



Runway to Success

Envoy Company Policy Overview





Thank You for your Interest in Envoy!

We are delighted that you want to join our team. We hope you will be an important addition, and we look forward to a positive employment partnership.

We hope you are ready to embark on this next journey in your career. As you continue with our hiring process you will discover our company's culture and our commitment to our employees.

It is an exciting time for Envoy Air as we continue to grow. We strive to remain as adaptable, motivated and responsive to our new employees as we are to our customers. We are pleased with where we are today and excited about where we are headed for the future.

This booklet is dedicated to your success and contains resources to help you get acclimated with our companies standards.

Good luck and remember always, "Safety First"



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Attendance Policy

Updated: Jan. 12, 2026.

Envoy operates around the clock, and our customers depend on us to reach their destination. Therefore, we report to work on time, prepared to perform our duties to the established standards. If you expect to be late or absent, you must call in as far in advance of your scheduled shift as possible.

All employees are expected to strive for perfect attendance by:

- Maintaining reasonable health standards and taking precautions against illness.
- Not permitting minor indispositions or inconveniences to keep them away from the job.
- Making every effort to live and work safely, observing safety rules and practicing safety, both on and off the job.
- Attending to personal affairs and obligations at times outside their working hours.

Maintaining satisfactory attendance is a very important job requirement. Failure to report to work or notify a supervisor will lead to corrective action, up to and including dismissal. Three consecutive days absent without notifying the Company is cause for immediate termination of employment.

An employee who is out sick for more than five consecutive days must submit a note from the treating health care provider to substantiate the absence. This note must be provided to the Supervisor on the day of return. Failure to provide a note from the treating healthcare provider may result in disciplinary action. In some cases, the Company may require a doctor's note for absences less than five days.

How It Works

Attendance is tracked using a point-based system. Unpaid absences or late arrivals may result in attendance points.



Common Attendance Codes

- RL (Report Late)
 - 1–15 minutes late: 0.25 point
 - 16–119 minutes late: 0.5 point
 - 120+ minutes late: coded as UA
 - Employees must arrive within two hours of shift start to be coded RL.
- SKU (Unpaid sick, no doctor's note): 1.0 point
- SKUO (Unpaid sick with doctor's note): 1.0 point per continuous occurrence, up to 5 days*
- UA (Unpaid absence): 1.0 point
- NC (No call/no show): 2.0 points per day
- EBO (Unapproved early badge out): Addressed as a performance issue

*** Continuous sick days covered by a doctor's note count as one occurrence if not broken by a return to work. If sick leave does not cover a full shift, available sick time is paid and the remaining time is coded SKU (up to 1.0 point).**

Attendance Expectations

- Probationary employees are awarded 3.5 attendance points at the start of their probation period.
- Employees are expected to maintain responsible attendance in a rolling 12-month period.
- Accruing 2.5 points or more places an employee on Non-Self-Managed Status.
- A warning letter may be issued at 2.5 points, noting that termination may occur at 9 points within a rolling 12-month period.



Change of Shift (CS) Policy

For CWA Agents & TWU Fleet Service

Updated: July 8th, 2024.

In this business, we know that things can change in an instant – so we need to stay flexible and ready to adapt, in order to keep the operation running smoothly for our customers. Life outside of work can be equally challenging, so we have programs in place to allow you to modify your schedule to achieve the work/life balance you need.

One of the options we offer Customer Services employees is the Change of Shift (CS) Policy. The CS Policy allows you to drop or trade scheduled hours with another employee or to volunteer to pick up additional hours from a colleague who needs time off. You may pick up additional hours (CSW – CS Worked) as soon as you are trained and qualified. After reaching 60 days seniority, you may CS Off (CSO) up to 50% of your assigned schedule.

CS is a privilege that provides employees enhanced flexibility and allows the Company to attract and retain valuable employee. Whether an employee chooses to CSO or CSW is entirely voluntary. Changing shifts has always been a privilege, not a right. In fairness to everyone, shift changes may not be used as a means of circumventing the regular shift bid process.

This policy may be adjusted for compliance with or in consideration of governmental regulations pertaining to pay and hours worked or at the sole discretion of the company.

All employees are responsible to familiarize themselves with the applicable CS Policy rules. Refer to the information below to ensure you understand your responsibilities under this policy.

Seniority	Privilege
0-60 days	CSW when trained and qualified
60 days +	May CSO up to 50% of schedule (work at least 50% of bid hours)

- Hours are measured from the first day to the last day of the current bid
- Check with your supervisor, manager on duty (MOD) or department manager if you have any questions about your percentage of CSO
- For example, an employee with 60 days or greater of seniority who is scheduled to work 800 hours during for the current bid must work a minimum of 400 hours. The



hours worked can be a combination of REG and CSW, as long as the total is 400 or more hours. No CS request which drops an employee below the minimum will be approved

General

- The ability to CS is a privilege, not a right – so you must be current on required training and maintain satisfactory attendance and performance in order to CS. The company reserves the right to suspend this privilege.
- Adequate staffing must always be maintained in order to properly serve our customers and ensure the operation runs smoothly.
- CSO or CSW will be awarded to employees only if they are qualified and proficient in the same job duties as the employee, they CS with or without reasonable accommodations.
 - EX: Lead Agent may only CSO with another Lead Agent or an employee who is qualified to perform all responsibilities as a Lead Agent. The same example applies to Crew Chiefs.
- You must have a minimum of 7.5 hours off from work between workdays
- Work may not exceed more than 16 hours in a single day or two consecutive days as a result of CS.
- Scheduled and CS work may not exceed 10 hours on the third day following two consecutive days of 16 hours or more as a result of a CS.
- Due to some state laws, we either limit the number of CS hours an employee can accept in a workweek or have a separate CS policy for these locations.
 - Employees in Kansas and New York may only trade up to 16 hours above the standard 40-hour workweek
 - We have a separate policy for California

Employee Responsibilities

- Both employees requesting and accepting CS requests must be current with all required training before submitting a CS request.
 - Regulatory training must be completed no later than 14 days prior to the due date.
 - Special attention should be paid to training that is required to be completed when an employee expects to be out of the workplace due to an approved CSO
 - All training including any local requirements must be completed by the applicable deadline
 - CS cannot conflict with any type of scheduled training (e.g., classroom, hands on, meetings, etc.)



- In order to drop a portion of your scheduled hours, another employee must be willing to CS to work (CSW) those hours – and vice versa.
- In locations where an automated CS program does not exist, you must properly submit all CS requests in writing to your supervisor 24 hours prior to the beginning of the shift in order for it to be honored.
 - It is your responsibility to ensure that a CS has been approved
 - Verbal agreements to CS or cancel a CS are not permitted
 - In a non-automated environment, both employees must agree before a CS can be canceled. Both employees must sign a CS cancellation form

Suspension of CS privileges

- Failure to complete training prior to the deadline or follow the CS guidelines may lead to disciplinary action, as outlined in Envoy's Performance Policy and will also result in suspension of CS privileges as outlined below:
 - 1st occurrence: 30-day suspension of privileges
 - 2nd occurrence: 60-day suspension of privileges
 - 3rd occurrence: 90-day suspension of privileges
 - 4th occurrence: 6-month suspension
 - An employee's CS privilege will be suspended for regulatory training not completed 14 days prior to the due date until complete. If completed after the due date, the above guidelines apply
- Employees who call in sick when scheduled to work on a CS (CSW) will have the occurrence recorded as CSK.
 - Two occurrences within 12 months, without a doctor's note, will result in CS suspension for 30 days.
 - Additional CSK occurrences within 12 months will result in a year suspension of CS privileges.

CS Approvals

- All CS requests must be approved by a member of Management (Lead Agents may be designated as approvers in non-hub locations) or through an approved automated system.
 - Crew Chiefs and Acting Supervisors are not permitted to approve CS requests.
- If an approved automated program such as RosterApps is in place, an email notification will be generated.
- Management reserves the right to decline a CS and offer UTO



Guidelines

- A CS may not overlap with your regular schedule by more than 30 minutes.
- A CS that has been previously approved may be traded again in its entirety provided it meets all CS guidelines
- Employee's CS privilege's on transitional or modified duty will be determined by the employee's supervisor.
- Partial CS (in addition to regular CS guidelines):
 - Both shifts resulting from the split must be a minimum of 2 hours
 - Any overlap is limited to 30 minutes
 - For a partial CS, if a lunch period exists, it will be assigned to the employee with the greater shift duration. If both shifts are of equal duration, the meal period will be assigned to the original shift owner
- It is strictly prohibited for employees to exchange gifts of any kind (cash, cash equivalent, etc.) to cover or pick up shifts of any type.

CS following time off

- Employees returning from a Leave of Absence (LOA) must complete all regulatory training before CS privileges are restored.
- CS requests will be honored for 5 days from the date of absence for employees who are off work (example: off work due to an illness, injury, suspended, LOA, etc.).
- The Company will cancel all CSWs beginning the 6th day; CSOs will continue to be honored. The employee is responsible to notify all employees involved that a CS has been canceled.

Same Day CS Exception

- In the event of an unusual or unforeseen circumstance, a same-day CS (request made within 24 hours) may be approved on an exception basis, but no less than one hour prior to shift start.
 - The request must be made in writing and signed by a Manager or Supervisor (Lead Agents may be designated as approvers in non-hub locations) and only used to mitigate unusual or unforeseen circumstances
- Frequent use of this exception policy may result in denied CS requests.
- CS requests made over the phone will only be approved if a call is made in the presence of a Manager/Supervisor and the other employee. Following such a call, the individual initiating the CS request must ensure that the CS form is filled out immediately and marked as an over-the phone CS, which the employee will sign upon return to work. This



is the only time a CS will be approved without both parties signing the CS document before the CS goes into effect.

Our goal is to create a positive work environment at Envoy – we appreciate the flexibility our people show on the job and wish to afford you that same flexibility in your personal life.

NOTE: A separate policy for California employees has been published on myenvoyair.com



Guiding Principles

Updated: Jan. 12th, 2026.

We represent Envoy in all that we do and in every interaction with our customers and coworkers. In addition to our values, we are all responsible for living up to the following expectations:

- Safety is our top priority and part of our culture. We work carefully at all times and observe posted or published safety and security guidelines in order to avoid injury to ourselves and our customers, or damage to property. We use the appropriate safety equipment, ensure that we are properly trained and immediately report any accidents or injuries to our supervisor, or one of **Envoy's safety reporting systems**.
- We comply and participate with all investigations and safety reviews to improve our work environment.
- We always use good judgment and common sense to make sound decisions that are in the best interest of Envoy and our customers. We work as a team to deliver the best service to our customers.
- Our customers depend on us. Therefore, we report to work on time, prepared to perform our duties to the established standards. If we expect to be late or absent, we strive to call as far in advance of our scheduled shift as practicable. Failure to report to work or notify a supervisor may result in corrective action, including dismissal.
- We actively work during our assigned shifts and comply with all work rules and instructions. Giving less than our best effort, **sleeping on duty** or intentionally restricting output is not acceptable at any time. When our shifts end, we do not remain on property without a valid reason, or interfere with the orderly work of our colleagues who are on duty. Substantiated instances of sleeping on duty and/or intentionally restricting output will result in corrective action, up to and including immediate dismissal.
- We take pride in our appearance and properly wear our uniforms, clothing or safety equipment that is suited to our job. Depending on our role, we may be prohibited from wearing certain types of jewelry or accessories if they are inappropriate or pose a safety hazard.



- We conduct ourselves with the highest standards of honesty, integrity and fairness – obeying all the laws of the communities in which we work or do business. We must all understand and comply with our **Business Ethics** policies.
- We maintain an alcohol-free and drug-free workplace. Reporting to work or performing our jobs under the influence of intoxicants – or allowing another person to do so – jeopardizes safety and is prohibited. Possessing or using intoxicants on company premises, off duty or in public while wearing a company uniform is unacceptable. Refer to our **Drug and Alcohol** policy for full details.
- We read and understand Envoy’s policies, procedures, training materials, work rules and other communications in order to stay up-to-date with the requirements of our jobs.
- We ask questions and seek guidance from a manager when we do not know what to do.
- We always consider the welfare of Envoy, our colleagues and our customers.
- We do not tolerate any form of harassment or hate-based behavior. Envoy seeks to appreciate the diversity of our people and reflect the culture of our communities. We do not act in any way that violates our **Culture of Respect** policy – even if it is intended as a joke.
- We are honest in all of our actions. We do not misrepresent facts, falsify records, steal or misuse company property. We do not abuse our travel privileges or provide waivers and favors related to travel. Except when prohibited by law, anyone who is charged with a criminal offense while on or off duty must report the offense to his or her supervisor.
- We do not possess firearms, explosives or other weapons on company property – or knowingly allow anyone else to do so.



A Culture of Respect

Updated: Jan. 12th, 2026.

At Envoy, we strive to foster a safe work environment that is second to none – one that celebrates diversity, offers equal opportunities and where all employees feel secure, involved, valued, and respected. We comply with all federal, state and local laws and do not tolerate discrimination, unlawful harassment, hate-related behavior, threats of workplace violence, or other inappropriate behavior. This policy prohibiting discrimination and harassment also applies to treatment of customers, contractors, vendors and other individuals outside our company.

Respecting one another and valuing our differences is a core value of our culture. Each of us must make a personal commitment to these principles every day – whenever we interact with our fellow employees and our customers.

Equal Employment Opportunity

Envoy is committed to ensuring equal opportunity in all business activities without regard to an individual's race, color, religion, sex, sexual orientation, genetic information, gender, gender identity or expression, age, national or ethnic origin, citizenship status, disability, protected veteran status, pregnancy, or other category protected by law.

Envoy takes affirmative action to ensure that this policy is practiced in all personnel actions and conditions that include, but are not limited to recruitment, hiring, promotion, training and development, compensation, benefits, transfers, and all other conditions and privileges of employment and business relationships.

Reasonable Accommodation for Disabilities

Envoy is committed to complying with the Americans with Disabilities Act (ADA), which prohibits discrimination against qualified individuals on the basis of disability. The term "qualified individual with a disability," as defined by the ADA, means an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.

The ADA requires covered employers to make reasonable accommodations for qualified individuals with disabilities. To request an accommodation, speak to your manager or contact



your HR Specialist. Access the appropriate forms to request an accommodation and for your healthcare provider to complete.

Envoy will not tolerate discrimination against qualified individuals with disabilities. If you feel that you have been discriminated against in the employment or accommodation process with respect to a disability, promptly report the matter to your HR Specialist, the Vice President of Legal & Employee Relations, or your manager. All complaints will be thoroughly investigated. Retaliation against an employee or other party for reporting discrimination or other prohibited conduct in good faith will not be tolerated.

Modified Duty

To assist employees who may not qualify for an accommodation under the ADA or transitional duty (see below), but nevertheless are restricted from performing their duties, Envoy may, at its discretion, offer these employees Modified Duty for a reasonable period of time.

Modified Duty may be appropriate for employees who are limited from performing some of their job duties. Availability will be based on your restrictions, job duties, and location where you work. For example, Modified Duty may be appropriate for employees who break their arm or twist their ankle and need temporary assistance. Please see your HR Specialist to determine whether you are eligible for Modified Duty.

Transitional Duty

Transitional duty may be available to employees who are injured on the job, up to a period of 13 weeks. After your transitional duty expires, you may be eligible for an accommodation under the ADA. See your HR Specialist for details.

Religious Accommodation

Envoy has a diverse workforce that reflects our increasingly diverse customer base. In keeping with our internal focus on building a welcoming and engaging culture, we want to be as responsive as possible to the religious beliefs of our people. It is our policy to reasonably accommodate the religious practices or observances of our employees, unless doing so would create an undue hardship on our business operation.

There may be times when your religious beliefs or practices conflict with your job responsibilities. If you need an accommodation, complete the **Religious Accommodation Request Form** and speak with your Manager. For additional assistance you may also contact your HR Specialist.



Accommodations for Transgender Employees

We encourage a work environment where our employees can be honest about whom they are so that they can put their full energy into their job and are able to perform at their maximum productivity. As a result, we prohibit discrimination against or the harassment of employees based on their sexual orientation or gender identity or gender characteristics.

For employee and manager guidelines, please visit **myenvoyair.com** or contact your HR Specialist for assistance.

Unlawful Harassment

Envoy is committed to providing a work environment for all employees free of unlawful harassment, including sexual harassment, and will not tolerate unlawful harassment or discrimination.

Envoy strictly prohibits speech, actions or conduct concerning the race, sex, gender, gender identity, religion, color, national or ethnic origin, ancestry, mental or physical disability, medical condition, union or non-union affiliation, marital status, age, sexual orientation, or any other protected basis, that creates or contributes toward a hostile work environment (the “Protected Characteristics”).

This policy applies to all persons involved in the operations of the Company, including all employees, applicants for employment, vendors, interns, whether paid or unpaid, and contractors and prohibits harassment by any employee of the Company, as well as by any person doing business with or for the Company.

A hostile work environment can be created through speech, actions or conduct of any form, and is not based on the intentions of the individual(s) involved. A hostile work environment can occur through a wide variety of actions including (but not limited to) verbal, written, physical contact, visual contact, threats, abusive behavior and demands. Accordingly, prohibited conduct includes, but is not limited to:

- Any slur epithet, joke or derogatory comment of any kind concerning a Protected Characteristic – without regard to the intent of the individual making such comment. This means an employee can violate this policy even if they were not acting with hatred or animosity towards another individual.
- Unwelcome advances, invitations or comments related to the appearance to others not related to legitimate operational issues.



- Displaying, posting, creating or distributing visual content such as derogatory or otherwise offensive images, memes, posters, cards, calendars, photographs, cartoons, graffiti, drawings, texts, emails or gestures; this includes comments or postings on any Company property as well as on any social media channels such as Twitter, Facebook, Instagram, TikTok, YouTube (or any other social media or digital platform) when there is any potential connection to Envoy or our employees – regardless of how remote such connection may be. Examples of images which violate this policy include (but are not limited to), nooses, swastika's, racial cartoons, racist memes, etc.)
- physical conduct such as assault, unwelcomed touching, blocking normal movement, or interfering with work when such conduct is based in any way to a Protected Characteristic.
- threats and demands to submit to sexual requests in order for an employee to keep his or her job or avoid some other loss, or offers job benefits or privileges in return for sexual favors.
- any action or statement that suggests hatred or hostility because of race, national origin, sex, sexual orientation, gender identity, religion, or other protect characteristic.
- retaliation for having resisted or reported or threatened to report harassment or retaliation towards anyone involved as a witness or otherwise in an investigation.

An employee may have a claim of harassment even if there is no job loss or other economic benefit. The law prohibits any form of protected-basis harassment that impairs an employee's working ability or creates an intimidating, hostile, or offensive work environment.

Sexual Harassment

Sexual harassment is defined as any unsolicited or unwelcome sexual advance, or other verbal or physical conduct of a sexual nature towards another individual, when submission to the conduct is made explicitly or implicitly a term or condition for employment or interferes with an individual's performance or creates a hostile or offensive work environment. Sexual harassment includes, but is not limited to:

- Unwelcome sexual advances, propositions or other sexual comments, such as sexually oriented gestures, flirting, suggestive comments, noises, remarks, jokes, or comments about a person's sexuality or sexual experience, whether communicated verbally or visually, including texts and emails



- Preferential treatment or promises of preferential treatment to an employee for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for compensation or reward
- Intentional physical conduct that is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another employee's body or poking another employee's body, and physical assaults of a sexual nature, such as rape, sexual battery, molestation or attempts to commit these assaults
- Subjecting, or threats of subjecting, an employee to unwelcome sexual attention or conduct or intentionally making performance of the employee's job more difficult because of that employee's sex
- Threats and demands to submit to sexual requests in order to keep your job or avoid some other loss
- Retaliation for sexual harassment complaints
- Harassment by a third party providing services for, or doing business with, the Company

Reports of such conduct will be investigated immediately and if the investigation confirms that any employee has engaged in unlawful or prohibited sexual harassment, such employee will be subject to immediate termination of employment, regardless of length of service or prior employment record.

Hate-Related Behavior

Hate-related behavior includes speech, texting or other behaviors which create an abusive, intimidating, hostile or offensive working environment by suggesting hatred for or hostility toward a person or group because of their race, sex, sexual orientation, religion, or other protected characteristic. This includes, but is in no way limited to epithets, bigoted slurs, threats, stereotyping, drawings and symbols such as a hangman's noose, a swastika, or graffiti.

Such behavior will result in immediate termination of employment, regardless of length of service and prior employment record.

Reporting Harassment

If you believe you are a victim of a violation of our Harassment Policy, you should not tolerate the conduct – report it immediately so that complaints can be quickly and fairly resolved.

Contact:



- Your Manager or anyone to whom your boss reports
- Online at **EthicsPoint Helpline** or call (877) 422-3844
- Your HR Specialist or the Vice President Legal & Employee Relations
- Envoy Employee Services (844-ENVOY-HR or 844-368-6947)

You will be asked to describe what happened and provide the names of individuals involved, dates on which the incident(s) occurred, and names of witnesses.

You may make the complaint verbally or in writing. The Company will vigorously investigate any complaint and take corrective action swiftly to prevent further incidents from occurring. You may have a peer witness (who is not a family member) present with you at investigation meetings.

Envoy adheres to the statute of limitation applicable to the state in which you are employed when bringing a claim of discrimination or unlawful harassment.

Once a Complaint is Filed

The Legal department and management will review all the facts and interview the parties involved. Information pertaining to a complaint of harassment will be kept confidential. Confidentiality protects the person filing the complaint, encourages reporting an incident of harassment, and protects the reputation of any employee who may be wrongfully accused. HR and management will review the findings and act accordingly. If there is not enough evidence to support the allegation, the complaint will be considered closed. If findings support the accusation, HR and management will determine the appropriate action to be taken, which may include termination of the person charged and anyone else found to have participated in the wrongdoing.

Employee Responsibility

If you feel that harassment is taking place, speak to that person, tell him or her how you feel about their actions, and ask that he or she cease the behavior immediately. Often this action will solve the problem. If it doesn't, or if you are fearful of speaking to the person, please report the conduct immediately through one of the resources noted above.

As a Manager

We must ensure this is a workplace free of harassment and Managers have a unique responsibility for upholding this policy. Every member of management is responsible for ensuring that no discrimination or harassment occurs within his or her area. Failure to take appropriate action, tolerance of and or participation in discrimination or harassment may result



in disciplinary action up to and including termination. If you receive a complaint, or have reason to believe such conduct is occurring:

- Assure the employee that there will be an immediate investigation and that the Company will not retaliate against the employee for resisting harassment or making a complaint of discrimination or harassment.
- Report the complaint immediately to your HR Specialist, who will assist you in the proper procedures for obtaining the information necessary to conduct a proper and thorough investigation.
- Offer the employee the opportunity to bring a peer witness to any investigation meetings, according to the applicable collective bargaining agreement or Company policy.

As a member of management you have a responsibility to take appropriate action against offensive behavior, even if the employee does not wish to complain.

Workplace Threats, Violence, and Bullying

Envoy's goal is to maintain a workplace free from threats, violence, and bullying and to effectively respond, if anything should occur.

- A threat is any conduct that tends to suggest an intent to harm, intimidate, or coerce another person, or to damage or destroy the Company's property or the property of others.
- Violence is any conduct that harms or tends to harm any other person, the Company's property, or the property of others.
- Workplace bullying is the repeated less favorable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice. It includes behavior that intimidates, offends, degrades, or humiliates a worker, possibly in front of co-workers, clients, or customers. Workplace bullying may also constitute Unlawful Harassment under this policy.

The Company prohibits all manners of workplace violence, including:

- Physically or verbally threatening or intimidating another individual;
- the intentional destruction or threat of destruction of Company or another's property;
- harassing or threatening phone calls, texts, emails or other written communications;



- stalking;
- advocating illegal use of firearms, bombs, or weapons;
- threats or attempts to commit suicide; and
- bullying by repeated less favorable treatment of a person by another or others in the workplace.

This applies to everyone working on behalf of the Company, including Envoy employees, contract and temporary employees, and non-employees on Envoy's property.

You should report any violent or potentially violent conduct to your local management immediately. Local management will be responsible for making an initial assessment of the situation and contacting the Legal Department and HR.

Retaliation

Envoy prohibits any retaliation against an employee because the employee, in good faith, has asserted or assisted with a complaint of unlawful discrimination or harassment.

If you feel you have been retaliated against, you should notify the Company immediately. Allegations of retaliation can be reported to local management, Envoy Employee Services (844-ENVOY-HR or 844-368-6947) or the **EthicsPoint** hotline at (877) 422-3844.