



**TRYON MANAGEMENT**  
GROUP, LLC

**Employee Handbook**

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## Team Partner Handbook Acknowledgment and Receipt

### DISCLAIMER

NOTHING IN THE TEAM PARTNER (EMPLOYEE) HANDBOOK CREATES, OR IS INTENDED TO CREATE, A CONTRACT OF EMPLOYMENT, WHETHER EXPRESS, IMPLIED, UNILATERAL, OR OTHERWISE, NOR ANY PROMISE OR REPRESENTATION OF CONTINUED EMPLOYMENT WITH TRYON MANAGEMENT GROUP PLLC ("TRYON MANAGEMENT GROUP"). EMPLOYMENT WITH TRYON MANAGEMENT GROUP IS "AT-WILL" AND MAY BE TERMINATED AT THE WILL OF EITHER TRYON MANAGEMENT GROUP OR YOU AT ANY TIME, FOR ANY REASON, OR FOR NO REASON.

#### Team Partner Acknowledgment

This Team Partner Handbook describes important information about Tryon Management Group, and I understand that I should consult Human Resources regarding any questions not answered in this handbook. I have entered into my employment relationship with Tryon Management Group voluntarily and acknowledge that there is no specified length of employment. **Accordingly, either I or Tryon Management Group can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.**

I understand and agree that, other than the President/CEO of Tryon Management Group, no manager, supervisor or representative of Tryon Management Group has any authority to enter into any agreement for employment other than at will; only the President/CEO of Tryon Management Group has the authority to make any such agreement and then only in writing signed by the President/CEO of Tryon Management Group.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with Tryon Management Group. By distributing this handbook, Tryon Management Group expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by Tryon Management Group, and the company reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by Tryon Management Group or myself. Tryon Management Group may also choose to deviate from any policy or procedure set forth herein, in its discretion. Only the President/CEO of Tryon Management Group has the ability to adopt any revisions to the policies in this handbook.

I have received my copy of the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Team Partner's Signature

Date

\_\_\_\_\_

Team Partner's Name (Print)

## Confidentiality Agreement

In consideration of the opportunity to access, receive and/or discuss confidential information of Tryon Management Group, I hereby agree to ensure the confidentiality and privacy of all information and documentation that is shared with me, including information related to:

- **Tryon Management Group patients** (including, for example, service records containing medical, psychological, social, developmental, education or work history);
- **Tryon Management Group Team Partners** (including, for example, work history, personal and/or medical information about Team Partners); and/or
- **Tryon Management Group proprietary business** (including, for example, information pertaining to the financial aspects of Tryon Management Group business, information about Tryon Management Group vendors, all computer information developed for or designed by Tryon Management Group, and all other information of a confidential, proprietary or secretive nature that is or may be related to the business [past, present or future] of Tryon Management Group).

The information described above, and all other information shared with me which is of value to Tryon Management Group and not generally known outside of Tryon Management Group, is referred to as “**Confidential Information.**”

**Except as required by law, I agree that I will not disclose Confidential Information (as defined above and as further defined in Tryon Management Group applicable policies) to anyone but authorized Tryon Management Group personnel. I understand that violation of this agreement may in some instances violate state and federal laws, and that any disclosure of Tryon Management Group Confidential Information may subject me to civil suit, monetary penalties, and/or charges levied by government agencies.**

\_\_\_\_\_  
Team Partner's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Team Partner's Name (Print)

## WHO WE ARE AND HOW WE WORK

### Welcome!

Welcome to Tryon Management Group! We are excited to have you join our team. Our goal is to recruit and hire the best healthcare professionals in the Charlotte area. Our team will be comprised of people who excel in their roles, who value collaboration, who thrive off delivering excellent patient care, demonstrate teamwork every time all of the time, and are accountable. Every role contributes at Tryon Management Group.

Our leadership team is here to support you. To help you grow in your career, and to ensure your work experience is one of the best around.

We hope you will find Tryon Management Group to be an open work environment, where you are invited to ask questions, make suggestions, and work with your team to ensure everyone is performing at their best.

Hang on, this is going to be a great ride!  
Tryon Management Group, PLLC

### Our History

Our history of serving patients in the Charlotte area began in 1936. Dr. James Moses Alexander founded a medical practice in Charlotte, NC. As he was practicing medicine, he recruited other physicians and support personnel that had a similar focus of providing exceptional patient focused care. The practice grew over the years to become one of the largest multi-specialty groups in the area. In 1972, the name officially changed to Mecklenburg Medical Group, PA.

After years of operating as an independently owned medical practice, the group decided to join Carolinas Healthcare System (currently known as Atrium Health). In December of 1993, Mecklenburg Medical Group as an independent practice was dissolved and the physicians practiced as an affiliate or subsidiary of Atrium, continuing under the name of Mecklenburg Medical Group or MMG.

In 2017, a group of physicians from MMG began the process of becoming an independent practice once again. They felt by becoming independent they would be able to provide a higher level of patient focused care. They developed the tag line, *Stronger relationships. Better health.* This tag line soon became the mantra for Tryon Management Group – the newly created multi-specialty group. Tryon Management Group began operating in the summer of 2018 with a patient focused contact center, with the first medical offices opening in September 2018.

Tryon Management Group may be new, but the philosophy of putting patient care first has been around since 1936, when Dr. Alexander first opened his practice on Tryon Road in Charlotte, NC.

# Culture

*noun* cul-ture \ 'kəl -chər \

the set of shared attitudes, values, goals, and practices that characterizes an institution or organization

## **Patient Focused Care**

- Listen to learn from patients and their family members
- Demonstrate empathy for patient and patient's family
- Ask questions to gain understanding
- Provide quality care based on Tryon Medical standards

## **Collaboration**

- Solving problems and sharing ideas - together
- Working together to deliver exceptional patient care
- Seeking input from others

## **Teamwork**

- Helping other employees (Team Partners) as needed. Every time. All the time.
- The patient should perceive everyone is working together and not individually – to provide the best care

## **Accountability**

- Everyone is responsible for performance goals
- Weak links will be addressed, Strong links will be rewarded.
- Every role contributes to Tryon Management Group's success.

## Expectations of Conduct + Performance

The following guidelines are to assist all Team Partners in understanding what is expected in terms of conduct and performance at Tryon Management Group. Noncompliance with the expectations of the job, may result in corrective action, up to and including termination.

Job Performance	<ul style="list-style-type: none"> <li>• Perform assigned tasks safely and completely according to the work flows and procedures with the department</li> <li>• All roles are important to patient focused care</li> <li>• Perform assigned duties consistent with performance standards identified for the job. (Job Description or assigned by supervisor)</li> <li>• Collaborate with other Team Partners on completing all tasks and responsibilities in the department</li> <li>• Attendance is critically important to team performance. Arrive on time, and ready to work the entire schedule.</li> <li>• Notify your supervisor in advance of any unscheduled absence</li> <li>• Being absent for 2 consecutive days without notice constitutes job abandonment and voluntary resignation</li> <li>• Comply with standard of dress and uniform policies</li> <li>• Ethical and lawful recording and reporting of information at all times</li> <li>• Technology while at work should be used for work purposes</li> <li>• Patient information should be treated with care at all times – scan your work area for compliance</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• Comply with all Tryon Management Group policies and procedures</li> <li>• Disclose conflicts of interest immediately to your supervisor or Human Resources</li> <li>• Protect confidential or sensitive information (oral, written, or electronic)</li> <li>• Comply with federal and state regulations and laws regulating professional services (licensure and scope of practice)</li> <li>• Accurate recording and reporting of information</li> <li>• Report any noncompliance issues to your supervisor or HR</li> </ul>
Safety	<ul style="list-style-type: none"> <li>• Comply with all safety policies and regulations</li> <li>• Utilize PPE as required</li> <li>• Understand safety policies, where to find information and safety plans</li> <li>• Use Tryon Management Group property only for legitimate work purposes</li> <li>• Report all incidents and injuries to your supervisor or HR</li> <li>• Report any “near misses” or safety opportunities to your supervisor</li> <li>• Ensure our work environment is safe and free of hazards for everyone</li> </ul>
TEAM	<ul style="list-style-type: none"> <li>• Respectful and helpful language is required at all times when communicating with coworkers, supervisors, patients, and others</li> <li>• Being disruptive, discourteous and/or insubordinate will not be tolerated</li> <li>• Treat others with respect</li> <li>• Collaborate for problem solving and creative brainstorming</li> <li>• Always look for ways to improve, be more efficient or more productive</li> </ul>



## DIVERSITY + INCLUSION

### Equal Employment Opportunity

Tryon Management Group is committed to equal employment opportunity and as such, all employment decisions are, and will be, made without regard to race, color, age, religion, sex, national origin, veteran or military status, physical or mental disability, or on any other classification protected by federal, state or local law. Tryon Management Group complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation. All management and supervisory personnel have a responsibility to comply with Tryon Management Group's Equal Employment Opportunity policy and to implement this policy within their respective areas of responsibility. It is the responsibility of each Team Partner to promote fairness and inclusiveness.

### Reasonable Accommodations for Team Partners with Disabilities

Tryon Management Group complies with the law regarding employment of individuals with disabilities, including all the relevant and applicable provisions of the Americans with Disabilities Act (ADA), as amended. Tryon Management Group will make reasonable accommodation for all qualified Team Partners or applicants with known disabilities, if such accommodation will enable that individual to safely and effectively perform the essential functions of the job and the accommodation does not impose an undue hardship on Tryon Management Group. Disabilities or other conditions that pose an imminent threat to the safety of the Team Partner, his or her co-workers, or our patients cannot be accommodated.

Tryon Management Group can only accommodate a known disability. If the disability is not readily apparent, it is the obligation of the individual with a disability to notify Tryon Management Group of the existence of a disability and the need for an accommodation.

Tryon Management Group requests Team Partners desiring an accommodation to provide written notice of a disability and the need for accommodation to the Human Resources Department. The notice should include the nature of the disability and the Team Partner's suggestions as to how it can be accommodated.

After receiving notification of the disability and need for an accommodation, Tryon Management Group and the Team Partner will discuss the range of possible accommodations which do not impose an undue burden upon Tryon Management Group. Team Partners should be aware that Tryon Management Group may choose an accommodation that is different from what has been suggested by the Team Partner.

Team Partners are required to cooperate fully with Tryon Management Group in accommodating disabilities. In responding to a Team Partner's request for accommodation, Tryon Management Group may, under certain circumstances, ask the Team Partner to undergo a medical examination, to provide medical or other documentation of his or her functional limitations, or provide medical or other documentation of the Team Partner's ability to perform the essential functions of the job. Further, Tryon Management Group may, in certain circumstances, make medical inquiries related to the Team Partner's disability by consulting with health and occupational professionals such as occupational and physical therapists, rehabilitation specialists, and organizations with expertise in adaptations for specific disabilities.

### Prohibited Conduct: Harassment and Discrimination

In order to promote a respectful and productive work environment, discrimination and/or harassment of any kind is not acceptable. Tryon Management Group is committed to ensuring a professional working environment for all Team Partners, free of harassment and discrimination. What this means is that any and all harassment and discrimination on the basis of race, color, religion, sex, age, national origin, handicap, disability, military status, or any other basis

prohibited by law will not be tolerated. Tryon Management Group expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

**Definitions of Harassment:** Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

**Individuals and Conduct Covered:** These policies apply to all applicants and Team Partners, whether related to conduct engaged in by fellow Team Partners or someone not directly connected to Tryon Management Group (e.g., an outside vendor, consultant or patient).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

All Team Partners are expected to treat others with professionalism and respect. Some forms of annoying or improper behavior, while not "harassment" as defined in this policy, may also subject a Team Partner to disciplinary action up to and including termination of employment. The Disciplinary Action Form can be found on the Staff Portal.

**Complaint Process:** Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, Human Resources or any member of management.

When possible, Tryon Management Group encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. Tryon Management Group recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

Tryon Management Group encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Because of the need to conduct a thorough investigation, we cannot guarantee absolute confidentiality for a complaint. It is our policy that knowledge of a harassment complaint, or of information developed in the course of a harassment investigation, should be restricted to those in a “need to know” position. We request all participants in the complaint resolution process – complainants, investigators, witnesses and alleged harassers – to respect the confidentiality of the process. A breach of confidentiality can result in undeserved damage to the reputations of those involved. It can also undermine the effectiveness and integrity of the investigation itself. Any Team Partner who violates confidentiality for the purpose of interfering with an investigation or maliciously damaging someone’s reputation is subject to discipline, up to and including, termination.

Retaliation against an individual for reporting in good faith harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation can subject a Team Partner to discipline up to and including termination of employment.

## **Confidentiality of Information**

The nature of your work may require you to have access to confidential information and proprietary information of Tryon Management Group. “**Confidential Information**” means data or information, whether constituting a trade secret or not, which a Team Partner learned as a result of the employment relationship with Tryon Management Group and which is of value to Tryon Management Group and not generally known to persons or entities outside of Tryon Management Group. Confidential Information includes, but is not limited to, information about patients, vendors, training manuals, information about the financial aspects of Tryon Management Group business such as costs, profits, budgets, projections, forecasts, financial statements and other financial information, all computer information developed for or designed by Tryon Management Group, and any and all other information of a confidential, proprietary or secretive nature that is or may be related to the business (past, present or future) of Tryon Management Group.

Confidential Information is not to be discussed with any individual without a work-related reason to know or as necessary for you to perform your job. You are obligated to keep confidential all Confidential Information, even after your employment ends. While employed, improper release or use of patient or Team Partner confidential information is cause for disciplinary action up to, and including, termination of employment.

## **Team Partner Information**

Team Partner information of a personal or potentially sensitive nature (e.g. discipline, medical or other private information, etc.) is confidential and may not be divulged to anyone other than those authorized to receive such information.

## **Patient Information**

As a condition of employment, Tryon Management Group information regarding our patients must be kept confidential. You should not discuss patient presence, care or treatment with Team Partners, physicians or others who are not a part of the patient’s Tryon Management Group care team without explicit authorization from the patient or their representative.

## Health Insurance Portability and Accountability Act (HIPAA)

The purpose of the Health Insurance Portability and Accountability Act (HIPAA) is to improve the efficiency and effectiveness of the healthcare system by standardizing the electronic exchange of administrative and financial data and to protect the security and privacy of protected health information (PHI). As a provider who conducts transactions electronically, Tryon Management Group is considered a covered entity under the HIPAA and is required by federal law to implement these standards and regulations.

The regulations are comprised of three essential areas:

1. Privacy – how information is used and disclosed
2. Transaction and Code Sets – requires the use of standards for electronic transactions and external medical data code sets
3. Security – specific administrative, technical, and physical requirements for covered entities to use in safeguarding protected health information

Given the nature of our work, it is necessary that patients provide us with private information. Patient information is strictly confidential and protected by state and federal laws (including HIPAA) that prohibit its unauthorized use or disclosure. HIPAA requires that Tryon Management Group maintain the privacy and confidentiality of PHI belonging to Tryon Management Group patients and provides for the imposition of monetary penalties in the event of a breach of confidentiality. Therefore, no Team Partner should discuss or disclose information relating to Tryon Management Group patients except with authorized personnel. The principle of confidentiality must be maintained in all programs, departments, functions, and activities. These laws and Tryon Management Group policies apply whether the information is held in electronic or any other format, and whether the information is used or disclosed verbally, in writing, or electronically.

Tryon Management Group prohibits the release of any patient information to anyone outside each department, except in limited circumstances. Discussions or disclosures of PHI within the organization should be limited to the minimum necessary that is needed for the recipient of the information to perform their job. Acceptable uses of PHI within the organization include but are not limited to peer review, internal audits, quality assurance and billing. Team Partners are specifically prohibited from viewing or accessing their own medical records, or those of any friend or family member, without following the policies and procedures required of any other patient, family member, or friend who is not a Team Partner.

These confidentiality obligations continue even after termination of employment. Each Team Partner at Tryon Management Group will receive formal HIPAA training and certification annually that must be completed as a condition of continued employment. Violations of HIPAA policies may result in progressive discipline, up to and including termination, even on the first offense.

## Media Requests

Should news or other media representatives request information, Tryon Management Group will provide assistance. During normal working hours, questions should be directed to the Human Resources department.

## Food and Drinks

Team Partners are expected to spend lunch and rest periods away from their office or workstation; however, eating and drinking in the office or at some individual workstations at other times may be permitted. This activity should be conducted with consideration for patients, co-workers and guests of Tryon Management Group.

- Drinking and eating may not occur in any patient area, including clinical workstations, patient check in/check out (registration) area as well as in exam rooms.
- Drinks and food must be kept in containers that are stable and not easily tipped.
- Drinking and eating should not occur near important documents or office equipment, especially

- computers.
- Employees should avoid drinking and eating while talking with others in person or via telephone.
- Some employees have food allergies or sensitivity to strong scents. Employees may be asked to consume these products in the break area to avoid potential medical issues.
- Drink and food containers should be cleaned and put away.
- Trash from food and drink items should be properly disposed of in kitchen and break room trash cans. Improper disposal can lead to infestation of insects and other vermin.

Enforcement of this policy will be the responsibility of each department supervisor.

## Standards of Excellence

Our standards set the tone for the culture we have chosen to create at Tryon Management Group. We expect excellent patient care and customer service and strive for high levels of patient, Team Partner, and physician satisfaction. These standards are not intended to be all inclusive but serve as expectations of customer service at Tryon Management Group.

## Conflicts of Interest

You are prohibited from engaging in activities that constitute a conflict of interest with your employment duties. The following are some typical circumstances which may create a conflict-of-interest:

**Outside Business Interest:** A potential or actual conflict of interest occurs whenever a Team Partner's responsibilities with Tryon Management Group put him or her in a position to influence a Tryon Management Group decision that may result in a personal gain for the Team Partner or someone with whom the Team Partner has a close personal relationship. Team Partners must report a potential conflict of interest of this type to their direct supervisor and the Human Resources Director as soon as the potential conflict becomes apparent.

**Outside Employment or Consulting Work:** Our Team Partners are often solicited by other entities, organizations, and/or agencies to provide consulting services. Providing consulting services outside Tryon Management Group is prohibited unless a Team Partner has written permission from the Human Resources Director. Sharing of Tryon Management Group's policies, forms, equipment or other Tryon Management Group resources is prohibited without written permission of the Human Resources Director.

## Gifts and Favors

You may not, through acceptance of gifts or favors, place yourself in a position to be improperly influenced or criticized for the appearance of having been improperly influenced in the performance of your job duties.

## Electronic Communication and Internet Use

**No Expectation of Privacy:** All information on Tryon Management Group's voicemail system and computer devices/systems, including all messages composed, sent, or received on the electronic mail system are and remain the property of Tryon Management Group. Be aware that emails and voicemails that are deleted by the user are still subject to retrieval by Tryon Management Group. E-mails and voicemails are not the private property of any Team Partner. At any time and without prior notice, Tryon Management Group management reserves the right to examine voicemail, e-mail, personal file directories, and other information stored on Tryon Management Group computer devices/systems and voicemail system.

Tryon Management Group further reserves the right to monitor all Internet use on the company's systems, including, but not limited to examining all websites visited by individual users.

Notwithstanding the company's right to retrieve and read voicemail and e-mail of Tryon Management Group Team Partners, such messages should be treated as confidential by other Team Partners and accessed only by the intended recipient. Team Partners are not authorized to retrieve or read any e-mail messages that are not sent to them.

**Internet and E-Mail:** Only Tryon Management Group Team Partners, patients, and authorized guests may access the Internet through Tryon Management Group's system. Any unauthorized use by other individuals (e.g., family members) is prohibited. Team Partners must abide by all federal and state laws, including but not limited to copyright laws, with regard to e-mail and other information sent through the Internet. Team Partners may not access websites with inappropriate content, including but not limited to gambling websites, websites of extreme or hate groups, or websites with sexual content of any type.

Tryon Management Group provides e-mail and Internet access primarily for the purpose of conducting company business. Limited personal use of e-mail and the internet is permitted. Any personal use is expected to be on the user's own time and is not to interfere with job responsibilities.

All of Tryon Management Group's policies, including those prohibiting sexual or other harassment apply fully to use of the Internet and e-mail system. Therefore, no e-mail messages should be created, sent, or received if they contain intimidating, hostile, or offensive material concerning race, color, religion, sex, age, national origin, disability, or any classification protected by law.

The electronic mail system may not be used to solicit or proselytize either inside or outside of Tryon Management Group for any reason, including commercial ventures, or religious or political causes.

**Voicemail:** As with the Internet and e-mail, voicemail communications are expected to be professional and appropriate, and to comply with all the guidelines set forth above with respect to e-mail communications. Team Partners should not access another Team Partner's voicemail without authorization.

**Downloading Software, Games, Music and Video Prohibited:** Team Partners are prohibited from downloading software, games, music or video or any similar items from the Internet without prior written approval of the Human Resources Director. If the Team Partner finds that any damage occurred as a result of downloading software or files, the incident should be reported immediately to IT and the Team Partner's supervisor.

**No Live Streaming:** Live streaming, including videos, You Tube, music and radio stations takes up a great deal of Internet bandwidth and can cause disruptions and slowdown to our Internet service. Team Partners should not use live streaming of music and video while at work unless it is for business purposes (for example, watching a work-related webinar).

**In particular the following is deemed unacceptable use or behavior by employees:**

- visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material
- using the computer to perpetrate any form of fraud, or software, film or music piracy
- using the internet to send offensive or harassing material to other users
- downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such licence
- hacking into unauthorized areas publishing defamatory and/or knowingly false material about Tryon Management Group, your colleagues and/or our patients/customers on social networking sites, 'blogs' (online journals), 'wikis' and any online publishing format
- revealing confidential information about Tryon Management Group in a personal online posting, upload or transmission - including financial information and information relating to our customers, business plans, policies, staff and/or internal discussions
- undertaking deliberate activities that waste staff effort or networked resources
- introducing any form of malicious software into the corporate network

Any use of our network and connection must follow our Confidentiality of Information and Electronic Communication and Internet Use policies found in the Employee Handbook.

Employees should:

- Keep their passwords secret at all times.
- Log into their corporate accounts only from safe devices.

This employee internet usage policy applies to all employees, contractors, and partners who access our network and computers.

**Violations of This Policy:** Any Team Partner who discovers a violation of this policy is required to notify the Human Resources Director. Any Team Partner who violates this policy shall be subject to discipline, up to and including termination of employment.

## Team Partner Communication

Tryon Management Group provides updates in the form of the Team Partner Portal (our intranet). These updates contain important information and are required to be reviewed by all Team Partners on a daily basis. The Team Partner Portal is the company's official mode of internal communication. Tryon Management Group's company policy and procedures for various policies can also be located on The Team Partner Portal. Team Partners are also required to check their Tryon Management Group emails on a daily basis while at work, as important individual and company-wide communication is also distributed via email.

## Social Media—Acceptable Use

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Tryon Management Group, as well as any other form of electronic communication. The same principles and guidelines found in other Tryon Management Group policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow Team Partners or otherwise adversely affects patients, vendors, suppliers, or people who work on behalf of Tryon Management Group or its legitimate business interests may result in disciplinary action up to and including termination.

**Know and Follow the Rules:** Carefully read these guidelines, the Harassment and Discrimination policy, the Code of Business Conduct policy, the Confidential Information policy, and all related policies, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

**Be Respectful:** Always be fair and courteous to fellow Team Partners, patients, vendors, suppliers or people who work on behalf of Tryon Management Group. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your coworkers, by using our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that discuss PHI, or that disparage patients, Team Partners, vendors or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

**Be Honest and Accurate:** Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Tryon Management Group, fellow Team Partners, patients, vendors, suppliers, people working on behalf of Tryon Management Group, or competitors.

### **Post Only Appropriate and Respectful Content:**

- Maintain the confidentiality of Tryon Management Group's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal

business-related confidential communications.

- Do not create a link from your blog, website or other social networking site to a Tryon Medical Partners website without identifying yourself as a Tryon Management Group Team Partner.
- Express only your personal opinions. Never represent yourself as a spokesperson for Tryon Management Group. If Tryon Management Group is a subject of the content you are creating, be clear and open about the fact that you are a Team Partner and make it clear that your views do not represent those of Tryon Management Group, fellow Team Partners, patients, vendors, suppliers or people working on behalf of Tryon Management Group. If you do publish a blog or post online related to the work you do or subjects associated with Tryon Management Group, make it clear that you are not speaking on behalf of Tryon Management Group. 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 Tryon Management Group.”

**Using Social Media at Work:** Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with other Tryon Management Group policies. Do not use Tryon Management Group email addresses to register on social networks, blogs or other online tools utilized for personal use.

**Retaliation is Prohibited:** Tryon Management Group prohibits taking negative action against any Team Partner for reporting a possible deviation from this policy or for cooperating in an investigation. Any Team Partner who retaliates against another Team Partner 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.

**For More Information:** If you have questions or need further guidance, please contact Human Resources.

## Personal Conduct

You are responsible for the content of all communications you generate, disseminate or solicit and should ensure that the content does not violate Tryon Management Group policies. The use of discriminatory, hostile, suggestive, or otherwise inappropriate material or language is strictly prohibited. Examples of prohibited activities include:

- Downloading or viewing pornography or obscene material of any sort
- Wasteful acts such as sending non-business-related mass distribution e-mails or chain letters and spending excessive amounts of time on the Internet
- Downloading any games or non-business applications
- Participating in Internet chat rooms, newsgroups, etc.
- Seeking external employment opportunities
- Abuse/misuse will result in disciplinary action up to, and including, termination of employment.
- Use of electronic devices such as camera phones, digital cameras or audio or video recorders to transmit or record images or conversations without the explicit permission and acknowledgment of all parties is prohibited.

## Personal Business

Appointments, visits from relatives or friends, visiting patients and other personal business must be conducted during off-duty hours or through utilization of PTO Time.

## Solicitation

To prevent disruption to our operations, Team Partners of Tryon Management Group are restricted from distributing literature or soliciting co-workers, patients, visitors, or other persons in Tryon Management Group work areas or during work time. For the purpose of this policy, “work time” includes the time the Team Partner attempting to distribute literature or soliciting should be working, as well as the time the recipient should be working.



## Phone Use and Camera or Electronic Recording Devices

While at work, Team Partners are expected to exercise the same discretion in using personal cell phones as they use with company phones. Excessive personal calls during the workday, regardless of the phone used, can interfere with Team Partner productivity and be distracting to other Team Partners and patients. Personal conversations should be kept to a minimum. Team Partners should restrict personal calls during work time and should use personal cell phones only during scheduled break or lunch periods in non-clinical areas. Team Partners must turn off their ringers and store cell phones out of site during work time. On the unusual occasion of an emergency or anticipated emergency that requires immediate attention, the cell phone may be carried on vibrate mode. These personal usage rules also apply to “texting”, “messaging”, or general “surfing of the web”. Abuse and/or excessive use of telephone privileges may result in disciplinary action up to and including termination.

Cameras, video and audio recording devices, or video or recording features of cell phones, MP3 Players or Personal Electronic Devices with wireless communications capabilities (PEDs) or other digital devices that contain such capability can cause violations of privacy and breaches of confidentiality. Therefore, Team Partners who are not otherwise specifically authorized to do so in accordance with Tryon Management Group policy are not permitted to record via audio, video, or photograph any Tryon Management Group facility, patient, or other Team Partner unless they have the explicit permission of: (1) their supervisor, and (2) the person being recorded or photographed. Anyone found to be recording or photographing a patient, Team Partner, or any other person, or found using a camera or recording device in any inappropriate manner, may be subjected to disciplinary action up to and including termination of employment.

## Mail

Please direct all personal mail to your home address and not to your business address.

## Standards of Appearance

As professionals in Tryon Management Group, we must present an image that reflects our commitment to quality care. In order to accomplish this goal, you are expected to dress in accordance with the guidelines established for your profession.

All Team Partners are expected to show good judgment, which includes being well groomed and neat while at work. All clothing should be clean, correctly sized, and in good repair. You must also wear your photo ID badge at all times when on duty. Questions or clarifications on what would be considered appropriate attire for your specific area should be directed to your department supervisor.

Team Partners who make inappropriate clothing or accessory choices will be counseled and sent home without pay to change. Repeated violations may result in disciplinary action up to and including termination of employment.

## ID Badge

Employees must wear their Tryon photo ID badge at all times while on duty. The badge should be attached to the employee’s top at chest level or above so that it is easily visible to patients, visitors, and colleagues.

If your ID badge is lost or stolen, you must obtain a replacement. Lost or stolen badges should be reported to Human Resources as soon as possible. Failure to wear your ID badge or excessive loss or damage to cards could potentially lead to disciplinary action.

Upon termination, team partners will be required to return ID badges to Human Resources or their manager.

## Jewelry & Body Piercings

Jewelry should be conservative so as not to distract from or interfere with performance. Visible body piercings, other than earrings, are not allowed. Earrings should not be larger than 1.5 inches in diameter. Dental or tongue jewelry is

not to be worn while working.

### **Tattoos**

Tattoos should be completely covered or must be smaller than one inch in diameter and must not be offensive.

### **Hair & Nails**

Hair and nails should be well groomed and extremes in color and style should be avoided.

### **Perfume & Cologne**

Some people are sensitive to perfumes & cologne so use of these should be avoided or minimal.

### **Chewing gum**

Employees should not chew gum in the presence of patients or visitors.

### **Hats**

Hats are not appropriate for the office.

### **Undergarments**

Undergarments should not be seen outside of clothing.

### **Religious Accommodation**

If any of the guidelines enclosed in this policy conflict with an employee's observance of their religious beliefs, Tryon will reasonably accommodate the employee's request as long as it does not create an undue hardship or safety issue. Employees should contact human resources to request an accommodation.

## **Clinical Attire**

### **For Employees Based in Patient Care Areas**

	<b>Acceptable Examples</b>	<b>Unacceptable Examples</b>
<b>Tops</b>	Scrub top in a solid Tryon color (navy blue, light grey, or ceil blue); Scrub jackets in a solid Tryon color; Undershirt in a solid Tryon color, white or black	Patterned or unapproved color tops; Knit sweaters; Athletic jackets; tops that show bare midriiffs, cleavage, or bare shoulders
<b>Pants</b>	Medical scrub pant in a solid Tryon color; Black scrub pants are also acceptable	Patterned or unapproved color pants
<b>Shoes</b>	Completely enclosed medical uniform or athletic shoes that are neat and clean	Open toe or open back shoes; Crocs

## **Non-Clinical Attire**

### **For Employees Based in Non-Patient Care Areas**

	<b>Acceptable Examples</b>	<b>Unacceptable Examples</b>
<b>Tops</b>	Collared button down shirts, polo shirts, sweaters, turtlenecks, suit or sport jackets, blouses and knit shirts for women	Tops that show bare midriiffs, cleavage, or bare shoulders; tops with printed words or pictures other than small logos, t-shirts, sweatshirts

<b>Pants</b>	Trousers or slacks, khakis, dress crop pants, leggings are acceptable if worn with a long tunic for women	Shorts, jeans, sweatpants, exercise pants
<b>Dresses and skirts</b>	Should be no shorter than slightly above the knee	Short or tight fitting skirts, if the dress does not cover the shoulders a cardigan must also be worn
<b>Shoes</b>	Dress shoes, loafers, flats, boots, dress heels, sandals are acceptable during Spring and Summer months for employees not based in the clinical offices	Athletic shoes, flip-flops, slippers

\*Jeans and athletic shoes may be worn on Casual Fridays.

## WORKPLACE SAFETY

### Safety

It is the responsibility of each Team Partner to conduct all tasks in a safe and efficient manner and comply with all local, state and federal safety and health regulations and program standards, as well as with any special safety concerns for use in a particular area or with a patient.

Although most safety regulations are consistent throughout each department and program, each Team Partner has the responsibility to identify and familiarize her/himself with the emergency plan for his/her working area. Each facility shall have posted an emergency plan detailing the procedures in handling emergencies such as fire, weather-related events and medical crises.

It is the responsibility of the Team Partner to complete an Accident and Incident Report for each safety and health infraction that occurs by a Team Partner or that the Team Partner witnesses. Failure to report such an infraction may result in Team Partner disciplinary action, including termination.

Furthermore, management requires that every person in the organization assume the responsibility of individual and organizational safety. Failure to follow company safety and health guidelines or engaging in conduct that places the Team Partner, patient or company property at risk can lead to disciplinary action and/or termination.

### Tobacco-Free Environment

Tryon Management Group prohibits the use of all tobacco products on its properties and in its facilities by Team Partners, patients, and other visitors. Tobacco products include, but are not limited to cigarettes, pipes, cigars, smokeless snuff, chew, Electronic Nicotine Delivery Systems such as e-cigarettes, vaping devices, etc.

The goal of the tobacco-free workplace program is to provide a healthy environment for patients, visitors, and Team Partners of Tryon Management Group. Adherence to this policy is the responsibility of all Team Partners.

The smoke-free workplace policy applies to:

- All areas of company buildings.
- All company-sponsored off-site conferences and meetings.
- All vehicles owned or leased by the company.
- All visitors (patients and vendors) to the company premises.
- All contractors and consultants and/or their Team Partners working on the company premises.

- All Team Partners, temporary Team Partners and student interns.

Tryon recognizes the health problems that commonly arise because of and in relation to smoking and provides resources through our employee health plan and the employee assistance program (EAP) McLaughlin Young.

Team Partners who violate the tobacco free policy may be subject to disciplinary action up to and including immediate termination.

## Drug Free Workplace

Tryon Management Group aims to provide Team Partners a safe work environment. To help achieve this, we utilize policies, procedures, and practices that have the goals of protecting Team Partners against unsafe conditions, unsafe acts, and unsafe hazards.

Substance abuse is detrimental to an individual's health and may jeopardize safety in the workplace. For these and other reasons, Tryon Management Group does not tolerate the use of illegal drugs or alcohol. For the purposes of this policy, an "illegal drug" is any drug that is not legally obtainable, or any drug that is legally obtainable but was not legally obtained. The term includes prescribed drugs not legally obtained and prescribed or over-the-counter drugs not being used for prescribed or intended purposes.

To ensure a safe work environment the following apply:

- All Team Partners are prohibited from unlawfully manufacturing, distributing, dispensing, possessing, or using controlled substances in the workplace.
- No Team Partner can report to work when use of a controlled substance may impair the ability to perform his/her job, regardless of whether the drug is legal or illegal. The following is a partial list of controlled substances:
  - Narcotics (heroin, morphine, etc.)
  - Cannabis (marijuana, hashish, etc.)
  - Stimulants (cocaine, amphetamines, etc.)
  - Depressants (tranquilizers, barbiturates, etc.)
  - Hallucinogens (PCP, LSD, etc.)
- Alcohol at Work: Team Partners cannot consume alcohol in any amount in the workplace, have alcohol in their possession in the workplace, be under the influence during scheduled work hours or have the smell of alcohol on their breath. No team partner or physician will use, possess or distribute alcoholic beverages on Tryon Management Group property, except as may be specifically and expressly permitted by the Tryon Management Group administration.
- Drug Testing: To enhance the safety of patients, Team Partners and members of the public, and to protect the property and reputation of the practice, pre-employment, for cause, random, and qualifying post-accident alcohol and drug screenings are used.
  - Pre-Employment Testing - Prospective team partners and physicians, at all levels, will be required to submit to and pass a drug test prior to employment. Applicants who refuse to consent to or test positive to a drug test will no longer be considered for positions with Tryon Management Group. Tryon Direct will be completing a full panel drug test for clinical Team Partners and all panels except for Cannabis for non-clinical Team Partners.
  - Random Testing - Tryon Management Group reserves the right to conduct random testing for all team partners and physicians. If selected for random testing the team partner or physician will be notified verbally by management.
  - Reasonable Suspicion - Team partners and physicians may be required to submit to a drug screening due to reasonable suspicion. Any Tryon Management Group team partner or physician who has concerns that a co-worker is under the influence of illegal drugs or alcohol while working should

- immediately bring the concern to Human Resources.
- Refusal to test - Team partners or physicians who refuse to submit to a drug/alcohol test, who fail to timely appear for a drug or alcohol test, or who try to alter the results of a test will be terminated. Team partners or physicians who have a positive drug test will be subject to disciplinary action up to and including termination.
- Criminal Violations: Any Team Partner charged with violating a criminal drug statute or alcohol related charge such as DWI must inform Tryon Management Group of such charge (including pleas of guilty or of no contest) within five days of the charge. Team Partners must also notify Tryon Management Group of any criminal drug or alcohol related convictions within 5 days of the conviction.
- Rehabilitation: Tryon Management Group recognizes that substance abuse is a treatable condition. To assist Team Partners in overcoming substance abuse problems, Tryon Management Group currently offers the following help:
  - Medical benefits for substance-abuse treatment.
  - Information about community resources or assessment and treatment.
  - A Team Partner Assistance Program (EAP).
- Legal Drugs: For the safety of patients and co-workers, no team partner or physician should report to work if use of a legal drug will impair his or her ability to safely and effectively perform job duties. Team partners or physicians who are lawfully and appropriately taking prescription or over-the-counter medications which may result in side effects (such as, but not limited to, drowsiness) must obtain a physician's permission to work while taking the medication and provide the physician's note to his or her manager. No prescription drugs shall be brought on Tryon Management Group premises by any person other than the person for whom the drug is prescribed by a licensed medical practitioner, and such drug shall be used only in the manner, combination and quantity prescribed.
- Searches of Personal Property: Tryon Management Group reserves the right to search personal belongings and work areas to determine if alcohol or drugs are present on Tryon Management Group property. Refusal to submit to a search may result in disciplinary action up to and including termination.

Team partners or physicians who violate these rules will be subject to discipline up to and including termination of employment.

## Workplace Bullying

Tryon Management Group defines bullying as "repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment." Such behavior violates the company Code of Ethics, which clearly states that all Team Partners will be treated with dignity and respect.

The purpose of this policy is to communicate to all Team Partners, including supervisors, managers and executives, that the company will not tolerate bullying behavior. Team Partners found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the targeted individual that is important. Tryon Management Group considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person's work area or property.
- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages.

- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

## Prohibited Weapons

Tryon Management Group is committed to fostering a safe and secure environment for Team Partners, patients and visitors. As a part of that commitment, this policy establishes restrictions for the possession, transfer or use of weapons or paraphernalia associated with a weapon while on Tryon premises or at Tryon-sponsored events. Team Partners may not possess or use any weapon at any time while on any property owned or leased by Tryon, or at any location where company business is conducted. This restriction includes, but is not limited to, parking lots, personal vehicles, Tryon-sponsored events, and so forth.

**Prohibited Weapons:** Tryon Management Group prohibits any weapon, including, but not limited to: guns, knives, swords, electronic defense weapons such as stun guns, batons or nightsticks, martial arts weapons, explosives, ammunition, and chemicals whose purpose is to cause harm. Any Team Partner who has a question as to whether an instrument, article, or substance is prohibited should ask for clarification from Human Resources prior to bringing the instrument, article, or substance on Tryon premises or to Tryon-sponsored events.

**Concealed Carry:** Regardless of whether a Team Partner possesses a concealed weapons permit or is allowed by law to possess a weapon, weapons are prohibited on all Tryon Management Group property, including in cars parked in Tryon Management Group parking lots or decks, as detailed in this policy.

**Disciplinary Action:** Any weapon or dangerous instrument on Tryon premises or at Tryon-sponsored events may be confiscated. There is no reasonable expectation of privacy with respect to such items in the workplace. Staff members' desks, workstations, offices, bags, etc. may be subject to security searches.

Violation of this policy may result in disciplinary action up to and including termination. When appropriate, Tryon will report the possession, transfer, or use of weapons to local law enforcement authorities.

## Workplace Violence Prevention

Tryon Management Group aims to provide Team Partners a safe work environment. To help achieve this, we utilize policies, procedures, and practices that have the goals of protecting Team Partners against unsafe conditions, unsafe acts, and unsafe hazards.

We have a zero-tolerance policy for workplace violence. This may include verbal and nonverbal threats. Any prohibited conduct or incidents should promptly be reported to your supervisor and /or Human Resources to reduce and eliminate risks.

To ensure the highest standard of health and safety for all Team Partners, patients, visitors, vendors, contractors, and the general public, no one is permitted to:

- Physically assault another individual on Tryon Medical property. Such actions include, but are not limited to, unwanted hostile contact such as hitting, pushing, shoving, or throwing objects.
- Threaten or intimidate another individual by stating a present or future intention to cause physical or mental harm. Any expression of intent to cause physical or mental harm is considered to be a threat.
- Harass another individual through communication or behavior designed or intended to intimidate, threaten, or frighten.
- Damage an individual's or Tryon's property.

Note: Team Partners who witness workplace violence are required to report such incidents. Failure to report may lead to disciplinary action up to, and including, termination of employment.

## EMPLOYMENT

### Employment of Relatives

Tryon Management Group does not employ, promote, or transfer individuals into positions whereby a relative would have direct or indirect decision-making authority over the Team Partner. A Relative is defined as spouse, child (including a foster child), parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, anyone living under the same roof, or in-law or step relationship. For example, the husband of the woman who is your cousin, would be considered a relative under an “in-law” for purposes of this policy. These decision-making influences include, but are not limited to, job progression, discipline, salary increases and performance appraisals. Situations in which someone has authority over a relative can lead to charges of favoritism, animosity among co-workers or complaints of unlawful employment discrimination. Relatives hired prior to July 2020 are grandfathered in.

#### Team Partner Responsibilities

Team partners and persons seeking a job with Tryon Management Group are responsible for informing the department or Human Resources of any relative that works at Tryon Management Group.

#### Leader Responsibilities

Leaders are to contact Human Resources when a situation within the scope of this policy happens. Options to resolve the situation will be discussed. The leader is responsible for communicating options to the team partners. The team partner will be given a maximum of a 30-day period to resolve the conflict. Because Tryon Management Group wants to retain good team partners, options to transfer within Tryon is most often the preferred means of solving the situation.

### Employment of Minors

No one under the age of 17 will be employed by Tryon Management Group in any capacity.

#### Job Descriptions

Tryon Management Group attempts to maintain a job description for each position. If you do not have a copy of a current job description, you should request one from your supervisor. Job descriptions prepared by Tryon Management Group serve as an outline only. Due to the needs of business, you may be required to perform job duties not within your written job description. Furthermore, the company may have to revise, add to, or delete from your job duties according to company needs. On occasion, the company may need to revise job descriptions with or without advance notice to the Team Partner.

If you have any questions regarding your job description, or the scope of your duties, please speak with your supervisor or Human Resources.

### Employment Classifications

As a Team Partner of Tryon Management Group, you are classified as one of the following:

**Full Time:** This is your classification if you are employed on a continuous year-round basis with standard hours of 32 – 40+ per week.

**Part Time:** This is your classification if your standard hours are less than 32 hours per week.

**PRN (As Needed):** This is your classification if you are hired to work on an as-needed basis. PRN Team Partners are not eligible to participate in any Team Partner benefit programs.

**Temporary:** This is your classification if you are hired to address short term, urgent staffing needs of a department or business unit. Temporary workers are not eligible to participate in any Team Partner benefit program.

## Change of Status

Accurate and up-to-date records pertaining to you and your job are kept by the Human Resources Department. For benefits eligibility purposes, you should report any of the following changes in status to Human Resources.

- Legal marital status – marriage, divorce, separation or death of a spouse
- Number of dependents – birth, death, or adoption
- Employment status for the Team Partner, Team Partner’s spouse or dependent
- Dependent’s eligibility – becoming eligible or ceasing to be eligible due to age, student status, or any similar circumstances
- Eligibility – satisfying or ceasing to satisfy eligibility requirements
- Residence of Team Partner or Team Partner’s spouse or dependent
- Change in name, address, telephone number, emergency contact, tax exemptions, direct deposit, etc., should be reported to Human Resources and updated as needed in Paylocity.

## Open Door Policy

Team Partners are encouraged to contact their immediate supervisor to discuss any problems or conflicts in the workplace. The supervisor is responsible for handling the complaint and is to make every effort to arrive at an equitable solution.

If a Team Partner’s complaint involves the immediate supervisor and/or the Team Partner does not feel free to discuss the situation with the supervisor, he/she should speak to the Human Resources Department, the Director of Compliance and/or the COO.

## Grievances

Suggestions for improving Tryon Management Group business practices are always welcome. At some time, you may have a complaint, suggestion or question about your job, your working conditions or the treatment you are receiving. Your good-faith complaints, questions and suggestions also are of concern to Tryon Management Group. To report your issues or concerns, we ask that you adhere to the following steps:

1. Within a week of the occurrence, bring the situation to the attention of your immediate supervisor, who will then investigate and provide a solution or explanation. If the situation involves your supervisor and/or you are not comfortable initially discussing it with him or her, you may go directly to the Director of Human Resources or the Director of Compliance as explained in step 2.
2. If the problem concerns your immediate supervisor and/or you are not comfortable discussing it with him or her, or if the problem persists after discussing it with your immediate supervisor, you may put it in writing and present it to the Director of Human Resources, who will investigate and provide a solution or explanation. It is recommended that you bring the matter to the Director of Human Resources as soon as possible after you believe that your immediate supervisor has failed to resolve the matter.
3. If the problem is not resolved, you may present the problem in writing to the Chief Operations Officer, who will attempt to reach a final resolution.

This procedure, we believe, is important for both you and Tryon Management Group. Tryon Management Group values your input and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.

## Personnel Records

Tryon Management Group maintains pertinent information on every Team Partner. Your personnel file is a



confidential, cumulative account of employment information and history. Personnel files are located in Human Resources. Active Team Partners may request to view their personnel file in the Human Resources office. Copies of personnel files are not provided.

## **Transfers and Promotions**

Tryon Management Group encourages the growth and development of our Team Partners including transfer to open positions within the practices. To ensure you are kept informed of job opportunities, job vacancies are posted on the Tryon Management Group website under Careers.

Tryon Management Group reserves the right to transfer Team Partners to different positions, when deemed necessary, to maintain efficient operations and production.

Tryon Management Group has the right to consider external candidates as well as internal candidates who have applied via the job posting system. Tryon Management Group will place the most appropriate individual into each open position.

Tryon Management Group encourages its employees to take advantage of professional development and advancement opportunities by considering transfer or promotion opportunities. Those seeking transfer or promotion should bear in mind that a transfer entails some personal risk because once transferred, the employee relinquishes all rights to his or her previous position. Sufficient thought should be given to career goals and to building a record of loyalty and longevity before requesting a transfer.

If an employee is interested in and meets the minimum qualifications for a position, they must complete an Internal Transfer Application Form, signed by their supervisor, a resume, and submit to Human Resources by the closing date. Supervisor signature does not endorse nor approve the transfer but acts as notification to the supervisor that the employee is considering a transfer. Employees who have not received any disciplinary action within the past 12 months are eligible to apply. The HR Internal Transfer Application Form can be found on the Staff Portal.

Interviews will be scheduled between the applicants and the hiring manager. If an internal applicant is selected, the date of transfer to the new position will be coordinated between the employee's current department and the new department, at the beginning of a pay period, within three weeks of the employee's acceptance of the position.

Employees who transfer from a department and increase in job grades will be eligible for a promotional increase. The promotional increase must bring the employee to the minimum of the new job grade. Whenever a promotional increase is paid, the employee's review date will be changed to the transfer date of the promotion.

Employees who transfer from a department and incur a decrease in a job grade will be subject to a demotion decrease in their hourly rate, to be appropriately paid within the new job grade. Whenever a decrease in salary is made, the employee's review date will not be changed.

An employee must stay in their position for six months before they are eligible to apply for another position within the company.

## **Continuing Education, Training and Development**

Tryon Management Group is committed to the training and development of all Team Partners. The objectives of our training and development policy are to maximize the contributions of all staff to achieve the goals of the practice. Many opportunities exist on a daily basis for learning on the job, and this is often the most effective way of learning. In addition, however, the company makes available to staff opportunities to attend a variety of long, medium and short courses on specific topics.

Additionally, Tryon Management Group recognizes the importance of all staff contributing to their profession, specifically by being involved in professional societies, including local, national and international institutions. Tryon

Management Group will pay for licensed Professional Staff, who have completed at least one year of employment, one yearly membership in an approved appropriate institution in their field. Membership in appropriate institutions for other staff members will be at the discretion of a supervisor. The procedure for obtaining/renewing membership should be directed to your supervisor who will request approval by the COO. Once approval has been granted, it will be paid for via employee reimbursement.

Team Partners will be compensated for time spent attending mandatory training and the Company will pay the costs associated with such mandated training. Upon completion of training regardless of whether internal or external, a copy of the certificate must be sent to Human Resources.

Employees also may wish to pursue further nonmandatory courses. To be eligible, employees must have completed at least one year of employment. Fees for the course may be paid but are subject to approval by the supervisor. A Continuing Education Reimbursement / Certification Form, which can be found on the Staff Portal, must be signed and returned by the individual before the course. Should the employee leave before the end of the agreed period as stated in the training agreement, a prorated proportion of the fees and expenses may have to be repaid, to the extent permitted by applicable law, as noted in the Continuing Education Reimbursement / Certification Form.

Support is offered for courses which:

- Relate to an identified need in the annual performance review.
- Are identified by the employee at any other time during the year and are, in the opinion of the supervisor, of benefit to the practice and individual.
- Can reasonably be accommodated with the group's work schedule.

Tryon Management Group annually budgets \$1,500 for every applicable full-time employee (32+ hours per week) and \$1,100 for every applicable part-time employee (24-32 hours per week) for continuing education purposes.

## Progressive Discipline

Every Team Partner has the duty and the responsibility to be aware of and abide by existing rules and policies. Team Partners also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his or her job description or as otherwise established.

Tryon Management Group supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. Tryon Management Group reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. In some circumstances, Team Partner behavior will warrant immediate termination without any prior warning. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the Team Partner's work record; and the impact the conduct and performance issues have on our organization. Nothing in this policy changes the nature of any Team Partner's at-will employment with Tryon Management Group. The HR Disciplinary Request Form can be found in the staff portal.

The following outlines Tryon Management Group progressive discipline process:

- **Verbal warning:** A supervisor verbally counsels a Team Partner about an issue of concern, and a written record of the discussion is placed in the Team Partner's file for future reference.
- **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in a Team Partner's personnel file. Team Partners should recognize the grave nature of the written warning.

- **Final written warning:** Final written warnings may be issued, depending on the history and/or severity of the unacceptable behavior, in lieu of or in addition to a verbal warning, a written warning, or a PIP (as defined below).
- **Performance improvement plan:** Whenever a Team Partner has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the Team Partner may be placed on a performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days. Within this time period, the Team Partner must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur. A PIP may be issued in addition to, or in lieu of, a verbal, written, or final written warning. The HR Performance Improvement Plan Form can be found on the Staff Portal.
- **Termination:** If an employee does not show immediate and continued improvement after a PIP or Final warning, or if the behavior warrants it immediately, employment with Tryon may be terminated.
- **Combination of Violations.** If progressive discipline has already begun for an employee due to a certain type of violation and the employee violates an unrelated policy, this may be considered separately and not immediately result in the next advanced step of progressive discipline.

## Separation of Employment

Separation of employment within an organization can occur for several different reasons.

- **Resignation:** Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause Team Partners to voluntarily resign employment. Resigning Team Partners are encouraged to provide two (2) weeks' notice (unless otherwise indicated for certain positions), preferably in writing, to facilitate a smooth transition out of the organization. Management reserves the right to provide a Team Partner with two (2) weeks' pay in lieu of notice in situations where job or business needs warrant such action. If a Team Partner provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given.
- **Retirement:** Team Partners who wish to retire are requested to notify their department director and the Human Resource department in writing at least one (1) month before the planned retirement date.
- **Job abandonment:** Team Partners who fail to report to work or contact their supervisor for two (2) consecutive workdays shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the second (2<sup>nd</sup>) day. The supervisor shall notify the Human Resource department at the expiration of the second (2<sup>nd</sup>) workday and initiate the paperwork to terminate the Team Partner. Team Partners who are separated due to job abandonment are ineligible to receive accrued benefits and are ineligible for rehire.
- **Termination:** Team Partners of Tryon Management Group are employed on an at-will basis, and the

company retains the right to terminate a Team Partner at any time.

### **Return of Company Property**

The separating Team Partner must return all company property at the time of separation, including uniforms, cell phones, keys, PCs and identification cards. Failure to return some items may result in deductions from the final paycheck. A Team Partner will be required to sign a Wage Deduction Authorization Agreement upon hire to deduct the costs of such items from the final paycheck.

The separating Team Partner shall contact the Human Resource department as soon as notice is given to schedule an exit interview. The interview will be scheduled on a day mutually agreed on by HR and the departing Team Partner.

Accrued PTO will be paid in the last paycheck in accordance with the Paid Time Off Policy.

Health insurance terminates the last day worked. Information for Consolidated Omnibus Budget Reconciliation (COBRA) continued health coverage will be provided.

**Rehire:** Former Team Partners who left Tryon Management Group in good standing and were classified as eligible for rehire may be considered for reemployment. If a previous Team Partner is re-hired within 30 days of original termination, the Team Partner will remain at their original hire date. Otherwise, an application must be submitted to the Human Resource department, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam, when required. Team Partner's rehired within 90 days of their termination date will not be required to complete the background check process again.

Supervisors must obtain approval from the Human Resource director or designee prior to rehiring a former Team Partner. Rehired Team Partners begin benefits just as any other new Team Partner. Previous tenure will not be considered in calculating longevity, leave accruals or any other benefits. The exception to this is for employees rehired within 90 days, health benefits will resume immediately per the Affordable Care Act and Paid Time Off will be available immediately.

Team Partners may be eligible for reinstatement into the 401(k) plan based on current plan rules (refer to most current plan documents for eligibility).

An applicant or Team Partner who is terminated for violating policy, failed to possess adequate work performance or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire.

## **YOUR ROLE, YOUR PAY, YOUR BENEFITS**

### **Attendance and Punctuality**

**Policy Statement:** Regular and punctual attendance of each team member is an essential part of being available to provide the valuable service that Tryon provides to this community. Team Partners are expected to be clocked in and ready to work by the start of their scheduled shifts. Team Partners are also expected to remain at work for the duration of their scheduled shifts. Unexcused absences, late arrivals, and early departures are disruptive to the team and must be avoided. If a Team Partner has questions about their scheduled shift, they should contact their direct manager. Absences due to illnesses or injuries that qualify under the Family and Medical Leave Act (FMLA) will not be counted against a Team Partner's attendance record.

### **Definitions**

**Excused absence** – Occurs when a Team Partner requests time away from the office, it is approved by the Team Partner's leader at least 48 hours in advance, and the Team Partner has enough paid time off (PTO) to cover the absence.

**Unexcused absence** – Occurs when a Team Partner must be out of the office unexpectedly for any reason (personal, medical, etc.) and the absence was not pre-approved by the Team Partner’s leader at least 48 hours in advance. If the Team Partner is unable to call due to medical reasons, he or she must have someone make the call prior to the start of their scheduled shift. An unexcused absence counts as one occurrence for the purposes of discipline under this policy.

**Tardy** – (more than 5 minutes) Occurs when a Team Partner is not clocked in and ready to begin working at the start of their scheduled shift and arriving late was not pre-approved by the Team Partner’s leader. Tardiness counts as one-half an occurrence for the purpose of discipline under this policy.

**Leave early** – Occurs when a Team Partner leaves before the end of their scheduled shift and it was not pre-approved by the Team Partner’s leader. A leave early counts as one-half an occurrence for the purpose of discipline under this policy.

**Occurrence** – When a Team Partner is tardy, leaves early, or has an unexcused absence it counts as an occurrence for the purpose of discipline under this policy. When a Team Partner is out of work for multiple consecutive days due to the same illness or injury, it counts as one occurrence.

### **Policy Details**

**Timekeeping**: Non-exempt Team Partner are expected to be clocked in and ready to begin working by the start of their scheduled shift. Team Partners must clock out for meal periods and will not be paid for this time. Team Partners should remain clocked in for approved breaks of 15 minutes or less. It is the responsibility of the Team Partner to ensure the accuracy of their time record by clocking in and out through Paylocity. Missed or delayed punches should be reported to their leader immediately and Team Partners with a pattern of missed or inaccurate punches will be subject to disciplinary action. Team Partners should contact their leader with any questions concerning their scheduled shift times.

**Notification Procedure**: If it is necessary for a Team Partner to be absent or late for work, the Team Partner must notify their leader at least one hour prior to the start of their scheduled shift. If the Team Partner is unable to call, he or she must have someone make the call on their behalf prior to the start of their scheduled shift. This notification does not excuse the absence or tardy but allows the leader to adjust staffing for the day if needed.

If it is necessary for a Team Partner to leave work before the end of their scheduled shift, he or she must notify their leader immediately. Approval will be determined on a case by case basis and does not eliminate the early departure as an occurrence.

**Consecutive Days of Absence**: If a Team Partner is absent for three or more consecutive days due to their own illness or injury, they must provide Tryon Management Group proof of physician’s care and if appropriate, a fitness for duty release prior to returning to work.

**Paid time off (PTO) to Cover Absences**: Team Partners who are eligible for PTO must use earned PTO for every absence as detailed in the PTO policy unless otherwise allowed by company policy (For example, bereavement, jury duty, leave of absence, etc.).

**Exhausted PTO**: If a Team Partner has exhausted all their available PTO and has a personal or medical need to request additional time away from the office, they may request up to 40 hours of unpaid time in a calendar year. This request will be subject to approval by the Team Partner’s leader.

**Disciplinary Action**: Team Partners are allowed three un-planned absences due to their own illness or injury or that of an immediate family member in a rolling 12-month period before facing disciplinary action. Tardiness is never considered excused.

Unexcused tardiness and early departures count as one-half an occurrence.

If a Team Partner misses more than half or all their scheduled work shift, this counts as one full occurrence.

Occurrences (in 12-month period)	Disciplinary Action
4	Coaching
5	Verbal warning
6	Written warning
7	Final warning
8	Termination

\*If a Team Partner has 2 occurrences within a 30-day period and disciplinary action for attendance has not already begun, this will prompt the start of progressive disciplinary action.

**No-call/No-show:** Not reporting to work and not calling to report the absence is a no-call/no-show and is a serious matter. The first instance of a no-call/no-show will result in a final written warning. The second separate offense may result in termination of employment with no additional disciplinary steps. A no-call/no-show lasting two days may be considered job abandonment and may be deemed a Team Partner's voluntary resignation of employment.

**Patterns:** Patterns may constitute further discipline. Patterns include but are not limited to calling out or leaving early the day before or after a holiday, calling out or leaving early on consecutive days, and calling out or leaving early before or after a weekend.

**Leader Responsibility:** Occurrences will be tracked by the Team Partner's leader based on a rolling 12-month period as well as 30-day periods.

**Administration of Policy:** These attendance guidelines are subject to Tryon Management Group's discretion in their application, and Tryon Management Group reserves the right to deviate from these attendance guidelines in its sole and absolute discretion for any reason it deems appropriate. By way of example, newly hired Team Partners, Team Partners with other recent disciplinary warnings, Team Partners with a history of attendance problems, and/or Team Partners on a performance improvement plan may be held to more stringent attendance standards. Conversely, a Team Partners with a long and successful tenure and an excellent historical attendance record may receive lesser discipline if the Team Partner's absences are the result of an unusual personal hardship.

## Breaks and Meal Periods

Tryon Management Group is not required to provide breaks or meal periods but tries to do so. Breaks and meal periods during a Team Partner's shift are determined by their work schedule and their supervisor, and in accordance with other Tryon Management Group policies and procedures. Meal periods are not paid time if the mealtime is at least 30 minutes and the Team Partner is relieved of all work responsibility during that period. If the meal period is substantially interrupted or is less than 30 minutes, the Team Partner will be paid for the mealtime. Team Partners who are given 15-minute breaks will be paid for this time and must remain clocked in for that time.

## Time Reporting

It is the responsibility of every non-exempt Team Partner to accurately record the time he or she begins and ends work, as well as accurately record meal periods and certain other nonworking periods. Team Partners must 'clock in' at the start of their shift and 'clock out' at the end of their shift and for meal periods. All Team Partners leaving work for personal reasons during the day must clock out when leaving and back in upon returning to work. Team Partners

are required to clock in before performing any work and are not permitted to clock out until all work has stopped; any time spent working while not clocked in ('working off the clock') is strictly prohibited. Team Partners are not permitted to clock in or out for each other; Team Partners must instead report any missing time entry to their supervisor. All reported time must be reviewed and approved by the Team Partner prior to the end of their last shift of the pay period.

Any failure to report time worked or falsification or misrepresentation of time and attendance information may result in disciplinary action, up to and including termination. Supervisors are also responsible for ensuring that the work and PTO time reported accurately reflects each Team Partner's activity for each pay period and validate this by approving the Team Partner's timecard. Errors in reporting hours worked, intentional or otherwise, can result in serious consequences to the individuals involved.

Time and attendance records for each pay period are submitted to payroll for processing at 10:00a.m. on the day following the end of the pay period (Monday). Team Partners must review and approve their timecard by the end of their last shift for each pay period, so that their supervisor can then approve the timecards by 10:00a.m. on Monday. Time worked that is not reported until after 10:00a.m. on Monday will be processed at the end of the next regularly scheduled pay period.

The deadline for timecards to be submitted to Payroll after a Monday Holiday is 9:00a.m. on Tuesday following the Monday Holiday.

## Scheduled Paydays

For most Team Partners, bi-weekly paychecks are issued every other Friday and represent payment for time worked during the two weeks ending at midnight the previous Saturday. There are 26 paydays each calendar year. You are paid for all time worked from the first day of employment. Semi - Monthly Team Partners will be paid on the 1<sup>st</sup> and 15<sup>th</sup> of the month. Monthly Team Partners will be paid on the 1<sup>st</sup> of the month.

## Overtime

Overtime work may be required for some positions. All overtime hours must be approved in advance by management and must be submitted through the Team Partner time recording system for payment in accordance with the requirements of the Fair Labor Standards Act.

Exempt Team Partners are not entitled to overtime. Exempt Team Partners are generally paid on a salary basis, meaning that those Team Partners are paid the same amount each week regardless of the number of hours worked. Exempt Team Partners are expected to complete their assignments, even if doing so means working evenings and weekends without additional pay.

Non-exempt Team Partners are paid overtime when they work over 40 hours in a workweek. Team Partners will receive time and one-half for all hours worked over 40 hours in one workweek. The workweek covers seven consecutive days beginning on Sunday and ending on Saturday. The usual workweek period is forty (40) hours. Simply figured, multiply 40 hours by your hourly rate and your overtime hours by one and one-half your hourly rate. Adding these totals will give you your gross pay. Overtime is based on actual hours worked. Paid leave, such as holiday, sick or vacation pay will not be considered hours worked for purposes of calculating overtime.

- **If overtime is less than 15 minutes:** Employees should arrange to offset overtime that is less than 15 minutes within the workweek, ideally on the next business day. Employees must notify management of their plans to offset prior to doing so. If overtime is incurred on a Friday, it is not required to be offset in the next workweek.
- **If overtime is more than 15 minutes:** Any overtime over 15 minutes needs to be brought to management's attention same day or no later than the next morning to decide whether and how to best offset. Generally, the employee and his or her manager should arrange to offset this time within 24 hours of when the overtime was worked, if possible, so it does not accumulate. Overtime can only be offset within the same workweek. Overtime incurred on a Friday need not be offset in the following week.

- **OVERTIME IN EXCESS OF 10 HOURS MUST BE APPROVED PRIOR TO ACCUMULATION BY THE CHIEF OPERATIONS OFFICER.**
- Management may ask employees to offset overtime by leaving early, coming in late, or taking an extended lunch. The manager should place a notation on the employee's timecard.

No Team Partner should work overtime unless the overtime has been previously approved by a member of management. Any violation of this rule may subject a Team Partner to discipline, up to and including termination of employment. Conversely, management may require Team Partners to work overtime when required by the needs of Tryon Management Group. Failure to work required overtime may also subject a Team Partner to discipline, up to and including termination of employment.

## Your Paycheck

Your paycheck will be credited to your checking or savings account and available for withdrawal on your scheduled pay date. Pay deposit advice is available on-line through Paylocity providing confirmation of your pay for that period and year to date, as well as, details of tax withholdings and other payroll deductions. Tryon Management Group will withhold from your paycheck all deductions required or permitted by law. Any Team Partner who believes that their paycheck contains an error should contact Human Resources.

## Payroll Deductions Applicable to Exempt Team Partners Only

Most Team Partners who are exempt from overtime requirements must be paid on a "salary basis." A Team Partner paid on a salary basis generally receives the same amount of compensation each pay period.

Subject to the exceptions listed below, an exempt Team Partner will receive their full salary for any workweek (with the exception of the first and last week of employment) in which the Team Partner performs any work. An exempt Team Partner's pay will not be reduced because of variations in the quality or quantity of the Team Partner's work, because of Tryon Management Group's operating requirements, or when the Team Partner is ready, willing, and able to work, but work is not available.

Exempt Team Partners are not required to be paid for any workweek in which they perform no work. In addition, Tryon Management Group may deduct from an exempt Team Partner's pay:

- When the Team Partner is absent from work for one or more full days for personal reasons other than sickness or disability;
- For absences of one or more full days due to sickness or disability in accordance with Tryon Management Group's PTO (Paid Time Off) policy;
- To offset amounts received as jury or witness fees, or for military pay;
- For unpaid disciplinary suspensions of one or more full days imposed because a Team Partner violates a Tryon Management Group policy;
- For full or partial days for penalties imposed as a result of infractions of safety rules of major significance; and
- For full or partial days in which an exempt Team Partner takes unpaid leave under the Family and Medical Leave Act.

Tryon Management Group prohibits all company managers from making any improper deductions from the salaries of exempt Team Partners. If a Team Partner believes that an improper deduction has been made, the Team Partner should immediately report the improper deduction to the Human Resources Department. If Tryon Management Group determines that an improper deduction has occurred, the Team Partner will be promptly reimbursed.

## Travel

Work travel shall be properly authorized, reported, and reimbursed. Under no circumstances shall expenses for personal travel be charged to, or be temporarily funded by, Tryon Management Group unless otherwise noted in



Tryon Management Group's written policies. It is the traveler's responsibility to report his or her actual travel expenses in a responsible and ethical manner in accordance with the regulations set forth in the applicable policies. Any exceptions to the applicable policies must be submitted to a supervisor or Human Resources, for approval.

Travelers may not approve the reimbursement of their own travel expenses. In addition, a Team Partner shall not approve the travel expenses of an individual to whom he or she reports either directly or indirectly.

Transportation expenses shall be reimbursed based on the most economical mode of transportation and the most commonly traveled route consistent with the authorized purpose of the trip.

All travel reimbursement should be submitted on a Tryon Management Group Travel Reimbursement Form.

Airline or other such tickets should be procured in advance in order to obtain any discounts offered by the carrier or negotiated by Tryon Management Group.

Mileage shall ordinarily be computed between the traveler's main work site and the common carrier or destination. Expenses for travel between the traveler's residence and normal work site shall not be allowed. However, mileage expenses may be allowed between the traveler's residence and the common carrier or destination if company business travel originates or terminates before or after the traveler's working hours for hourly employees only, or if travel originates or terminates during a regularly scheduled day off.

Travel away from home is considered work time when it occurs during an employee's normal work schedule. Travel time on the employee's non-working days that occurs during hours that correspond with his or her normal work hours is counted as time worked. A regular meal period time is not counted as time worked. Travel time away from home that occurs outside of regular working hours is not considered work time.

However, all authorized travel time spent **driving** an automobile is treated as hours worked, regardless of whether the travel takes place within normal work hours or outside normal work hours.

Travel as a **passenger** in an automobile is not treated as hours worked unless it falls during regular working hours. If an employee is traveling by air and there is a delay between flights, that is considered hours worked.

For employees who must **on occasion** travel to different Tryon Management Group locations that are farther distances than their home office:

**1. Calculation of Mileage from home to a temporary office location**

- a. Calculate the round-trip mileage from the employee's home to the Float Office Location.
- b. Calculate the round-trip mileage from the employee's home to their Primary Office Location.
- c. If the mileage calculated in Step 2 is greater than Step 1, no payment for mileage will be received.
- d. If the mileage in Step 1 is greater than Step 2, the employee will be eligible for a mileage reimbursement for the difference. Complete a mileage reimbursement form with the Map attachment to show the calculation.

**2. When traveling to business locations from work**

- a. Calculate the roundtrip mileage from the Tryon Management Group office to the business locations.

All forms require a supervisor's signature.

## Benefits Plans

Team Partners will be eligible to enroll in health benefits effective the first day of the month following 30 days of employment. Benefits will terminate on the last day of employment.

Tryon Management Group acknowledges one open enrollment period per year. The open enrollment period will be announced by the Human Resources Department in advance of the open enrollment. Changes may only be made during the open enrollment period unless otherwise allowed by the IRS guidelines or other applicable federal, state or local law. Tryon Management Group currently offers medical, dental, vision, health savings account, flexible spending account, dependent care spending account, life and AD&D, short-term and long-term disability, accident, hospital indemnity, and critical illness insurance options. These options may change in the discretion of Tryon Management Group.

A Team Partner must elect their options during the open enrollment period or within the first thirty (30) days of employment. If a Team Partner does not make an election within the specified period of time, the Team Partner will not be eligible for the applicable benefits until the following open enrollment unless there is a qualified status change. Team Partners must notify Human Resources within 30 days of a qualified status change. Applicable health premiums will be deducted from the Team Partner's paycheck on a pre-tax basis. Other benefit premiums will be deducted in accordance with plan rules.

## Retirement Plan

Team Partners may elect to contribute to their 401(k) upon becoming eligible for plan entry.\* Tryon Management Group will match 100% of Team Partner contributions up to 4% of earnings per payroll period. Team Partners are allowed to defer up to the limit allowed by federal law.

Tryon Management Group will also contribute 3% of an eligible Team Partner's W-2 Compensation as of the Team Partner's plan entry date, which is either July 1<sup>st</sup> or January 2<sup>nd</sup> following one year of service. The contribution is made on an annual basis for eligible Team Partners.

Here is a simplified example of contributions by Tryon Management Group. In this example, the Team Partner is being paid for working 80 hours in one pay period at \$15 per hour, the Team Partner earned \$15,000 in the prior year (counting backward from his/her July 1 plan entry date), and the Team Partner elected to contribute 5% of his/her earnings for each pay period. The rates used are examples only (these rates may not reflect your actual rates of pay).

	Pay	Team Partner Contribution	Tryon Management Group Contribution
Pay period	\$1200	\$60 (5% of pay for period)	\$48 (matched up to 4%)
Prior year	\$15,000	None	\$450 (3%)

\*Generally, a Team Partner will become eligible to participate (a) for Full-Time Team Partners, on the first day of the month following 90 days of employment, or (b) for Team Partners who are not classified as Full-Time, on the first day of the month following attainment of 1,000 hours worked in the prior 12-month period.

As with your insurance benefits, please refer to your Summary Plan Description (SPD) found on the Team Partner Portal for specifics. Should you have any other questions, please consult with Human Resources. This benefit, as well as other benefits, may be canceled or changed at the discretion of Tryon Management Group, unless otherwise required by law. To the extent there is any conflict between this policy and the benefit plan documents, the benefit-related documents will control.

## Holidays

Tryon Management Group observes the following holidays:

New Year's Day, Good Friday, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, Christmas Day.

As a healthcare organization, we must balance the needs of the community with the needs of our Team Partners. Each holiday will be observed on the workday closest to the holiday. Team Partners who desire to observe a religious holiday that is not recognized by the company may request to use PTO.

Holiday pay will not be considered hours worked in the computation of overtime.

All Full-time employees (regularly scheduled to work 64 or more hours per pay period) will receive holiday pay at their regular rate of pay, provided they meet the following conditions:

- Work a full shift or use pre-approved PTO on their last scheduled work shift prior to the paid holiday.
- Work a full shift or use pre-approved PTO on their first scheduled work shift following the holiday.
- Should the employee be unable to work either of these two days because of illness, proof of illness will be required to qualify for the paid holiday (Exception: employees out on approved FMLA).

## **Team Partner Assistance Program**

Because Tryon Management Group understands the impact personal problems can have on a person's home life and job performance, the company offers to Team Partner's and their household family members a Team Partner Assistance Program (EAP). This program is designed to help Team Partners and members of their family with all types of issues- marital, conflicts, financial problems, job stress, emotional, alcohol and drug problems, legal issues, and difficulties with children. Provided on a confidential basis, the EAP counselors offer help when you need it most. There is no charge to the Team Partner.

## **Bereavement Leave**

The purpose of bereavement leave is to provide Team Partners who have experienced the recent loss of a family member with time away from work to attend to matters related to that loss, such as attending a funeral or other memorial service. Tryon Management Group may request documentation establishing a Team Partner's attendance at a funeral or other memorial service and/or documentation of the Team Partner's relationship to the deceased. A Team Partner who wishes to take time off due to the death of a family member (as defined below) should notify his or her supervisor immediately.

Bereavement leave will be granted unless there are unusual business needs or staffing requirements. Paid bereavement leave is granted according to the following schedule:

- Team Partners are allowed up to three (3) days (not necessarily consecutive) of paid leave in the event of the death of the Team Partner's spouse, child, father, father-in-law, mother, mother-in-law, brother, sister, stepfather, stepmother, stepbrother, stepsister, stepson, stepdaughter, brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, grandparent, grandchild or spouse's grandparent (each, a "family member").

Employees must submit a bereavement request form authorized and signed by their supervisor to the Human Resources Department. PTO may be used to pay time missed due to death of individuals not listed here. The HR Bereavement Request Form can be found on the Staff Portal.

## **Inclement Weather**

Due to the important service that Tryon provides to our community, offices will remain open during most periods of inclement weather. If there is severe inclement weather, a decision may be made to close the offices for all or a portion of the workday for the safety of Team Partners and patients. In the event of impending inclement weather, Tryon Management Group will attempt to make a decision on office delayed opening or office closing before the 11:00 pm news coverage on the day prior to the expected inclement weather. The COO will send an email with the status of the offices via the inclement weather distribution list once a decision has been made. The Tryon Weather phone line and website homepage will be updated with the inclement weather decision and physicians and Team Partners are responsible for checking one of these methods of communication. The Tryon weather phone line number is 701-

248-6963. Additional inclement weather details can be found on the Team Partner Portal.

### **When the Offices are Closed or Delayed**

**Closed:** The Executive Assistant/designee will execute the TV announcement that: All Tryon Management Group locations are closed. The practice manager/designee will initiate the group call campaign for all practice(s) within Tryon Management Group. Tryon Management Group will send out patient notifications to each patient affected. To complete the group call campaign, follow the instructions in the “To send cancellation due to weather messages to patients in AthenaNet” document which can be found on the intranet:

**Delayed:** The Executive Assistant/designee will execute the TV announcement (WCNC) that: All Tryon Management Group locations are delayed. If Tryon Management Group’s offices are delayed, the practice manager/designee will initiate the group call campaign for the appointment times that are impacted by the delay. The same process as outlined above should be followed, **except** select “weather delayed X hour opening” as message to send in options section. Tryon Management Group will send out patient notifications to each patient affected. Practice Managers are responsible for contacting the designated physician(s) in their location to determine the status (time of opening) of that location. By 6:00 AM or 2 hours prior to the first appointment, the following information is to be sent to [inclementweather@tryonmed.com](mailto:inclementweather@tryonmed.com)

1. Status of office: open, closed or delayed
2. If phones need to be forwarded to (IT will forward phone lines)
  - a. Another (buddy) location
  - b. Beginning time to ending time phones are to be transferred
3. Providers that are in the office seeing patients

Practice Managers who are unable to complete the necessary steps for inclement weather should contact another manager to assist with completing the required steps.

If an employee’s assigned location is closed and another Tryon Management Group location is open, employees may report to the nearest location that is open.

### **Compensation**

When the offices are closed due to severe inclement weather, non-exempt employees may choose to: 1) take Paid Time Off (PTO) if they have it available or 2) not be paid for the day. If the employee chooses to use PTO, they must submit this request through Paylocity.

### **When the Offices Remain Open**

Employees are expected to report to work at the start of their scheduled shift when the offices remain open during inclement weather, but it is the employee’s decision to determine if they can safely travel to work under the conditions. If a non-exempt employee elects not to report to work during inclement weather, they are required to use PTO if they have it available. If the employee has exhausted their PTO Banks, they will not be paid for the day. If an employee elects not to report to work, they must notify their leader as soon as possible but at least two hours prior to the start of their scheduled shift. Absences due to safety concerns related to inclement weather will not count as attendance occurrences under the attendance policy if the employee’s leader is properly notified.

### **Working Remotely - Exempt Employees**

If inclement weather is expected, exempt employees should communicate with their leader beforehand about working remotely if the offices are closed or the employee is unable to travel to the office. If the offices are closed and the exempt employee has the ability to work remotely, they should do so. If there are not any time sensitive assignments that must be completed and the exempt employee prefers to take PTO, they should communicate this to their leader.

## **School Leave**

Tryon Management Group conforms to North Carolina law pertaining to school leave and will grant four (4) hours per

year to any Team Partner who is a parent, guardian, or person acting in place of a parent of a school-age child so that the Team Partner may attend or otherwise be involved at that child's school. Parental Leave is unpaid leave. However, any parental leave is subject to the following conditions:

1. The leave shall be at a mutually agreed time between Tryon Management Group and the Team Partner.
2. Tryon Management Group may require the Team Partner to provide a written request for the leave at least forty-eight (48) hours prior to the time desired for the leave.
3. Tryon Management Group may require that the Team Partner furnish written verification from the child's school that the Team Partner attended or is otherwise involved at that school during the time of leave.

## Vacation and Scheduling Days Off

Tryon Management Group encourages team members to take time away from work to rest, relieve stress, and take care of personal and family responsibilities. Team members benefit from time off and time away from the workplace. Tryon knows that work life balance helps increase work quality, boost morale, and maintain a healthier and happier workforce. Tryon, through our total rewards program, is proud to offer team members a plan encouraging paid time off without worry of the security of a paycheck.

**Paid Time Off (PTO) Benefit** – An allotment of PTO hours that each eligible team partner receives during the current calendar year and may be used for vacation, sick, and personal time off. This allotment will also include up to 180 hours of unused PTO carried over from the previous calendar year. The maximum amount of unused PTO which may ever be carried over from one year into the next is 180 hours.

**Benefit Service Date** – A team member's benefits service date is generally the most recent hire date. If a team member's employment status changes during their employment from that of non-benefits eligible to benefits eligible or vice versa, their benefits service date may be different than their hire date. One can confirm their benefits service date by viewing their profile in Paylocity or contacting Human Resources.

**Standard Work Week** – The Team Partner's regularly scheduled budgeted hours in a week.

## Eligibility

The following employees are eligible to earn PTO:

- Full-time employees
- Part-time employees scheduled to work at least 48 hours per pay period

## Ongoing PTO Bank Administration

The PTO benefit is a way in which Tryon rewards employees with longer-term service. The longer an employee is with Tryon, the more time off the employee is awarded. At the start of each calendar year, the employee's allotted PTO for the current calendar year will be deposited into their PTO Allotment bank.

The following table shows PTO amounts awarded based on employee status and years of benefit eligible service:

Employee Status/Standard Hours per Pay Period	Years of Service that will be Achieved During the Current Calendar Year (Based on Benefit Service Date)	PTO Days Awarded for the Calendar Year
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<b>Full-Time 64-80 Hours</b>	90 days but less than 3 years	18 days
	3 years but less than 7 years	20 days
	7 years but less than 10 years	22 days
	10 years and over	25 days
<b>Part-Time 48-63 Hours</b>	90 days but less than 3 years	9 days
	3 years but less than 7 years	10 days
	7 years but less than 10 years	11 days
	10 years and over	13 days

### PTO Bank Administration for New Hires

For employees hired on or after January 1, a pro-rated amount of PTO will be deposited for their first partial calendar year of employment after 90 days of benefit eligible service.

The pro-rated amount of PTO is determined by the number of months of benefit eligible service during the employee's first calendar year of employment per the following chart:

Month of hire (Full-Time)	PTO Awarded for the First Partial Calendar Year of Employment
January	18
February	16.5
March	15
April	13.5
May	12
June	10.5
July	9
August	7.5
September	6
October	4.5
November	3
December	1.5

Month of hire (Part-Time)	PTO Awarded for the First Partial Calendar Year of Employment
January	9
February	8.25
March	7.50
April	6.75
May	6.00
June	5.25
July	4.50
August	3.75
September	3.00
October	2.25
November	1.50
December	.75

### PTO Carryover Bank Administration

Tryon wants employees to take time away from the workplace. Time away benefits the employee and Tryon. Because

of this, employees may carryover unused PTO from one year to the next with a maximum balance of 180 hours. Any unused time left at the end of the year in excess of 180 hours will be forfeited. This is the “use it or lose it” rule.

### **Employees Changing Status**

Employees sometimes increase or decrease their work commitment to Tryon. When this happens, an employee may move from a status not receiving PTO to one that does receive PTO, or vice versa. PTO will be earned or stopped from the date the status change was effective.

Employees decreasing their work commitment to Tryon may move from an earning status to a non-earning status for PTO. If this happens, the employee is awarded and paid the value of any PTO in their banks per the PTO payout guidelines in this policy.

Employees sometimes change from one status to another and the new status has a different earning rate. In this situation, an adjustment will be made to the employee’s PTO Bank, to either add or remove PTO time based on the new status.

### **Payment of PTO**

PTO is awarded and paid at the employee’s current base rate of pay. It does not matter what pay rate the employee was at when the PTO was earned – Tryon pays it at the pay rate at the time of use or payment. Overtime, differentials, and other pay premiums are not included in PTO payment. PTO pay is included in the paycheck for the pay period dates in which the PTO was taken.

### **Use of PTO**

#### **Scheduling PTO**

It is important for new employees to be at work in order to learn and become comfortable with their duties and responsibilities. Therefore, the use of PTO requires the completion of 90 days of employment.

Employees may conveniently see their PTO balances in Paylocity after completing 90 days of employment.

PTO is to be scheduled in at least one-hour minimum periods for non-exempt employees and four-hour minimum periods for exempt employees.

When PTO hours are available, employees may not choose to take time unpaid in lieu of PTO except under certain circumstances when on an approved medical leave (refer to the Medical Leave Policy for additional details).

Managers must balance PTO requests with making sure that staffing needs are met, and the mission of Tryon is being moved forward. There may be times when a request for PTO is not approved. When time off requests conflict among employees, preference is given to the earliest request submitted. If this does not resolve the conflict, the employee’s length of service will determine who gets the time off request. Requests for time off around holidays will also take into consideration which employees received time off around other holidays or the same holiday in the prior year. The employee’s leader is responsible for approving or denying PTO requests. This approval or denial is to be done at the earliest convenient date to make sure employees can plan for their time off.

#### **Unscheduled Time Off and Use of Leave**

Employees must comply, to the extent possible, with department policies surrounding calling off work for illness or emergencies. In most cases, this is at least two hours prior to start time, but some units or departments may have a different time frame.

#### **Exhausted PTO**

If an employee has exhausted all of their available PTO and has a medical need to request additional time away from the office, they may request up to 40 hours of unpaid time in a calendar year. This request will be subject to approval by the employee’s leader. Unpaid leave will only be granted for medical purposes.

## **Employees Responsibilities**

Employees are asked to carefully watch their PTO hours balance. In order to be fair to all employees and allow Tryon to plan for staffing needs, no hours may be earned or carried over the limits.

To request PTO, employees can submit a request for paid time off through Paylocity. The request should be submitted to the employee's leader at least two weeks prior to the date of the PTO request, except when sudden or unexpected needs arise.

Please recognize that PTO is a benefit that Tryon must plan for financially and operationally. Because of this, employees may not use PTO that is not available in their PTO Allotment. Negative PTO balances are not allowed. Likewise, employees may not use PTO hours greater than their regular standard hours. For example, if an employee's regular standard daily shift is eight (8) hours, the employee cannot submit nine (9) hours of PTO for that day.

## **Leader Responsibilities**

Leaders are to monitor employee's PTO at regular intervals (suggested quarterly). Leaders are to make sure that employees are taking time away from work to refresh their minds and bodies and relax. Time away from work contributes to increased productivity and quality.

Leaders are to attempt to grant PTO requests while also balancing staffing needs and the delivery of the mission of the organization. If a PTO request cannot be granted, the leader is to discuss with the employee the reason and alternative dates.

Leaders are responsible for approving or denying PTO requests in the time keeping system and ensuring team member's timecards accurately reflect PTO usage for each pay period.

## **When an Employee Leaves Tryon Management Group**

### **Payout of PTO Benefit**

Employees who separate from Tryon will have their PTO balances paid out to them on their last paycheck as detailed below, provided that they completed their initial 90 days of employment prior to their last day of employment and also meet all of the following requirements:

- The employee must have either been terminated without cause (as determined in Tryon's sole and absolute discretion) or must have resigned and given a minimum of two weeks of notice, and
- The employee must work the entire notice period, and
- The employee must be in good standing (as determined in Tryon's sole and absolute discretion) as of the date of payout. (Note that employees may be considered not in good standing for a variety of reasons, including but not limited to failure to update charts or complete reasonably requested assignments prior to departure and/or failing to timely return company equipment and keys.)



The PTO Bank for an employee who meets all of the above requirements will be paid out according to the following chart:

Team partners leaving...	Team partner
In the first 90 days of employment	Does not receive any PTO hours
After completion of pay period in which the 90 <sup>th</sup> day falls up to second year of service at Tryon Management Group.	25% of annual allotment less time used
After completion of pay period in which the second year anniversary falls to the fifth year of service at Tryon Management Group.	50% of annual allotment less time used
After completion of pay period in which the fifth year anniversary falls up to the tenth year of service at Tryon Management Group	75% of annual allotment less time used
Any time after the tenth year of service	100% of annual allotment less time used

PTO is scheduled and planned in balance with staffing needs. Because of this, an employee may not use PTO hours to satisfy the notice requirement for resignation.

## Workers' Compensation

Tryon Management Group provides worker's compensation insurance for all Team Partners for work related injuries and illnesses, but it is not intended to be a substitute for health coverage. All claims are fully investigated to determine if they meet the criteria for a compensable claim as determined by the applicable state Workers' Compensation Act. If you are injured on the job, it is your responsibility to immediately notify your manager, complete a Report of Occupational Injury or Illness within 24 hours and return to your manager.

## Unemployment Compensation

Tryon Management Group complies with the North and South Carolina Unemployment Compensation Laws, which provides benefits in cases when a Team Partner loses their job through no fault of their own. Team Partners may request information about their benefits and rights from the North Carolina Department of Commerce, Division of Employment Security, or the South Carolina Department of Employment and Workforce.

## Jury Duty / Witness Pay

Tryon Management Group encourages all Team Partners to accept their civic responsibilities, and as a good corporate citizen, the company supports Team Partners in the performance of these duties. The company provides leave to eligible Team Partners who are called to serve as jurors or who are summoned to appear as witnesses in a judicial proceeding, pursuant to a subpoena or other court order. Absence for jury duty or appearance as a witness does not affect a Team Partner's paid time-off and no adverse action will be taken against Team Partners or applicants due to their service as a juror.

A Team Partner summoned for jury duty or subpoenaed to appear as a witness before a court or governmental hearing may be absent for the duration of the duty as a juror or witness. During this absence, the Team Partner is compensated at his or her regular rate (not to exceed payment for 8 hours per day for hourly Team Partners), for the first two weeks of jury service. Team Partners serving on a jury for more than two weeks will be placed on unpaid leave for the duration of their service.

To receive compensation for time away to serve as a juror or to appear as a witness before a court or governmental hearing, the Team Partner must complete a Jury Duty/Witness Pay Form. The Team Partner must attach a copy of the payment records or certificate of attendance from the court to the jury duty/witness pay form in order to be compensated for the absence. The HR Jury Duty-Witness Pay Request Form can be found on the Staff Portal.

An employee who is released from jury service or witness duty before the end of his or her regularly scheduled shift is expected to call his or her supervisor as soon as possible and report to work if requested.

## **Family and Medical Leave Act**

Tryon Management Group provides leaves of absence in compliance with the requirements of the Family and Medical Leave Act of 1993 ("the FMLA"). This policy incorporates general information on FMLA rights and responsibilities and sets forth Tryon Management Group policies regarding how such benefits are to be applied. All benefits other than health insurance are generally suspended during FMLA leave. Additional information may be obtained from the Human Resources Department.

### **Eligibility**

Team Partners who: (1) have been employed by Tryon Management Group for at least twelve months prior to any request for leave under the FMLA, (2) have worked at least 1250 hours during the previous twelve months, and (3) are otherwise eligible for unpaid leave under the FMLA, may request family and medical leave.

Team Partners should contact Human Resources immediately upon need for/knowledge of FMLA request. Human Resources will review all processes including FMLA approval, guidelines while out, pay, benefits and call in procedures. Employees who fail to follow request procedures and call in procedures may result being denied FMLA.

### **Leave Entitlement**

Tryon Management Group will grant a combined total of up to twelve weeks of unpaid family or medical leave during a twelve-month period for the categories 1-4, below. Tryon Management Group shall grant a combined total of not more than 26 weeks of leave under categories 1-5 below. The total maximum amount of leave time any Team Partner shall be entitled to during a twelve-month period is twenty-six weeks. Tryon Management Group uses a policy of looking back twelve months from the date of leave or requested leave to determine whether the Team Partner has any available leave time, with the exception of leave to care for a covered service member or covered veteran (number 5 below), which is calculated on a rolling forward basis.

Leave may be granted for one or more of the following reasons:

1. The birth of a child of the Team Partner, or to care for a newborn child or a child placed with the Team Partner for adoption or foster care (within twelve months of the birth or placement);
2. To care for the Team Partner's spouse, child, or parent who has a serious health condition;
3. Due to the eligible Team Partner's own serious health condition that renders the Team Partner unable to perform the essential functions of his or her position;
4. Because of any qualifying event arising out of the deployment or impending deployment to a foreign country of a covered service member that is the spouse, son, daughter, or parent of a Team Partner; or
5. A Team Partner who is the spouse, child, parent, or next of kin of a covered service member or covered veteran may be entitled to military caregiver leave to care for an injured or seriously

ill service member or veteran.

Eligible spouses, both of whom are employed by Tryon Management Group, are jointly entitled to a combined total of twelve workweeks of family leave for the birth or placement of a child for adoption or foster care and to care for a parent who has a serious health condition. Likewise, eligible spouses, both of whom are employed by Tryon Management Group, are jointly entitled to a total of twenty-six weeks of leave for care for an injured member of the armed services.

In some situations, intermittent leave or leave on a reduced working schedule may be available. Intermittent leave is leave that is taken in blocks of time or by reducing a normal weekly or daily work schedule. Such leave is available when medically necessary to care for a family member who has a serious health condition, or because the Team Partner has a serious health condition that makes the Team Partner unable to work. Intermittent and reduced schedule leave may also be taken due to a qualifying exigency arising when a family member is called to active duty or to care for an injured service member.

If a Team Partner requests intermittent leave, Tryon Management Group may ask the Team Partner to transfer to an available alternative position for which the Team Partner is qualified and that better accommodates recurring periods of leave than does the Team Partner's regular position.

Team Partners may be permitted to work from home while on intermittent or reduced schedule FMLA leave. Team Partners must obtain PRIOR approval from their supervisor AND the Human Resources Department in order to work from home. Any time spent working from home will not count against the Team Partner's 12-week FMLA leave.

**Serious Health Condition Defined:** A serious health condition is defined as a "health condition that involves in-patient care in a hospital, hospice or residential medical care facility, or continuing treatment by a health care provider."

Tryon Management Group may require certification from the health care provider concerning the serious health condition (including certification that the Team Partner is needed to care for a family member and an estimate of the time needed), or certification that the Team Partner is unable to perform the functions of his or her job.

**Designation of Paid Leave:** Team Partners shall use all accrued PTO time to cover any FMLA leave (with the exception of 40 hours that they may choose to keep in their bank for future use). Any paid leave shall count toward the total leave entitlement under the FMLA. Team Partners continue to accrue PTO as long as they remain on paid leave. Once paid leave is exhausted, Team Partners cease accruing PTO until they return to paid status.

**Benefit Premiums:** Regular employee benefit premiums will be deducted from any PTO used by the employee. In the absence of PTO, the employee must send the appropriate premium to Human Resources. Failure to pay premiums will result in cancellation of coverage.

**Job Restoration:** Subject to certain exceptions (such as when the Team Partner would not otherwise have been employed at the time reinstatement is requested, or the Team Partner is within the category of Team Partners where restoration would cause substantial and grievous economic injury to Tryon Management Group), Team Partners who take FMLA leave will be reinstated to their original job at Tryon Management Group or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment.

Nothing in this policy, however, shall be construed to entitle any restored Team Partner to accrue any seniority or employment benefits during any period of leave or any right, benefit, or position of employment other than any right, benefit, or position to which the Team Partner would have been entitled had the Team Partner not taken FMLA leave.

**Notice and Reporting by Team Partner:** Team Partners wishing to utilize FMLA leave should give at least thirty days' notice of the need for leave whenever possible. Moreover, when leave is based on planned medical treatment, whether for an immediate family member or the Team Partner, the Team Partner should schedule the treatment so as not to unduly disrupt Tryon Management Group's operations.

**Certifications:** Team Partners seeking to use FMLA leave may be required, at the election of Tryon Management Group, to provide:

- (1) Medical certifications supporting the need for leave due to a serious health condition affecting the Team Partner or an immediate family member. This certification must be provided by the Team Partner no later than fifteen days after the request by Tryon Management Group;
- (2) Second or third medical opinions (at Tryon Management Group's request);
- (3) Medical recertification at the request of Tryon Management Group at reasonable intervals; and
- (4) Certification of fitness-for-duty prior to returning to work.

If a Team Partner does not timely provide the requested medical certifications, Tryon Management Group may deny FMLA leave until the Team Partner submits the necessary certifications. If leave is not approved due to the Team Partner's failure to submit a certification, the absences may be counted as unexcused and the Team Partner disciplined in accordance with the attendance policy, up to and including termination of employment.

If a Team Partner fails to call in as required by FMLA guidelines during time away, they must present a valid reason for not calling in to Tryon Management Group. Failure to do so may result in disciplinary action up to and including termination.

Also, if a Team Partner fails to provide the requested fitness-for-duty certification required for return to work, Tryon Management Group may deny job restoration until the Team Partner submits such certification. Failure to submit a return-to-work certification may also result in absences being counted as unexcused and the Team Partner disciplined in accordance with the attendance policy, up to and including termination of employment. The Family Medical Act Request Form can be found on the Staff Portal.

For a fact sheet on the FMLA provided by the Department of Labor, visit the following web address: <http://www.dol.gov/whd/regs/compliance/whdfs28.pdf>.

## **Non-FMLA Leave of Absence**

Tryon Management Group wants to demonstrate the value of compassion by providing a Leave of Absence process for reasons other than those absences covered by the Family and Medical Leave Act. This policy includes all regular full and part time Team Partners who have not received any disciplinary action notices within a 12-month period.

The Team Partner's supervisor and HR have final approval for authorizing a Leave of Absence based on operational requirements of the department, the reason for the leave and satisfactory performance.

### **DURING LEAVE OF ABSENCE**

- Employees must utilize accrued Paid Time Off (PTO) for any part of their requested leave time (with the exception of 40 hours that they may choose to keep in their bank for future use if the leave is for a medical reason) in accordance with the provisions of those policies as well as short term disability policies. If an employee has exhausted their PTO, a non-FMLA Leave of Absence will not be allowed unless it is for a medical reason.
- PTO time is indicated by the supervisor on the regular timecard.
- Requests for leave extensions must be addressed to the Leader in writing, at least two weeks prior to the original return to work date. There is no obligation to grant the original leave request nor requests for extensions of a leave. The Leader is responsible for submitting a Change Form to Human Resources indicating extension of leave and estimated return to work.

- Regular employee benefit premiums will be deducted from any PTO used by the employee. In the absence of PTO, the employee must send the appropriate premium to Human Resources. Failure to pay premiums will result in cancellation of coverage.

### **RETURN/NOT RETURN FROM LEAVE OF ABSENCE**

- Upon return from a leave of thirty (30) days or less, an attempt will be made to return the employee to his/her prior position or an equivalent position with equivalent pay, benefits and other terms and conditions of employment. Employees who are not able to return to work at the end of their leave period may be terminated.
- If the leave was due to employee illness, the employee is responsible for submitting a physician's note to their supervisor and Human Resources indicating the date of availability for full duty return to work.
- Tryon Management Group is not obligated to reinstate any associate whose position is eliminated for any reason during his/her leave.
- **Tryon Management Group reserves the right to recover health insurance premiums paid on an associate's behalf during the leave period if the associate fails to return from leave for any reason except the death of the employee or the elimination of the employee's position.**

### **TYPES OF LEAVES**

**Personal:** Eligible associates may be granted a personal leave for up to thirty (30) days with the approval of their supervisor and HR. The maximum time granted for personal leaves will be thirty (30) days. All requests for leave must be presented in writing to the supervisor explaining the reason(s) for the request. The supervisor may post and fill the position after the thirty (30) day leave based on departmental requirements. After thirty (30) days, the Team Partner may be terminated, and any subsequent employment would require rehire status. If PTO has been exhausted, personal leaves will not be granted.

**Medical:** Eligible Team Partners may be granted a medical leave for up to thirty (30) days upon certification of a physician. Should the Team Partner's recovery require additional time, a leave may be extended or renewed for up to thirty (30) additional calendar days, pending medical certification. Non-FMLA medical leave will not typically extend beyond 3 months, except in situations of a disability, when additional time may be granted as a reasonable accommodation, assuming it does not present an undue hardship for Tryon Management Group.

The Team Partner must complete and submit a Request for Leave of Absence (Non-FMLA) form to their supervisor at least thirty (30) days in advance of the expected leave date (if possible). Upon approval of the leave request, the Team Partner is responsible for submitting the approved Request for Leave of Absence form to Human Resources. It is the Team Partner's responsibility to ensure all documents are complete and submitted to their supervisor and Human Resources. Falsification of any request, certification or other document may be grounds for termination. The HR Non-FMLA Leave of Absence Request form can be found on the Staff Portal.

### **Maternity Leave of Absence**

Team Partners who have been employed by Tryon Management Group for at least one (1) year and who are regularly scheduled to work on average thirty (30) or more hours per workweek are eligible for up to six (6) weeks of maternity leave, beginning upon the birth of the child. Paid maternity leave will be counted concurrently, to the extent permitted by law, against a Team Partner's maximum federal FMLA leave allowance, where applicable. Tryon Management Group pays the Team Partner's base compensation for the first two weeks of leave and then 40% for the additional four (4) weeks while the company short term disability benefit covers the final 60%. Interested Team Partners should speak with Human Resources for details.

To support effective business operations, eligible Team Partners should, as far in advance as possible, notify their supervisor of the planned duration of the maternity leave and, if planned, the start of the leave (e.g., a scheduled delivery) or, if unplanned, as soon as the Team Partner determines that the leave is necessary. Team Partners must initiate contact with their supervisor to arrange for their return to work before the end of the maternity leave. Additional leave, if any, will be subject to other Tryon Management Group policies regarding PTO, attendance, FMLA and other leaves of absence. Team Partners with questions about maternity leave are encouraged to reach out to Tryon Management Group's Human Resources Department.

## Referral Program

Tryon Medical Partners aims to have the best talent in the area, and a way that current team partners can assist that goal is to refer quality candidates to the company. Referrals shorten the time and cost to hire new employees, and by assisting the company make great hires, we want to reward team partners with a Referral Bonus.

Referred candidates must include the team partner's name on their online application, in the Referred By field. No Exceptions.

All team partners are eligible to participate in the program based on status (full-time, part-time or PRN) unless they are excluded (see exclusion conditions below.)

### Exclusions

- Human Resources, Leadership (Manager and Above) and Physicians are excluded from receiving referral incentives.
- An employee is not eligible for a referral bonus for any position which they participate in the hiring decision.

The employment application will be reviewed through normal hiring procedures. If the applicant meets the specified qualifications for the position, the application will be referred to the hiring manager for review. The hiring manager will make the selection decision for the position. Applicants must successfully complete all aspects of the background check process. Team partners will be notified if the candidate they referred is offered a position and accepts.

If duplicate referrals occur, the first referral received will be eligible for payment.

If the referred applicant accepts employment with Tryon and is hired into a qualifying job title, the referring employee will receive a referral bonus in two equal increments. The initial bonus payment will be made when the referred new hire has completed their 90-day introductory timeframe. A second and final bonus payment is made after the new hire completes 6 months in the same position. Team partners making successful hiring referrals receive the following referral bonus amounts:

- If the referred person is hired into a full-time priority position working 64 to 80 scheduled hours bi-weekly, the referring employee will receive \$500 (less applicable tax withholding) after the new hire's initial 90-day introduction timeframe. (An additional \$500 will be paid after the referred person has completed 6 months of service.)
- If the referred person is hired into a part-time priority position working 48 to 63 scheduled hours bi-weekly, the referring employee will receive \$250 (less applicable tax withholding) after the new hire's initial 90-day introduction timeframe. The remaining \$250 will be paid after the referred person has completed 6 months of service.

### Qualifying Job Titles

**-Medical Assistant - Registered Nurse -Patient Services Specialist -Patient Care Coordinator - Live Answer-**

Referred candidates must meet minimum requirements of the position for which they are being referred.

## Military Leave Policy

TMP is committed to protecting the job rights of team partners absent on military leave. In accordance with federal and

state law, it is the TMP policy that no team partner or prospective team partner will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, reemployment, promotion, or other benefit of employment based on such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised his or her rights under applicable law or this policy. If any team partner believes that he or she has been subjected to discrimination in violation of this policy, the employee should immediately contact the Human Resources department.

Team partners taking part in a variety of military duties are covered under this policy. Such military duties include leaves of absence taken by members of the uniformed services, including active duty, reserve or National Guard, for training, periods of active military service, and funeral honors duty, as well as time spent being examined to determine fitness to perform such service. Subject to certain exceptions under the law, these benefits are generally limited to five years of leave of absence.

### **Procedures for Military Leave**

Unless military necessity prevents it, or is otherwise impossible or unreasonable, a team partner should provide TMP with notice of the need for leave as far in advance as is reasonable under the circumstances. Written notice is preferred.

To request a temporary or extended military leave of absence, the team partner should obtain a request for leave of absence form from HR. However, a written application is not required under the law. The HR Non-FMLA Leave of Absence Request form can be found on the Staff Portal.

HR will review and sign the request for leave of absence form, collect any applicable insurance premiums from the team partner, generate other applicable documents, and process the leave of absence accordingly. In the event of verbal notice by the team partner, HR will document the military leave on a leave of absence form.

Team partners on temporary or extended military leave may, at their option, use any or all paid vacation during their absence. PTO pay would cover any insurance premiums while on leave.

If the team partner does not return to work, the supervisor must notify HR so that appropriate action may be taken.