



Policy Number: 402

Issuance Date: June 1, 2017

Subject: Medical Leave (non-FMLA)

Revised Date: May 5, 2025

Purpose

The Company* complies with all federal and state family and leave laws. However, when these laws do not apply or an associate does not meet the eligibility requirements, the Company will consider an associate's request for medical leave. If eligible, associates may be granted unpaid time off if unable to work due to illness, injury or a disabling medical condition not covered under the scope of the Family and Medical Leave Act (FMLA), or other applicable state ordinance.

Note: For more information on other leaves, please review Policy 401: FMLA Leave and Policy 403: Personal Leave.

Eligibility Requirements

Associates may become eligible for a medical/disability leave of absence beginning on the 1st day of the month after they have completed 30 days of employment.

Approved Uses

An associate may qualify for up to twelve (12) weeks of unpaid time off in a 12-month period if their doctor has certified that the associate is unable to work due to their own medical condition or disability and the associate is ineligible for FMLA Leave.

A Medical/Disability leave of absence should not be used to extend the duration of another category of leave of absence.

Pay Considerations

Medical leaves are not paid. If an associate has any accrued, unused PTO time, the time must be applied during a leave of absence. Once PTO has been exhausted, remaining time off will be unpaid. The associate may qualify to collect disability benefits through the Company's disability insurance plans.

Process

Other than in the case of a medical emergency, an associate is required to request leave at least 30 days in advance of the first day of requested leave. If an associate becomes aware of the need for medical leave less than 30 days in advance, they must request leave on the next business day.

When requesting leave, an associate must provide the Company with a statement from their health care provider certifying the need for medical leave. People Services will receive and review all medical certifications and notify whether the leave has been approved or denied.

If an incomplete medical statement is received, People Services will provide the associate with the

*Dwyer Franchising LLC, d/b/a Neighborly; Glass Operating LLC, d/b/a Portland Glass; Neighborly Local Operations LLC, and their affiliated companies (collectively, the "Company" or "Neighborly")

opportunity to have the health care provider correct the document. The associate will have seven calendar days to resolve any deficiencies in the medical document. If, after seven calendar days, the identified deficiencies have not been resolved, the request for leave will be denied.

Return to Work

Prior to returning from a medical leave, the associate will be required to provide the Company with a certificate of fitness for duty from the health care provider. This work release will inform the Company of any applicable work restrictions, subject to review before accommodations are granted. There is no guarantee that an associate will be reinstated to their former position, or any position, following a medical leave of absence, except as may otherwise be required by law.

Failure to Return

An associate who is on a continuous leave of absence, for any reason other than approved military leave, must return to work after three (3) months from the last date worked. If unable to return, a transfer to another leave type will be considered. If the associate is not eligible for another leave type, employment with the Company may be terminated.

Enforcement

Any associate who fails to adhere to this policy may be subject to disciplinary action up to and including termination of employment.

This policy is subject to all state and federal laws.

The Company reserves the right to modify this policy at any time without notice.