

Customized Energy Solutions is pleased to offer you and your family members a unique and comprehensive Associate Care Benefit, **AVAILABLE** 24 hours a day, 365 days a year, nationwide. This benefit is **VOLUNTARY** on your part, available to **ALL CUSTOMIZED ENERGY SOLUTIONS TEAM MEMBERS** and **IMMEDIATE FAMILY MEMBERS** and is **NEUTRAL** from **Customized Energy Solutions** operations.

All services are provided as a team member benefit, with **NO COST** to the Associate and family. Any and all personal information is kept **CONFIDENTIAL** and will not be revealed to the management of **Customized Energy Solutions** or any other person.

Your Associate Care Benefit includes:

1. Chaplains on call 24 hours a day, 365 days a year, for crisis intervention and emergency situations.
2. Hospital, nursing home, funeral home, family home, and/or other neutral site visits, when appropriate.
3. Individual, as well as immediate family, confidential chaplain discussions for problem issues including, but not limited to, marriage, divorce and remarriage, serious illness, death and grief support, child-rearing, care of aging parents as well as any other personal issues.
4. Referral and coordinating services for specialized assistance to Team Members and/or immediate family members with specific needs.
5. Make jail visits to Team Members and immediate family members who are incarcerated; assist the family during times of separation; help with the transition of individuals back into mainstream society.
6. Helping to plan, conduct or attend funerals for Team Members or immediate family members, including follow-up support and encouragement to family during the grief process.
7. Access your Chaplain Team anywhere, anytime... Download the **MyChap App** on Apple and Android devices and enter the **Customized Energy Solutions Location ID: 120762**.

Your Chaplain Team Members are:



Dennis Kays
Chaplain
(484) 868-3416

DennisKays@mchapusa.com



Irene Walsh
Chaplain Coach
(610) 574-3411

IreneWalsh@mchapusa.com



Ralph Plumley
Exec. Director of Operations
(302) 275 4462

RalphPlumley@mchapusa.com

Your Chaplain Care Team Will...

- Be available 24/7 to you and your family
- Make regular worksite visits
- Upon your invitation, visit your home, a hospital, nursing home, funeral home or jail
- Meet you at a neutral site away from the workplace
- Discuss confidential issues:
 - Stress
 - Parenting
 - Marriage
 - Financial Concerns
 - Addiction
 - Aging Parents
 - Serious illness
 - And more
- Provide care for grief, family deaths and funerals

START UP EXPLAINER VIDEO



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EMPLOYEE TESTIMONIALS

"They helped me through a tough time when I had very little support from anyone else."

"Just having someone I can share with that has an unbiased caring ear helps."

A company field representative had a heart attack while traveling 5 states away from company headquarters. Within an hour, two chaplains were on site at the hospital providing care and comfort.



Your Chaplain Care Team Will Not...

- Break confidentiality
- Judge your lifestyle or personal conduct
- Force a conversation
- Interfere with your work
- Report to management about your work
- Promote a particular religious organization or proselytize
- Accept gifts or gratuities
- Take sides by representing you to management or management to you

Exceptions to Confidentiality:

- A law is being broken
- A life is in jeopardy
- Child or dependent-adult abuse
- Harm to the goodwill of the company

Caring for you and your family...

You choose if, when, and where to engage the Chaplains. You also choose what you want to talk about.

Your Chaplain Care Team is here to serve **you and your family** in any situation.

Your Chaplain Care Team will extend care, concern, compassion and hope to you and your family at **no cost**.

Your conversations with your Chaplain Care Team are strictly **CONFIDENTIAL**.

MyCHAP App Go to your App Store, search for MyChap, and install. Then, open the app and enter your unique worksite location ID # provided by your employer.

All employees may use the app to reach their Chaplain Care Team by phone, email, text or to schedule appointments and request resources.



*Available for free in the App Store

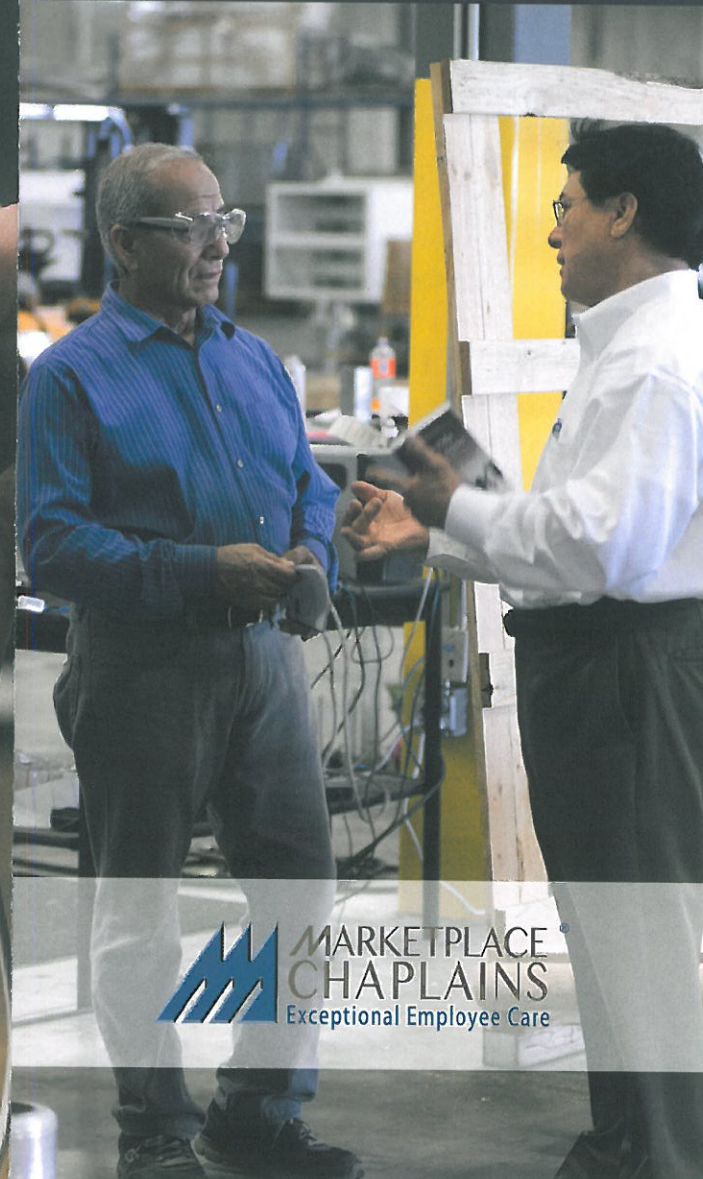
Location ID:

120762



YOUR CHAPLAIN CARE TEAM

A Personal Support Service for all
Employees & Immediate Family Members



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