Vision Statement

To set the standard for excellence of care, service, and reliability against which all others within the emergency response industry are measured.

Mission Statement

Our Mission is expressed as a series of short-, mid- and long-range goals. Through the achievement of these goals, and other evolving vision-aligned goals, we strive to achieve our Vision and assure continued growth and profitability;

- We will create and sustain a physically and emotionally safe and enriching work environment for all employees.
- We will attract, develop and retain the talent required to exceed our clients’ and patients’ expectations.
- We will invest in and deploy leading edge technology and apply innovative methods to ensure the highest quality of care and safety.
- We will maintain a diverse, results-driven organization with a passion to be the best.
- We will seek to continuously improve all processes within our organization.
Dear Fellow Employees,

Superior employees make the difference in our success. Thanks to you, Superior Ambulance is one of the nation’s most respected companies in the industry.

What sets us apart?

*Integrity - Empathy - Accountability - Respect - Attitude*

These are some of Superior’s core values, which are at the root of everything we do.

This Employee Handbook demonstrates how Superior’s values apply to policies and requirements, as well as to expectations of employee behavior and performance. We invite you to read and become familiar with the contents of this Employee Handbook. We hope that you find it full of helpful and valuable information about the policies, benefits and opportunities available to you.

The policies, procedures, and programs outlined in this Handbook are designed to keep you informed of relevant facts about your employment. While the policies and procedures outlined in this Handbook should give you answers to most of the general questions you might have about your job or the Company's programs and procedures, it cannot cover every situation that might arise. If you have questions about these guidelines or need further information about any subject, please consult with your Supervisor, Manager or your Human Resources Department.

We also welcome your suggestions for improvements, either to policies covered in this Handbook or in other job-related areas or subjects. Your ideas on ways to improve our operations are important to us.

Please read this Handbook carefully and retain it for future use. Familiarize yourself with its contents as soon as possible since it should answer many questions you might have. We want you to be fully informed and understand our policies and programs completely.

We value you as an employee and wish you the best of success in your career with Superior.

Dave Hill

President and CEO
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I. Mission and Values

Welcome to our company. We are glad you have joined the Superior family. All members of our team are expected to uphold the company’s high values and impeccable reputation within the medical community.

We employ people like you who believe in Superior’s mission. We strive to help you develop your skills so that you may contribute to the well-being of your family, our organization and the people we serve in the community. As part of the Superior team, we will do our best to offer you many opportunities for personal and professional growth and provide you with a pleasant and challenging work environment.

At the same time, we expect you to work to the best of your abilities, to develop those abilities, and to maintain the high ethical standards for which we are known and respected within our communities. Everyone you encounter is constantly evaluating you as you perform your duties. You must always conduct yourself in a polite, pleasant and courteous manner with the utmost professionalism when entering a facility or a residence. All team members are expected to be on time, to maintain a professional appearance and to take care of our customers. Your safety and the safety of your patient must always come first. Safety consciousness is essential in maintaining an injury-free environment.

Our values are simple and straightforward. All of your actions should reflect our core values of “TLCS”.

Timeliness: You must be at work on time and ready to work. You must run your calls on time to the best of your ability. You must complete your paperwork and assignments in a timely fashion.

Look Good: That includes you, your uniform, your vehicle, your workspace, your paperwork and your presentation to the public.

Customer Service: We provide Superior Customer Service that is unparalleled in the industry. The Company is built on developing and maintaining relationships with our customers. Remember, the definition of a customer is anyone who can make a judgment about our service.

Safety: Safety is an attitude and attitude is a choice. Choose wisely. BE SAFE at work and at home.

“TLCS” is a simple motto that has been embraced by the Hill family and all of our employees. It is the foundation upon which Superior-Air Ground Ambulance Service, Inc. and its family of companies were built. It is because of this foundation that our companies are known for prompt, clean, professional, courteous and expert service.
In 1959, accident victims in the Chicagoland area were often transported to the hospital in converted hearses from local funeral homes. Upon arrival to the scene, the drivers often lacked first aid training and were unable to render appropriate care. As the demand for emergency response grew and medical technology advanced, David and Blanche Hill started Superior Air-Ground Ambulance Service, Inc., the first emergency ambulance service in DuPage County, Illinois.

1968: Superior Air Service is founded, providing air transportation to any place in the world.


1981: David B. Hill III becomes president of Superior Air-Ground Ambulance Service, Inc., continuing his family’s tradition of setting high standards in the ambulance industry. Mr. Hill has worked in every aspect of the family business; after graduating from the University of Illinois, he became a certified paramedic and purchased the business from the family.

1984: Superior Air-Ground Ambulance Services, Inc. created Metro Paramedic Services, Inc. to provide paramedics, paramedic firefighters, rescue diver paramedics, ambulances and emergency medical equipment to rural, urban, and suburban municipalities and fire protection districts and industrial facilities. Metro currently services multiple communities and corporations in Illinois, Indiana, Michigan, Wisconsin and Ohio. All Metro paramedics receive training through Superior’s state-of-the-art training facilities.

1990: Paramedic Billing Services, Inc. is founded to meet the needs of a new industry. PBS currently utilizes 50+ years of billing experience to collect emergency medical services bills for more than sixty + municipalities and fire protection districts.
1991: Superior is rapidly growing and strategically opens satellite stations near contracted hospitals to efficiently service customers.

1994: Norcomm Public Safety Communications, Inc. is established as Illinois’ first private 9-1-1 call center providing police, fire and emergency medical dispatch for villages, cities and fire districts. NORCOMM provides modern equipment and facilities to answer emergency 9-1-1 calls, staff 3-1-1 call centers and support emergency and non-emergency operations.

2000: Superior crosses Illinois state boundaries and opens four satellite stations in Northwest Indiana. Superior took another big step forward by starting the Critical Care division to handle transporting critically ill and injured patients.


2004: Superior has more than 1300 employees and continues to break the mold as a pioneer in the private ambulance industry.

2005: Superior partners with the Henry Ford Health System in Michigan and begins operations in its third state. Superior employees participated in responses to Hurricanes Katrina and Rita.

2006: Superior moves into its new headquarters in Elmhurst, Illinois.

2007: Superior launches its Air Ambulance transport division, named Superior Air Med 1. Superior Air Med 1 is a transport program providing interfacility transport service. Based at DuPage County Airport, the Eurocopter EC 135 is specially configured for medical transport, fully equipped with state-of-the-art medical equipment, and staffed by a paramedic and registered nurse. The program has since been expanded to include emergency responses to accident scenes to assist local fire, police, and EMS agencies.

2008 Superior manages the Chicago Marathon for the first time.

2009: Superior Air-Ground Ambulance Celebrates 50 Years in Business with participation at the Presidential Inauguration. Superior employees responded to Hurricanes Ike and Gustav.

2010: Superior ran its 3 millionth call and Michigan began its flight operations. Employees provided support to local workers during the BP oil spill in the Gulf of Mexico.

2011: Superior employs more than 1600 employees.

2012: Superior expands into Ohio.
III. Employee and Operational Policies

Introduction


The information contained in this Handbook supersedes all information covered in previous handbooks. You should regard this Handbook as a set of guidelines only and refer to the specific policies for complete information. This Handbook does not create, and it should not be interpreted as creating, a contract, expressed or implied, between you and the Company. The Company reserves the right to make changes to this Handbook at any time, and we will make every effort to notify employees of these changes within a reasonable period of time. Updates to the Employee Handbook will be posted on the Company intranet site.

Please understand that the Company reserves the right to effect policies and practices which may not appear in the Handbook and to change, interpret, withdraw or add to any policies or practices or benefits of the Company at any time and without prior notice. Therefore, it is important that you consult with the Human Resources Department before taking any actions on any policy or procedure.

Terms of Employment

All employees of Superior are employees at will. You have joined the Company freely and you may separate your employment at any time with or without reason and with or without notice (although we request that all terminating employees provide at least two weeks’ notice). Correspondingly, the Company has no legal obligation to continue your employment and is entitled to separate your employment at any time, with or without reason and with or without notice. Nothing contained in this handbook is intended to alter the voluntary nature of your employment, imply that the employment relationship is to continue for any specific period of time, or create an expressed or implied contract, right or guarantee of any kind.

No manager, employee or representative of the Company is authorized to enter into any oral agreements inconsistent with the foregoing. Any agreement inconsistent with the foregoing must be in a written document signed by you and a Company Vice President.

In the event of separation from employment, or immediately upon request of the management, employees must return all Superior property that is in his or her possession or control. Superior may also take any action deemed appropriate to recover or protect its assets.
Equal Employment Opportunity

Superior is committed to equal employment opportunity in accordance with the EEO guidelines. Decisions regarding the terms, conditions, and privileges of employment are made without regard to age, race, color, sex, sexual orientation, national origin, ancestry, religion, marital status, conviction record, handicap or disability, unfavorable discharge from military service, Vietnam era or disabled veterans status or any other status protected by federal, state or local laws. All personnel actions including recruitment, selection, training, transfer, promotion, termination, working conditions, compensation and benefits will be taken in accordance with this policy.

Each employee shares in the responsibility of maintaining a work environment free of discrimination. If you become aware of any actual or suspected discrimination, it is your responsibility to report it to management or your Human Resources Department. No employee will incur any adverse employment action because he or she reports conduct that he or she honestly believes constitutes actual or suspected discrimination. Anyone found to be engaging in any type of unlawful discrimination or retaliation will be subject to disciplinary action, up to and including termination of employment.

Diversity

Superior has a passion for diversity and inclusiveness that guides the way we work, do business and carry out our mission. We believe in the competitive advantage that results from a diverse workforce and business culture that is inclusive, promotes mutual respect, maximizes individual’s full potential, and ultimately benefits our patients, clients and their families.

Americans with Disabilities Act Policy Statement

Superior is committed to complying with all applicable provisions of the Americans with Disabilities Act (the “ADA”). It is the Company’s policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual’s disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, the Company will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA and state disability laws who has made the Company aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the Company. Any employee with a disability who believes he or she needs a reasonable accommodation to perform the essential functions of his or her job should contact the Human Resources Department.
Superior Air-Ground Ambulance Service, Inc.

Harassment

As part of our practice to ensure equal opportunity to all employees, the Company is committed to maintaining a workplace free of sexual harassment and other harassment based on age, race, color, sex, sexual orientation, national origin, ancestry, religion, marital status, conviction record, handicap or disability, unfavorable discharge from military service, Vietnam era or disabled veterans status or any other status protected by federal, state or local laws. All employees are covered by our policy and responsible for ensuring that harassment in violation of this policy does not occur. Our policy also prohibits workplace harassment of employees by nonemployees (and vice versa).

Definition of Prohibited Harassment

Prohibited harassment may include the following behaviors when they are directed against a person because of his or her age, race, color, sex, sexual orientation, national origin, ancestry, religion, marital status, conviction record, handicap or disability, unfavorable discharge from military service, Vietnam era or disabled veterans status or any other status protected by federal, state or local laws.

1) Verbal conduct such as insults, slurs, epithets, derogatory jokes or comments, unwanted sexual advances, catcalls, invitations or comments;
2) Visual conduct such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings, faxes, emails or gestures;
3) Physical conduct such as leering, assault, unwelcome touching, blocking normal movement or interfering with work;
4) Threats and demands to submit to sexual requests where submission to such conduct is made either explicitly or implicitly a term or condition of employment; or where submission to or rejection of such conduct is used as the basis for employment decisions;
5) Other conduct that has the purpose of or effect of interfering with that person’s work performance or creates a hostile, bullying or intimidating environment.

These behaviors are unacceptable both in the workplace and in any work-related setting outside the workplace such as business meetings, business trips and business-related social events.

Protection Against Retaliation

The Company strictly prohibits any retaliation against any employee because he or she has, in good faith, made a report or complaint or participated in an investigation under this policy. Retaliation is a serious violation of this policy and, like harassment itself, will be subject to disciplinary action.

Reporting a Complaint

Any employee who believes he or she has been harassed in violation of our policy should report that concern in accordance with the following procedures: In some circumstances, the issue can be resolved simply by informing the offender that his or her behavior is unwelcome and inappropriate. However, if this direct approach is either not desirable or is ineffective, employees may direct a complaint to any of the following; their immediate supervisor, their Manager or the Company’s Director of Human Resources, a Company Attorney or any Company Vice President. Complaints may be made orally or
in writing; however, all oral complaints must be reduced to writing as soon as reasonably possible after the incident. The written complaint should include dates and times, location, details of the incident or incidents, names of the individuals involved and names of witnesses.

Any supervisor who receives a complaint of a violation of our policy must report that complaint immediately to the Company’s Director of Human Resources at: HarassmentHotline@superiorambulance.com - Phone: 630 903-2274

Disciplinary Action

Any employee found to have engaged in unlawful harassment or retaliation in violation of our policy will be disciplined. Disciplinary action may include any or all of the following: a verbal reprimand, requirement to attend appropriate training, work restrictions, salary reduction, suspension or dismissal.

Romantic or Sexual Relationships

Personal relationships of a romantic or sexual nature between co-workers who are not in a direct or indirect supervisory relationship are not of concern to the Company unless conduct associated with that relationship constitutes sexual harassment or discrimination, affects an employee’s job evaluation or treatment, or interferes with productivity or harmonious work relationships within the workplace.

Nepotism

Superior Ambulance permits the employment of qualified relatives of employees as long as such employment does not create actual conflicts of interest. Individuals who are related by blood, marriage, or reside in the same household are permitted to work in the same department or location, provided no direct reporting or supervisor to subordinate relationship exists. That is, no employee is permitted to work within "the chain of command" when one relative’s work responsibilities, salary, hours, career progress, or other terms and conditions of employment could be influenced by the other relative.

Some circumstances may be reviewed and resolved by management.
Electronic Communications

Superior owns, has a property interest in or has a right to specify the use of: All information processing and communications facilities employed in its business, including computers, fax machines, telephones, smart phones, pagers, wireless email devices, software, on line accounts, email facilities, storage media, network accounts, computer and email and instant messaging files and messages and related equipment and documentation employed or stored in its offices and the facilities at Superior’s disaster recovery site (collectively referred to as “Resources”).

Personal Use

Superior Resources, including Email are valuable corporate resources which are provided for legitimate business purposes. Personal use is not forbidden but must be limited as follows:
- must be limited and not affect work performance and normal business activity;
- must not compromise the security of Superior, its confidential information or the confidential information of its patients;
- must not violate the law;
- must not burden Superior with noticeable incremental costs or undue traffic.
- Usage of Email may not be used for personal financial gain.

Usage of Company Resources to Conduct Company Business

Company-related correspondence or any Company-related information must not be communicated or conducted via external email systems or personal email accounts.

Access to External Systems

Accessing external email systems such as Yahoo Mail!, Hotmail, MSN mail, Gmail, AOL and other personal email accounts using Superior’s resources is not forbidden, but such use must be limited, must not affect work performance and normal business activities and must be conducted in accordance with this policy. Authorized users should understand that this form of access is one of the means by which “malicious code” most frequently enters the company’s network.

Monitoring, Auditing and Access

Superior retains the right to monitor and audit all Resources, regardless of where such use is initiated, and to access all files and messages stored on or processed through the Resources. Although the use of passwords and other forms of security are provided for confidentiality, no employee has, or should expect any, personal right of privacy with respect to any file or message contained within or processed through the Resources or with respect to any use of those Resources. Monitoring is used only to obtain information that is relevant to the workplace.
Surveillance Software

Superior may use system software and software utilities to log, analyze and document use of the Resources and supervisors may receive reports generated by such software. The surveillance software may also be applied to transmissions with the Superior network from remote locations and from portable devices.

Social Media

Social media, social web or Web 2.0 are references to popular social media websites which include Twitter, Facebook, LinkedIn, Flickr, YouTube, and others. It is important to be aware of your social interaction between participating users whether they are employees, vendors, customers or patients. You represent Superior Ambulance in your professional and personal life and thus, there are consequences to your behaviors and actions. The following are some guidelines that will help you in dealing with social media.

- Please remember that your statements are made by you as an individual in all of your online activities and are not official statements of Superior. When you reveal who your employer is, others might easily see you as an official company representative.
- Be careful with statements that can be connected to the Company.
- Internal and organizational topics should be discussed only at work.
- Act responsibly and select your words as if you were presenting them to people with whom you are not familiar.
- Remember that the web has its own memory. You are personally responsible for all of your online activities. Content created by you (comments, links, texts, images, videos, etc.) spread uncontrollably and may be available for access for a long time through growing networking on the Internet and may be found by search engines. Think of the irreversible consequences, especially those that have to do with Superior and people around you.
- Do not spread any confidential or protected health information (HIPAA) on social media websites.
- Remember that you are an employee even after working hours and that you carry a responsibility toward the Company. Discussions begun and carried out on social media sites can spread rapidly and have a large (potentially negative) effect. You should be very cautious when expressing your opinions with respect to employees, vendors, patients, customers or competitors. Always communicate in the best interest of the company.
Standards of Conduct

Superior’s general expectation is that employees will conduct themselves in a manner consistent with the standards of conduct appropriate to a professional environment. This extends both to employee conduct and attire. Superior takes these Standards of Conduct very seriously. No actions which violate the Standards, are ever in the best interest of the Company. Superior has the right to separate employment for any reason or no reason at all.

The following list is provided for employee guidance only. It is not all-inclusive nor will it cover every circumstance. These Standards are to the benefit of all employees and Superior. They apply equally to all. Failure to respond positively to immediate supervisor counseling regarding violation of these rules will result in action up to and including termination. However, depending on the situation, Superior retains the right to escalate disciplinary action, up to and including termination, as deemed appropriate.

The following may result in immediate disciplinary action and/or termination:

Some acts of misconduct, even if committed for the first time, are so serious that, when substantiated to Superior’s satisfaction, they justify immediate discharge. Some examples of these offenses are violations of rules regarding:

- No Call / No Show.
- Conviction of a crime under the Healthcare Workers Act.
- Any behavior having an adverse effect on Superior's business, customers, affairs or image, including social media.
- Insubordination.
- Failure to properly perform assigned work or meet performance expectations.
- Conducting personal business on the job, or excessive use of Superior’s communication systems for personal use.
- Having unaccompanied personal visitors at Superior without prior approval.
- Uncooperative work behaviors including the inability or refusal to work in harmony or cooperation with fellow employees so as to cause friction, conflict or lowering of employee morale.
- Disorderly conduct on Superior’s premises including fighting, threatening or attempting bodily injury to another.
- Failure to notify your supervisor of an absence, failure to observe work periods, leaving assigned work place for non-working purposes without permission or working unauthorized overtime.
- Excessive absenteeism and job abandonment. (See attendance policy)
- Solicitation of or acceptance of and failure to report attempts of bribes or gratuities from Superior’s clients, consultants, vendors and other business contacts.
- Theft, willful destruction or unauthorized use of Superior’s property, including vandalism of Superior’s property.
- Gross negligence, which could result in serious injury to one’s self, a fellow employee or a patient.
- Disclosing confidential information about Superior’s operations or clients, consultants, vendors, other business contacts or patients without authorization.
Superior Air-Ground Ambulance Service, Inc.

- Falsification of Superior’s records, including but not limited to employment applications, client, patient, or financial records.
- Falsification of payroll records or time stamps on any CAD system.
- Harassment of fellow employees, clients or patients, including but not limited to instances of sexual harassment, unwanted social advances and/or intimidation.
- The improper possession, sale, or use of alcohol, intoxicants or illegal drugs on Superior’s property or reporting to work under the influence of the above. (See Superior’s Drug - Free Work Place Policy)
- Violation of Superior office guidelines and/or rules of conduct.
- Unauthorized sleeping on the job, or intentional restriction of service.
- Unauthorized possession, use or theft of property or funds of Superior, its customers, clients, employees or patients.
- Possession of dangerous or unauthorized materials, such as explosives, firearms or other weapons, while on Superior property, in company vehicles or while engaged in Company business. The Company prohibits the wearing, transporting, storage, or presence of firearms or other weapons in Superior’s facilities, vehicles or property. Possession with a valid concealed weapons permit is not an exception under this policy.
- Conviction of a felony, whether on or off duty. Employees charged with a criminal offense of any type on or off duty must immediately inform the Director of Human Resources and may be immediately suspended, without pay, pending a review of the facts by management.
- Violence: Superior takes threats of violence extremely seriously. Any act or threat of violence by or against any employee, client, supplier, visitor, or patient is strictly prohibited. This also includes surveillance or stalking and threatening phone calls. This policy applies to all Superior employees, whether on or off Superior property.
- Violation of the Company’s Conflict of Interest Policy
- Violation of HIPAA policy.
- Any other conduct or behavior not specifically listed above that reflects adversely on Superior.

Reporting of Possible Non-Compliance or Dishonest Acts

Employees must report suspected non-compliance of these Standards, or any dishonest or illegal activities by other employees to management. Employees must also fully cooperate with any investigation. Failure to cooperate is a violation of the Company’s Standards of Conduct, as is the refusal to submit information or the submission of information that is known to be false. It is also a violation of this Standards of Conduct for anyone to retaliate, or permit retaliation, against you for reporting in good faith, known or suspected violations.

Conflict of Interest
Superior Air-Ground Ambulance Service, Inc.

Personal and corporate honesty and integrity are fundamental to the Company's well-being, future growth and progress. It is vitally important that every employee conduct business affairs with such standards of integrity that no conflict of interest exists, or can be reasonably implied or construed to exist.

- Employees must have no relationships or engage in any activities that might impair their independence of judgment. Employees must not accept gifts, benefits or hospitality that might influence them, or appear to influence them, in the performance of their duties.
- Employees must conduct themselves at all times in a manner that will maintain and enhance the Company's reputation for the ethical conduct of its business and avoid even the perception of impropriety or conflict of interest in all activities.
- The Company recognizes and respects employees' right to participate in outside activities; however, there are certain activities that are prohibited, because they are considered a conflict of interest, or may appear to be a conflict of interest. Company policy prohibits:
  - Using an employee’s position with Superior or one of its affiliates, or information acquired during his or her employment, in a manner that may create a conflict -- or the appearance of a conflict -- between the employee’s personal interest and those of the Company. If a conflict or potential conflict arises, employees must report it immediately to any of the Company's attorneys.
  - While the Company encourages employees to participate in civic, educational, political and charitable activities, they must exercise care not to imply endorsement by the Company without prior approval.
  - Accepting simultaneous employment with any firm that is currently doing business or seeking to do business with the Company, competes with the Company, or with any other enterprise that could interfere with an employee’s business activities on behalf of the Company. Employees must avoid business interests outside the Company which may divide their loyalty, compromise their judgment or interfere with Company business and/or the employee’s Company work responsibilities.

Self-Disclosure

Employees must immediately disclose any conviction, deferred judgment, or plea bargain to their direct supervisor or Human Resources.

If the Company determines based on preliminary information supplied by an employee, that the conviction, deferred judgment, or plea bargain bears a relationship to the job, a criminal background check will be conducted utilizing an outside agency. Superior will not consider sealed or expunged records. The Company will review the information from the criminal background check and evaluate the action, the employee’s role and responsibilities, and resulting or potential impact such action may have on the Company and its business and client relationships.
Please note that Superior Ambulance reserves the right to perform regular employee background checks. Employees are responsible for reporting any convictions or potential loss of any pertinent licenses.

Based on the findings of the investigation and whether the action is related to an employee’s position and duties, he or she may receive corrective action up to and including termination.

**Personnel Files**

The information recorded in your personnel file is extremely important to you and to the Company. It is your responsibility to notify the Company promptly of any changes in your personnel data. Personal mailing address, phone numbers, email, marital status, family addition and/or changes, emergency contacts and other such status information should be accurate and current at all times. If any personal data has changed, please log onto https://sss2.ceridian.com/SUPERIORAIRGROUNDAMBULANCE.

You may inspect your personnel file, as provided by law or as otherwise permitted by the Company, in the presence of a Company representative at a mutually convenient time. Such a request should be submitted in writing to the Human Resources Department. Employees will be charged a fee for copies of their personnel file.

Superior will restrict disclosure of your personnel file to authorized individuals. Any request for information from personnel files must be directed to the Company’s Human Resources Department. Disclosure of personnel information to outside sources will be limited; however, the Company will cooperate with court orders and requests from authorized law enforcement agencies or local, state or Federal agencies conducting investigations.

**Open Door Policy**

Superior desires to have all employees deal with each other on a direct one-on-one basis. This is expressed as Superior’s Open Door Policy. The Company believes that it is in the best interest of Superior employees and the organization to work together informally, personally and directly. Employees have the opportunity and encouragement from management to bring business and personal issues to the attention of senior management or their immediate supervisor. It is the responsibility of management to aid and assist, whenever possible, in the solution of these problems in a professional and confidential manner.

Superior’s Open Door Policy means that employees have the opportunity to speak with any member of management about a problem. While employees should address the matter with their immediate supervisor first, they always have the opportunity to discuss these issues with a member of Senior Management or the Human Resources Department. Employees can be confident that exercising this opportunity will not be held against them.
Problem Resolution

Employees who may have a problem with a co-worker should attempt to resolve the problem between themselves. If a resolution cannot be agreed upon, both employees should approach their supervisor(s), who will work with the employees to determine a resolution.

Employees who have a problem with a supervisor should go to the next level of management and state the problem. If a resolution cannot be agreed upon, the employee should continue to follow the chain of command or communicate directly to the Director of Human Resources, referencing this Open Door Policy.
IV. General Policies and Procedures

Job Classifications

Employees are classified by two major categories: "Exempt" and "Non-exempt." This handbook applies to both segments of employees.

1. "Exempt employees" fall into one or more of the following classifications: executive, professional or administrative. These employees are exempt from the overtime provisions of state and federal wage and hour laws (FLSA). Exempt employees are expected to work the number of hours and days required to complete a job and will not be eligible for overtime pay.

2. "Non-exempt employees" are eligible to receive overtime pay in accordance with state and federal wage and hour laws (FLSA). These employees are required to submit a time record for each pay period, approved by the appropriate supervisor, for the purpose of tracking hours worked and calculating compensation.

Non-exempt employees are prohibited from working any overtime hours unless they first receive approval of their supervisor. Non-exempt employees will not be paid for lunch break. Thus, this lunch period will not count toward hours worked in a week for purposes of the FLSA.

Full-Time Employees - Employees who regularly work a weekly full-time schedule of 35 hours or more.

Part-Time or PRN Employees - Employees who may or may not be regularly scheduled to work a weekly schedule. Part-Time or PRN employees must bid on open shifts and also work a minimum of one shift every 4 weeks to continue employment with Superior.

Hours of Work

The definition of a full-time employee is an employee that is scheduled and works a minimum of 30 hours per week. Schedules may vary based on the Company’s needs. Employees may not deviate from the Company’s hours of work, unless a manager or supervisor specifically approves a request.

Superior’s preference is for employees to work the assigned schedule established by each department. However, it is understood that exempt employees may be required to work extra hours to accommodate certain deadlines; therefore, supervisors of exempt employees may set guidelines as to the scheduling of work hours based on the needs of a program or project.

Payroll

Employees are paid on a bi-weekly basis, every other Friday via direct deposit into their checking or banking account. All required deductions such as federal, state and local taxes, and all authorized voluntary deductions, such as insurance payments, will be withheld automatically from an individual’s paycheck. Each employee should review his or her paycheck for errors. If you have any questions about your paycheck, please contact the Payroll Department.

Overtime
Non-exempt employees are to be paid time and one-half (1.5 times) for work time that exceeds 40 hours during a scheduled workweek. Due to the nature of patient care and meeting the Company's clients' needs, employees who are asked to work overtime are expected to do so even though this may not be according to their original schedule. Management will be reasonable with overtime requests. Exempt employees are not eligible for overtime pay.

All employees – Vacation and Sick time hours are not considered hours worked for overtime calculation purposes.

Performance Management

Superior's employees are its greatest asset. The Company believes that it is important for every employee to develop to his or her maximum potential. This is accomplished through a policy of close personal supervision, training, evaluation, and counseling. Performance evaluations are both oral and written however the best way to improve performance is through a process of continual communication and feedback. Managers are reminded that open and honest feedback benefits everyone. Employees are encouraged to continually seek the feedback of their peers and supervisors. Our goal is to provide a framework that supports the regular feedback, coaching, mentoring and communication between all employees.

An employee's performance is evaluated on a regularly scheduled basis. Generally, following your annual performance review, if your performance is at an appropriate level, you may receive a merit pay increase. This increase is based on your performance, your current salary, the marketplace and the Company's financial performance. Positive performance reviews do not always guarantee increases in salary. Salary increases are solely within the discretion of the Company.

Job Postings, Transfers and Promotions

Superior maintains an online job posting system which provides current employees, as well as outside candidates, with information regarding job vacancies and career opportunities. All online job vacancies posted include a description of the position and a process to apply.

The Company supports the transfer of employees between the various Superior entities. Transfer requests are considered on the basis of your previous work experience, past job performance, personal skills and attributes, as well as the availability of openings. A transfer may be arranged when it mutually satisfies the needs of the Company with those of the employee. Employees interested in transfer must follow the same online job posting process.

Promotions are awarded to the individual who has professionally and personally achieved the skills and experience necessary for an advanced position. Promotions are not awarded based solely on the length of one's employment.

Superior encourages employees to share their career interests. Superior will make every attempt to give employees opportunities to pursue those interests, prove themselves, and progress to the next challenge.
Training and Development

Superior strives to provide its employees with opportunities for professional and personal, educational and skill development so that they may acquire new skills, enhance existing skills and increase their understanding of the goals and objectives of Superior. Superior will reimburse or pay seminar fees for staff training and conference skills which: (1) are in alignment with the employee’s job description, (2) are approved in writing and (3) are within budget. The employee must request approval for job related training and conferences from his or her supervisor. All staff training and conference approvals are subject to review and final approval by the employee’s manager.

Expense Reimbursement

It is the policy of Superior to reimburse employees for reasonable and necessary expenses incurred in the performance of their responsibilities as related to Superior’s business and affairs. Such expenses could include tolls, gas, supplies, etc. and will be reimbursed if they are recorded on the appropriate forms in a timely manner, documented by receipts, and approved by the employee’s supervisor.

Employees who use their personal automobiles for work-related travel will be reimbursed at the established IRS rate for mileage only if a record of starting and ending mileage is documented as part of the employee’s expense report.

Work Area

Visitors judge us in part on the appearance of our offices and facilities, stations, vehicles, etc. Desks and work areas that are neat and orderly convey an impression of efficiency and professionalism. Superior employees should do everything they can to maintain a professional work area.

Workplace Attire

Superior considers it very important that employees are well-groomed, neat, and dressed appropriately for their job function. While Superior trusts each employee’s common sense and
good judgment, employees must follow a dress code that is appropriate to the work environment. Appropriate dress and hygiene are important in promoting a positive organizational image, both internally and externally.

Regardless of an employee’s position or job function, it is also important to remember that good manners give a good impression. Being pleasant and courteous to clients, visitors, coworkers and patients is an important part of each employee’s job.

All personnel are required to wear the prescribed attire when on duty as referenced by their department’s policy.

- Employees must be clean-shaven every day. No beards are allowed, including periodic one-day beards.
- Male employees are not permitted to wear earrings of any kind.
- Mustaches must be neatly trimmed and not extend downward beyond the upper lip or extend sideways beyond the corner of the mouth.
- Female employees must have hair neatly arranged in a conservative fashion. Conservative barrettes and combs are acceptable. Female employees that have patient contact are encouraged to wear hair “up” for safety reasons.
- Females may wear one pair of conservative, non-dangling earrings.
- No visible body piercings or tattoos are permitted.
- Sculpted hairstyles, non-natural colorings and/or insignias cut into the hair are not permitted.

**Attendance and Punctuality**

Superior strives to hire and retain only mature, responsible people. All employees are and should consider themselves to be an important part of the success of our Company. No one wants to have a teammate that is unreliable. And no customer wants to have a vendor that is unreliable. Therefore, employees who are chronically unreliable, even if that unreliability is due to unavoidable events and circumstances, cannot remain members of our team. Whenever we are required to make judgments about reliability and teamwork, we will do our best to do the right and most fair thing for the employee, the team and the Company.

For additional details, please refer to appropriate policy, available from managers and on the Superior Intranet sit

**Drugs and Alcohol**

*The Company is committed to providing a safe work place for its employees, clients, patients, and general public and establishing programs that promote high standards of employee health. The Company’s goal is to establish and maintain a work environment that is free from the negative effects of drugs and alcohol. The following are work rules that will help to achieve this goal:*
If in the opinion of the Company it is reasonable to believe an employee is violating this policy, the employee will be subject to disciplinary action up to and including immediate discharge.

Superior will require a drug screen on all job offers, rehired employees, and employees returning from a leave of absence. Superior reserves the right to perform random drug testing of all employees. Anyone found to be under the influence of drugs and/or alcohol will be disciplined appropriately; up to and including termination.

If you feel that you have a substance abuse problem, you are strongly urged to seek appropriate counseling and help from any of the various hospitals, clinics or other organizations that specialize in providing such assistance. Superior offers an Employee Assistance Program (EAP) for its employees. This program offers employees and their families assistance in many personal areas including Drugs and Alcohol.

Smoking

Superior prohibits the use of tobacco products in all Company properties/buildings or client healthcare facilities. Employees who smoke are expected to remain a minimum of 15 feet from all Company buildings, client healthcare facilities or patient residences. Employees are discouraged from smoking in the public eye at all special events. Cigarette butts need to be disposed of in proper receptacles. Smoking is prohibited in all Company vehicles.

HIPAA & Confidentiality of Company Materials

A major goal of the Health Insurance Portability and Accountability Act (HIPAA) is to assure that individuals’ health information is properly protected while allowing the flow of health information needed to promote high quality health care and to protect the public’s health and well-being. Superior is committed to protecting the confidentiality of any health information collected on its patients or employees and ensuring that all business practices are privacy-conscious.

- Employees may not discuss patients’ medical conditions or Company business except for the purposes of treatment, payment, and operations. Employees may only disclose medical reports, administrative and/or other official records to people with a legitimate documented need for the information.
- Employees will record medical information in a factual manner with the appropriate objective observations.
- Employees will refer all persons requesting information to the Company legal staff or the appropriate Vice President.

Employees’ non-compliance with HIPAA regulations will be cause for disciplinary action up to and including termination from the Company and possible legal actions for violations of applicable regulations and laws. Employees who have questions or are uncertain about HIPAA requirements under particular circumstances should immediately contact their supervisor or call the HIPAA Help Line at 630-832-0317. Employees who wish to notify management about a specific incident should do so at HIPAAComplaint@superiorambulance.com.
Any information that an employee learns about Superior, or its customers, clients, or patients as a result of working for Superior that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by Superior or to other persons employed by Superior who do not need to know such information to assist in rendering services.

The protection of such confidential information is vital to the interests and success of Superior. The disclosure, distribution, electronic transmission or copying of Superior’s confidential information is prohibited. Employees are required to sign a non-disclosure agreement as a condition of employment. Any employee who improperly uses or discloses confidential Superior information will be subject to disciplinary action (including possible termination) even if he or she does not actually benefit from the disclosure of such information.

All manuals, including this Employee Handbook, are the property of Superior and must be returned upon termination of employment. Information contained in Superior manuals and materials provided to you should be considered confidential in nature. Aspects of the Superior and its affiliates’ operations relating to methods, procedures, policies, compensation, etc., should not be discussed with persons outside of the organization without the prior approval of Superior’s Vice President.

**Gifts and Discounts**

The receipt of a gift from a client or customer may affect the relationship between Superior and the client, or customer. Do not accept any reward, fee or gift from any person for services rendered in the performance of your duty. You must bring all gifts and discounts from customers, regardless of value, to the attention of your supervisor before acceptance. All gifts in money or its equivalent must be promptly returned.

You may not solicit any gift from a customer or supplier. Solicitation of gifts will be cause for discipline up to and including termination. As a representative of Superior, you should never place yourself in a position of being or appearing to be under obligation to customers or suppliers, or their employees.

**Solicitation**

Employees should be free from interference in the course of their work due to solicitation from other employees and outside persons or organizations. Other than for charitable campaigns sponsored by the Company, solicitation and distribution of materials to employees by any person for any purpose on Company or client premises during working time is not permitted. Specifically,
Employees may not solicit or promote support for any cause or organization during their working time or the working time of fellow employees without approval of a Vice President or Director Human Resources.

Solicitation during working time is prohibited on client property.

Employees may not distribute, post, or circulate any unauthorized written or printed materials in work areas at any time.

Employees may not distribute, post, or circulate any unauthorized electronic materials utilizing Company systems or email at any time.

Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on Company property.

Under no circumstances will non-employees be permitted to solicit or to distribute electronic material for any purpose utilizing Company systems or email.

If a violation occurs, employees will be asked to cease that activity. If the solicitation continues, disciplinary action may be taken.

Public Affairs

It is the policy of Superior to encourage employee participation in community, civic and political affairs. While Superior is committed to social action and encourages employee participation, it maintains a non-partisan posture, and any such employee participation may not and shall not propose to represent Superior's position. Employees are free to exercise their full liberties as citizens; however, they must refrain from actions that expressively or impliedly inject Superior into any area of controversy or creates any adverse publicity for Superior. Employees are to refer all inquiries of the press or other news media related to controversial issues or circumstances to the Vice President of Business Development, another Vice President, Senior Director of Safety and Education or CEO. Employees may not publicly take controversial policy positions without the prior approval of the CEO, Vice President or Senior Director of Safety and Education. All press releases are to be approved by the CEO or by his designee.

Employee Safety

The Company strives to provide safe working conditions for all of its employees and observes the safety laws wherever we operate. Safety is every employee’s responsibility and you are expected to do everything reasonable and necessary to keep the Company a safe place in which to work.

In keeping with this commitment, the Company requires that you:
Superior strives to reduce workers' compensation claims by providing safe and healthy working conditions. The status of an employee shall not be affected by the filing of a workers' compensation claim and no retaliation for pursuing rights under the workers' compensation laws shall be permitted. An employee who fails to adhere to Superior safety and health standards, whose conduct jeopardizes the safety of him or herself or others, may be subject to discipline up to and including immediate termination.

Employees are covered for benefits under their individual states' Workers Compensation Law. To assure proper protection for employees and Superior, any accident that occurs on the job must be reported to the Risk Manager, even if there are no injuries apparent at the time. Forms for this purpose are available from the Safety & Education Department.
V. Employee Benefits

Recognizing that wages are only a part of the overall compensation package, Superior provides a variety of attractive and competitive benefits to eligible employees including:

- Medical
- Dental
- Vision
- Life Insurance
- Long Term Disability (LTD)
- Short Term Disability (STD)
- Flexible Spending Account – Medical
- Dependent Day Care Account
- Legal
- Vacation
- Sick Time
- Holiday Pay
- Leave of Absence
- 401(k) Plan

This section contains a brief summary of the various employee benefits provided by the Company. For a full description of your options please refer to the more detailed summary plan descriptions covering these plans/programs, which are available from the Human Resources Department. The summary plan descriptions will provide the current interpretation of benefits should any difference or ambiguity exist between them and this Handbook summary. Please note that Superior retains complete discretionary authority to amend or terminate any of its benefits plans and policies at any time.

General Eligibility and Enrollment

Employees who work an average of 30 hours per week are eligible for group benefits. Eligible dependents who can be covered in the benefits offerings include: a legal spouse and children.

If you elect to enroll in any of the benefits offerings your coverage will begin the first of the month following 60 days of full time employment.

Plan details are located in each plan's Summary Plan Description. Please contact the Human Resource Department for specific details.

Medical

Medical coverage includes benefits for physician office visits, preventive care, medical/surgical services, inpatient/outpatient hospital services, emergency care, therapy services and prescription drugs. Superior offers comprehensive coverage through 3 variations; plans offer the same coverage but feature different deductibles, out-of-pocket maximums and employee contributions.
Dental

Voluntary Dental coverage includes benefits for preventive care, basic care (fillings, bitewing x-rays) and major care (bridges, dentures, crowns, root canal). Coverage provides for an HMO and 2 PPO plans. All options offer the similar coverage but feature different deductibles, out-of-pocket maximums and employee contributions.

Vision

Voluntary Vision coverage includes benefits for annual eye exams, frames and lenses, contact lenses and discounts on Laser Correction Surgery. Please see Human Resources for specific benefit information.

Life Insurance

Superior provides financial protection in the event of your death. The Company provides, at no cost to you, basic life insurance and accidental death and dismemberment. You may elect additional protection with voluntary supplemental life insurance and accidental death and dismemberment coverage at group rates. Voluntary coverage is available for spouses and children at group rates. See your certificate booklet or Human Resources for specific benefit information.

Long Term Disability

Long-Term Disability (LTD) benefits replace a portion of your income if your disability lasts longer than 180 days. For the first two years of benefits, you are considered disabled if you cannot perform the material duties of your job due to illness or injury. The LTD pays benefits up to age 65.

This plan offers two different levels of coverage, Basic and Voluntary Coverage. See your certificate booklet or Human Resources Department for specific benefit information.

Short Term Disability

Short Term Disability (STD) is intended to protect your income for a short duration (up to 26 weeks) in case you become ill or injured. See your certificate booklet or Human Resources Department for specific benefit information.

Retirement Program (401k)

With 401(k) and profit-sharing features, the Superior retirement program provides a cost-effective, convenient and tax-deferred way to set aside money for the future. The summary below provides you with a brief synopsis of the main features of the retirement plan. Greater detail is provided in the summary plan description and official plan document.
Company Matching Contributions – A significant added bonus: when you save money, the Company contributes “matching contributions” to your account. Each year, the Company will match 25% of your contributions up to 6% of your compensation.

Investment Choices – Amounts contributed by you can be invested in any of the investment funds offered under the retirement plan.

Employee Assistance Program (877-462-3652)

The Company’s Employee Assistance Program (EAP) is a one-stop employee assistance and work-life program which provides confidential consultation, resources and referrals for parenting, child and elder care, personal and work issues, and for addiction disorders and mental health problems. Other services include basic legal and financial counseling and assistance with any other issue that may be troubling you. This is accomplished by providing professional counseling so these problems are resolved as early as possible, often before they have begun to have a negative effect at home and at work. See your certificate booklet or Human Resources Department for specific benefit information.

Vacation

Superior provides vacation with pay to regular full-time employees. Vacations are essential for your good health, efficiency and happiness on the job. It is the Company’s desire to allow you to take your vacation at the time most convenient for you, subject to the prior approval of your supervisor/manager. Employees should understand that it is not always possible to permit an employee to have the specific days requested based on job/customer demands, however management will do everything possible to accommodate employee requests.

Full-time employees earn vacation credit according to the following schedule:

<table>
<thead>
<tr>
<th>Completed Years of Service</th>
<th>Vacation Time</th>
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<tr>
<td>1 Year</td>
<td>1 Week</td>
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<tr>
<td>2 Years</td>
<td>2 Weeks</td>
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<tr>
<td>3 Years</td>
<td>3 Weeks</td>
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<tr>
<td>4 or more Years</td>
<td>4 Weeks</td>
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</tbody>
</table>

Personal/Sick Days

Field, Dispatch, and other specified personnel are eligible for Personal Days. For these employees, personal days will start to accrue after 6 months full-time employment. All eligible employees must work a minimum of 70 hours in a pay period in order to accrue personal time, which accrue at a rate of .08 per payroll, or an equivalent of 1 day for every 6 months. Eligible employees can only take full Personal Days that have been accrued.
Holidays

The Company provides six (6) paid holidays for most full time employees. They are:

- New Year’s Day January 1
- Memorial Day Last Monday in May
- Independence Day July 4
- Labor Day First Monday in September
- Thanksgiving Day Observance Date
- Christmas Day December 25

All offices are closed in observance of these general holidays. Holidays that fall on Saturday are usually observed on the preceding Friday. Holidays that fall on Sunday are usually observed the following Monday.

Leave of Absence

Superior provides eligible full-time employees with leave of absences for a variety of reasons. The following discussion summarizes the Company’s leave policies in a way that Superior hopes will be generally helpful.

All leaves are granted for a specific period of time. An employee who foresees being unable or unwilling to return to work at the end of the leave period should apply for any other leave for which the employee is eligible, including an extension of the current leave. Superior reserves the right to terminate the employment of an employee who does not return to work at the end of the approved leave period.

- **Family and Medical Leave (FMLA)**
  Pursuant to federal law, you may be entitled to up to 12 weeks of unpaid leave during any 12-month period to care for your newborn child, a child placed with you for adoption or a foster child, your spouse, child or parent with a serious health condition, or your own serious health condition that prevents performance of your job functions.

- **Military Leave**
  Military leave is provided to meet the legal requirements for the employee’s return to active employment following U.S. military service and/or duty with a U.S. Reserve or National Guard Unit and to protect the employee in accordance with the law.

- **Jury Duty**
  Superior acknowledges your obligation to perform your civic duty by serving on a jury when called upon to do so. In the event you are called to serve on jury duty, or are subpoenaed for witness service, you are expected to inform your manager as soon as the court notifies you and to send a copy to the Human resources Department.
Time Off to Vote

Superior will make appropriate and reasonable accommodations to employees that request time to vote on designated election days. Employees who are registered voters and who do not have two or more hours off from work during the time polls are open, may take up to two hours of unpaid leave at the beginning or end of their shift for voting purposes. Eligible employees must request the time off in advance. Superior reserves the right to designate whether the hours off will be at the beginning or end of the employee’s shift, and to require proof of voting.
Acknowledgement of Receipt & Understanding

I hereby certify that I have read and fully understand the contents of this Employee Handbook. I acknowledge that I have been given the opportunity to discuss the policies and procedures contained in this handbook with the Director of Human Resources or designated Human Resources Staff. I agree to abide by the policies and procedures set forth in this handbook and Superior’s rules and regulations which I understand is necessary for my continued employment. My signature below certifies my knowledge, acceptance and adherence to Superior’s policies, rules and regulations.

I acknowledge I am an employee at will, which means that either I or the Company can terminate my employment at any time, with or without notice, for any reason. I understand that Superior reserves the right to modify or amend its policies at any time, without prior notice, and that these policies and procedures do not create any express or implied guarantees, promises or contractual obligations between Superior and its employees.

Employee Printed Name ____________________________
Employee Signature ____________________________
Date ____________________________
Superior Air-Ground Ambulance Service, Inc.

Exhibit B

Non-Disclosure Agreement

The undersigned ("Employee"), as a condition of employment with Superior Air-Ground Ambulance Service, Inc. or one of its subsidiaries or affiliates (collectively "Superior"), agrees:

- Superior may from time to time disclose to Employee certain confidential information or trade secrets generally regarding the business practices and accounting operations of Superior and its clients or partners.
- Employee agrees that he or she shall not use or disclose the confidential information so conveyed, unless in conformity with this agreement.
- Employee shall limit disclosure to Superior’s management team on a reasonable "need to know" basis as determined by the policies and procedures of Superior.
- Employee shall not disclose the confidential information so conveyed to any person outside the employment of Superior.
- Employee agrees to return immediately all confidential material provided by Superior upon request. If any confidential material is lost, Employee shall immediately report the loss to Superior’s Vice President or designated Human Resources staff.
- Breach of this agreement shall result in termination of employment with Superior.
- The obligation of non-disclosure shall terminate when any of the following occurs:
  - The confidential information becomes generally known to the public without the fault of Employee, or
  - The information is disclosed publicly by Superior.

Employee Printed Name

Employee Signature

Date