



Oct 10, 2023

Sumaiya Tasnim

Congratulations! It is our pleasure to offer you employment with Venn Therapeutics. In the position of Administrative Assistant/ Customer Service Representative commencing Oct 10, 2023, based on the terms outlined in this letter.

Benefits, terms, and conditions to your offer are as follows:

1. **Salary:** your starting base salary will be \$35.50 per hour, which will be paid to you on a weekly basis in accordance with our standard payroll procedures. This will be paid in your weekly pay. You will be classified as a full time-level employee, which means that overtime is not authorized. Your salary is subject to taxes and other withholding deductions as required by law.
2. **Duties:** The Administrative Assistant is responsible for co-ordination, scheduling and filing of all data activities of subcontractors and suppliers, Maintaining a positive, empathetic, and professional attitude toward customers always. See attached job description for additional details; initial here _____ indicating you have read the attached job description.
3. **Benefits:** You will be eligible for two weeks of vacation. See attached Brief Summary of Benefits document for additional benefits.
4. **At-will Employment:** Should you decide to accept our offer, you will be an at-will employee with the company. Initial: _____ Date: _____

This offer will remain open until the close of business on Oct 10, 2023, and is conditional upon pre-employment background screening. If you decide to accept our offer, as we hope

Should you have any questions regarding this letter, our offer of employment or anything else, please do not hesitate to contact Kristina Bourke or Kyle Hicok. We are excited to have you join our company and look forward to hearing from you.

Sincerely,

Sam Shrivastava
Chief Executive Officer

Employee Acknowledgement: In response to the above offer of employment (initial one only):

_____ I accept

_____ I decline

Date: _____

Venn Therapeutics. Administrative Assistant to manage customer queries and complaints. You will also be asked to process orders, modifications, and escalate complaints across several communication channels. To do well in this role you need to be able to remain calm when customers are frustrated and have experience working with computers. Making sure the team ensures the client is absolutely satisfied with their final product. They will consistently deliver projects on time, on budget and that exceed client expectations. We provide our customer service representative with the necessary support and resources to excel in their role and make sure all projects are completed to the highest standard. Our Administrative Assistant is an integral part of

the project team and become involved with projects. As a senior member of the team, Data entry is also responsible for assisting in the professional growth of team members and maintaining relationships with clients.

Responsibilities:

- Maintaining a positive, empathetic, and professional attitude toward customers always.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.
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- Promote positive subcontractor relations by dealing professionally and fairly with all subcontractors and vendors always instilling this philosophy in project team
- Maintain and review punch list process to ensure all are addressed and executed in a timely manner
- Actively participate in all company-wide training and development initiatives, also work with and create a bond with team, **Venn Therapeutics** staff
- Uphold **Venn Therapeutics** Values.

Experience: Requirement:

- working experience both in data entry and any other field
- Proven track record of meeting deadlines
- Extensive knowledge of safety procedures and regulations
- Experience in data managing, excel Microsoft word
- Experience in computer technology
- High school diploma, general education degree, or equivalent.
- Ability to stay calm when customers are stressed or upset.
- Comfortable using computers.
- Experience working with customer support.

Venn Therapeutics. 2023 TIME OFF POLICY

Venn Therapeutics believes that time off is essential for employees to maintain a healthy work-life balance. Employees are provided paid time off for holidays, vacations, sick, bereavement and parental leave.

HOLIDAYS – TEN (10) PER YEAR	
Patriot's Day	Monday, April 19 th 2023
Memorial Day	Monday, May 31 st 2023
Independence Day	Monday, July 5 th 2023 (observed)
Labor Day	Monday, July 6 th 2023
Columbus Day	Monday, October 11 th 2023
Veteran's Day	Thursday, November 11 th 2023
Thanksgiving Day	Thursday, November 25 th 2023
Day After Thanksgiving Day	Friday, November 26 th 2023
Christmas Day	Friday, December 24 th 2023 (observed)
New Year's Day	Friday, December 31 st 2023 (observed)

EARLY OFFICE REMOTE (THE OFFICE IS REMOTE AT NOON)	
Friday before Memorial Day	Friday, May 28 th 2023
Day before 4 th of July	Friday, July 2 nd 2023
Day before Thanksgiving	Wednesday, November 24 th 2023

**Typically, the office will also be remote at Noon on Christmas Eve and New Year's Eve, however, this year Christmas Day and New Year's Day fall on a Saturday, so the observed holidays are Christmas Eve and New Year's Eve, so this year you have those full days off.*

VACATION TIME

All full-time employees scheduled to work 30 hours or more a week are eligible for paid vacation time. As a new hire, you will earn at least two weeks of paid vacation time to start. See schedule below. All employees are eligible to accrue up to 120 hours (3 weeks) of vacation time.

Years of Service	# Vacation Days	# Vacation Hours	Holidays	Total Paid time off per year (days)
0-4	10	80	10	18
5-10	15	120	10	23
11-12	17	136	10	25
13+	20	160	10	28

Venn Therapeutics Policies & Procedures Paid Time Off

2023

SICK TIME

Situations may arise where an employee needs to take time off to address medical or other health concerns. The company requests that employees provide notification to their supervisor as soon as practicable when taking time off.

All full-time active employees normally scheduled to work 30 hours or more per week (prorated for less than 40 hours), with two months of continuous employment, are eligible to accrue 2.6 hours of paid sick time per month (32 hours or 4 days per 12 months).

- Unused sick time may be accumulated to a maximum of 80 hours (10 days)
- Employees may request sick and personal time in full-day and half-day increments only.
- Unused sick days are not compensable upon termination, departure or retirement.

PERSONAL TIME

You may use up to two days (16 hours) of accrued sick time yearly as personal time to tend to personal business, emergencies or care for a sick dependent (spouse, children, or other individuals for whom the employee is the primary caregiver). This time will be subtracted from your sick time in the same manner as if you were ill. Prior notice should be given whenever possible.

BEREAVEMENT TIME

Venn Therapeutics provides paid time off to employees who are absent during a regularly scheduled workweek due to the death of a family member. An employee may receive payment for reasonable and customary days absent for bereavement as follows in conjunction with attending the services:

- Immediate family – up to and including five (5) consecutive regularly-scheduled workdays
- Extended family – up to and including three (3) consecutive regularly-scheduled workdays

PAID PARENTAL LEAVE

Venn Therapeutics provides up to five (5) days of paid parental leave for eligible regular full-time staff. Paid parental leave applies to eligible employees who have given birth or are the spouse/partner of the birth mother; for the placement of a child (adoption, foster or other eligible custody); or for the placement of a child for whom the employee permanently assumes and discharges parental responsibility. Employees must meet eligibility criteria for paid parental leave prior to the start of the qualifying birth or placement of a child. Except in certain limited circumstances, adoption of a spouse's or partner's child(ren) is excluded from this policy.

Eligibility Criteria for Paid Parental Leave:

Eligibility for paid parental leave will begin the first of the month following an employee's one-year service anniversary date. Eligible employees are eligible for up to 5 days of paid parental leave once during a defined 12-month period. If an employee has more than one birth or placement of a child during this defined period, other company leave programs may still apply (e.g., FMLA, Personal Time and Vacation).

Venn Therapeutics Policies & Procedures Paid Time Off May 2023

Venn Therapeutics. is pleased to provide a comprehensive set of Benefits for employees. Below is a brief description of available benefits currently. Please review the more detailed handbook for further information on medical benefits.

Flexible Spending Account (FSA)

Medical FSA and Dependent Care

An employer-established tax-advantaged account funded by employees to pay for qualified medical expenses with tax-free dollars.

- Employees will have the opportunity to fund their Health Care FSA, through payroll deductions, up to a maximum of \$1,500.
- Employees will have the opportunity to fund their Dependent Care Account, through payroll deductions, up to a maximum of \$5,000.

Commuter Benefit

Employee funds, thru payroll deductions, can either be contributed towards Parking or Transit. Transit funds can only be used for mass transit. This includes subways, buses, ferries, or any type of mass transportation. Eligible Parking expenses would be parking at your company's office or parking at a location that you use to commute to work. In 2018, the IRS-mandated limit for pre-tax contributions to commuter benefits accounts are:

- \$270 per month for transit expenses.
- \$270 per month for parking expenses.

Medical

Blue Cross Blue Shield

HMO Blue New England \$2,000 deductible Plan with Hospital Choice Cost Sharing (HCCS). See deductible information above in HRA (above).

Hospital Choice Cost Sharing (HCCS) – applies to services in six categories	
<u>Category</u>	<u>Service Examples</u>
Labor	Blood test, strep tests
X-Rays & imaging	Ultrasounds, non-route mammograms
High-Tech Radiology	CT scans, MRIs, PET scans, nuclear cardiac imaging
Inpatient Care	Maternity care, joint replacement
Outpatient Surgery	Arthroscopic knee surgery, hernia repair
Physical, Occupational & Speech therapy	N/A

BCBSMA Dental Insurance

Venn Therapeutics has implemented the Blue Cross Blue Shield Dental insurance coverage option for employees.

Fitness Benefit Incentive Plan

You or your family members can receive a reimbursement up to a maximum of up to 3 months of the cost of your gym membership, per calendar year, by providing proof of membership at an accredited gym. A reimbursement form is available online at www.bluecrossma.com.

Weight Watchers / Weight Loss Programs

Your Blue Cross Blue Shield of Massachusetts health plan can save you money annually in qualified Weight Watchers® and hospital-based weight-loss programs.

The reimbursement form is available online at www.bluecrossma.com.

Alternative Care Network

This benefit provides you with up to a 20% discount off acupuncture, massage therapy and nutrition counseling. Visit a BlueCross BlueShield preferred provider within the Living Healthy Naturally Rewards network. Visit the website, www.ahealthyme.com, to learn more about these benefits.

Premium Costs – Effective Dec 15, 2023

Premium costs for employees for medical and dental

2023 Medical and Dental Rates			
Provider	Plan	Coverage	Bi-Weekly Employee Contribution
Blue Cross Blue Shield of Massachusetts	HMO Blue	Employee	\$169.47
		Employee & Spouse	\$275.85

		Employee & Child(ren)	\$255.16
		Family	\$393.08
	Dental Blue	Employee	\$46.59
		Employee & Spouse	\$83.86
		Family	\$116.47