-Birth Parent employees

This top-up benefit will:

- Provide the employee with 100 % of base wages during the EI waiting period.
- Top up EI maternity benefits during the period when the employee is receiving those benefits to reach 100% of base wages.
- Top up EI parental benefits during the period when the employee is receiving those benefits to reach 100% of base wages if the employee elects to receive standard EI parental benefits for a maximum of 35 weeks, or to reach 100% of base wages if the employee elects to receive extended EI parental benefits for a maximum of 61 weeks.

Payment of top-up benefits will begin when Granicus receives confirmation that the employee is receiving EI benefits.

■ GENERAL LEAVE OF ABSENCE

Employees who must be away from their job for greater lengths of time than Granicus’s standard leave policies allow may request a general leave of absence without pay. During a general leave of absence, employees will not be eligible for any of the benefits of a full-time employee. Whether to grant such a leave and the conditions of any such leave that is granted will be decided in the sole discretion of Granicus. Employees might not be guaranteed a return to the same job.

■ JURY DUTY

Full-time or part-time employees will be paid their base salary during an active period of jury duty up to a maximum of ten working days per calendar year (unless applicable province law requires a longer period of paid leave in connection with jury duty). Temporary employees will be provided time off without pay while serving jury duty. All employees are allowed unpaid time off if summoned to appear in court as a witness. To qualify for jury or witness duty leave, employees must submit to their supervisors and Human Resources representatives a copy of their jury duty summons as soon as it is received. In addition, employees must submit proof of service to their supervisors and Human Resource representatives when their period of jury or witness duty is complete. Employees are expected to report to work on any regular work day when their services as a juror are not required.

■ BEREAVEMENT LEAVE

Bereavement leave with pay will be granted in the event of the death of an employee's relative or relative-in-law as indicated in the tiers below. If an extended absence is required, employees may request to use Paid Time off or a general leave of absence without pay.

# Days	Relation
Up to 10	significant other, child, or another relative considered to be a direct dependent
Up to 5	parent, sibling, or another relative considered to be next of kin
Up to 3	grandparent, aunt, uncle, or another relative considered to be part of the extended family

Bereavement Leave time needs to be manually added into your pay profile by our payroll team. You can send an email with details and specifying the dates to payroll@granicus.com.



GRANICUS CANADA HOLDINGS, ULC

EMPLOYEE BENEFITS SUPPLEMENT

May 1, 2023

Version 3

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EMPLOYEE BENEFITS SUPPLEMENT

This Supplement generally describes Granicus's employee benefits in effect at the time the Supplement was issued. Note that benefits are reviewed and revised from time to time and are subject to change without advance notice. In addition, many of the benefits described below are governed by insurance policies, summary plan descriptions, or benefit plans. In case of any inconsistencies between the information in the Handbook or Supplements and the insurance policies, summary plan descriptions, or benefit plans, the insurance policies, summary plan descriptions, or benefit plans will control. For additional information about any of the benefits, contact Human Resources.

Granicus provides benefits for its eligible employees. Eligible employees are full-time and part-time employees (working a minimum of 20 hours per week)

Whenever possible Granicus will provide domestic partners the same insurance benefits as the spouse of an employee would be eligible to receive. For purposes of this Handbook, domestic partners are defined as the same or opposite sex domestic partners in a spouse-like relationship who have met all of the following requirements for at least 12 months:

- Reside together in the same permanent residence;
- Intend for the domestic partnership to be permanent; are financially interdependent such that they are jointly responsible for the common welfare and financial obligations of the household, or the non-employee domestic partner is chiefly dependent upon the employee for care and financial assistance;
- Are neither legally married to any other individual and if previously married, a legal divorce or annulment has been obtained or the former spouse is deceased;
- Are mentally competent to enter into a contract according to the laws of the province in which they reside;
- Are at least 18 years of age and are old enough to enter into marriage according to the laws of the province in which they reside;
- Do not have a blood relationship that would bar marriage under applicable laws of the state in which they reside if they otherwise satisfy all other applicable province marriage requirements; and
- Are not in a relationship solely for the purpose of obtaining benefits.

■ MEDICAL AND DENTAL INSURANCE

Eligible employees and their dependents may elect to participate in Granicus's health and dental insurance plans starting on the employee's date of hire.

■ VISION INSURANCE

Eye examinations are covered under the Group Benefits plan. One eye examination is eligible in any period of 24 months for both adults and dependent children. This claim is submitted directly to the insurance provider for **eye examination processing only**.

Employees and their dependants are eligible for \$450 reimbursement every two years; with a \$200 per person maximum towards the purchase of glasses and/or contact lenses. Employees should submit a receipt for the vision expenditure along with a valid prescription on an expense report to their manager for approval and once approved payments are made directly via direct deposit.

■ LIFE, DISABILITY AND ACCIDENT INSURANCE

Granicus subsidizes the premiums for employee group term life and accidental death and dismemberment insurance. The employee is not responsible for the premiums of these coverages. Long-term disability insurance is a mandatory coverage and the employee is responsible for the monthly premium.

■ FITNESS PLAN

Granicus strongly believes that a strong body will facilitate a healthy and happy employee. Granicus offers employees a maximum reimbursement of \$320.00 towards the cost associated with their fitness activity. Upon completion of three months of employment with the company, employees are eligible for a reimbursement to a maximum reimbursement of \$320.00 annually. In order to receive the reimbursement, employees should submit a receipt as proof of purchase for the fitness expenditure on an expense report and submit to their manager for approval.

The following are eligible fitness expenses:

- Gym, fitness center/studio, health club memberships/fees
- Ski pass
- Provincial park pass
- Fitness and sport classes/lessons
- Personal trainer sessions
- Sports league or team fees
- Yoga, Pilates, and meditation classes

While employees are encouraged to participate in fitness activities they do so at their own risk, and should engage in activities suitable to each individual.

■ PROFESSIONAL DEVELOPMENT

Granicus encourages employees to pursue opportunities that are designed to enhance their knowledge and skills in current and future roles. To support this objective, we offer a couple of options for professional growth and development, as well as company-sponsored access to several recognized online learning platforms.

Employees have access to a number of online learning platforms.

■ WORK FROM HOME - EXPENSE REIMBURSEMENT POLICY

Granicus has embraced a remote working* philosophy and this policy is intended to help offset expenses associated with working from home. This is a supplement to the Granicus Expense Reimbursement Policy. This allowance is available to regular, full-time employees, who are not office-based and replaces all previous reimbursement policies related to mobile, internet, utility, or workstation expenses.

The objective is to ensure all employees have a clear and consistent understanding of which expenses the company will share under this policy. All expenses must be documented in the appropriate reimbursement system, approved by your direct manager, and supported with acceptable receipts in accordance with the Granicus Expense Reimbursement Policy. Any deviation from this policy may result in your expense reimbursement request being denied.

Work From Home Allowance

Granicus will reimburse regular, full-time employees for a portion of internet, cell phone, and utility expenses on a monthly basis. These expenses are only eligible for reimbursement if they are shared expenses, and these items are used for Granicus business purposes. Ex: If you are not using your personal cell phone for company use, it is not eligible for reimbursement under this policy.

Guidelines

Eligible employees are permitted to submit an expense report once a month for up to a maximum of \$125 CAD. In order to simplify the expense reimbursement process, employees can submit one or more of the following receipts, home internet service, cellular service or utilities (gas or electric) incurred for business purposes, each month.

Administration

- Expense reports should be submitted monthly or quarterly, within 60 days past the end of the billing period.
- If submitting a quarterly bill, please ensure you have not doubled up an expense reimbursement request for any given month.
- Be sure to include all relevant receipts on the expense report.

Additional Information

*This reimbursement is not intended for use with company-provided mobile devices. HR review and approval will be required for these situations and will result in a reduction or elimination of expense allowance. Granicus may require security protocols be enabled to maintain contractual requirements to our customers, failure to comply with these requirements may lead to partial or full ineligibility for this program. *Remote working implies any location where you are legally authorized to work, and Granicus has an established entity.*



GRANICUS CANADA HOLDINGS, ULC
ACCESSIBILITY FOR ONTARIANS WITH
DISABILITIES ACT (AODA) SUPPLEMENT

May 1, 2023
Version 3

AODA SUPPLEMENT

This Supplement outlines Accessible Customer Service Policy, which is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation under the Accessibility for Ontarians with Disabilities Act, 2005, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Granicus is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

This Plan is a fluid document that will be updated on a continuing basis, as Granicus's accessibility strategy evolves.

■ Accessible Customer Service Policy

Customer Service Accessibility

Granicus has been in compliance with the Accessible Customer Service Standards Regulation. Granicus ensures that all new staff receive training on the requirements of the Regulation, with particular emphasis on how to serve and communicate with all people.

Accessible Emergency Information and Individual Emergency Response

Granicus is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information as required. At present, Granicus does not have any emergency response information or plans which must be made available to the general public.

Where Granicus is aware that an employee has a disability and there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as required and as soon as feasible.

Action:

The following measures will be implemented by Granicus as soon as feasible:

- Individualized workplace emergency response information procedures are being developed for employees with disabilities, as required.
- Emergency response information forms will be prepared for employees who have disclosed a disability and who are being accommodated according to their disabilities.
- Where required and with the employee's prior consent, Granicus will provide assistance to employees with disabilities during workplace emergencies or disasters. Plans for such assistance will be set out in individualized emergency plans.
- Individualized emergency plans will be communicated to the employees' respective managers and safety personnel on an 'as needed' basis.

- On a regular, ongoing basis, Granicus will review and assess individualized emergency plans to ensure accessibility issues are addressed.

Training

Granicus will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members.

- Implement appropriate training materials
- Ensure training is provided before or as soon as possible after the trainee commences duties and whenever Granicus alters its policies
- Keep and maintain a record of the training provided, including the dates that the training was provided.

Information and Communication

Granicus is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Accessible Websites and Web Content

- Compliance will be incorporated into all website project management.
- A review of the current and pending refresh of our internet website and web content has been conducted to determine the level of accessibility provided.
- Internal expertise is being developed for on-going accessibility for all internet websites and content.

Feedback, Accessible Formats and Communication Supports:

Granicus will ensure that its processes for receiving responding to feedback are accessible, by providing or arranging for the provision of accessible formats and communication supports, upon request; and

- Granicus shall retain a third party service provider to convert communications and documents to alternate formats, and inform all colleagues who may receive or respond to feedback with information as to how to obtain alternate formats or communication supports from the service provider.
- We welcome feedback in person, by email to. The public is encouraged to provide feedback using the "Contact Us" area of the Granicus website. All feedback is sent to the appropriate Manager for review and action.
- Requesting persons will be consulted as to the suitability of an accessible format or communication support.

Employment

Granicus is committed to fair and accessible employment practices. By January 1, 2016, in Ontario, and as soon as practicable nationally, accessibility will be integrated into Granicus's employment – related practices, as follows:

Recruitment

- Review and, as necessary, modify existing recruitment, assessment, and selection procedures and processes
- Notify all job applicants and the public that accommodation is available during the recruitment process on request, by specifying same in job postings and on the careers section of the corporate website
- Specify that accommodation is available for applicants with disabilities in recruitment-related materials and during the scheduling of interviews and assessments
- If an applicant request accommodation, consult with the applicant and arrange for the provision of suitable accommodation that takes into account the applicant's needs due to disability
- When making offers of employment, notify the successful applicant of Granicus's policies for accommodating colleagues with disabilities
- Provide appropriate training to colleagues responsible for recruitment, assessment, selection and on-boarding to ensure these planned actions are delivered, and accommodation request are fulfilled in an effective and timely manner

Workplace

Granicus will inform all employees of workplace policies that support employees with disabilities, including policies on the provision of accommodation which takes into account employee accessibility needs. This will include the following planned actions.

Action:

- Review and, as necessary, modify existing orientation and on-boarding processes to ensure new colleagues are provided information about Granicus's accessibility policies as soon as practicable after employment commences.
- Develop a procedure on Granicus's intranet, to advise colleagues whenever there is a change to existing policies.
- Develop and provide appropriate training to managers and colleagues responsible for supporting the individualized accommodation plan process, and a training schedule that will ensure the efficacy of the process on a continuing basis.
- Providing or arranging for the provision of accessible formats and communications supports in the workplace upon request, for information that employees need in order to perform their regular duties and for information that is generally available to employees in the workplace.
- In providing information to employees requesting information in accessible formats or with communication supports, Granicus will consult with the employees to determine the suitability of the requested formats and/or supports.

Individual Accommodation Plans and Return to work from Disability-Related Leaves

- Review and, as necessary, modify and document existing return to work processes for colleagues who have been absent from work due to a disability and require accommodation in order to return to work.
- Provide appropriate training to managers and other colleagues responsible for supporting the return-to-work process for colleagues who require accommodation in order to return to work and a return to work schedule.
- Granicus will ensure that the process for developing documented individual accommodation plans will include the following elements:

- Information regarding the manner in which the employee requesting accommodation can participate in the development of the plan.
- Information regarding the means by which the employee is individually assessed.
- Information regarding the manner in which Granicus can request an evaluation by an outside medical or other expert, at Granicus's expense, to assist in determining if and how accommodation can be achieved.
- Steps to protect the privacy of employees' personal information.
- Information regarding the frequency with which individual accommodation plans will be reviewed and updated and the manner in which this will be done;
- Reasons for denial where an individual accommodation plan is denied.
- Information regarding the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs.
- The following will be included if individual accommodation plans are established:
 - Any individualized workplace emergency response information that is required.
 - Any information regarding accessible formats and communication supports that have been provided for or arranged for the employee.
 - Any other accommodation that is to be provided to the employee.

Performance Management, Career Development and Redeployment

- Provide appropriate training to managers and other colleagues responsible for supporting performance management, career development, advancement and redeployment processes.
- Review and modify if necessary existing performance management to ensure the accessibility needs and individual accommodation plans of colleagues with disabilities.
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement, including notification of the ability to provide accommodations on internal job postings.
- Take into account the accessibility needs of employees with disabilities when redeploying employees.

Office Premises

Granicus will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

Action:

- Outdoor sidewalks and walkways, will have a surface that is firm and stable, signed parking spaces and accessible spaces to park.