



Armed Forces Services Corporation (AFSC)



Employee Handbook

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General

Introduction

This handbook is designed to acquaint you with Armed Forces Services Corporation (aka AFSC/Magellan Federal), a wholly owned subsidiary of Magellan Health, Inc. (the “Company”) and provide you with information about your work place and some of the policies affecting your employment. You are required to read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the Company to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As the Company continues to grow, the need for change may arise. The Company has the right to revise, supplement and rescind policies or portions of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Where changes can be anticipated in advance, the Company will attempt to notify employees of such changes.

The handbook is not a contract of employment. Unless you have a current employment agreement signed by an executive officer of the Company and by the employee, your employment at the Company is at-will, that is, terminable at the will of either you or the Company, for any reason, at any time. Nothing in this handbook shall be construed to limit, in any way, your rights under Section 7 of the National Labor Relations Act.

Contract, State & Country-Specific Guidelines

In some cases, benefit eligibility, policies, and procedures are dictated by state or country laws or a particular customer contract may require different benefits, policies and procedures. Questions should be referred to your manager or Human Resources.

Service Contract Act and Collective Bargaining Agreements

Some employees are covered by the SCA or a Collective Bargaining Agreement. For these employees, the benefits, policies, and procedures addressed in the SCA or CBA supersede any overlapping items covered in this Handbook.

Company Philosophy

The Company is committed to creating a collaborative working relationship with each employee. Part of that commitment is the understanding that both you and the Company have responsibilities to each other.

Our responsibility to you starts with our commitment to lead humanity to healthy, vibrant lives. We demonstrate our values of integrity, accountability, collaboration and caring by how we approach our work and treat one another. We extend this commitment to the communities where we live and work through the eMbrace program (a financial assistance resource for employees experiencing a hardship) and the Magellan Cares Foundation (a non-profit charitable organization) and various other programs aligned with our mission and vision.

Effective leadership reflects these values and uses them as a foundation upon which to build strategies, policies, and processes. We are dedicated to creating and fostering an environment that will support you in your growth and development as an individual and as a part of our team and are committed to creating a system that rewards your performance and contribution.

Your responsibility to the Company is built on the same foundation of commitment to our mission and values. As an individual, you should be conscientiously connecting your personal and professional values and goals with the

Company's values and goals. We encourage you to take ownership for your future, and make choices about your environment, professional development and career that support your goals and the Company's goals. As the Company continues to develop, your unique contribution is critical to fostering our core values. By supporting our core values, you have the opportunity to shape the Company and create a culture that works!

As you review your Handbook, we encourage you to talk with your manager about how different policies and procedures affect you. If you have any comments or suggestions, forward them to our HR Department.

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Code of Conduct

We believe in conducting business honestly, ethically and responsibly. As a Company, and as individuals, we must always act with integrity and conduct our business with respect and compassion. Our customers and the people we serve trust us to do the right thing, and you play an important role in protecting these relationships.

Because compliance with federal and state regulations, contractual obligations and Company policies is something the Company takes very seriously, it is a condition of employment that all employees are required to read the Code of Conduct and sign the electronic signature acknowledgment receipt. These documents are provided via 'Onboarding Tasks' in Workday and are available anytime on MagellanNow. In addition, all employees are required to complete the Company Code of Conduct and Business Ethics training annually .

It is the responsibility of any employee having knowledge of any activity that is or may be in violation of the Company's Code of Conduct, Code Addendum for Government Contractors, government procurement law, U.S. Government contract terms, or any other law or regulation applicable to the Company's business to report such activity. Employees have the following resources to report the relevant facts and circumstances of any observed or suspected violation:

- Immediate Supervisor;
- Compliance and Ethics Officer
Becky Aquino
Phone: (410) 953-4732
Email: baquino@magellanhealth.com
- Department Head/Manager; and/or
- Corporate Compliance Hotline
Phone: 1-800-915-2108
Email: compliance@magellanhealth.com

It is the Company's policy that there will be no retaliation against any employees who report what they believe in good faith to be a violation of this Code or any law or regulation applicable to the Company or who assist others in making such a report or who cooperate with such an investigation.

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Hiring

Equal Employment Opportunity

The Company is committed to providing equal employment opportunities to employees and applicants for employment without regard to race, color, creed, religion, sex, gender identity and expression, sexual orientation, marital status, age, national origin, ancestry, citizenship, physical or mental disability, disabled veteran or veteran of the Vietnam Era status, or any other factors protected by law.

As an equal opportunity employer, the Company makes all employment decisions and administers personnel actions without regard to race, color, creed, religion, sex, gender identity or expression, sexual orientation, marital status, age, national origin, ancestry, citizenship, physical or mental disability, or veteran status. This includes employment decisions related to recruiting, training, terminations, transfers, and promotions.

In addition, the Company makes decisions on employment and promotions based on an individual's qualifications relative to the position being filled, and administers personnel activities such as compensation, benefits, dismissals, educational development, and social and recreational programs without regard to race, color, creed, religion, sex, gender identity or expression, sexual orientation, marital status, age, national origin, ancestry, citizenship, physical or mental disability or veteran status.

The Company exhibits and confirms its commitment to equal employment opportunities by:

- Ensuring that managers and employees are aware of the Company's commitment to equal employment opportunity by disseminating this policy through the Employee Handbook, internal communications, Company publications, and management meetings during which the intent of Equal Employment Opportunity (EEO) policy and individual responsibilities are discussed.
- Identifying the organization as an equal opportunity employer in recruitment advertising.
- Periodically reviewing the Company's employment application to determine compliance with the latest state and federal EEO regulations.
- Notifying recruiting sources of the Company's EEO policy and corporate commitment.
- Requiring healthcare providers and facilities with which the Company contracts to agree not to discriminate.

Any employee who believes that he or she has experienced discrimination in employment practices should report the incident immediately to his or her supervisor. If this is not appropriate, the employee should contact the next level of management, a Human Resources Business Consultant, or the Chief Human Resources Officer.

The Company will not tolerate retaliation against employees who raise concerns of discrimination or who file a claim of discrimination whether through external agencies or through the Company's internal procedures.

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Americans with Disabilities Act

The Company is committed to providing equal opportunity employment to qualified individuals with disabilities. The Company agrees to employ, advance in employment and otherwise treat qualified individuals without regard to their disability in all recruitment and advertising efforts, hiring, upgrades, demotions, transfers, layoffs, terminations, rates of pay or other forms of compensation, benefits, and selection for training.

As required by Federal and many state laws, the Company provides reasonable accommodation to disabled employees and job applicants to permit them to perform the essential functions of their jobs in a safe and efficient manner. If an employee believes that he or she is in need of an accommodation in order to perform one or more

primary functions of a job, it is the employee's responsibility to address the need(s) with his or her immediate supervisor and/or Human Resources.

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[Employment Applications](#)

The Company relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the Company's exclusion of the individual from further consideration for employment. If the person has been hired, termination of employment may occur.

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[Internal Job Posting](#)

Regular full-time and part-time vacancies up to and including Director level positions will be posted on the Company's intranet and internet. To ensure that employees are offered the opportunity of consideration for job advancement and transfers, internal candidates will be given priority consideration for the first five (5) days of posting, after which hiring managers will be free to consider an offer to an external candidate as well. Certain vacancies may be filled without posting (e.g., to accommodate employees returning from a leave of absence or layoff, rotational job assignments, promotion within a Job Family or department, contract acquisitions, etc.)

Employees will be given equal opportunity for consideration for vacancies without regard to race, color, creed, religion, gender, sexual orientation, marital status, age, national origin, ancestry, citizenship, physical or mental disability, disabled veteran or veteran of the Vietnam Era status, or any other factors protected by law. Generally, employees may apply for a position if they meet the following criteria:

- In good standing (not on a Performance Improvement Plan); and
- At least one year of service in their current position. If the new role is within the employee's current department, at least 6 months of service in that department.
- Meets the minimum requirements of the posted position. (**Note:** Some government contracts require proof of US Citizenship and the ability to obtain and retain a classified government security clearance or meet other government unclassified suitability investigation eligibility requirements.)

If selected for an interview, the employee must coordinate the specific interview time with his or her manager to ensure work requirements are met.

Internet Job Posting - Application Procedures

- Employees may submit internal applications throughout the posting period; however, after an initial five day posting period, the hiring manager may, with Human Resources concurrence, decline further applications for review if a sufficient pool of qualified applications have been received and qualified candidates have been identified for interviews.
- Employees submit their existing or newly created resumes on-line through the job posting web site on the Company's intranet. This submission process also includes the acknowledgement that the employee has read the job posting policy.
- Employees who do not have access to the internet or the intranet should submit their resume to the Recruiter for the position of interest.
- Employees may speak informally with HR or the hiring manager prior to submitting an application. However, once an interview is scheduled with the hiring manager, the employee must advise the current manager that an interview is scheduled so as to coordinate the interviewing appointment time in such a manner that current work requirements are met.

Offers to external candidates cannot be made prior to interviewing qualified internal candidates who applied during the initial five day posting period. If an employee is selected to fill a posted position, the employee may be released from his or her current position between ten (10) and twenty (20) working days following acceptance of the offer. Receiving and releasing managers will coordinate the release date. If agreed to by the releasing and hiring managers, the twenty working day period may be extended to accommodate a critical business need. Promotional pay increases may be granted in accordance with applicable compensation guidelines then in effect. In general, pay increases will not be offered for transfers within the same pay grade.

Employees will be required to submit their resume or create one on-line through the job posting web site on the Company's intranet where access permits.

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Employment Background Investigations

To ensure that individuals who join the Company are well qualified and have a strong potential to be productive and successful, any offer of employment is contingent upon the successful completion of a satisfactory background investigation. This applies to all employees, persons rehired or reinstated after an absence longer than three months, interns and cooperative education students. At the discretion of management, this may also include trainees and other non-employees. The background investigation process respects the privacy and dignity of the prospective employee.

Information obtained from the background investigation is shared only with individuals involved in the hiring process. Any additional consultation is done on a case-by-case basis and only involves individuals who have a need-to-know. Need to know is determined by the Legal Department and Human Resources.

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Employment Reference Checks

With regard to inquiries received by the Company from outside companies, employees should not respond to reference check inquiries or requests for letters of recommendation for employment. The Company has contracted The Work Number to handle all reference check inquiries. The Work Number will confirm only dates of employment, length of employment and most recent position held. Wage rates may also be provided, pending the employee's permission. Providing references outside of these parameters is strictly against policy and may result in disciplinary action.

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Immigration Law Compliance

The Company is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In order to comply with the Immigration Reform and Control Act of 1986, each employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility within three (3) business days of being hired. Former employees who are rehired must also complete the form if they have not completed an I-9 with the Company within the year, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact Human Resources. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

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[International Assignment](#)

Some contracts require that an employee work an overseas assignment of indefinite duration. The specific terms of the assignment are explained in the employee's offer letter or in a separate agreement.

[Referral Bonus](#)

The Company has an employee referral program, which rewards employees who refer candidates hired as a result of these referrals. The direct supervisor of the new hire, recruiting/staffing personnel as well as all individuals at the VP level and above, with the exception of physicians who refer physicians, are not eligible for the referral bonus. If a referral is hired, the employee who referred the candidate will be paid a referral bonus after the referred employee completes three months of service. Both referring employee and the referred employee must be employed by the Company in an active status at the time the bonus is to be paid in order to be eligible for the referral bonus. For details and instructions on how to refer potential candidates, visit VERN (Virtual Employee Resource Network).

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Employment

[Employee Categories](#)

The Company recognizes three categories of employment based on an employee's scheduled work hours (full time, part time, intermittent). These classifications are used to identify employees for pay purposes in accordance with the Fair Labor Standards Act (FLSA) and to define eligibility for benefits.

Full Time Employees

A full time employee is one who is regularly scheduled and regularly works at least thirty (30) hours per week. Full time employees are eligible for the full range of benefits (although certain time-off benefits may be prorated for employees who work less than 37.5 hours per week) offered by the Company once applicable waiting or service time criteria have been met.

Part Time Employees

A part time employee is one who is regularly scheduled and regularly works at least twenty (20) but less than thirty (30) hours per week. Part time employees are not eligible for employer-paid benefits with the exception of EAP and 401k. Please see VERN for more information about these offerings.

Intermittent Employees

An intermittent employee is one who is regularly scheduled to work less than twenty (20) hours per week or who works a sporadic schedule on an "as-needed" basis. Employees in this classification are not eligible for Paid Time Off and are only eligible for benefits mandated by law (i.e., Medicare, worker's compensation, unemployment, etc.). An Intermittent employee may be hired or permitted to work more than twenty (20) hours per week for a specific Company need, but is still not eligible for company benefits unless moved to a regular part time or full time position.

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[Employee Classifications](#)

The distinctions outlined below are based primarily on the nature of the work and the duties performed. Jobs are classified as exempt according to strict guidelines established by the Fair Labor Standards Act (FLSA), which define the type of work being performed and the method by which employees are paid.

Exempt Employees

Exempt employees are paid a salary (versus being paid for hours worked) and are not eligible to receive overtime pay. These jobs have been defined as exempt from overtime based on the FLSA duties and salary tests. Since exempt employees are paid for performing a job, and not compensated for the actual number of hours they work in any given day, pay is not reduced for partial day absences.

Non-Exempt Employees

Non-Exempt Employees are paid for all hours worked. Non-exempt employees are paid in accordance with state and federal overtime requirements. Consistent with FLSA regulations, non-exempt employees must be paid time-and-one-half (1.5) of their regular rate of pay for all hours worked over forty (40) in a workweek. If state law requires overtime to be calculated differently from federal regulations, employees working in that state will be paid according to state law. All partial day absences will be deducted from a non-exempt employee's PTO balance. It will be unpaid if no PTO balances are available.

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Credited Service

When an employee terminates employment, either voluntarily or involuntarily, and subsequently returns to work for the Company, a break in service occurs. If an employee returns to work after a break in service, the period of previous employment may be included in the current Credited Service calculation if certain requirements for bridging are met. This section does not apply to workers covered under the Service Contract Act.

Credited Service refers to the continuous number of years, months and days an employee has worked for the Company or its affiliated companies effective January 1, 1999. Credited Service is used to determine eligibility for certain employee benefits and programs as noted below. The Company will grant credit for prior service, within certain parameters.

Rehire Within Thirty (30) Days:

If a rehire occurs within thirty (30) days of termination date, the Credited Service date will remain unchanged from the previous period of employment. Eligibility for all benefits will be unchanged. If the employee was enrolled in any of the employee benefit plans, re-enrollment will be allowed; however, no changes in elections may be made until the designated open enrollment period unless a qualifying Section 125 event (the IRS-defined qualifying life events) occurs.

If standard new hire waiting periods had been satisfied during the prior employment period, eligibility for benefit coverage resumption will be as follows:

- The effective date for insurance coverage (health, dental, life) is the date the employee returns to the Company.
- Resumption of the Retirement Savings Plan (401(k)), participation and deductions will be immediately effective.
- For employee paid leave time (PTO, vacation, etc.), employees will be treated as new hires and will accrue leave benefits based upon the applicable schedule (assuming they received payout of their unused accrued PTO at prior termination).
- For purposes of Short Term Disability (STD) eligibility, if the last termination date is within the first 6 months of employment, the time spent away from the Company will not count towards STD eligibility. The employee must complete 6 months of service to qualify for STD benefits.
- For purposes of Family and Medical Leave (FML), the time spent away from the Company will not count towards FML eligibility.

Rehire Within One (1) Year:

If a rehire occurs within one (1) year of the date of termination, the employee's Credited Service date will be adjusted to include previous service; however, no credit will be given for the time not employed. Eligibility for benefit coverage will be as follows, if the standard new hire waiting period has been satisfied:

- Elected benefit coverage will become effective the first of the month following the date of rehire, including participation in the 401(k).
- Eligibility for employee leave time (PTO, Floating Holidays, etc.) will become effective the first of the month following the date of rehire.
- If an employee is rehired between January and June of any year, the employee will be eligible for two (2) Floating Holidays. If rehire occurs during the July – December calendar period, the employee will be eligible for one (1) Floating Holiday.
- For purposes of STD eligibility, if the last termination date is within the first 6 months of employment, the time spent away from the Company will not count towards STD eligibility. The employee must complete 6 months of service to qualify for STD benefits.
- Eligibility for FML will be determined by the most recent date of employment, not the Credited Service date.
- If the standard new hire waiting period has not been satisfied, the employee will be credited with any previous service towards the initial new hire waiting period.

Rehire after One (1) Year:

If a rehire occurs after one year break in service, the rehire will be treated as any new employee joining the Company for the first time, with the exception of a possible adjustment for re-calculated vesting service in the 401(k) plan.

Return from Layoff:

If an employee is laid off and is then rehired within six (6) months, the employee will be credited with the previous service, including the period of layoff. If an employee is rehired more than six (6) months but less than one (1) year after a layoff, the previous Credited Service will apply, but will be adjusted to exclude the period of layoff. Eligibility for insurance and employee leave time benefits after a layoff will be the same as the Rehire eligibility guidelines described above.

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Pay Deductions

Federal and state laws/regulations require that the Company make certain deductions from every employee's compensation. Among these are applicable federal, state, local income taxes, and withholding orders (child support, garnishments, and tax levies). The Company offers programs and benefits beyond those required by law. Eligible employees may authorize deductions from their paychecks to cover the costs of participation in these voluntary programs.

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Garnishment of Wages

Garnishment of wages can result when an unpaid creditor has taken the matter to court. A garnishment is legal permission for creditors to collect part of an employee's net disposable wages directly from the Company before an employee receives it. The Company is required by law to carry out the court's order.

In the case of garnishment, Payroll will respond to wage inquires made by the court in accordance with the law. A copy of "The Request for Garnishment and Wage Information" form, which explains the details of the garnishment and how it affects wages, will be mailed to the employee and the creditor's attorney. Employees are encouraged to resolve these matters privately to avoid the Company's involvement.

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Outside Employment

Employees may hold outside jobs as long as they continue to meet the performance standards of their job with the Company. If the Company determines that an employee's outside work interferes with performance or the ability to meet the requirements of the Company, as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with the Company. Outside employment that the Company believes is a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside the Company for materials produced or services rendered while performing their jobs at the Company.

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Personal Data Changes

It is the responsibility of each employee to promptly notify the Company of any changes in personal data. Specifically, name; personal mailing addresses; telephone numbers; number and names of dependents; citizenship status; individuals to be contacted in the event of an emergency; educational accomplishments; and other such information should be accurate and current at all times. Inaccuracies may prevent you from receiving important correspondence. If any personal data has changed, the employee is expected to update his or her information online in Workday.

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Access to Employee Files

The Company maintains an employee file on each employee, which may include such information as the employee's job application, resume, records of training, documentation of performance and salary increases, and other employment records.

Employee files are the property of the Company and access to the information they contain is generally restricted. Employees who wish to review their own file should contact Human Resources. With reasonable advance notice, employees may review their own employee file in the presence of an individual appointed by the Company to maintain the files. Supervisors and management staff of the Company who have a legitimate reason to review information in the file are also allowed to do so. In addition, information may be disclosed to permit the Company to monitor and/or comply with legal obligations.

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Attendance at Work

Hours of Work

The Company provides services to its clients on a 24-hour per day basis and will schedule its employees as necessary to meet those service obligations while endeavoring to provide work schedules and practices that are conducive to an appropriate work/life balance. All of the Company's work hour practices are intended to be in compliance with the Fair Labor Standards Act (FLSA) and any applicable state laws.

Daily work schedules will be established by each department or location to best facilitate operational needs. Generally, the workday for employees classified as "non-exempt" will consist of 8 hours of paid work time along with an unpaid meal period. Exempt employees are paid a salary (versus being paid for hours worked) for performing a job and are not eligible to receive overtime pay as determined by the Company in accordance with appropriate statutes. Please see the "Employee Classifications" section for further detail regarding Exempt Employees.

Where practical, a department or location may establish flexible work schedules to provide additional flexibility for its employees. Employees should know and adhere to their established work schedule. Employees should seek and obtain approval from their supervisor in advance for any modifications to their schedule.

Meal Periods

Employees are generally granted an unpaid meal period of at least 30 minutes if working at least 5 hours or more on a given day (or as applicable state laws may provide). The meal break should be taken away from the employee's regular work area and free of interruption. A missed meal break may result in additional pay due unless the employee's working hours are adjusted to make up for this during the same overtime week (Sunday through Saturday). Employees are expected to observe established meal period guidelines as well as report any missed meal periods to their supervisor right away. Employees who fail to adhere to their department's meal period schedule may be subject to disciplinary action.

Break Periods

Subject to workload and scheduling needs, employees may take a paid work break (generally up to 15 minutes) in the morning and afternoon. Departments or locations may establish a local break scheduling policy to ensure that work is not unduly disrupted by breaks. Employees are expected to observe established break period guidelines. Employees who fail to adhere to their department's break time period schedule may be subject to disciplinary action.

Work Hours

Work hours vary based on each operating unit's current business needs. As a general rule, the Company's standard is 40 hours: Monday through Friday, between the hours of 8 a.m. and 6 p.m. Any operating unit may require alternative scheduling, which can include evenings and weekends, to meet customer and/or contractual needs. Employees should consult with their supervisor if there are any questions regarding their work schedule.

Alternative Work Arrangements

Production workload, demographic composition of the workforce and the Company's desire to continue to improve employee work/life balance are just a few reasons the Company provides the opportunity for alternative work arrangements. Alternative work arrangements are provided at the discretion of the Company and include flexible work schedule, peak-time schedule, part-time schedule, intermittent schedule, job sharing schedule and alternative work place. Alternative work arrangements should be coordinated by the department in consultation with the HR Business Consultant.

Additional and Overtime Work

Unless otherwise required by law, if a non-exempt employee works more than his/her scheduled hours in a workweek, those additional hours worked, up to 40 hours, will be paid at the employee's regular hourly rate in addition to pay for regularly scheduled hours. Any hours worked in excess of 40 in a workweek, will be compensated at an overtime rate of 1.5 times the employee's regular hourly rate for the week.

Additional time, overtime and/or any other adjustments to pay will be processed in the next payroll following the pay period in which the activity occurs. Non-exempt employees must secure the approval of their supervisor prior to working additional and/or overtime hours. Employees who do not secure prior approval must be paid for hours worked, as outlined above, but may be subject to disciplinary action for disregarding this policy.

Total Time Accounting

The Company has adopted the practice known as "Total Time Accounting" in order to comply with contractual obligations under FAR clause 52.237-10, Identification of Uncompensated Overtime. Therefore, all employees, exempt and non-exempt, must record all hours worked as well as any applicable absence time as defined in the Time Reporting Policy, on a daily basis in the electronic reporting system.

Failure to comply with the Time Reporting Policy, false reporting of time worked or charge codes, late submission of time worked, or inputting hours for another employee may result in disciplinary action up to and including termination of employment. The Time Reporting policy and Time and Expense training provides additional detail about employee time reporting requirements -- both may be found in VERN.

Time Reporting for Non-Exempt Employees

Non-exempt employees are employees who are subject to the Fair Labor Standards Act (FLSA) and, as such, they are entitled to overtime pay based upon on the number of hours worked in a “workweek” which is defined as Sunday 12:01 a.m. through the following Saturday midnight. Non-exempt employees must record all hours worked and absences on a daily basis. Time records must be submitted in accordance with the Payroll and Time Sheet Calendar maintained by Payroll. If time records are not submitted in a timely manner as determined by the Company, this will cause a delay in payment of any adjustments or overtime pay that may be due the employee.

Time Records are legal documents and therefore when submitted by employees, must be accurate. Time records are to be approved by the employee’s supervisor and must reflect the actual time worked and taken off. Employees who need to make corrections to an already submitted time sheet should consult with their supervisor. Inaccuracies and/or false reporting of time is considered a very serious misconduct offense and could warrant disciplinary action up to and including termination of employment. The Time Reporting policy and Time and Expense training provides additional detail about employee time reporting requirements – both may be found in VERN.

Exempt employees record time in the time reporting system for leave tracking and billing purposes. They do not record time for calculation of pay because they are paid for performing a function regardless of the number of hours worked.

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Time Off

The Company provides time off options including Paid Time Off, Holidays, Bereavement, Jury Duty, Military Leave, Medical Leave and more to allow employees time away from work for short-term illness, personal emergencies or to enjoy time away from work.

More information on time off options can be found in in VERN (Virtual Employee Resource Network).

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Leaves of Absence (Medical, FMLA)

If an employee needs time off from work that extends past 3 days, the employee may request a leave of absence. A Leave of Absence (LOA) is an officially excused period of time away from work. The Company has a number of different leave options including Medical, FMLA, and Military. For specific requirements and qualifications around Leaves of Absence, visit VERN (Virtual Employee Resource Network).

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Attendance and Punctuality

In general, all employees are held to the expectation that they will arrive on time, ready to work for all scheduled work-days. Employees are expected to request time off in advance per the Company’s Paid Leave policy. The Company understands and appreciates the vast differences in every person’s life and the challenges posed when balancing life with work. Therefore, under a ‘no fault’ philosophy; all reasons for unscheduled or unapproved absence or tardiness are treated the same.

It is the Company’s policy to make reasonable accommodation to employees with regard to attendance issues under intermittent Family Medical Leave and/or the Americans with Disabilities Act. It is the employee’s responsibility to ask for such accommodations when applicable.

A key element in preventing excessive absenteeism is having good communication between manager/supervisor and employee. Employees who are unsure of the attendance requirements are expected to seek out clarification from their supervisor or manager.

Attendance Guidelines

Employees who are unable to report to work during a regular workday, or will arrive late, are required to contact their manager immediately, providing as much time as possible to arrange for coverage. If they will be late, they must notify their manager of their estimated time of arrival. Notifying the client, receptionist, a fellow-employee, or leaving a voice mail message is not considered sufficient notification. If a direct manager is not available to receive the call, the employee must leave the information with a designated backup. An employee who is unable to call in because of an illness, emergency, or some other compelling reason, must have someone call on their behalf.

Unscheduled time off from work for two consecutive days without notification to an employee's immediate manager will be considered job abandonment and may be classified as voluntary resignation.

In general, five unscheduled absences in a 90-day period or a consistent pattern of absences will be considered excessive, and appropriate corrective action taken.

Tardiness or leaving early is as detrimental to the Company as absences. Three such incidents in a 90-day period constitute a pattern. Excessive absenteeism, tardiness, or leaving early may lead to disciplinary action, up to and including termination.

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Telecommuting Program

The Company's Telecommuting Program is intended to establish flexibility in our business model and promote operational efficiencies while ensuring that a high quality of service and confidentiality is maintained for our members, customers and providers. Employee eligibility for telecommuting is established on a case-by-case basis and depends on a number of specific criteria and management approval. Not every role or employee will qualify for participation in the program.

Telecommuting employees must also meet the technology standards and requirements for working remotely and agree to comply with the telecommuting policy. Employees who fail to meet the minimum technology requirements or do not comply with the policy will not be permitted to work remotely, which may impact their employment with the Company. The policy, requirements and other details of the program can be found in VERN (Virtual Employee Resource Network).

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Weather Emergency

Based on our commitment to offer continual customer service, we need to assume that Company offices are always open. The Company is committed to having at least a skeleton staff work out of company offices to handle customer needs during extreme weather emergencies. Employees working at customer sites should follow the guidance and procedures established for extreme weather emergencies for that worksite. An extreme weather emergency exists when severe weather such as heavy snowfall, road surface icing, flooding or other acts of nature create extreme weather conditions, making travel difficult and potentially unsafe.

To provide employees the most up-to-date information regarding potential office closures or delays, the headquarters office provides notification to employees by email, telephone or a recorded message. Program Managers will provide guidance to employees working at customer sites.

Company Office Closure

In almost all cases, the Company will be open for business. However, in the event of an office closure, employees will contact their supervisor for guidance. Generally, regular full-time employees who are unable to perform their

job responsibilities will charge their absence to Paid Time Off (PTO) or vacation, as applicable, or will make up the time missed later in the pay week (for non-exempt employees) and later in the pay period (for exempt employees). Telecommuting employees and those who can work from home to maintain services to clients will be expected to continue their normal work schedules as planned and as approved by their supervisor. If the telecommuting employee is unable to execute his or her job and be productive (ex. loses power to their home during extreme weather), the telecommuter will charge their absence to PTO or vacation, as applicable, or will make up the time missed later in the pay week (for non-exempt employees) and later in the pay period (for exempt employees).

Employees who do not have enough paid leave time accrued to cover the absence will be paid for the time not worked; however, their leave bank will reflect a negative balance until sufficient time is accrued.

Additional information regarding use of Paid Leave during Weather Emergencies can be found in VERN (Virtual Employee Resource Network).

Base Closure

In the event of base closure, an exempt employee will, with prior supervisory approval, work from home to maintain services to clients. Employees who are unable to perform their job responsibilities due to weather-related facility closures or the customer not permitting telecommuting will charge their absence to PTO or vacation, as applicable, or will make up the time missed later in the pay week (for non-exempt employees) and later in the pay period (for exempt employees).

Employees who do not have enough paid leave time accrued to cover the absence will be paid for the time not worked; however, their leave bank will reflect a negative balance until sufficient time is accrued.

Additional information regarding use of Paid Leave during Weather Emergencies can be found in VERN (Virtual Employee Resource Network).

Traveling During Extreme Weather

We do have concern for our employees' traveling when there is an extreme weather emergency. We encourage individuals to assess for themselves if the risk is too great to come to work. It is recognized that within each geographic area, communities may experience different weather patterns and the levels of snow and ice removal service may also differ. In no case should any employee place themselves in a situation in which they feel that their personal safety is in danger. Employees who choose not to travel during an extreme weather emergency must contact their supervisor immediately if they are unable to come in to work. In this case, the employee will be expected to use PTO to cover the missed time.

Early Departures

Should an extreme weather emergency begin mid-day, it is each individual's responsibility to determine whether he or she feels it is necessary to leave early. This decision should be based on the individual's feeling toward his or her own safety. All early departures must be discussed with the individual's immediate supervisor to obtain authorization for the early departure. In the case of early departures, as well as late arrivals, employees may arrange with their supervisor to use their PTO or make up the lost hours within the same workweek for non-exempt employees, and within the same pay period for exempt employees. Supervisors are given the authority to determine if, based on the employee's arrival or departure time, make-up work is available.

If you have any questions about the policy regarding how time off is treated for severe weather, refer to VERN (Virtual Employee Resource Network) or talk with your supervisor.

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Performance at Work

Performance Connections

The Company believes employees should be able to know where they stand with respect to applicable performance expectations, whenever they want to know. Instead of a formal evaluation process, the Company encourages “Performance Connections.” This is a more flexible and continuous approach to updating goals and assessing performance on a regular basis. It connects individual objectives to Company and department goals. Two-way dialogue fosters stronger partnerships as we all work together to achieve common goals.

Performance Connections can take place at any time, initiated by the employee or manager. Performance assessment begins with well written goals that are relevant and timely. Both managers and employees can add, edit, update and complete goals in Workday. Goals can be archived and new goals added as needed throughout the year. Additional information can be found in VERN (Virtual Employee Resource Network).

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Professional Development

The Company is committed to the professional growth and development of all employees, and provides internal opportunities for personal, professional and leadership development. More information can be found in VERN (Virtual Employee Resource Network).

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Employee Relations and Problem Resolution

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be productive, communications can be clear, and attitudes can be positive. We believe the Company amply demonstrates its commitment to employees by responding appropriately and effectively to employee concerns. Conversely, management can be expected to deal openly and directly with employees.

The following steps apply to all employees and addresses interpersonal issues, performance issues, performance improvement plans, and other business-related conflicts.

1. Employees are encouraged to seek open communication in the workplace. Issues are best resolved as close to their point of origin as possible. Should there be a problem with a co-worker or manager, you are encouraged to first attempt to resolve the problem with the individual. In some cases, you may want to discuss your concerns with your immediate supervisor. We expect managers to be approachable and willing to listen to your suggestions or problems and to help you work toward a solution.
2. If the issue cannot be resolved at this level, it should be taken in writing to the next level of management.
3. If the issue has not been resolved by the process outlined above, you can request a review of the situation. A request in writing should be made to the Human Resources Business Consultant. This request should include:
 - the background of the situation,
 - what steps have been pursued to resolve the issue,
 - with whom you have spoken,
 - what response(s) have been received, and
 - what remedy you seek.
4. Employee Relations will review the request and work to facilitate a resolution.

Employees who have a problem with a customer, consultant, vendor, broker or provider should bring the issue to the attention of their manager. Retaliation against an employee for addressing a potential problem will not be tolerated.

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Performance Improvement Guidelines

The Company's Performance Improvement Guidelines are designed to encourage fair and impartial treatment of all employees. This policy is administered without discrimination and in full compliance with our Equal Employment Opportunity philosophy.

It is not possible to list all the forms of behavior and performance deficiencies that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. When appropriate, these infractions will be documented via Performance Improvement Plan (PIP):

- Any conduct deemed injurious to the interests of the Company, such as rudeness to customers or poor customer service.
- Assault or physical threats to employees or customers.
- Carelessness resulting in substantial loss of business.
- Dishonesty, including falsification of time keeping records or any other Company records.
- Excessive absenteeism or tardiness, or any absence without notice.
- Failure to follow known operating procedures and practices.
- Failure to follow supervisor's instructions, insubordination, or other disrespectful conduct towards a supervisor.
- Falsification of employment records.
- Unlawful discrimination.
- Negligence or improper conduct leading to damage of employer or customer-owned property.
- Possession, distribution, sale or transfer of illegal drugs (or legal drugs obtained illegally), in the workplace or while on duty.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace. Reference [Weapons Banned](#) for details on firearms.
- Inappropriate attire. Reference [Dress Code Policy](#) for details on attire.
- Sexual or other unlawful harassment. Reference [Harassment](#) for details on Harassment.
- Smoking in prohibited areas.
- Theft or inappropriate removal or possession of property.
- Unauthorized disclosure of business "secrets" or confidential information.
- Unauthorized or inappropriate use of telephones, mail, and computer system, or other employer-owned equipment as well as conducting personal business during work hours.
- Unsatisfactory performance or conduct.
- Violation of Personnel policies as well as Policies & Standards.
- Violation of safety or health rules.
- Working under the influence of alcohol, illegal drugs or legal drugs obtained illegally. Reference [Drug Free Workplace](#) for details on Drug Free Workplace.
- Timely completion of all required Compliance Trainings.

Generally, when inappropriate behavior, disregard for work rules, or sustained poor job performance has been identified, the following performance improvement steps will be applicable:

1	Initial level of PIP	Verbal discussion
2	Second level of PIP	Written Notice
3	Next level of PIP	Final Written Notice

In all cases, the PIP to be applied is entirely at the discretion of Company management. For instance, steps may be skipped or added depending on the seriousness of the situation or during the first 90 days of employment.

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Termination of Employment

Employees are expected to maintain appropriate performance and conduct standards during any notice periods initiated by either the Company or employee. An employee may be denied the opportunity to complete a notice period if the employee is unable to maintain these standards, and the termination date will be moved up accordingly.

Below are the two categories of terminations and examples, however, there may be other reasons not listed below which form the basis for termination.

Voluntary Termination:

Resignation of Employment - An employee resigning for personal reasons or to accept a position outside of The Company is asked to give notice in writing to their supervisor as soon as this is known. For professional and managerial employees, a notice of one (1) month is considered appropriate. For employees in non-exempt positions, a minimum resignation notice of two (2) weeks is expected.

Job Abandonment - An employee who fails to report for work without proper notification for two (2) working days will be considered as having abandoned his/her position and will be treated as a voluntary termination. This includes employees who fail to return from a leave of absence on the specified date of the leave ending.

Involuntary Termination:

Position Elimination - If an employee is terminated when the position is being eliminated for economic reasons or reorganization, the employee will be provided with as much working notice as possible.

Expiration of Family Medical Leave Act and/or Short Term Disability (STD) Benefits - An eligible employee whose total available Family and Medical Leave time (up to 12 weeks) has expired and who has not returned to work may be terminated. In the event an employee is receiving STD benefits, the employee will remain on the payroll until these benefits end, at which time employment will be terminated. In this situation, the Company may fill the employee's position at any time after FMLA has been exhausted.

Unsatisfactory Performance - An employee who is unable to bring his or her performance to an acceptable level following opportunities to do so may be involuntarily terminated.

Attendance/Other Policy Infractions - An employee may also be involuntarily terminated for poor attendance (See [Attendance/Punctuality](#) for details), or other policy/conduct infractions.

Misconduct - An employee may be immediately terminated for serious misconduct. Examples of serious misconduct include, but are not limited to:

- Unauthorized disclosure of confidential or proprietary information concerning the Company, any Company employee, client organization or member.
- Falsification of any Company document, including employment application, timesheet, leave request, member or client record.
- Violation of the Company's Harassment Policy. Reference [Harassment](#) for details.
- Violation of the Company's Workplace Violence Policy. Reference [Workplace Violence](#) for details.
- Violation of the Company's Drug Free Workplace Policy. Reference [Drug Free Workplace](#) for details.

- Unauthorized or inappropriate use or appropriation of Company equipment, supplies, and computer/telephone systems.
- Violation of specified sections of the Company's Computer Usage or Internet/Email policies. Reference [Communications and System Security](#) or [Computer Usage](#) for details.
- Theft, fraud or other dishonest acts.
- Insubordination, defined as refusing or deliberately failing to carry out a reasonable instruction of a supervisor.

The above list is not intended to be all-inclusive. Any employee who is suspected of serious misconduct may be suspended so that the circumstances may be adequately investigated and evaluated.

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Workplace Professionalism

Working Together Effectively

The Company's values serve as the foundation of our culture. They are the framework for how we go about our day-to-day work, interactions and decision-making. We have a vibrant culture marked by a caring approach that manifests internally and extends into our communities in a variety of ways.

By working hard to create and sustain a caring, supportive, collaborative culture internally, we expect that will carry over into the ways in which we deliver caring, responsive service to our customers, providers, and most importantly, the people in our care.

In order to be successful at the Company, employees are expected to:

WORK TOGETHER

- Operate as a member of the team. Be prepared to share your knowledge, work on tasks together, and discuss issues openly.
- Maintain a positive and optimistic attitude. Be openly supportive of your team members and enthusiastic about the team. Be open to and respect different points of view.
- Make a conscious effort to understand both the words and the meaning of what is being communicated.

BE COURTEOUS and RESPECTFUL

- Be thoughtful and considerate to everyone.
- Treat your customers, peers, managers, and leaders with respect. Remember that their viewpoints or understanding may not be the same as yours, and bear in mind that they have different pressures of work than you have.

SET AN EXAMPLE

- At all times, be professional. Be a role model for others. Project an image that represents yourself, your team, your boss, and the Company well.
- Foster a safe and secure environment. Know and comply with Company policies and procedures, and applicable laws.
- Follow through on promises and responsibilities. Never leave a task unfinished or an expectation unmet.

SEEK OPPORTUNITIES TO LEARN

- Ask for feedback from peers, supervisors, and customers and use it to improve your performance.
- Get help when you need it.
- Preserve your "lessons learned" and pass them on to others.

EMBRACE CREATIVITY

- Look for opportunities to improve processes and/or be innovative.
- Volunteer ideas to solve problems.
- Be flexible and adaptable in response to new information, changing conditions or unexpected obstacles.

TAKE OWNERSHIP

- Take pride in your work, and take responsibility for getting the job done.
- Show initiative by planning and directing your own activities where possible.
- Go about your work with a sense of urgency. Respond quickly to voice mails and emails.
- Be helpful, even if the person is asking for something that you cannot deliver.

STRIVE FOR EXCELLENCE

- Do your best. Get the job done right the first time.
- Take a careful, thoughtful and deliberate approach to your work.
- Be focused and ready to work. Set priorities and manage your time effectively.
- Do whatever you can to ensure that your customers feel that you are always doing your best to service their needs.

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Dress Code Policy

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image the Company presents to customers and visitors. This includes general cleanliness of clothing, attention to hair, fingernails, body odors, etc. During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions.

Business Casual

The Company has adopted a business casual dress policy on Monday through Thursday of each week. If an employee is more comfortable dressing in customary business attire, he/she may elect to follow the Business Casual dress policy at his/her discretion.

Business Casual includes:

Sports Jackets	Dress pants
Dress and sport shirts	Slacks
Casual Dresses	Sweaters
Split Skirts	Skirts/blouses

Site Visit Days

When customers come on site, employees will be notified in advance and expected to dress in customary business attire. Additionally, business attire is expected when meeting with customers, clients, providers and members.

Business Attire includes:

Suits with Ties	Sport Jackets with Ties	Skirts/blouses
Dresses	Dress Shirts with Ties	
Sweaters	Skirts/Blouses	
Dress Shoes	Dress Pants	

Dress Down Fridays

Casual or "Dress Down" Business Casual dress is acceptable on Fridays. Capri's, jeans/denim and sneakers are acceptable provided they are clean, free of holes and/or loose strings.

The following attire is not appropriate at any time:

Exercise clothing	Jogging Suits
Bare midriffs, bare backs	Shorts
Beachwear	Plunging necklines, tank tops
Beach footwear	Torn clothing
Spandex, tights, leggings	Baseball Caps
Sweat pants / Sweat suits	

Dress Code Expectations:

The Company recognizes that personal appearance is an important element of self-expression. As a result, our intent is not to control or dictate appearance, specifically with regard to jewelry or tattoos, unless it conflicts with an employee's ability to perform effectively in the position they hold or in their specific work environment. With that goal in mind, we ask employees to be mindful of their personal expressions through their clothes, jewelry, body piercings, tattoos and other forms of body art to the extent they detract from the professional image of the Company and/or as may be restricted by the customer location where employees work.

Please note that casual dress may not be possible nor appropriate at some locations due the nature of the work or the customer's requirements. Check with your Division management to confirm any restrictions based on your location, or if you have questions about this policy or its application.

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Drug Free Workplace

The Company has an obligation to provide a high quality of service to its customers, while at the same time providing employees a safe place to work. To achieve these goals, the following acts of misconduct by employees are strictly prohibited:

- Reporting to work under the influence of alcohol or illegal drugs.
- Manufacturing, distributing, dispensing, purchasing, selling, possessing and/or using illegal drugs or controlled substances in any manner on or off duty or attempting any of the previously mentioned.
- Excessive use or abuse of legal drugs, such as prescription or over-the counter medications, in any manner during working hours, or at any time on Company premises or on the premises of our customers or vendors.

Employees who engage in any violations of this policy may be subject to termination. When evidence warrants, the Company will bring matters of unlawful drug or alcohol use to the attention of the appropriate law enforcement authorities.

Do not report for work if you are impaired by an intoxicating substance. To support this obligation of a safe workplace, the Company will also require consultants, on-site vendors and temporary agency workers to comply with the conduct standards described above. Upon occasion, there may be social use of alcohol at certain company-sponsored functions. Each individual has the responsibility to refrain from intoxication and from presenting a health or safety risk to yourself or others. Professional behavior is expected at all times.

Employees, who acknowledge the presence of an alcohol or substance abuse problem, **prior to** the presentation of performance issues or the discovery of the abuse through testing, will be given an opportunity to seek treatment under ADA, STD and/or FMLA guidelines. For more information on these guidelines, visit VERN (Virtual Employee Resource Network).

You may be asked to submit to drug and/or alcohol testing, in accordance with this policy, if reasonably suspected of being under the influence, following a workplace incident, or as part of a recovery program. Failure to submit to such tests may result in termination.

You are expected to cooperate fully in a search of personal property, resulting from reasonable suspicion, positive drug test results, or following a major workplace accident. The search may include all Company property, facilities, and Company provided lockers and desks. Refusal to cooperate in a reasonable search may result in disciplinary action, up to and including termination. For complete details on the drug testing protocol, reference the Drug-Free Workplace Policy on Compliance 360.

In certain circumstances, employees with a positive drug test result may be given an opportunity to enter a treatment program (at the employee's expense unless covered by the Company behavioral and /or health care benefit) or be terminated. Each situation will be evaluated on its own set of facts to determine if termination is necessary. Examples of situations that may warrant termination versus treatment options include:

- Selling or distributing illegal drugs or controlled substances at work or to other employees.
- Workplace accidents attributable to substance or alcohol abuse.
- Inappropriate contact or interactions with clients, providers or employees while in an intoxicated state.
- Other actions of significant detriment to the Company's professional reputation.
- Refusal to cooperate in acknowledging the need for or commencing treatment.
- A performance record demonstrating non-responsiveness to prior attempts at performance improvement.

You should notify your manager if you are not able to report for work and charge the time off to PTO if available. Such time off will be considered unscheduled and subject to disciplinary action unless the time off is used to seek rehabilitative services. We encourage employees to make appropriate use of resources that the Company has made available for assistance in dealing with intoxicating substances or substance abuse.

You must notify Human Resources within three (3) days of a conviction of a criminal drug statute violation, which occurred on Company time. As a government contractor, the Company must notify the Federal government if any of its employees are convicted of a criminal drug statute violation occurring in the workplace. If a conviction arising out of a violation of a civil drug statute on company time is not disclosed by the employee but is later discovered and verified, the employee will be subject to disciplinary action, up to and including termination. There may be additional reporting requirements based on customer and/or security clearance requirements. These will be provided to you by your supervisor or Security Officer.

Prior to performing work, notify your manager of any required over-the-counter or prescription drug that may cause adverse side effects or impair your ability to perform your job. Lack of prior notification to your supervisor could result in reasonable suspicion of drug use. Each situation will be evaluated on its own set of facts to ascertain whether termination is appropriate.

Definitions:

- **Illegal Drug or Controlled Substance:** Any drug that has not been legally obtained or is not being used for its intended purpose or as prescribed.
- **Intoxicating Substance:** Intoxicating substances shall include illegal or controlled substances, medically prescribed drugs, or alcohol.
- **Legal Drug:** Prescribed drugs and over-the-counter drugs, which have been legally obtained and are being used in the intended dosage and for their intended purpose or as prescribed by a licensed physician.
- **Reasonable Person:** An individual who demonstrates fair, rational, and sound thinking within the bounds of common sense.
- **Substance Abuse:** Any drug (legal or illegal) that is not being used for its intended purpose or at its intended dosage.

- **Under the Influence:** A state or condition in which drugs or alcohol affects an individual in a detectable manner as observed by a reasonable person.

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Tobacco Free Campus

As a health care company, we are entrusted by our customers to improve the quality of well-being for millions of individuals and families. It's appropriate that we demonstrate that commitment inside our organization by promoting a healthy work environment.

Company employees are prohibited from using any tobacco products in any area of a Company location, both inside the building as well as any part of the property surrounding the building. This policy is applicable to all Company employees, independent contractors, and visitors. Employees are responsible for following the smoking related rules at a customer facility.

Policy Standards

- No person working in or visiting a Company location can use any tobacco products in the building or anywhere on campus. This includes those employees who are located in multi-tenant sites where they share the building with other tenants.
- Company employees working at a co-located customer site will be subject to the tobacco usage policies of that customer.
- Part of the Tobacco Cessation Program is the distribution of nicotine replacement therapy, such as the nicotine patch and gum. Use of these products as part of the smoking cessation program is permitted in the workplace.

Tobacco Cessation Support

- Tobacco Cessation Program is offered to any employee, or their dependents, free of charge. For more information on The Company's Wellness Programs, go to VERN (Virtual Employee Resource Network).
- The identity of any employee or dependent enrolled in the Tobacco Cessation Program is kept confidential.

Policy Violation

- An employee who is found to have been using a tobacco product in any area defined as part of a Company Campus will be subject to a Final Written Notice on their first offense. If that same employee is found to have been using a tobacco product in any area defined as part of a Company Campus a second time, his/her employment will be terminated.
- Any temporary employee, independent contractor or visitor who is found to have been using a tobacco product on a Company Campus will be reminded that the Company site is a tobacco free campus. In addition, their agency or company will be notified and other action will be taken as appropriate.

Glossary of Key Terms

- **Campus** - All premises, including buildings and property, in which the Company occupies or leases space. Property includes surrounding lawns and landscaping, parking lots and automobiles in the parking lots, walkways, pathways and stairwells between buildings and any adjoining private properties.
- **Co-located Site** - Those situations where an employee's workplace is embedded in a customer's location.
- **Multi-tenant Site** - Those locations where the Company rents a portion of a building along with other tenant companies (i.e., office suite, floor of a high rise).
- **Tobacco Cessation Support** - This refers to the Tobacco Cessation Program that is offered by the Company to its employees and their dependents at no cost. This may include the approved use of nicotine replacement therapy, such as the nicotine patch and gum.
- **Tobacco Products** - Cigarettes, cigars, pipes of any kind, and alternative nicotine delivery items, which includes but is not limited to, inhaling or exhaling of smoke or vapor from an electronic device, chewing tobacco, dipping tobacco, snuff, dissolvable tobacco, water tobacco, etc., regardless of its application.

- **Usage of Tobacco** - The use of tobacco products includes, but is not limited to, the lighting, smoking or carrying of a lighted or smoldering cigarette, cigar or pipe, chewing, dipping, snorting, sniffing, drinking, inhaling or exhaling of smoke or vapor from an electronic device or any other application of tobacco use.

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Harassment

The Company is committed to providing all employees with a work environment that is free of unlawful harassment, including sexual harassment. The Company will not tolerate unlawful harassment in the workplace and does not condone any actions or comments of a harassing nature when based upon race, sex, color, creed, religion, gender identity and expression, sexual orientation, age, national origin, ancestry, citizenship, disability, marital status or any other category protected by applicable state or federal law. The Company promptly investigates any allegation of harassment and will take appropriate disciplinary action, up to and including termination, when it determines that harassment in violation of this policy has occurred.

At the same time, the Company recognizes and respects that employees have personal opinions. However, all employees should be aware that personal opinions expressed in the workplace can offend others and create a harassing and hostile work environment in some instances. The Company expects employees to be aware of how their opinions and behaviors affect others and to treat each other with respect. The Company confirms its commitment to a work environment free of unlawful harassment by ensuring that managers and employees are aware of the Company's policy through internal communications and Company publications.

Types of conduct that could amount to harassment in violation of this policy and the law include, but are not limited to:

- Verbal conduct such as epithets, derogatory comments, slurs, or unwanted comments and jokes.
- Visual conduct such as derogatory posters, cartoons, drawings, or signs.
- Physical conduct such as blocking normal movement, restraining, touching, derogatory or otherwise offensive gestures, or otherwise physically interfering with the work of another individual.

Sexual Harassment:

This policy prohibits any employee of the Company from sexually harassing any other employee or customer of the Company. Employees should act appropriately with all persons they come into contact with in the course of completing their duties. Any employee who violates this policy will be subject to disciplinary action, up to and including termination.

Sexual harassment in violation of this policy includes, but is not limited to, unwelcome sexual advances (verbal or physical), request for sexual favors, and any other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment or used as basis for employment decisions.
- Submission to or rejection of such conduct by an individual is used as the basis of employment decisions affecting such individual.
- Such conduct interferes with work performance or creates an intimidating, hostile or offensive working environment.

Harassing behavior in violation of this policy may include, but is not limited to, the following conduct:

- Sexual flirtations, advances, or propositions that are not freely and mutually agreeable to both parties.
- Verbal abuse of a sexual nature, sexually related comments and joking, graphic or degrading comments about an employee's appearance.

- Any physical contact or touching, such as patting, pinching, brushing against another’s body, impeding or blocking movement, or any physical interference with normal work or movement when directed at any individual.
- Visual forms of harassment such as derogatory posters, sexually oriented cartoon, pictures, drawings or the display of sexually suggestive objects or pictures in the workplace.
- Undesirable work assignments due to gender or sexual orientation.
- The use of sexual behavior to implicitly or explicitly threaten, coerce, influence or affect the employment, job status, salary or performance of another employee.

Harassment Notification Procedure:

Any employee who believes that he or she has been harassed in violation of this policy should notify his or her supervisor immediately. If the employee is uncomfortable discussing the concern with his or her supervisor, the employee should notify Human Resources at GetHR@AFSC.com or by calling their Human Resources Business Consultant directly.

Supervisors receiving a complaint of sexual or prohibited harassment must immediately contact Human Resources. The Company takes all complaints of harassment very seriously. When the Company becomes aware of an issue or complaint, an investigation is promptly conducted. Following conclusion of the investigation, the Company will take appropriate actions in response to its findings. Employees who are found to have violated this policy will be subject to disciplinary action, up to and including termination.

Employees are encouraged to raise concerns under this policy, and the Company will not retaliate against them for raising such concerns or for filing an allegation of sexual or prohibited harassment through external agencies or through the Company’s internal procedures. Any employee who is found to have retaliated against another employee in violation of this policy will be subject to disciplinary action, up to and including termination.

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Solicitation

Company employees are prohibited from engaging in solicitation or the distribution of literature and other materials not directly connected with their work at Company while on Company property and/or while on duty, unless pre-approved by both Company management and Human Resources. The Company also prohibits individuals not employed by the Company from engaging in solicitation or distribution of literature and other materials on Company property at all times, unless pre-approved by Human Resources.

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Relationships in the Workplace

In order to prevent situations that might result in conflicts of interest, unfair preferential treatment or creation of a hostile work environment, the Company does not hire, transfer, promote or retain immediate relatives of a current employee into the same Reporting Chain or into a position that is deemed to be a confidential position.

An immediate relative is defined as the employee’s spouse, spousal equivalent, parents, brothers, sisters or children. Reporting Chain refers to positions reporting directly or indirectly to the same supervisor or that will have routine contact in reporting lines above or below the immediate supervisor, as assessed and determined by Human Resources. A confidential position would be a position that involves access to very confidential or sensitive information, such as positions in Human Resources, Finance, Legal and Executive Management, as determined by the Chief Human Resources Officer.

Employees who marry or become related by marriage may continue their employment if they do not work in a direct supervisory relationship or otherwise present problems in supervision, safety, security or morale. If there are problems in these areas, the Company will investigate, and if necessary, attempt to reassign one or both of the

employees to an available position for which the employee is qualified in order to eliminate the problem. If, however, no such position is available, one of the employees will be asked to leave the Company. The employees have ninety (90) days to decide which one of them will leave.

Employees and applicants have an obligation to inform the Company of any family relationships that could result from hiring and to inform the Company of any family relationships that develop or are formed during the course of employment. Any exceptions to these guidelines are reviewed in advance by the Chief Human Resources Officer.

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[Travel Policy](#)

Effective control of expenses is vitally important to the Company's success. The Company's Business Travel Policy is intended to establish equitable standards and achieve consistent and fair treatment of all staff that incurs expenses payable by the Company. Employees will be reimbursed for ordinary, necessary and reasonable travel expenses associated with company business and when pre-approved by your supervisor. Travel must be completed in accordance with the Company's Travel and Business Expense Policy to qualify for reimbursement. Submitting expenses that are not in compliance with this policy risk delayed, partial or denied reimbursement. Cases of significant abuse will be investigated and may result in disciplinary action, up to and including termination of employment. Travel reimbursement for Client-approved travel is governed by specifics in the Travel Order Request (TOR) provided to your AFSC manager. It is expected that you are familiar of requirements for both Company and Client travel policies. For more information, review the Business Travel Policy found on VERN (Virtual Employee Resource Network).

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Communication

[Bulletin Board Policy](#)

Bulletin boards are located in various public areas at all office locations. Bulletin boards are only to be used for the posting of official Company notices and announcements and postings required by governmental agencies.

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[Company Stationery](#)

Stationery or forms on which the company's name appears may never be used for personal purposes. The Company's letterhead is to be used only for authorized communications.

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[Computer Usage](#)

The Company needs to ensure the efficient operating condition of its information systems. As such, the Company must ensure that all information systems are properly maintained and that maintenance is conducted by properly authorized Company employees and/or agents.

Installation of computing hardware and software

All Company computer equipment will be maintained by authorized Company employees and/or agents who have been selected by the Information Technology (IT) department to perform these functions. The installation of computer equipment and/or software for use on the Company LAN/WAN must be performed by these individuals.

The installation of hardware and/or software by non-authorized individuals is strictly prohibited. It should be noted that from time to time, some non-IT individuals may be authorized to perform specific functions under the guidance of the IT department. The performance of these authorized functions will conform with this policy.

Copyright Issues

Employees may not send over the email, intranet or internet systems any copyrighted materials belonging to any individual or entity other than the Company. Employees may not send over the email, intranet or internet systems any copyrighted materials belonging to the Company which may, in their transmission or release, violate the Company's copyright to such materials or disclose Company confidential information. All employees obtaining access to other companies' or individuals' materials must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with the permission of the holder of the copyright, or as a single copy to reference only. Employees shall not violate any software licenses, including, without limitation, by making illegal copies of software. All software licenses, manuals and documentation must be available for inspection in the event of a software inventory or audit.

Actions which violate this policy

The prohibited actions listed below are not intended to be all inclusive, but provide examples of actions which clearly violate this policy:

- Unauthorized tampering or altering of the hardware configuration of any Company computer.
- Unauthorized relocation of Company computer equipment.
- Unauthorized software installation in any Company computer.
- Obtaining software outside the Company procurement policy (whether from the Internet or some other external source) and using it in a Company computer. This applies to both business and personal use software.

Violation

A violation of this policy will result in disciplinary action, up to and including termination. If necessary, the Company will advise appropriate law enforcement officials of any illegal acts.

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[Internal Commenting/Blogging](#)

The Company desires to maintain an open dialogue with employees and welcome your comments and feedback on all Company-sponsored online communities. In order to continue to support the Company's culture of respect and collaboration and maintain a productive work environment, we ask that you abide by the following set of guidelines.

Online Posting Guidelines:

By posting any comments (whether responding to others' or initiating your own topic discussion on Company-sponsored online communities) you give the Company the irrevocable right to reproduce, distribute, publish, display, edit, modify, create derivative works from, and otherwise use your submission for any purpose in any form and on any media.

You also agree that you will **not**:

- Post any information containing a member's protected health information (PHI) or personally identifiable information (PII) in any way. Even if an individual is not identified by name within the information you use or disclose, if there is a reasonable basis to believe that the person could still be identified from that information, then its use or disclosure could constitute a violation of the Health Insurance Portability and Accountability Act (HIPAA) and the Company's privacy policies.
- Use language that is obscene, defamatory, derogatory, profane, libelous, threatening, harassing, abusive, hateful, or humiliating to another person or entity.
- Post copyrighted materials without proper permission (written, audio, video and all other electronic forms).
- Post advertisements or solicitations of personal goods or another business.
- Impersonate another person.

- Allow any other person or entity to use your identification for posting or viewing comments.
- Post the same comment/information more than once or "spam."
- Include communications that contain any confidential, proprietary or trade-secret Company information. If you are unsure if information is publicly available or is otherwise inappropriate to post, contact Corporate Communications (CorporateCommunications@MagellanHealth.com) or the Investor Relations Department (InvestorRelations@MagellanHealth.com) before posting any such information.

Individuals who have concerns regarding workplace conduct or inappropriate behavior are encouraged to contact their immediate supervisor, Human Resources, the Compliance Hotline, or by sending an e-mail to Compliance@magellanhealth.com. Online forums are not the most effective way to resolve such issues.

Rights and Responsibilities:

The Company, including but not limited to members of the Corporate Communications team, reserves the right (but is not obligated) to do any or all of the following to any communication posted on Company-sponsored online communities:

1. Remove communications that are abusive, illegal, noncompliant or disruptive, or that otherwise fail to conform to the terms and conditions set forth in this policy.
2. Edit or delete any communications posted in the online community, regardless of whether such communications violate the terms and conditions set forth in this policy.

If a user's communication is removed or edited as stated above, the user's manager will be notified. It is the responsibility of each user's manager to determine whether a user is in violation of any of these guidelines. The user's manager has the right to terminate a user's access to any Company-sponsored online community upon any breach of these guidelines and, if necessary, take further appropriate disciplinary action, up to and including termination. These Guidelines will not be construed or applied in a manner that improperly interferes with employees' rights under the National Labor Relations Act. Policy cross reference - [Social Media Policy](#)

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Social Media

Participation in social media has become a popular communication vehicle between the Company's colleagues and customers, the general public, traditional and non-traditional media, and other community stakeholders. Such participation may include, but is not limited to, postings in online forums, blogs, wikis, Facebook, LinkedIn, MySpace, YouTube, Twitter, media sites or similar types of online forums. The purpose of this policy is to ensure that communications related to the Company in social media are consistent with the Company's Employee Handbook, Code of Conduct, policies and procedures, and applicable laws, including laws concerning privacy, confidentiality, copyright and trademarks. Additionally, we must ensure that Company-sponsored social media are used in an appropriate manner and communications must be accurate and expressed in a respectful, professional manner.

The Company respects the rights of employees to appropriately express their views and opinions, including through the use of social media. In order to protect employees and the Company, when participating in Company-sponsored social media or in other social media where the communication is or could be Company related, you should abide by the following guidelines:

1. **Be responsible.** Communications made in social media should be consistent with the Company's Employee Handbook, Code of Conduct, values, policies and applicable laws. Employees are personally responsible for their own communications and can be held liable if any party (including, but not limited to, the Company) deems an employee's communication to be improper, illegal, in violation of this policy, libelous, harassing, threatening, defamatory, or disclosing confidential information.

2. **Maintain confidentiality.** Communications in social media should never contain information that discloses a member's Protected Health Information (PHI) or Personally Identifiable Information (PII) in any way, including photographs or video. Even if an individual is not identified by name within the information you wish to use or disclose, if there is a reasonable basis to believe that the person could still be identified from that information, then its use or disclosure could constitute a violation of law and/or regulations including without limitation the Health Insurance Portability and Accountability Act (HIPAA), and the Company's privacy policies. If you have any question whether information is PHI or is sufficiently de-identified, contact the HIPAA Privacy Officer before posting the information.
3. **Protect yourself and our business.** Communications made through social media must not contain any Company Information that is confidential, proprietary or a trade-secret. Also, use only approved social media channels — and not personal social media sites or pages — to conduct Company business. Do not disclose or discuss material Company information, matters, or developments unless this information has been previously disclosed to the public. In addition, do not comment on legal matters or ongoing crises or post any information which would result (or have the potential to result) in a detriment to the Company's business, including, but not limited to, the Company's reputation and goodwill. If you are unsure if information is publicly available or is otherwise inappropriate to post, contact Corporate Communications or the Investor Relations Department before posting any such information.
4. **Respect copyrights.** Individuals should not use copyrighted materials (written, audio, video and all other electronic forms) in their social media communications without proper permission. Company and/or product logos may not be used without written permission, as they imply that you may be speaking on behalf of the Company. In addition, you may not use the Company's name for personal benefit and your online activity should not present a conflict of interest. Do not use photographs or video of the Company's premises, processes, operations, or services without The Company's prior written approval.
5. **Be respectful of others.** Individuals should refrain, at all times, from using language that is obscene, defamatory, derogatory, profane, libelous, threatening, harassing, discriminatory, abusive, hateful, discriminatory or humiliating to another person or entity. Speak respectfully of the Company, its employees, customers and members, as well as other members of the Company's industry including its competitors. Respect the privacy of Company employees and contractors by obtaining permission before discussing or sharing information about or images of colleagues and/or internal workplace events or disclosing colleagues' personal contact information. Remember, you are "speaking" publicly and your contribution may stay searchable and retrievable for a long time to a broad audience - both internally and externally. In addition, Managers should not send "friend" requests to subordinates unless there is a valid business purpose for doing so. Any employee may reject a friend request from any other employee without fear of retaliation.
6. **Be honest and accurate.** When an employee, temporary staff member, contractor, volunteer or other associate of the Company communicates in social media about the Company, provide full disclosure acknowledging the relationship with the Company and include a disclaimer advising that you are not speaking officially on behalf of the organization. For example, add a disclaimer to read: "The opinions and positions expressed are my own and don't necessarily reflect those of the Company." Never misrepresent yourself or information about the Company. Never speak out on behalf of the Company or hold yourself out as speaking out on behalf of the Company unless you have been authorized by the Company to do so. Also, communicate accurately and correct errors or omissions in a timely fashion (rather than deleting them).
7. **Know who to call.** If you are approached by the media concerning anything that you or another Company employee may have posted/said in social media concerning the Company, contact the Corporate Communications department at CorporateCommunications@Magellanhealth.com.

The Company provides employees with E-mail and Internet access to support Company business purposes only. Although users who are given access to these tools may make incidental personal use of them, they may not make

extensive personal use of them either during work or non-work time. Each user's manager has the right and responsibility to determine what "extensive use" is and should refer to the [Communications and System Security](#) policy for further information and guidance.

Individuals who have concerns regarding workplace conduct or inappropriate behavior are encouraged to contact their immediate supervisor, Human Resources by creating a case in VERN (Virtual Employee Resource Network), the Compliance Hotline, or by sending an e-mail to Compliance@magellanhealth.com. Social media is not the most effective or appropriate way to resolve such issues, and may only serve to make matters worse. This Policy will not be construed or applied in a manner that improperly interferes with employees' rights under the National Labor Relations Act.

Glossary of Helpful Terms:

- **Blog** - Short for "Web log", a site that allows an individual or group of individuals to share a running log of events and personal insights with online audiences.
- **Company Information** - Information in any form or media that is created by or on behalf of the Company in the course and scope of its business, regardless of whether that information is maintained or stored by the Company and others on the Company's behalf. Examples of Company information include, but are not limited to, patient and member records, personnel records, financial information, Company competitive information, customer and employee names, Company-developed intellectual property, and business e-mail messages.
- **Protected Health Information (PHI) or Personally Identifiable Information (PII)** - Any individually identifiable information (oral, written or electronic) regarding a member/patient of the Company collected, received, created, transmitted or maintained in connection with his/her status as a member or patient. PHI/PII includes, but is not limited to, information about a member/patient's physical or mental health, the receipt of health care, or payment for that care; member/patient records, enrollment and disenrollment information; name, address, Social Security Number, account number, security code, information from or about transactions, driver's license number, financial or credit account numbers, phone numbers, or other personal identifiers.
- **Podcast** - A collection of digital media files distributed over the Internet, often using syndication feeds for playback on portable media players and personal computers.
- **RSS feeds or Syndication feeds** - A family of different formats used to publish updated content such as blog entries, news headlines or podcasts that "feed" this information to subscribers via e-mail or by an RSS reader.
- **Social media** - Includes, but are not limited to, Blogs, Podcasts, discussion forums, chat rooms, on-line collaborative information and publishing systems that are accessible to internal and external audiences (i.e. Wikis), RSS feeds, Syndication feeds, video sharing, and social networks such as Facebook, MySpace, Twitter, YouTube and LinkedIn.
- **Wiki** - Allows users to create, edit and link Web pages easily. Often used to create collaborative Web sites (called "Wikis") and to power community Web sites.

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Security

As a federal contractor, the Company provides a wide range of services under contract to government clients. These include providing employees to perform government work at government sites to include military bases, government offices and other site locations. Company employees assigned to work at customer work locations are responsible for knowing and following the customer's work rules and policies for that site and may lose the privilege of working at that site and/or be subject to termination if these rules are violated.

As a condition of initial or continued employment with the Company, employees hired to work at customer sites and/or perform work supporting customer tasking will be required to successfully complete a government

Background Investigation or Security Clearance application, applicable to their position. This is in addition to any specific requirements imposed by the customer for access to the work site. Due to the urgency of filling critical positions, the application process must be completed and submitted within two weeks of notification by the Security Officer.

Building Security and Access Control

It is the Company's policy that each employee working in an Company location be issued a security access badge and access FOB. Badges are to be worn on the outer most layer of clothing and prominently displayed at all times while on Company property.

Employees are responsible for the accountability and safekeeping of their badge and FOB and must report any loss or malfunction of the badge to the Security Department immediately by calling Security: 571-238-1513 or email: BadgeRequests@magellanhealth.com.

Employees are not to use other employees' badge or access FOB – each maintains individual accountability – employees are responsible for things that happen while using their badge.

Unescorted access to a Facility by any non-employee is strictly prohibited. Non-employees (visitors and vendors) entering any Facility must report to the central receptionist and be signed in, issued an "escort required" visitor access badge, and be escorted by the employee signing them in. All visitors requiring access to the Facility will receive an escort required visitor access badge from the receptionist by exchanging a state or federal government picture ID for an escort required visitor access badge. An authorized designee (approved by the Security Officer), may be approved for escorting under very specific and limited events. All escorts must stay with their visitor(s), this includes all vendors while in the Facility, unless other arrangements have been made with the Security Officer. All visitors must display their "escort required" visitor access badge, while in the Facility. All escorts must accompany their visitor(s) back to the receptionist desk and sign them out and make sure they exchange their visitor access badge for their ID prior to their departure.

Employees should be visually aware of anyone that is not prominently displaying an employee or visitor access badge while trying to enter or currently in the Facility. Any visitor that is not wearing the required access badge trying to enter or currently in the Facility should not be left unescorted, and immediately escorted to the receptionist for questioning and processed as an incoming visitor. Any employee in the Facility that is challenged for not wearing their issued access badge, regardless of the reason, must immediately retrieve their access badge, if they left it in their office, or proceed to the central receptionist and sign in to receive a (no escort required) visitor access badge for the day (no ID exchange is required).

Any off-site employee requiring access to the Facility, will sign in and be issued, upon employment verification, a "no escort required" access badge by exchanging a state or federal government picture ID for their access badge. This access badge will be worn prominently above the waist at all times while in the Facility and exchanged for their picture ID when permanently departing the Facility for the day. In some cases, a Datawatch FOB may be authorized for an off-site employee(s). If approved, by the FSO or the Facilities Manager, the Datawatch FOB will be issued along with the access badge and set for "Duty Hours only" (7:00 am – 5:00 pm Monday thru Friday, no weekends) and returned along with the access badge upon departure.

Any employee having approved weekend access to the Facility should not escort any non-employee visitors into the Facility, unless it is a minor child that you cannot leave alone outside the Facility. If weekend access is required for any adult visitor, prior coordination should be arranged with the FSO or Facilities Manager.

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Equipment Usage

Equipment essential to accomplishing job duties is expensive and may be difficult to replace. The Company may issue you equipment or other property necessary for you to perform your job. This property remains the sole property of the Company and may not be taken off of the Company's premises without the Company's permission.

You may be asked to sign an agreement that documents your responsibility for any Company property furnished to you. The agreement will authorize a wage deduction for the cost of any Company property which is not returned by you or which is not returned in good condition or working order, taking into consideration normal usage.

When using Company property, employees are expected to exercise care, perform required maintenance where appropriate, and follow all operating instructions, safety standards, and guidelines. Notify your supervisor if any equipment or machines appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Systems Support and/or Facilities personnel are available to answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

At any time that the Company so requests, you must return all property that has been issued to you. Additionally, when your employment terminates, whether voluntarily or involuntarily, you must immediately return all Company property. The property must be in good condition and working order when returned. You will be financially responsible for any property not returned or returned in damaged condition, excluding normal wear and tear.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

The Company makes every effort to provide employees located at field offices with the necessary equipment needed to successfully complete their tasks. Employees are responsible for all property, materials, or written information issued to them or in their possession or control. Employees must return all Company property immediately upon request or upon termination of employment.

Company employees issued a computer by a government customer are required to follow the customer's security and computer use policies.

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Communications and System Security

The Company respects the individual privacy of its employees. However, employee privacy does not extend to the employee's work related conduct or to the use of Company-issued equipment or supplies. Employees should be aware that the following guidelines may affect their privacy in the workplace. It is important that employees understand the proper use of the Company's electronic mail (email), voice mail and Internet services, including non-Company-mail services such as Hotmail, Yahoo or AOL (collectively, the "Systems"). Further, this guideline serves to inform employees of the lack of privacy when sending or receiving email messages and/or Internet transmissions using the Company's email or Internet systems.

Management's Right to Access Information

Email, voice mail and Internet systems have been installed by the Company to facilitate business communications. Although an employee may have individual passwords to access these systems, these passwords and systems belong to the Company and the contents of email, voice mail or Internet communications are accessible at all times for any business purpose by management. These systems may be subject to periodic, unannounced inspections, and should be treated like other shared filing systems. All communications, including text and images, can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver. Employees should not assume that any message sent via the email, voice mail or Internet systems is confidential.

Personal Use of Company email, voice mail or Internet Systems

Access to email, voice mail and/or the Internet system(s) is a privilege and must be treated as such by all users of the systems. Because the Company provides these systems to assist employees in the performance of their jobs, they should use the systems for official Company business. Occasional personal use is allowed, but must be kept to a minimum and must not disrupt normal business functions, systems or processes. Use of email or the Internet must not disrupt the operation of the Company's network or interfere with an employee's productivity. Company management reserves the right to determine the appropriate level of personal use, and to monitor this use by way of automated tools. Since personal messages can be accessed by management without prior notice, employees should not use email, voice mail or the Internet systems to transmit messages they would not want read or heard by a third party.

Unacceptable uses of Company email and Internet systems include, but are not limited to the following:

- Sending, retrieving or storing any communications of a defamatory, discriminatory or harassing nature or materials that are abusive, profane or offensive, obscene or pornographic. Examples of prohibited communications include sexually explicit messages, cartoons, or jokes; unwelcome propositions or love letters; ethnic or racial slurs; or any other text or images that can be construed to harass or disparage others based on an individual's gender, race, physical attributes, sexual orientation, age, national origin, or religious or political beliefs.
- Downloading, viewing, transmitting and/or possessing pornographic, profane, sexually explicit or other offensive materials.
- Sending or receiving gossip, including personal information about the employee or others.
- Forwarding messages under circumstances likely to embarrass the sender.
- Sending emotional responses to business correspondence or work situations.
- Soliciting or proselytizing for commercial ventures, religious or personal causes or outside organizations or other similar, non-job-related solicitations.
- Causing congestion on the network by such things as the propagation of "chain letters", "broadcasting" inappropriate messages to lists of individuals or the downloading music or movies or other media that require significant bandwidth.
- Misrepresenting the employee's identity or affiliation in email or Internet communications.
- Using someone else's identity, user id or password – the sharing of user ids and/or passwords is strictly prohibited.
- Intercepting, disrupting or altering electronic communication packages.
- Using the Systems for any other purpose that is illegal, against Company policy or contrary to the Company's best interests.
- The Systems shall not be used to access, distribute or publish the Company's trade secrets or proprietary information without proper authorization. Proper encryption schemes shall be utilized in transmitting such trade secrets or proprietary information.
- Transmission of Protected Health Information (under the meaning of that term in HIPAA legislation or regulation) without appropriate protection as described by Company policy.
- Misuse of a government-issued computer, failure to comply with customer security and computer use policies.

Broadcast Messages

All broadcast messages (messages sent to large numbers of email, voice mail or Internet users) must have the approval of the Information Systems/Human Resources management before sending.

Software and Prevention of Viruses

Incoming documents and/or software programs can pose a serious threat to the Systems. Viruses can destroy not only an employee's company-issued computer but also the Company's network. Program attachments also pose an additional threat by creating conflicts with the integration of the programs run on an employee's personal computer.

Although the Company has a comprehensive virus protection system in place, the Company places the following restrictions on its employees to prevent computer viruses from being transmitted through the Systems:

The downloading or installation/introduction of any unauthorized software, including executable files (.exe) attached to emails and software acquired outside the Company's purchasing procedures, into Systems without the authorization of the Company's Information Technology (IT) Department, is strictly prohibited. Any Company virus infections from downloaded files via the internet are the responsibility of the user that downloads them as indicated by IT monitoring tools. Please note that this restriction does not apply to viruses that are inadvertently received or opened that may be attached to business documents. Intentionally or negligently inflicting any computer virus infection through the downloading of executable files and/or software upon the Company LAN/WAN is grounds for immediate disciplinary action up to and including termination.

Violation

Use of Company provided email, voice mail or Internet systems in violation of these guidelines will result in disciplinary action, up to and including termination. If necessary, the Company will advise appropriate legal officials of any illegal acts.

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Workplace Inspections

The Company expressly reserves the right to control the presence of all items on the Company's premises. This includes the right to enter and/or inspect any work area including, but not limited to, desks, packages, containers, backpacks, pocket books, computer systems, telephone messaging systems, etc., with or without notice. Any information discovered during such inspections that would indicate violation of any policies outlined in this handbook, or in the Policies & Standards, may be used as a basis for disciplinary actions, up to and including termination.

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Workplace Violence

Providing a safe work environment for our employees and visitors is a key responsibility of the Company. The Company has a policy of zero tolerance for violence. Violence includes, but is not limited to, physically harming or threatening to harm another person, shoving, pushing, assaulting, brandishing or threatening the use of weapons, or any related conduct, even when conducted in a joking manner. This definition includes threats that are delivered via telephone, fax, electronic or conventional mail or any other communications medium. Employees who engage in or threaten to engage in any form of violence in the workplace may be terminated immediately.

All employees have a responsibility to report any alleged threats of violence that they either hear personally or come to know of through other means. A report of the situation should be made to their manager or the Security Department for immediate investigation.

- Employees are instructed not to attempt to physically restrain or remove a threatening or violent individual. Remove yourself from the situation as soon as possible and contact Security and/or Human Resources.
- Never touch another employee in any manner that could be interpreted as intending violence or invasion of personal space.

Situations/Reactions

If an employee or visitor has concern that a situation in the workplace presents a danger in any form, depending on the degree, the Security Department, management or law enforcement should be contacted. The following chart

illustrates that most situations where violence is indicated should be reported to law enforcement and/or The Company's Security Department.

React by Dialing: (in this order)	Situation:
<ol style="list-style-type: none"> 1. Security – 571-238-1513 2. Dial 911 	If you witness or hear of a robbery or crime in the workplace that is being committed by a colleague or someone who has no other connection with the workplace.
<ol style="list-style-type: none"> 3. Dial 911 4. Security – 571-238-1513 	If you witness or hear of violence directed at employees by customers, clients, members, or anyone for whom the Company provides services.
<ol style="list-style-type: none"> 1. Dial 911 2. Security – 571-238-1513 	If you witness or hear of violence against coworkers, supervisors or managers by a current or former employee.
<ol style="list-style-type: none"> 1. Dial 911 2. Security – 571-238-1513 	If you witness or hear of violence committed in the workplace by someone who doesn't work, there but has a personal relationship with an employee—an abusive spouse or domestic partner.

Weapons Banned

The Company specifically prohibits the possession of weapons by any employee while on Company premises. This ban includes keeping or transporting a weapon in a vehicle in a company-designated parking area, except otherwise where prohibited by state law. Employees are also prohibited from carrying a weapon while performing company-related services off the Company's premises. Weapons include, but are not limited to, guns, knives, explosives, and other items with the potential to inflict harm.

Workplace Security Measures

To promote a safe work environment for employees and visitors, access to Company premises is limited to those individuals with a legitimate business interest. The following rules will be applied:

- At locations that require employees to display their Company ID, badges must be worn and visibly displayed at all times
- All visitors must register with either a receptionist or the manager responsible for the facility and display identification while on the premises.
- Visitors are escorted for the duration of the visit.
- Visitors must be signed out at the end of the visit by the escort or responsible manager.

Incident Investigation

The Security Department has the responsibility to investigate, monitor, mitigate and document all security related events in all Company locations. Employees who violate any of these rules may be terminated from employment with the Company.

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