

## WORK ENVIRONMENT POLICY FOR MISTRAS

Mistras strives to provide a positive work environment that values excellence in safety and quality, free from discrimination and harassment. Every Mistras employee plays a part in our Company's success and making this a great place to work. We are committed to a work place where all employees are free to raise issues, concerns and questions for the improvement of our operations and work environment. Safety is the overriding priority in everything we do; all duties critical to safety, quality, and environmental protection are carried out in compliance with all requirements and with personal accountability.

The following are goals for which we want all employees to strive to fulfill:

Everyone Plays a Part: All employees continually strive for performance improvement and excellence. Everyone demonstrates commitment to Mistras' Mission and Core Values, and the principles set forth in this Employee Handbook. Clear accountabilities are communicated and consistently reinforced. Everyone knows their technical and organization responsibilities and hold themselves and each other accountable for fulfilling them. Mistras Management ensures that individuals have the necessary resources and qualification to meet their accountabilities.

Importantly, all employees play a vital role in ensuring that Mistras always provides customers with superior quality service that will establish and maintain Mistras as their asset protection solutions provider of choice.

Open and Transparent Communications: Individuals at every level are responsible for ensuring open, accurate, timely and transparent communications. Concerns regarding the accuracy of information being communicated will be raised to the responsible individuals immediately. All employees are fully engaged and ask clarifying questions at all meetings. If there is a lack of information, employees are expected to seek it out. Everyone supports the raising and reporting of issues and concerns, and encourage respectful discussion and value differing professional opinions. Management is an avenue for raising concerns, and they understand how to respond to concerns and do so in a timely and effective manner. All issues and concerns may be raised somewhere: Mistras provides alternative avenues for raising concerns such as the compliance hotlines. A questioning and challenging attitude is the expected behavioral norm where safety and operations is concerned.

Non-Discrimination and Harassment-Free Behaviors: Employees should never engage in discrimination or harassment. Everyone actively works to improve trust and teamwork at every level. Harassing, intimidating, retaliating, and discriminating behaviors or actions such as use of racial slurs or sex-based comments, violate our policies, are unacceptable and not tolerated. All such behaviors and actions are challenged; we hold each other and ourselves accountable for creating a positive work environment. Employees at every level are treated fairly and equitably.

## **MISSION STATEMENT**

We will deliver value by developing, integrating and executing asset protection solutions that maximize uptime and safety.

## **VISION STATEMENT**

Be the integrated-solution partner to solve civilization's unmet asset protections needs.

### **Section 1 – Guiding Principles**

#### **EQUAL OPPORTUNITY EMPLOYMENT**

Mistras is committed to the principles of equal employment opportunity in the workplace for all Mistras employees and job applicants. Mistras has identified this policy as a means to attract, develop, and retain a highly skilled work force to meet the demands of our mission. Mistras is fully committed to promoting and maintaining a workplace that ensures equality of opportunity for everyone, regardless of the following legally protected characteristics: race, color, religion, creed, sex, pregnancy (including childbirth and related medical conditions), national origin, age, physical or mental disability, uniformed service member status, protected veteran status, protected genetic information (including characteristics and testing), and/or any other characteristic protected by federal, state, or local laws. This commitment includes giving every qualified individual full consideration for employment opportunities, including hiring, promotions and training.

All employees, especially managers and supervisors, must ensure that the workplace is free from discrimination, intimidation, violence and reprisal. All employees have a role to play, and each must be committed to treating one another professionally.

Any employee who believes that he or she has been discriminated against in the workplace or who is aware of discrimination against others in the workplace, should follow the Complaint Procedure set forth in the *Reporting Harassment – The Responsibility of All Employees* policy below. If the Company determines that this policy has been violated, remedial action will be taken, commensurate with the severity of the offense. Retaliation against an individual for complaining or participating in an investigation, in good faith, is strictly prohibited and violators will be subject to disciplinary action, up to and including termination of employment.

#### **HARASSMENT-FREE WORKPLACE**

All members of the Mistras workforce are responsible for assuring that the workplace is free from unlawful harassment. Unlawful harassment includes any verbal and/or physical conduct that may reasonably be perceived as demeaning or showing hostility toward an individual because of the following legally protected characteristics: race, color, religion, creed, sex, pregnancy (including childbirth and related medical conditions), national origin, age, physical or mental disability, uniformed service member status, protected veteran status, protected genetic information (including characteristics and testing), and/or any other characteristic protected by federal, state, or local laws.

Sexual harassment is a type of harassment and includes unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made a term or condition of employment; or (2) submission to or rejection of such conduct is used as basis for employment decisions affecting the individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by a supervisor or manager, or by persons, including customers or clients, doing business with or for the Company.

No manager has the authority to grant or deny promotions or force any change in job status on the basis of providing or denying sexual favors.

### **Other Types of Harassment**

Harassment on the basis of the following legally protected characteristics is also prohibited: race, color, religion, creed, national origin, age, physical or mental disability, uniformed service member status, protected veteran status, protected genetic information (including characteristics and testing) and includes but is not limited to the following:

- Verbal conduct including threats, epithets, derogatory comments or slurs.
- Visual conduct including derogatory posters, photography, cartoons, drawings, emails, websites or gestures.
- Physical conduct including assault, unwanted touching or blocking normal movement.
- Retaliation for making harassment reports or threatening to report harassment.

Everyone shares in the responsibility for maintaining an atmosphere free from discrimination and harassment of any kind. Anyone involved in discriminatory practices, including harassment or retaliation for complaining about or participating in an investigation of discrimination or harassment under this policy, regardless of the individual's position at Mistras, will be subject to discipline, up to and including termination of employment. Managers, in particular, are responsible for setting a good example and ensuring the anti-harassment policy is followed.

At Mistras, we believe that everyone is entitled to work in an environment free from discrimination, harassment and retaliation. Therefore, discrimination, harassment, including sexual harassment, and retaliation by any Mistras employee (or anyone else doing business with Mistras) will not be tolerated. This policy applies to all harassing conduct regardless of whether it occurs on Mistras premises or during or in connection with an off-site Company event or assignment. This policy also prohibits harassment by individuals who are not members of the Mistras workforce, such as customers, repairpersons, vendors, or anyone present at a Mistras facility.

## **Reporting Harassment – The Responsibility of All Employees**

If an employee believes he or she has been discriminated or retaliated against or harassed or has witnessed discrimination, harassment or retaliation of others at work by anyone, including members of the board of directors, executive officers, managers, co-workers, vendors, customers, or visitors, he or she is empowered to and must take steps to prevent the conduct from escalating or re-occurring. Employees can take ANY of the following steps in ANY order of preference to address the situation:

1. In many cases, the harasser may not be aware that his/her conduct is rising to the level of harassment and/or is offensive. If the employee deems it appropriate, a simple conversation with the harasser to explain his or her feelings may stop the improper behavior and prevent further conduct of this nature. However, talking to the alleged harasser about his or her conduct is not required.
2. An employee may also report the conduct directly to his or her supervisor/manager or to any other supervisor/manager. Any supervisor/manager that is aware of discrimination, harassment or retaliation or receives a complaint of discrimination, harassment or retaliation **must** report the matter to the Human Resources Department.
3. The employee may contact the Human Resources Department, directly
4. If circumstances warrant, violations may be brought to the Chair of the Audit Committee or Chair of the Corporate Governance Committee or where appropriate, to any other board member.
5. The employee may also raise a complaint anonymously to the

## **No Retaliation Permitted**

The Company prohibits retaliation against any individual who, in good faith, reports prohibited discrimination, harassment, or retaliation, files a complaint of prohibited discrimination, harassment or retaliation, or participates in the investigation of such a complaint. Retaliation is a serious offense that can result in disciplinary action, including termination of employment.

This protection exists even if a complaint is eventually dismissed or is deemed to lack merit. Please note, however, that intentionally making false accusations, or acting in bad faith, will not be tolerated; a person will be held accountable for making intentionally false claims of discrimination, harassment or retaliation. Engaging in this conduct could lead to the termination of employment.

Colleagues who assist others in raising a complaint of prohibited discrimination, harassment or retaliation by offering advice and moral support, or by giving testimony or documentary evidence in support of a complaint, are similarly protected.

## **Responsibilities of Mistras**

When Mistras receives a complaint of discrimination, harassment or retaliation, it will investigate the allegation in a timely, fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. When Mistras has completed the investigation, it will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation.

If it is determined that inappropriate conduct has occurred, Mistras will act promptly to eliminate the offending conduct, and where it is appropriate, Mistras will also impose disciplinary action, up to and including termination.

## **WORKPLACE ACCOMMODATIONS**

### **Disabilities**

Mistras is committed to providing reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee unless undue hardship and/or a direct threat to the health and/or safety of the individual or others would result.

All applicants or employees who require an accommodation in order to perform the essential functions of the job should contact Human Resources or the Senior Benefits Manager and request such an accommodation. The individual with the disability should specify in writing what barriers and limitations make it difficult for him or her to perform the job. Supporting documentation may be requested for consideration and review. Mistras will conduct an investigation regarding the barriers and limitations and will then identify possible accommodations, if any, that will help to eliminate the barrier(s) or limitation(s). Accommodation decisions may be appealed through the designated appeals process. All medical information will be kept by the Human Resources Department as confidential medical records files, separate from employment records. If the accommodation is reasonable and will not impose an undue hardship on the Company and/or a direct threat to the health and/or safety of the individual or others, the Company will make the accommodation or may propose an alternative accommodation(s).

The Company will also make reasonable accommodations for conditions related to pregnancy, childbirth or related medical conditions, if requested with the advice of the employee's health care provider, as required by law.

### **Religious**

Mistras is further committed to providing accommodations for individuals with bona fide conflicts between Mistras' business practices and the individual's religious beliefs in a manner that is consistent with applicable law. All requests for accommodation from employees generally must

be submitted in writing and include sufficient information about the business practice that conflicts with the individual's religious beliefs and the individual's proposal on how to address that conflict.

## **RELATIONSHIPS WITH CUSTOMERS AND THE PUBLIC**

Mistras' customers are one of our organization's most valuable assets. In every interaction with our customers and the public, our employees represent the very essence of Mistras. Customers will judge all of us by how they are treated with each employee contact. Therefore, included as one of our guiding policies and one of our first business priorities, nothing is more important than being professional, courteous, helpful, and prompt in the attention given to our customers. It is every employee's obligation to assist any customer or potential customer.

Additionally, personal contact with the public, manners on the telephone, and the communications sent to customers are a reflection not only of the individual employee, but also of the professionalism of the Mistras organization. Positive customer relations enhance the public's perception of Mistras, and also contribute to greater customer loyalty and increased sales and profit.

## **BUSINESS ETHICS**

As an industry leader, Mistras Group, Inc. has a responsibility to maintain the highest standards of business behavior to ensure our long-term success. The Mistras Group, Inc. Code of Conduct defines our approach to conducting business dealings with each other, our vendors, our partners and our customers, as we prepare to take the company to the next level. Please refer to the Code of Conduct for complete guidance in this area.

Mistras reserves the right to determine whether any conduct violates our Code of Conduct and/ or this ethics policy and the appropriate corrective action, including but not limited to, immediate termination of employment. The company reserves the right to issue any type of discipline in response to any violation of company policy or performance issue in its sole discretion.

## **CONFLICTS OF INTEREST**

A "conflict of interest" occurs when a person's private interest interferes in any way – or even appears to interfere – with the interests of the Company as a whole. Employees must avoid any situation that actually or potentially involves a conflict between their personal interests and the interests of the Company. The policy regarding conflicts of interest is defined in the Mistras Group, Inc. Code of Conduct that can be found on Mistras' SharePoint site.

Employees can also contact their immediate supervisor/manager or the Human Resources Department for more information about conflicts of interest.

It is imperative that employees who have any influence on transactions with Mistras, including those involving purchases, contracts, or leases, disclose to an officer of Mistras, as soon as

possible, the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

## **Section 2 – Employment Policies**

### **LACTATION ACCOMMODATION**

The Company will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child. Employees needing breaks for lactation purposes may use ordinary paid rest breaks or may take other reasonable break time when needed. If possible, the lactation break time should run concurrently with scheduled meal and rest breaks already provided to the employee. If the lactation break time cannot run concurrently with meal and rest breaks already provided or additional time is needed for the employee, the lactation break time will be unpaid for nonexempt employees.

Employees will be relieved of all work-related duties during any unpaid break. Where unpaid breaks or additional time are required, employees should work with their supervisor or Human Resources regarding scheduling and reporting the extra break time. Where state law imposes more specific requirements regarding the break time or lactation accommodation, the Company will comply with those requirements.

Because exempt employees receive their full salary during weeks in which they work, all exempt employees who need lactation accommodation breaks do not need to report any extra break time as "unpaid."

The Company will provide employees with the use of a room or a private area, other than a bathroom or toilet stall, that is shielded from view and free from intrusion from coworkers and the public. The Company will make a reasonable effort to identify a location within close proximity to the work area for the employee to express milk. This location may be the employee's private office, if applicable.

The Company will otherwise treat lactation as a pregnancy-related medical condition and address lactation-related needs in the same manner that it addresses other non-incapacitating medical conditions, including requested time off for medical appointments, requested changes in schedules and other requested accommodations.

Employees should discuss with their supervisor or Human Resources the location for storage of expressed milk. In addition, employees should contact Human Resources during their pregnancy or before their return to work to identify the need for a lactation area.

Because all employees represent the Company, during business hours or when attending Company related events, employees are expected to present a clean, neat and professional appearance.

An employee's supervisor/ manager is responsible for establishing and evaluating the dress code and appearance of employees under his or her supervision. If an employee is not dressed or groomed appropriately, the supervisor/manager may request that the employee leave the

## **ALCOHOL AND DRUG-FREE WORKPLACE**

Mistras is committed to providing a drug-free, healthy, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on Mistras premises and while conducting business-related activities off Mistras premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. Possessing containers of alcohol that are gifts, decorative or commemorative may be maintained on premises if they are kept in an office which can be locked and are not used for consumption, except as permitted below. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

On special occasions during Company designated events only, alcoholic beverages may be served and consumed in moderation. Use of alcohol at special occasions must be approved by an executive of the Company. Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program ("**EAP**"). They may also wish to discuss these matters with their supervisor/manager, the Human Resources Department, and/or the Compliance Department to receive assistance. The Human Resources Department can be reached at 1-609-716-4000.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor/manager or the Human Resources Department without fear of retaliation.

## **DRUG TESTING**

In furtherance of Mistras' commitment to providing a safe, healthy, and productive work environment for all employees, Mistras may require employees to submit to alcohol or drug testing in accordance with applicable law.

Questions concerning this policy and/or its administration should be directed to the Human Resources Department.

### **Be Respectful**

Avoid using statements, photographs, video, or audio that reasonably could be viewed as vulgar, obscene, threatening, or intimidating, that disparage Mistras' products, services, customers or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include posts that could contribute to a hostile work environment on the basis of race, sex, religion, national origin, disability, or any other status protected by law or Company policy.

Experience demonstrates that you are more likely to resolve concerns about work by speaking directly with the person who might be causing the problem or concern or with your supervisor/manager, or by using the various internal employee communication avenues that Mistras has established, such as the Alert Line, rather than posting complaints to a social media outlet. If you decide to post work-related complaints or criticism, follow the above guidelines about being respectful and avoiding threatening, intimidating, harassing, or discriminatory language in your communications.

### **Be Honest and Accurate**

Employees should always be honest and accurate when posting information or news, ensuring that social media posts are not threatening, intimidating, harassing, or discriminatory. If a mistake is made, it should be corrected quickly. Be open about any previous posts that have been altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that are knowingly or recklessly false about Mistras, fellow employees, customers, suppliers, and people working on behalf of Mistras or competitors.

### **Other Equally Important Guidelines**

- You should not use Mistras' logo, trademark or proprietary graphics in a way that suggests that you are representing Mistras or while engaging in social media activity that is unlawful or violates Mistras' policy. For example, you should not create a social media page with Mistras' logo placed in a way that might suggest to readers that Mistras is sponsoring the page.
- Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate Mistras' Confidentiality Policy.
- Do not create a link from a personal blog, website or other social networking site to a Mistras website without identifying yourself as a Mistras employee.
- You may express only personal opinions. You shall not represent yourself as a spokesperson for Mistras unless you have been so delegated by senior management specifically for this purpose. If Mistras is a subject of the content you are creating, you must be clear and open about the fact that you are an employee of Mistras and make it clear that these are your personal views and they do not represent those of Mistras, fellow employees, customers, suppliers, or others working on behalf of Mistras. If you publish a blog or post something online related to the work you do, you must make it clear and conspicuous that you are not speaking on behalf of Mistras. It is best to include a disclaimer such as, "The postings on this site are my own and do not necessarily reflect the views of Mistras."
- The Federal Trade Commission requires that endorsements be truthful and not deceptive. If your social media activity endorses Mistras' products or services, i.e., expresses opinions, beliefs, findings or experiences concerning Mistras' products or services, you must disclose your name and position with Mistras.

### **Retaliation is Prohibited**

Mistras prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action up to and including termination.

## **USE OF COMPANY EQUIPMENT AND VEHICLES**

Company equipment and vehicles are essential in accomplishing job duties, expensive, and may be difficult to replace. When using Company property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

An employee must notify his or her supervisor/manager if any equipment, machines, tools, or vehicles appear to be damaged, defective, or are in need of repair. Prompt reporting of damage, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The employee's supervisor/manager can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment. Employees are responsible for all fines and tickets due to traffic or parking violations.

## **TOBACCO USE**

In keeping with Mistras' intent to provide a safe and healthy work environment, smoking, vaping and use of e-cigarettes and tobacco products in the workplace is prohibited except in those outside locations that have been specifically designated as smoking areas, in compliance with applicable law.

This policy applies equally to all employees, customers, and visitors. Smoking is only allowed outside of buildings, in designated smoking areas that are far enough away from doors and windows that open to comply with applicable law. Employees must be of legal age to use tobacco products in these designated areas.

## **WORKPLACE VIOLENCE**

Mistras is committed to providing a safe, healthy workplace that is free from violence or threats of violence. This includes freedom from any violent or potentially violent behavior that arises from or occurs in the workplace that affects Company employees. This policy applies to all work locations, regardless of whether the location is owned and/or controlled by Mistras, including offices, work sites, vehicles, and field locations.

### **Prohibited Behavior**

The safety and security of employees is of vital importance to Mistras. Therefore, the Company has adopted a zero-tolerance policy concerning workplace violence. Threats or acts of violence—including intimidation, bullying, physical or mental abuse and/or coercion—that involve or affect company employees or that occur on the Company’s premises, will not be tolerated.

The prohibition against threats and acts of violence applies to all persons involved in the operation of the Company, including, but not limited to, Company employees and other personnel, contract and temporary workers, consultants, contractors, customers, vendors, visitors and anyone else on the Company’s premises.

Violations of this policy by an employee will result in disciplinary action, up to and including termination from employment.

Workplace violence is any intentional conduct that is sufficiently severe, abusive or intimidating to cause an individual to reasonably fear for his or her personal safety or the safety of his or her family, friends and/or property such that employment conditions are altered or a hostile, abusive or intimidating work environment is created for one or several employees. Violent or threatening behavior can include, but is not limited to, physical acts, oral or written statements, menacing or threatening telephone calls, stalking, violent horseplay, threats of physical harm toward an employee or an employee’s family or friends, communicating an endorsement of an unlawful or inappropriate act with a firearm or intentional destruction of Mistras’ or another’s property. Behavior that one person may consider “just joking around” may be threatening or intimidating to someone else.

Mistras prohibits the possession of weapons and/or firearms on Company premises, inside Company buildings or on one’s person. This prohibition applies to employees with a lawful permit to carry openly and to carry concealed. This prohibition extends to parking facilities associated with any Mistras work location except as prohibited by law.

### **Reporting Requirements**

All Company employees must cooperate to maintain a safe work environment. Individuals should report to their supervisor/managers any incidents of violent, threatening, or intimidating behavior in the workplace, or other violations of this policy whether or not those involved are Company employees. In the event of imminent danger, employees should call 911 or other first responders when safe to do so.

### **Mistras’ Response to Allegations**

All incidents will be promptly and thoroughly investigated. To the extent possible, all information will be kept confidential to the extent practicable. Pending investigation, employees alleged to have been involved in misconduct may be placed on leave, with or without pay, and may be subject to a fit-for-duty examination prior to returning to the workplace in accordance with applicable law. Individuals who have been found to have violated this policy may be removed from the premises, and may be subject to dismissal or other disciplinary action, arrest and/or criminal prosecution.

In addition, employees who have a restraining order that applies to Company locations must disclose this to their supervisor/managers or the Human Resources Department.

## **PERSONAL PROTECTIVE EQUIPMENT**

Employee safety is important to Mistras. Personal Protective Equipment (“**PPE**”) will be provided to an employee when and as appropriate to mitigate exposure and to maximize safety as required by regulations; for example, fall protection harnesses, respirators and cartridges and eye protection may be needed for certain work conditions. If Fire Retardant Clothing (“**FRC**”) is required at customer locations or hazard assessment, such clothing will also be provided. Employees must comply with all PPE requirements, including those set by our clients.

When FRC is required, Mistras will provide the appropriate quantity based on environmental and work conditions. Additionally, employees are welcome to purchase additional FRC or other PPE at their discretion; however, employee purchased PPE must be, at a minimum, equivalent to that purchased by the Company. For additional information on proper PPE please see the Company Safety Policy.

All PPE provided to employees are required to be maintained in a manner consistent with that directed by the manufacturer and any policies or procedures established Mistras. If an employee terminates employment with Mistras, the employee must immediately return Company provided PPE and/or FRC. Failure to return company property could result in required payment for expenses. Additionally, if the PPE and/or FRC are damaged intentionally or due to negligence, the employee will be responsible for replacement of the damaged equipment, as permitted by law.

## **JOB-RELATED TRAINING AND CERTIFICATION**

From time to time the Company may require that an employee attend in-house or outside training sessions or educational courses at the Company’s expense. An employee may also request specific training directly related to the employee’s current job functions. An employee’s supervisor/manager will determine the appropriateness of the training program. In most cases, an employee will be required to sign an education agreement form. Should employment be voluntarily or involuntarily terminated (other than for a reduction in force) within a two (2) year period from the date of the agreement, the employee may be responsible to repay the advanced training costs incurred by the Company.

Education agreement forms are forwarded to the Human Resources Department for final approval. Please note that certain education expenses may be taxable income events for employees, employees should consult with their tax advisers about any questions regarding the taxation of such payments.

## **EMPLOYEE SERVICE AWARDS PROGRAM**

Mistras recognizes that our greatest strength is the dedication and commitment of our employees. Mistras strives to recognize and reward those employees who exhibit these attributes.

With this in mind, Mistras has established an Employee Service Awards Program for all employees. Service Awards are granted to employees on their fifth, tenth, fifteenth, twentieth, twenty-fifth (and so on) anniversaries of service with the Company. If an individual becomes a Mistras employee as a result of a merger or acquisition, the employee's original date of hire with the acquired company is recognized for the service awards program.

Service awards are granted at the end of every quarter for those employees with recognized anniversaries in that quarter. Service awards are presented by supervisors/managers of eligible employees. Employees must be employed at the time the award is presented to be eligible to receive the award.

## **EMPLOYEE ASSISTANCE PROGRAM**

The Employee Assistance Program ("**EAP**") is a counseling and referral service available to aid employees in dealing with problems that might have an impact upon their work and personal lives. EAP services are available to all regular full-time employees and their dependents.

The EAP provides services at no cost to employees in the areas of assessment and counseling for employees and/or their dependents. In addition, an EAP counselor will also advise employees of any additional costs which may be covered and paid under their health insurance plans.

Please contact the Corporate Benefits Department to receive more information on our company EAP Program.

## **Section 5 - Safety**

### **SAFETY**

Mistras is committed to providing a safe and healthy work environment for employees, customers, and visitors. Further, it is the purpose of this policy to:

- Be in full compliance with all Federal, State and Local regulations as related to the business interests of Mistras.
- Apply safe practices in the procurement, marketing, utilization and disposal of product and services as dictated by locations, conditions and circumstances to all jobs.
- Continuously strive to improve safety performance.
- Take into account any and all public safety concerns or comments received by Mistras.
- Review and update safety-related objectives, policies, and performance during the management review process.

The success of this policy depends on the alertness and personal commitment of all employees. Mistras provides information to employees about workplace safety and health issues through

regular internal communication channels such as supervisor/manager-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor/manager.

Employees must also comply with the Company's Inviolable Rules. Employees should speak with their supervisor to obtain a copy of the Inviolable Rules.

Employees must immediately report accidents that result in injury, regardless of how insignificant the injury may appear. Employees are to immediately notify their supervisors/managers and/or the Corporate Compliance and Human Resources Departments. Additionally, Mistras has established the Mistras Safety Hotline to assist with the identification and elimination of workplace hazards and promote the safety and health of our employees and customers. To report a hazardous workplace condition or safety violation or concerns, or to ask safety-related questions, employees can call The Safety Hotline, send an email, or visit the Company's AlertLine website.

## **RADIATION SAFETY POLICY**

The Company has a radiation protection program. It is the responsibility of all employees who are in any manner involved with radiography, radiation emitting equipment or radioactive materials to fully understand and abide by the rules and regulations pertaining to radiation protection.

The Company has implemented a radiation safety operating and emergency procedure that must be used in all matters relating to the use of and protection from licensed devices that emit radiation. Each employee required to work in designated radiation areas will receive training in those areas. In addition, the training will encompass all governmental regulations related to radiation safety.

## **VEHICLE USE AND SAFETY**

Any employee who operates Company owned or leased vehicles shall be required to produce a valid driver's license prior to operating the vehicle, and periodically during employment. For safety purposes, the Company may obtain and review motor vehicle/driving-record information about any employee prior to, and at any time during, employment. The Company may use this information to decide whether an employee may drive Company vehicles.

Employees must immediately notify their supervisors/managers of any changes to the status of their driver's license. Employees must comply with all of Mistras' vehicle safety policies. Failure to do so may result in corrective action, up to and including termination.

Employees may be subject to corrective action up to and including termination of employment for unsafely operating Company vehicles. Violations of the Company's Drug and Alcohol Policy while operating a Company vehicle may result in immediate termination of employment.

Employees must follow all state driving laws, rules and regulations while driving a Company vehicle.

### **Use of Mobile Devices Prohibited While Driving**

Employees are not permitted to use cell phones or other similar mobile devices while driving for Company business. Accordingly, employees may not make or receive telephone calls while driving (even if using a hands-free device), nor may employees compose, review or send text messages or emails while driving. If an employee must use a mobile device to place or receive a telephone call or to compose, review or send a text message or email, the employee must pull off the road and safely park in a designated area before doing so.