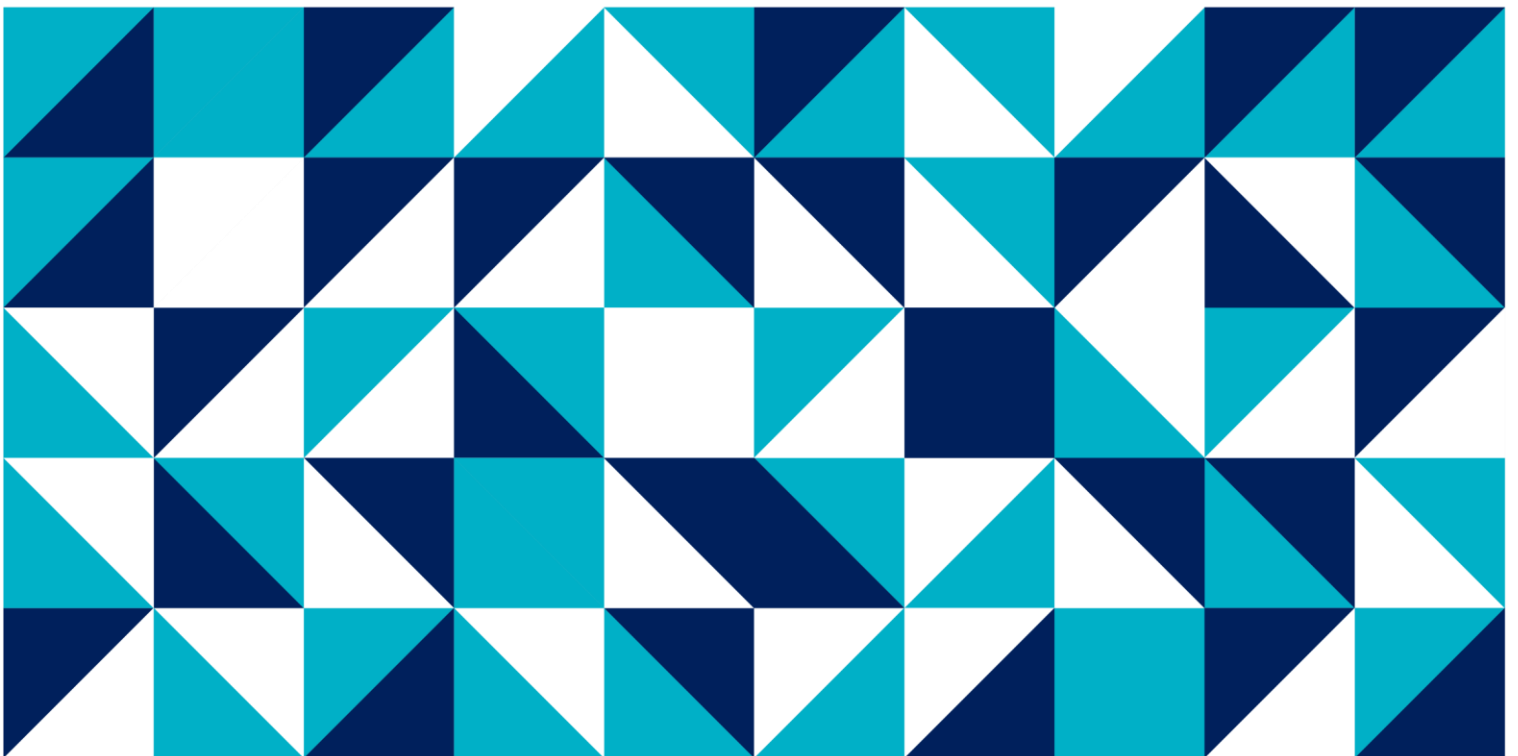


2024



# Employee Handbook



## **Welcome to Titanium Healthcare!**

Our mission is to create a healthcare system that leaves NO ONE behind and to provide everyone, everywhere with the kind of compassionate, coordinated care they deserve.

We are building something very special at Titanium Healthcare. We are all united with a passion to do what is right for the patient and to deliver care as we would for family members. The fact that you have joined our team means that you are a part of the magic. We cherish the ability to fight the status quo and to break through bureaucracy to make a difference in the lives of the patients we serve.

As a last and very important point, I maintain a complete open-door policy. I mean it when I say that I want to know if you have unresolved issues or feel it is important to communicate with me. Therefore, please feel free to contact me on my cellphone at: 832-368-6461.

We look forward to a pleasant and rewarding future for both you and Titanium.

Again, welcome to our team.

We are Titanium!

Sincerely,

**Gray Miller**  
Founder and CEO

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## About Titanium Healthcare

Titanium Healthcare was founded to improve healthcare. Many of us have experienced the shortcomings of poor healthcare delivery, and the founders of Titanium Healthcare were resolved to create a better way.

As a seasoned process improvement executive, Gray Miller, founder and CEO, was shocked during the hospitalization and near death of his father from a combination of healthcare failings. Gray's observations and engineering mindset began a blueprint for a better way to manage care in a setting most appropriate for the patient.

Gray shared his observations with like-minded industry experts. He listened to different perspectives from nurses, physicians, hospital and health plan executives, and patients. Each group had experiences and suggestions for a better way.

The team at Titanium took these diverse viewpoints, and with the benefit of decades of experience and leadership, created the Titanium approach for a better healthcare delivery system.

*"We have assembled a group of passionate executives who are experts at eliminating unnecessary testing, admissions, and utilization. Titanium was founded with a mind to create healthcare delivery as the patient would want it."*

## Our Purpose and Our Principles

- We are fearless in our quest to break down barriers to healthcare.
- We are disruptors who seek to make an impact by what we do and how we do it.
- Our passion is to fill the void in people's lives that the healthcare system has forgotten.
- Our ambition is to build health equity by addressing inequalities.
- We serve those who need extra time and care and believe all people deserve the ability to obtain the highest level of health.

These are the principles that guide our growth.

## Our Position in Healthcare

- We are transforming healthcare with a model that leaves no one behind.
- We are advancing care by boldly reengineering the healthcare system.
- Every day we are using our unique expertise and backgrounds to shape a healthcare model that will allow everyone, everywhere to have the kind of compassionate, coordinated care that leads to reduced costs and better outcomes.

We are difference-makers creating the vehicle that will fix healthcare in America.

## What we do, how we do it, and whom we serve

We are a growing healthcare company that puts heart and compassion above all else. This has allowed us to engineer a model of care that uses high-level care coordination and relationship-building to get to the core of what keeps the sickest among us sick.

We often serve people on Medicaid and Medicare who have multiple chronic conditions. Our goal is to dramatically cut the cost of care by improving outcomes and reducing hospital use and readmission rates. We do this by addressing the individual needs of each person and removing the clinical and social barriers that prevent them from becoming healthy. Those barriers can be as simple as finding the motivation to quit

smoking or the ability to keep track of their medications. They can also be as complex as food and housing insecurity, transportation issues, language barriers, mental health, and substance use issues.

We are based in California and Washington State right now, with team members contributing from all around the nation, and we are determined to introduce our successful model of care to as many healthcare entities as possible—so that the people they serve can experience healthcare as it was meant to be.

## Titanium Healthcare Handbook Overview

This handbook is designed to summarize for you the basic Titanium Healthcare policies that apply to common circumstances. The policies, procedures, and benefits contained in this handbook should be regarded as guidelines. Titanium complies with all applicable laws and regulations concerning our employees and operations. This handbook does not confer any contractual right, either expressed or implied, nor does it guarantee any fixed terms and conditions of your employment.

The policy descriptions in this handbook are not all-inclusive, are not intended to apply to every situation, and are subject to modification, addition, or deletion at any time at the sole discretion of management. We will inform you of any changes as they occur.

Some of the benefits described here are covered in detail in official insurance policy documents or plan descriptions. You should refer to those documents for specific information. Please note that the terms of the written insurance policies are defined and alterable only by the carriers.

If you have any questions, suggestions for improvement, or would like more information, please contact your supervisor or People Operations.

If you are reading the handbook in hard copy form, please be aware that this may not be the latest version. Please ask People Operations for the most up-to-date copy.

## Employment and Orientation Policies

### Administrative Contacts

In this handbook, you will find references to various administrative contacts for certain policies and procedures. When you see these references, you can use the corresponding email addresses provided below to reach the appropriate contacts for support and guidance.

- People Operations: [people.operations@tihealthcare.com](mailto:people.operations@tihealthcare.com)
- Accounting: [accounting@tihealthcare.com](mailto:accounting@tihealthcare.com)
- Compliance: [compliance@tihealthcare.com](mailto:compliance@tihealthcare.com)
- IT: [ithelp@tihealthcare.com](mailto:ithelp@tihealthcare.com)

### Employment at Will

Employment with Titanium Healthcare (also referred to as “the company” and “Titanium”), is “at-will”, that is, both the company and employee are free to terminate the employment relationship at any time, with or without reason, and with or without notice. Nothing in this handbook promises specific treatment in specific circumstances. Employees should be aware that while other personnel policies, procedures, and benefits of the company may change from time to time at the company’s discretion, this at-will employment relationship can only be changed by an express written employment contract signed by the CEO of Titanium Healthcare.



## **Equal Employment Opportunity and Commitment to Diversity**

It is a commitment of Titanium Healthcare to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, the presence of sensory, physical or mental disability, race, religion, sex, sexual orientation, gender identity and/or expression, military status, marital status, genetic information, status as a domestic violence victim or family member of a victim, or any other characteristic protected by federal, state or local law. In addition, Titanium will provide reasonable accommodations for qualified individuals with disabilities.

## **Americans with Disabilities Act (ADA) Compliance**

Titanium Healthcare is committed to attracting and selecting the most qualified candidates, fully supporting the Americans with Disabilities Act (ADA), the ADA Amendments Act (ADAAA), and state anti-discrimination laws that protect employees from discrimination in benefits, transfers, and terminations. We are dedicated to providing reasonable accommodations to qualified individuals with disabilities, enabling them to perform essential job functions. Accommodations will be made unless they pose a direct threat to the health and safety of the individual or others that cannot be mitigated, or if they create an undue hardship for Titanium Healthcare.

Employees seeking accommodations should contact the People Operations department. Supervisors will keep this information confidential, except when necessary to discuss work assignments or schedule changes with other employees.

While accommodation needs are assessed on a case-by-case basis, we generally engage in an interactive process involving the employee and their healthcare provider(s) to evaluate the condition, workplace limitations, and potential reasonable accommodations. Employees are expected to cooperate with Titanium Healthcare in communicating with their healthcare providers about their condition, limitations, and possible accommodations. We will rely on medical and professional opinions to determine the best resolution.

## **Lactation Accommodation**

Titanium Healthcare provides a reasonable amount of break time to accommodate an employee's need to express breast milk for the employee's infant child. The company will make a reasonable effort to provide the employee with the use of a room or other location in close proximity to the employee's work area for the employee to express milk in private. Such space will include a surface to place a breast pump and personal items, a place to sit, access to electricity, a sink with running water, and a refrigerator for storing breast milk.

The requested break time should, if possible, be taken concurrently with other scheduled break periods. Non-exempt employees must clock out for any lactation breaks that do not run concurrently with normally scheduled rest periods. Any such breaks will be unpaid.

## **Open Door Policy**

Titanium Healthcare is committed to a positive work environment with open communication. Employees are encouraged to share concerns they might have or know about with their direct supervisor. If a situation is not resolved in a timely fashion, barring extenuating circumstances, or if the employee is uncomfortable discussing the issue with their supervisor, it is encouraged to escalate the issue to the next level of management or People Operations.

## Ethics and Code of Business Conduct

Titanium Healthcare will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services to our members and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our leaders and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to the company. We expect that officers and employees will not knowingly misrepresent the company and will not speak on behalf of the company unless specifically authorized.

### EthicsPoint: Titanium's Ethics Hotline

Titanium Healthcare values transparency and open doors. If an employee observes or suspects an ethical violation in the workplace, they are encouraged to report it to their supervisor or Titanium Healthcare's ethics hotline, EthicsPoint. EthicsPoint is a confidential reporting tool for ethical concerns that can be accessed at [Ethics Point](#).

## Standards of Conduct

Titanium Healthcare wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, partners, members, and other stakeholders. We all share in the responsibility of continuously improving the quality of our work environment.

By deciding to work here, you agree to follow our guidelines.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of infractions that could result in corrective action, up to and including termination of employment. This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Inaccurate reporting of the hours worked by you or any other employee.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the company, or in the preparation of any employment-related documents (i.e., job applications, personnel files, employment review documents, intra-company communications, expense records, etc.).
- Taking or destroying company property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Gambling on company premises.
- Fighting with or harassment of any fellow employee, vendor, or member.
- Refusal or failure to follow directions or to perform a request or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Working unauthorized overtime.
- Solicitation of fellow employees on company premises during working hours.
- Lending keys or keycards to company property to unauthorized persons.

## Professional Workplace

Titanium Healthcare values the variety of backgrounds, viewpoints, practices, and abilities in our workforce and our business partners. This diversity makes us stronger.

It is the responsibility of every Titanium employee to:

- Show professionalism in interactions with team members, clients, suppliers, contractors, and others with whom employees come into contact while conducting business for Titanium, regardless of the person's status, the setting, or the type of business dealing.
- Talk with their supervisor, contact People Operations, or follow the procedure in this handbook if they have any questions or concerns about inappropriate or unprofessional conduct, discrimination, or harassment.

## Harassment Prevention and Reporting

Harassment in any form will not be tolerated. The company is committed to providing a workplace that is free of verbal, physical and visual forms of harassment so that everyone can work in a productive, respectful, and professional environment.

Harassment based on any status including age, color, national origin, the presence of sensory, physical, or mental disability, race, religion, sex, sexual orientation, gender identity and/or expression, military status, marital status, genetic information, status as a domestic violence victim or family member of a victim, or any other characteristic protected by federal, state or local laws, is a violation of Titanium's policy. The company does not tolerate any harassment by anyone in the workplace – supervisors, coworkers, or non-employees, such as vendors, members, or customers. Employees who violate this policy are subject to discipline, up to and including termination.

Prohibited harassment specifically includes comments, slurs, jokes, innuendos, cartoons, pranks, physical harassment, etc. that are derogatory on the basis of the employee's protected class membership, or that are promoted by the employee's protected class. Harassment also includes negative actions based upon an employee's participation and activities identified with or promoting the interest of a protected group. This policy prohibits unacceptable harassment or conduct in the workplace and at company sponsored business and social events, or events with coworkers entirely unrelated to the workplace. Additionally, harassment via social media, email and text messages are within the scope of prohibited conduct.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other verbal or physical gender-based conduct or contact of a sexual nature.

The company is committed to taking reasonable steps to prevent harassment from occurring and will take immediate and appropriate action when it is determined that unlawful harassment has occurred. To do this effectively, cooperation of all employees at all levels is needed.

Each employee is responsible for adhering to and supporting this policy. Employees should never tolerate inappropriate behavior. They should make their feelings known to the offending employee(s). In many cases, if an employee makes their feelings known to the offending person(s), tells them the conduct is not appropriate, and asks them to stop, this may take care of the situation. However, if any employee is not comfortable doing this, or the behavior continues, then they must promptly report any offending behavior, whether such behavior is directed toward them personally or to other employees. Reports of offending behavior must be made to People Operations.

If an employee is not comfortable going to People Operations, or the employee does not receive an appropriate response, the employee should speak with Titanium Healthcare's CEO.

A timely, full, and complete investigation of the complaint will be undertaken. Employees are expected to cooperate in the investigation of complaints of harassment. No employee may be subject to retaliation for bringing a complaint of harassment, for filing a Charge of Discrimination or lawsuit, or for participating as a witness in an investigation, charge or lawsuit. Such retaliation is wholly prohibited.

Any employee who believes they have been subject to retaliation or who contends that the harassing conduct is continuing should immediately bring it to the attention of People Operations. Appropriate corrective measures will be taken for substantiated allegations of retaliation.

Employees are strongly encouraged to report concerns about discrimination or harassment before behaviors become more severe or pervasive. Supervisors and managers who observe or become aware of offending behavior must promptly notify People Operations so that appropriate action can be taken.

The reporting employee is usually requested to provide as many details as possible, such as the date(s), location(s), name(s) of witnesses, and/or information about the alleged harasser(s). People with relevant information are interviewed as needed. During the investigation, steps may be taken to minimize contact between an employee and the alleged harasser, such as schedule changes, temporary transfers, or investigatory leave, usually for the alleged harasser. After the investigation is complete, the company will summarize its findings with the reporting employee, the alleged harasser, and, if appropriate, others directly concerned with the incident.

If the company concludes that unlawful harassment occurred, prompt remedial action will be taken. This may include discipline of the harasser and other actions to remedy the effects of the harassment and prevent further harassment.

## **Workplace Violence Prevention**

The company endeavors to provide a safe workplace for all employees. Any type of workplace violence committed by or against employees is not tolerated. Employees are prohibited from making threats or engaging in violent activities.

The following behavior, while not an exhaustive list, provides examples of contact that are prohibited:

- Causing or attempting to cause physical injury to another person.
- Making threatening remarks.
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subject another individual to emotional distress.
- Intentionally damaging employer property or property of another employee.
- Possession of a weapon on company property (including company parking lots) or while on company business.
- Committing acts motivated by, or related to, unlawful harassment or domestic violence.

Any potentially dangerous situation must be reported immediately to a supervisor or People Operations. Supervisors who become aware of situations must report it to People Operations. These reports are taken seriously and will be investigated. The company will protect the confidentiality of those involved to the extent it can, consistent with the need to investigate and resolve the issue.

If an employee has obtained an Order for Victim Protection that includes Titanium Healthcare as the employee's workplace, the employee must immediately provide a copy of the order to People Operations.

Orders for Victim Protection include the following types of court orders – protection order, no contact order, restraining order and anti-harassment order.

## **Conflicts of Interest**

Titanium Healthcare is concerned with conflicts of interest that create job-related concerns, especially in areas of confidentiality, member relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, patient, supplier, distributor, job candidate, employee or contractor to the company, you must disclose it to your supervisor or People Operations immediately. Potential conflicts of interest will be evaluated by management. The company reserves the right to reduce or eliminate conflicts of interests if deemed necessary.

## **HIPAA Compliance**

We are committed to maintaining the privacy and security of our patients' health information in accordance with the Health Insurance Portability and Accountability Act (HIPAA).

### **Key HIPAA Guidelines at Titanium Healthcare:**

- All employees must protect the confidentiality and integrity of Protected Health Information (PHI).
- PHI should only be accessed, used, or disclosed as necessary for job-related duties.
- Unauthorized access, use, or disclosure of PHI is strictly prohibited and may result in disciplinary action.
- Employees must complete HIPAA training and adhere to all related policies and procedures.
- Any suspected breach of PHI must be reported immediately to your department head and Compliance.

We take our responsibility to protect patient information seriously and appreciate your cooperation in upholding these standards. If you have any questions or need further guidance, please contact Compliance.

## **Trade Secrets Protection**

Titanium Healthcare is committed to protecting its trade secrets and confidential information to maintain our competitive advantage and safeguard our business interests. Employees must protect all trade secrets and confidential information from unauthorized access, use, or disclosure. Trade secrets include, but are not limited to, proprietary processes, business strategies, financial data, product designs, and member information. Access to trade secrets should be limited to employees who need the information to perform their job duties. Unauthorized sharing or use of trade secrets is strictly prohibited. Employees are required to sign a confidentiality agreement and adhere to all related policies and procedures. Any suspected breach or misuse of trade secrets must be reported to your department head and Compliance.

## **Information Confidentiality**

Users must be aware of the sensitivity of any information contained in data files and/or correspondence using Internet access and email and remember to not exchange Titanium Healthcare business sensitive information or information which, if intercepted, would place Titanium Healthcare in violation of any law.

## **Non-solicitation Policy**

The company strives to provide a comfortable work environment in which employees can complete their tasks with minimal interruptions or distractions. Therefore, solicitation of any kind is prohibited during working hours. Solicitation includes but is not limited to soliciting for or on behalf of any organization, support for membership, subscriptions or pledges to that organization, school fundraisers, etc.

These prohibitions on employee solicitation do not apply during employees' non-working time such as meal periods or rest breaks.

## **Employment of Relatives and Friends**

Candidate referrals from existing employees for open positions are greatly appreciated. However, in circumstances where conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale, Titanium will not employ or service friends or relatives of employees.

## **Protection of Employee Information**

It is required that the company collect various kinds of employee information relative to hiring, compensation, transfer, promotion, or termination of Titanium Healthcare employees and to develop internally and externally required reports. The types of information that may be collected are:

- Credential/performance information – data describing applicant/employee skills, education, evaluation, experience, achievements, capabilities, limitations, etc., which are pertinent in the hiring, promotion, transfer or termination decision making process.
- EEO information – information gathered specifically to satisfy EEO/AAP (affirmative action plan) requirements.
- Sensitive information – information gathered for a limited purpose that may not be considered in personnel action decisions because of its potential for being used in an unfair fashion (e.g., medical, insurance, and protected leave of absence information).
- Immigration and naturalization information – information gathered to support the right of the employee to be employed in accordance with the Immigration and Naturalization Act, which may consist of pictures, places of birth, alien registration numbers, etc.
- Administrative information – any information not covered by the points above, such as payroll, job status, etc.

In collecting, maintaining, and disclosing personnel information, the company makes every effort to protect employees' privacy rights and prevent inappropriate disclosures of information from any personnel file. No information concerning an individual employee is available to anyone other than such employee, their designee, and personnel in the management or elsewhere in the company (legal, tax, audit) who must work with such information. Credential/performance information and medical limitation notices are only available to the employee's department management, or those who have a need to know.

The only exception to this restriction is the disclosure of information pursuant to law or legal process (subpoenas, garnishments, etc.). Verifications of employment are only provided by the People Operations department. Salary information is verified only if a written, signed authorization is provided.

## **Personnel Records**

Titanium Healthcare recognizes the right of its employees to access and review their own personnel records. Employees may view their own personnel records by submitting a written request to People Operations. Once the written request is received, People Operations will make the employee's personnel record available to them or their designee as soon as possible and within 30 days.

## **Housekeeping/Etiquette**

Maintaining a clean and organized worksite is essential for creating a professional and efficient work environment. Please help us ensure a clean, safe, and pleasant environment for everyone at Titanium by maintaining high standards of cleanliness and etiquette.

## Pay and Timekeeping Policies

### Employment Classifications

Based on the conditions of employment, employees of Titanium Healthcare fall into the following categories:

- **Exempt Employees** are not subject to federal and state overtime requirements as defined by the Fair Labor Standards Act (FLSA) or applicable state laws.
- **Non-exempt Employees** are entitled to overtime pay at one-and-one half times the regular rate based upon applicable state laws.
- **Regular Full-time Employees** are those who are regularly scheduled to work a minimum of 30 hours per week and are eligible to participate in all regular Titanium Healthcare benefit programs.
- **Regular Part-time Employees** are those who are scheduled fewer than 30 hours per week. Part-time employees are not eligible for most Titanium Healthcare benefits, unless specifically permitted by law.

### Workweek Defined

For payroll and overtime computation purposes, the regular workweek begins at 12:01am on Sunday and ends at midnight the following Saturday.

The typical workday for full-time non-exempt employees is eight hours. The employee's supervisor approves the normal workday hours and weekly schedule. Non-exempt employees should normally begin work no earlier than five minutes before their shift starts and end work no more than five minutes after their shift ends.

Exempt employees are generally expected to work during the company's normal business hours. They may be expected to work additional hours in order to complete duties and assignments. The company reserves the right to change the regular workweek, the normal business hours, or the normal workday with prior notice to employees.

Individual work schedules are approved by supervisors and communicated in advance. Employees are expected to work all assigned hours and days. Requests for scheduling changes or for particular days off must be made ahead of time and approved by the employee's supervisor.

### Payroll

Titanium payroll is processed semi-monthly. Pay periods are from the 1st of the month to the 15th, and 16th through the end of the month. Paydays are the 5<sup>th</sup> and 20<sup>th</sup> of the month. If a payday falls on a weekend or holiday, you will be paid ahead of the payday on the last business day before the weekend or holiday.

Titanium is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, applicable state income taxes, state unemployment taxes, state disability insurance taxes, and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt team members may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your



deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, please contact Accounting.

The company will not make deductions to your pay that are prohibited by federal, state, or local law. Please review your paycheck for accuracy each pay period and immediately report any discrepancies to Accounting. You will be promptly reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. The company will never retaliate against employees who report erroneous deductions in accordance with this policy.

## **Rest Breaks**

All non-exempt employees receive a ten-minute paid rest break for each four-hour period of working time, unless the nature and circumstance of the non-exempt employee's work allows for the equivalent of ten minutes rest taken intermittently or prevents the company from establishing and maintaining the regularly scheduled rest period. A non-exempt employee may not use break periods to extend a lunch period, to work overtime, or to leave work early.

## **Meal Periods**

Non-exempt employees working more than five hours in a shift are required to take an uninterrupted 30-minute meal period before the sixth hour of their shift. If a non-exempt employee works more than ten hours in a day, a second 30-minute meal period is required, except if total hours worked does not exceed 12, then the employee may choose to waive their second meal period.

Meal periods must be at least 30 minutes and should not exceed 60 minutes. Meal periods must be taken as one continuous period of at least 30 minutes. Meal periods cannot be divided unless the first meal period is at least 30 minutes, and your supervisor approves of the second meal period. Meal period time is unpaid so long as it is uninterrupted and free of work.

If circumstances arise where a non-exempt employee is unable to take their meal period within the required time frame and/or for the required duration, they should notify their supervisor immediately for assistance. Missed meal periods will be addressed on a case-by-case basis. Unnecessarily missed meal periods could lead to documentation of infractions and disciplinary action.

## **Labor Charging and Timekeeping**

To ensure that team members are paid for all hours worked and the company has complete and accurate time records, non-exempt team members are required to record all working time through the company's time sheet system.

Clock-ins and clock-outs are recorded as follows:

- Immediately before starting your shift.
- Immediately after finishing work, before your meal period.
- Immediately before resuming work, after your meal period.
- Immediately after finishing work.
- Immediately before and after any other time away from work.
- Other compensable time required by state law (such as time taken waiting to undergo and undergoing mandatory screenings).

Time sheets are approved by supervisors the day after each pay period ends. Please notify your supervisor or People Operations of any pay discrepancies, unrecorded or misreported work hours, or any involuntarily missed meal or break periods.



Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock". If an employee suspects that they have been encouraged by another employee to falsify time entries or work off the clock, they must immediately report the incidence to People Operations.

## General Policies

### On-site, Remote, and Hybrid Work

Titanium Healthcare offers a variety of work arrangements to accommodate different needs and roles within the company. These include on-site, remote, and hybrid work arrangements.

#### On-site Work

On-site work occurs in-person at a Titanium Healthcare office or service location. On-site employees are expected to adhere to location-specific safety and personal appearance guidelines.

#### Remote Work

Remote work occurs at a location other than a Titanium Healthcare office or service location. This is typically the employee's home office or while on business travel. Remote employees typically do not have a designated workspace at Titanium Healthcare locations but are eligible for a home office reimbursement of \$25 per pay period.

Titanium Healthcare considers remote work a viable, flexible work option when both the employee and the job are suited to such an arrangement. Remote work is not an entitlement and does not change terms and conditions of employment. It can begin or end at any time at the discretion of the company.

#### General Expectations of Remote Work

- Remote employees must be available and communicative during scheduled work hours.
- Titanium Healthcare work rules and other policies continue to apply at all working locations, including employees' homes during work hours.
- Employees should have their camera on when participating in virtual meetings.
- Consumption of alcohol during work hours is never acceptable.
- Employees should maintain a quiet and distraction-free working space.
- Workspaces should be kept safe and free from hazards.

Besides while traveling for Titanium business, remote work is meant to be conducted at the employee's original home location from their time of job offer acceptance. If an employee who works remotely (partially or fully) desires to work at an alternative location, move, or work remotely during personal travel, they must notify their supervisor and People Operations. The employee's supervisor and People Operations will determine whether the employee's proposed alternative work location adheres to compliance requirements and program standards. Certain programs may require that remote employees work within specific regions. It is discouraged to perform remote work while travelling internationally if employees work with protected health information.

Remote work is not designed to be a replacement for appropriate childcare. Children should not disrupt work productivity and meetings during regular work hours. Although an individual employee's schedule may be modified to accommodate childcare needs, the focus of the arrangement must remain on job performance and meeting business demands. Remote employees are encouraged to discuss expectations with family members who may be home during remote working hours.

### Hybrid Work

Hybrid work is a designated mix of on-site and remote work. Hybrid employees are expected to commute to Titanium Healthcare locations and meeting locations as needed. It is typical for hybrid employees to have set days on-site. For hybrid employees with set on-site days, they are expected to communicate in advance with their supervisor if they desire to work remotely on set on-site days. Certain hybrid employees may be eligible for home office reimbursement of \$25 per pay period.

### Employee Presentation

Your personal appearance reflects the reputation, integrity, and public image of Titanium Healthcare. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothes, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. Depending on the job, this may include wearing uniforms or protective safety clothing and equipment. Use good judgment in determining what to wear to work.

Patient, member, and customer facing roles are required to wear their hair in a neat and tidy fashion. Nails are to be kept clean and appropriate length for work being performed.

The company understands the need for personal expression of tattoos and piercings, however, for those in patient/member facing roles, visible piercings should be kept to a minimum. Tattoos should be covered where possible.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

### Attendance and Punctuality

Employees are hired to perform essential functions at Titanium Healthcare. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, attendance and punctuality are essential. Unnecessary absences and lateness are expensive, disruptive, and place an unfair burden on fellow employees and supervisors. We expect excellent attendance from all employees. Excessive absenteeism or tardiness will result in disciplinary action up to and including termination.

We do recognize there are times when absences and tardiness cannot be avoided. In such cases, employees are expected to notify supervisors as early as possible, but no later than the start of the workday. When employees contact their supervisors, they should state the nature and expected duration of their absence and check in periodically in the case of prolonged absences.

Unreported absences of three consecutive workdays will be considered a voluntary resignation of employment with the company. Titanium Healthcare reserves the right to apply unused PTO, sick time, or other paid time off to unauthorized absences where permitted by applicable law.

### Communication

Effective communication is essential for our success and the well-being of our team. Clear, timely, and respectful communication helps ensure that everyone is informed, engaged, and able to perform their roles effectively. To facilitate this, we utilize several common communication channels:

### Company Email

Company email is the primary channel for formal communication, important announcements, and detailed information. Please check your company email regularly and respond to messages promptly. Use professional language and maintain confidentiality as required. To ensure seamless communication, you

should set an “Out of Office” message whenever you will not be available on a regular workday for a day or more, including during predictable time off or leaves of absence.

### Microsoft Teams and SharePoint/One Drive

Microsoft Teams and SharePoint/One Drive are utilized for real-time communication, collaboration, and team coordination. They are used for instant messaging, video calls, and file sharing. Employees are expected to stay active on Teams during work hours, respond to messages in a timely manner, and participate in team discussions and meetings. Microsoft Teams is useful for quick questions and informal communications.

### Company Phone Numbers

Company phones and individually issued phone numbers are used for direct voice communication, urgent matters, and when other channels are not accessible. Company phones are also used for fieldwork and remote communications. Employees are expected to keep their company phone accessible during work hours, answer calls promptly, and use voicemail appropriately.

### Meetings

Meetings are essential for team members to align on topics, collaborate, and share information. Meetings typically occur virtually or in-person. For all meeting formats, please follow the expected etiquette to ensure effective and productive interactions:

- Avoid distractions and multitasking. Give full attention to the meeting. For virtual meetings, treat it as if it were face-to-face.
- Be in a quiet and reasonably private environment to avoid background noise and activities that can disrupt the meeting.
- For virtual meetings, turn on video in most situations.
- Avoid eating a meal during a meeting unless invited to do so by the meeting host.
- Be punctual and prepared for meetings.
- Adhere to Employee Presentation guidelines and dress appropriately.

By utilizing communication tools and ensuring frequent, clear communication, we can ensure that the Titanium team remains a connected, informed, and cohesive organization.

## Company Device Policy

Titanium Healthcare provides employees with company-owned devices, including laptops, phones, tablets, and more for essential work purposes. Employees are responsible for the proper care and maintenance of these devices and must adhere to the guidelines outlined in the Company Device Policy.

### Security Requirements

All mobile/computer/tablet/tech enabled devices must have a password or passcode, auto-lock and encryption enabled at all times. IT will enable these features and they may not be disabled. These security controls are required by HIPAA regulations to protect any electronic protected health information (ePHI) stored on the device. Devices may not be jailbroken, rooted, or have unauthorized software installed.

### Reporting Lost or Stolen Devices

In the case that a device is lost or stolen, you must report the incident to Titanium Healthcare as soon as you become aware of the loss. Depending on the circumstances, it may be necessary to file a police report for stolen equipment. Please make note of the date, time and location of the last time the device was seen for reporting purposes. Once a mobile/computer/tablet device is reported lost or stolen, it will be locked and wiped by IT remotely with no opportunity to access the device or retrieve content.

## Return of Devices

Upon termination, devices and accessories are to be turned over to IT or People Operations. For any devices using a passcode (iPhone, iPad, etc.), you must disable the password, passcode, iCloud account, and Find My Phone. Titanium Healthcare will contact law enforcement and pursue legal action for any unreturned or stolen devices.

## Device Inspection & Updates

Titanium Healthcare may request to inspect or update devices at any time to ensure compliance with our security standards. It may be necessary to drop off or ship your device for upgrades or maintenance to be performed.

## Acceptable Usage

- Devices are to be used for work-related purposes only.
- Do not add personal accounts, applications, pictures, videos, etc. to the device at any time, as there is no expectation of privacy on a company-issued device and return of the device may be requested without warning and without opportunity to remove personal content.
- Devices may only be used by the assigned user. Devices MAY NOT be used by family, friends, or any unauthorized user.
- The streaming of videos or music for non-work-related purposes is not permitted.
- The mobile device may only be used as a Home Wi-Fi or Mobile Hotspot for work purposes.
- ePHI may not be texted using unapproved texting applications (e.g. Messages, iMessage, SMS-text, etc.)
- All emails sent using the device that contains ePHI must be sent using authorized encryption protocols.
- Regular monitoring of usage is performed for all devices.

## Device Maintenance

- You are responsible for the appropriate care and security of all assigned devices.
- Devices must not be visibly left in unattended vehicles or in a vehicle during hot weather.
- Devices must be only cleaned using the manufacturer's suggested cleaning methods.
- Mobile phones and tablets must be kept in a case at all times.
- Employees will be held responsible for negligent damage of devices.

## Software Licensing

Titanium Healthcare honors all licenses, copyrights, patents, contracts, and purchase agreements associated with commercial and proprietary information processing resources software used in the ordinary course of its business. Users are not authorized to use, copy, modify or transfer information processing resources programs in whole or in part except as expressly provided in the program's software license, contract, or purchase agreement, or by written statements of the owners.

## Acceptable Internet use

Users are responsible for using information processing resources in a professional, ethical, and lawful manner at all times. Company policies apply whenever company resources are used. Users must never use Internet services such as website access, bulletin board messaging or chat mode conversations utilizing their user ID, involving topics such as:

- Pornographic or obscene materials.
- Expression of personal opinions on political, social, inflammatory, or volatile subjects.
- Exchanges of taunting, threatening, hostile or harassing language.
- Exchange of language that is racist, sexist or sexually explicit.

- Personal business ventures.

## Personal Cell Phone Use

Employees should be mindful of personal cell phone use, making sure they are aware of their surroundings. Employees working in open areas should be sensitive to those around them and put their cell phones on vibrate. When conducting personal business on a cellphone an employee should be mindful of the volume of their speech and maintain a reasonable distance from others. Personal cell phone use should generally be limited to break periods unless it is an emergency.

To ensure confidentiality and security of sensitive information, personal cell phones are not to be used for member/patient care activities or any activities related to Titanium Healthcare work. Work activities must be conducted using company designated cell phones and equipment.

## Expense Reimbursement Policy

Titanium Healthcare will reimburse employees for all necessary work-related expenses incurred. Necessary work-related expenses may include, but are not limited to:

- Appropriate and necessary use of employee's personal vehicle for business purposes outside their normal commute.
- Approved business travel expenses such as meals and lodging.
- Approved tools, equipment and/or office supplies required to perform the employee's jobs.
- Approved expenses incurred for employee training, development or conferences.

Employees who incur work-related expenses are required to submit those expenses for reimbursement through Titanium's expense reimbursement system. The following are required of each reimbursement:

- Employees must complete the appropriate reimbursement forms and include appropriate support documentation, such as a receipt.
  - If a receipt is lost, an employee will need to fill out a missing receipt affidavit with respective supervisor approval.
  - For all meal receipts, an itemized copy of the receipt (not summary) is required and the names of attendees.
- A clear description is required for all expenses. If the expense is incurred for a client, please list their member ID number. For HIPAA compliance purposes, do not list the client's name or any other personal information.
- Employees are expected to submit a reimbursement required for approval as soon as the expense occurs, but no later than 30 days after the expense has been incurred.

If you have any questions about expense reimbursement, please refer to reimbursement policy guides in Bamboo or contact Accounting.

## Mileage Reimbursement

Mileage reimbursement rates are updated on an annual basis to align with IRS guidelines. The company reserves the right to change the reimbursement rate due to economic changes. Employees will receive notification of any changes from the People Operations team.

### Reimbursable Mileage

Mileage is reimbursed depending on the working arrangements of employees:

### **On-site and Office-based Employees**

Employees who have an office space at Titanium or whose base location is a Titanium office are eligible for reimbursement for work-related miles outside the first and last commute of the day. The On-site and Office-based Employee policy also applies to individuals who have been granted remote or hybrid status as an optional benefit.

### **Remote Home-based Employees**

Employees who regularly work from home as their home base are eligible for mileage reimbursement for all work-related miles, including their first and last work-related commute of the day and work-related commutes in between.

### **Mileage Reimbursement Submission Process**

Please utilize Titanium's expense reimbursement system to request mileage reimbursements for work-related mileage. Requests must be made within 30 days of each drive. For trips related to member visits, please add the member's ID number, trip purpose, and start/end addresses along with your request.

All requests must be submitted on a monthly basis. They must be approved by the employee's supervisor before reimbursement can be processed. Mileage reimbursement requests are subject to regular audits and inaccurate mileage documentation and misuse of the mileage reimbursement program is subject to disciplinary action.

If you need assistance using the expense management platform or have any questions about expense reimbursement, please refer to reimbursement policy guides in Bamboo or contact Accounting.

### **Driving Requirements Policy**

Many of our employees have job duties that include driving for business purposes in their personal vehicles. To ensure the safety and compliance of all our employees and to meet legal requirements, it is essential that these employees maintain an active driver's license and current car insurance. If there is a lapse in either the driver's license or car insurance, or the employee loses access to a drivable vehicle, the employee must notify the company immediately. In the event that an employee is unable to drive, and their job regularly requires driving, it may be necessary to remove the employee from their position.

If an employee gets into an accident while driving for work purposes, they must file a police report as soon as it is safe to do so and report the accident to People Operations.

## **Workplace Safety Policies**

Titanium Healthcare is dedicated to maintaining a safe and healthy work environment for all employees. To ensure the wellbeing of our team, we have implemented certain safety policies.

### **General Injury and Illness Prevention Policies**

#### **Hazard Identification and Reporting**

- Regular inspections are conducted to identify potential hazards.
- Employees are required to report any unsafe conditions or hazards immediately to their supervisor.

#### **Accident and Incident Reporting**

- All workplace accidents, injuries, and near-misses must be reported immediately.

- Supervisors will investigate incidents to determine causes and implement measures to prevent recurrence.

### **Emergency Procedures**

- Emergency procedures, including evacuation routes and assembly points, are clearly posted throughout the workplace.
- Regular fire drills are conducted to ensure all employees are familiar with evacuation protocols.

### **Ergonomics**

- Workstations should be set up to minimize strain and prevent injury.
- Employees are encouraged to adjust their workstations and take regular breaks to reduce the risk of repetitive strain injuries.

### **Personal Protective Equipment (PPE)**

- Necessary PPE will be provided to employees based on their job duties and potential hazards.
- Employees are required to use PPE as instructed and report any issues with PPE to their supervisor.

### **Chemical Safety**

- Hazardous chemicals must be properly labeled, stored, and handled according to safety guidelines.

### **Workplace Violence Prevention**

- Titanium Healthcare has a zero-tolerance policy for workplace violence, including threats, intimidation, and physical aggression.
- Employees must report any incidents of workplace violence immediately to their supervisor or People Operations.
- Training on recognizing and de-escalating potential violence is provided to all employees.

### **Training and Communication**

- Employees receive training on safety procedures, hazard recognition, and emergency response.
- Safety updates and information are communicated regularly to ensure all employees are informed of any changes or new policies.

### **Employee Responsibilities**

- Follow safety procedures - Adhere to all safety guidelines and procedures to ensure a safe work environment.
- Report hazards - Notify your supervisor or the safety coordinator of any unsafe conditions or hazards.
- Participate in training - Attend all required safety training sessions to stay informed about safety practices.
- Use PPE - Properly use any personal protective equipment provided and report any issues immediately.
- Promote safety - Encourage a culture of safety by supporting and reinforcing safe practices among colleagues.
- Report accidents – All accidents, regardless of physical injury, however minor, must be reported to your supervisor and People Operations as soon as it is safe to do so.

By working together and adhering to these safety policies, we can create a safe and healthy work environment for everyone at Titanium Healthcare. For any questions or additional information about our safety policies, please contact your supervisor or People Operations.

## Controlled Substance and Alcohol Abuse

Titanium Healthcare is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment it is the intent of the company to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs, or other impairing substances while on the job poses a serious health and safety risk to others and will not be tolerated.

## Prohibited Conduct

The company expressly prohibits employees from engaging in the following activities when they are on duty or conducting company business or on company premises (whether or not working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational use, it remains an illegal drug under federal law. The company does not discriminate against employees solely on the basis of their lawful off-duty use of marijuana. You may not consume or be under the influence of marijuana while on duty or at work.

## Medication Notification

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter or other medication that can be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. Any employee taking medication that may cause drowsiness or have other side effects or that may otherwise interfere with the employee's job performance based on the specific job requirements should alert their supervisor about the potential impairments before starting to work. Employees should not disclose the nature of their medical condition or the type or name of medication they are taking.

## Non-smoking Workplace

Titanium Healthcare is concerned about the effect that smoking, secondhand, and thirdhand smoke inhalation can have on its employees and clients. Smoking in the office or carrying the odor of smoke in client areas, office spaces, or to meetings is prohibited.

## Emergency Facility Closures

The company will make every effort to remain open for business on scheduled workdays. However, the company recognizes that under certain conditions it may be necessary to close a facility, to delay the start of work, or to require that employees leave early from a facility during normal business hours. These include, but are not limited to, severe inclement weather, utility disruptions, water main breaks, earthquakes, fires, chemical spills, or bomb threats.

In an emergency, the company will make every effort to notify you of a closing by phone/email. When the company is unable to notify employees of a closure, use common sense to assess the safety and practicality of the situation.

## Early Dismissal

When employees are engaged in their normal work after the start of regular business hours and a management decision is made to send employees home early because of adverse weather conditions or other occurrences, an announcement will be sent over email. If this occurs, all working employees will receive pay for the balance of that day's working hours.



## Full Day(s) Facility Closure(s)

In the case of full-day facility closures, non-exempt employees may utilize PTO or go unpaid for canceled workdays. If an exempt employee works any portion of the week in which a closure has occurred, the employee will be paid full salary for the week, as required by law.

## Performance and Development Guidelines

### Setting Expectations and Getting Feedback

At Titanium Healthcare, our success and growth rely on every employee bringing their best thinking and efforts to work each day. Creating and communicating clear performance expectations is essential for several reasons:

- Efficient use of time and resources – Clearly defined expectations help streamline workflows and ensure resources are used effectively.
- Recruiting and promotion criteria – Performance standards serve as benchmarks for identifying potential candidates for recruitment and promotion.
- Identifying training needs – By understanding performance expectations, we can pinpoint areas where additional training or development is necessary.
- Coaching opportunities – Supervisors can use performance expectations as a foundation for providing constructive feedback and coaching.

Effective communication of performance expectations also leads to:

- Increased self-confidence and job satisfaction – Employees who understand what is expected of them are more likely to feel confident and satisfied in their roles.
- Self-development criteria: Clear expectations provide a basis for employees to assess their own performance and identify areas for personal growth.
- Understanding the bigger picture – Employees can see how their individual contributions align with the company's overall goals and objectives.

We encourage employees to proactively seek out their managers for clarification on performance expectations and to request feedback as needed. Regular alignment on expectations ensures that both employees and managers are on the same page and working towards common goals. Managers and supervisors are responsible for fostering a work environment where frequent feedback is the norm and is used to help everyone continuously develop.

Outside of regular feedback, we also have formal, comprehensive mid-year and year-end performance reviews. These reviews provide structured opportunities to evaluate progress, set new goals, and discuss career development.

### Career Development

Career development is a collaborative effort between employees and managers. While managers are responsible for meeting the company's talent needs, employees are encouraged to take ownership of their career growth and development. It is up to employees to set their career goals, seek advice, and investigate growth opportunities.

An employee may go to their manager to suggest appropriate on-the-job training, career moves, internal or external training, or special projects to assist him/her with professional development (tuition assistance, training, mentoring, opportunities, etc.). By taking an active role in your career development, you can achieve your professional goals while contributing to the overall success of Titanium Healthcare.

## Promotions and Transfers

Titanium strives to provide opportunities for career advancement within the company. We prioritize qualified internal candidates for open positions whenever possible, but always seek the most suitable candidates to meet our organizational needs. An employee's past performance, skills, and job experiences are among the most important factors considered when evaluating candidates for promotions or transfers.

Promotions and transfers are typically granted in two different ways:

- **Automatic Promotion/Transfer:** Based on employee performance and development goals discussed with supervisors. A promotion/transfer date is usually decided in advance with careful plans made for a smooth transition.
- **Formal Application:** If an employee is not automatically promoted/transferred, they may need to formally apply for the role they want to be promoted or transferred to. In the case of a formal application, an employee typically submits their resume and interviews with the leadership team. Their application is considered among other internal and external candidates.

If you wish to discuss potential career opportunities, your supervisor and People Operations are here to support you through the process. Please feel welcome to reach out to them for guidance and assistance. We are committed to fostering a supportive and dynamic work environment where employees can grow and advance their careers.

## Performance Improvement

Performance improvement approaches will be used to provide feedback and support to an employee when their current work performance is unacceptable. Work performance encompasses many factors, including attendance, punctuality, personal conduct, job proficiency, and general compliance with company policies and procedures. Nothing herein shall be interpreted as modifying or changing the employee's at-will status.

There are no guarantees that the steps in the performance improvement process will identify and correct the problem or that all steps can or will be followed in every case. This process is intended as a guideline for resolving most job performance problems. The actual steps taken depend on the severity of the problem and the employee's work and performance history, among other possible factors. In general, a member of the People Operations department will be engaged to assist in determining the appropriate actions.

When a performance problem comes to the attention of an employee's supervisor, the supervisor will discuss the issue with the employee to jointly develop a course of action to adjust the employee's performance. If the employee's performance does not improve sufficiently within a reasonable timeframe, the next step may be a written notice in the form of a Performance Improvement Plan (PIP) and further problem-solving discussions and coaching. If the performance problem persists with no significant change or improvement, the employee may be subject to more serious measures, which may include one or more of the following actions: suspension, demotion, transfer, or termination.

Employees who are on a PIP typically do not receive promotional opportunities until improved and sustained performance is achieved.

## Time Off and Leaves of Absence

### Holidays

Titanium Healthcare observes the following 12 holidays per year:

1. New Year's Day
2. Martin Luther King Jr. Day
3. President's Day
4. Memorial Day
5. Juneteenth
6. Independence Day
7. Labor Day
8. Veterans Day
9. Thanksgiving Day
10. Day after Thanksgiving
11. Christmas Eve
12. Christmas Day

Holidays are paid days off for regular full-time employees. If a holiday falls on a weekend day, the holiday will be observed on the closest weekday as a paid day off.

### Regular Paid Time Off

Regular Paid Time Off (PTO) is a benefit that provides active, regular employees with paid time off from work for purposes of vacations, personal business matters, family needs, mental health days, and more.

PTO is accrued based on the schedules below upon date of hire or upon transfer into a benefit-eligible position, unless otherwise designated and approved by People Operations. PTO is only accrued while employees are actively working. Regular PTO is designated to be used during employment. Unused, accrued Regular PTO is paid out to the employee when the employee leaves the company and is not intended to be paid out before termination of employment.

#### Non-exempt Employee Accrual Schedule

Years of Service	Accrued per Hour Worked	Estimated Annual Accrual (Full-time Work at 40 Hours/Week)	Maximum Accrual
0 through 4	0.058 hours	120 hours (15 days)	120 hours (15 days)
5 through 8	0.077 hours	160 hours (20 days)	160 hours (20 days)
9 and onward	0.096 hours	200 hours (25 days)	200 hours (25 days)

#### Exempt Employee Accrual Schedule

Years of Service	Accrued per Month	Estimated Annual Accrual	Maximum Accrual
0 through 4	10 hours	120 hours (15 days)	120 hours (15 days)
5 through 8	13.34 hours	160 hours (20 days)	160 hours (20 days)
9 and onward	16.67 hours	200 hours (25 days)	200 hours (25 days)

## Sick Paid Time Off

Employees accrue Sick PTO from their hire date that may be used for reasons such as diagnosis, care/treatment of an existing health condition, preventative care of the employee or employee's family member, events affecting an employee who is a victim of domestic violence, sexual assault, or stalking, and any other specified federal or state allowed reason. Non-exempt employees accrue 0.333 Sick PTO hours per hour worked. Exempt employees accrue 2.16 Sick PTO hours per pay period. All employees accrue a maximum of 72 Sick PTO hours per year and have a maximum accrual of 80 Sick PTO hours that carries over to successive years. These policies ensure that employees have the necessary time to address their health and well-being, as well as that of their family members.

Titanium Healthcare may require reasonable documentation for absences more than three consecutive days for which sick leave is or will be used.

## PTO Usage

PTO requests for planned events, such as vacations, should be submitted to your supervisor through BambooHR at least two weeks in advance. This helps ensure adequate coverage and allows for proper planning within your team. For unexpected events, such as sickness or personal emergencies, PTO requests should be submitted as soon as possible to allow for prompt adjustments to schedules and responsibilities.

### Non-exempt Employees

Non-exempt employees are to use PTO for time to make them whole for the workday (eight hours) or workweek (40 hours). For example, if an employee works 4.5 hours during the day, but requests four hours to take the afternoon, only 3.5 hours will be utilized to make them whole for the day.

### Exempt Employees

Exempt employees are paid a salary for fulfilling their job responsibilities, not based on the number of hours worked. However, to manage absences and ensure fairness and consistency with partial-day absences, exempt employees are required to use PTO for partial-day absences, including half-day leaves.

## Unpaid Time Off

Unpaid time off requests are considered on a case-by-case basis due to workforce planning and productivity considerations, which primarily account for PTO in time management budgeting. All accrued PTO must be utilized before submitting unpaid time off requests. Approval for unpaid time off is required from both your supervisor and People Operations. Each request will be evaluated individually, taking into account the impact on your team and operational needs. Paid Time Off and Sick Paid Time Off do not accrue during extended periods of unpaid time off.

### Accumulation and Carryover

Accrued PTO is updated after each pay period and can be viewed on the employee's profile in BambooHR. Any discrepancies should be brought to the attention of People Operations once discovered so they can be resolved.

Limits are impressed on the amount of PTO that can be accrued. Once the applicable maximum is reached, PTO will stop accruing, but will begin again after the time has been used.

Only accrued PTO can be used; employees will not be allowed to go into the negative. If time off is needed and there are insufficient PTO hours, a request for an unpaid leave of absence can be made through your supervisor and People Operations.

PTO does not accumulate on unpaid leaves of absences and during extended unpaid time off periods.

Accrued and unused Regular PTO, but not Sick PTO, will be paid out at time of employment termination.

## Leaves of Absence

Titanium Healthcare provides several types of leaves of absence consistent with the requirements of federal and state acts. These acts provide eligible employees the opportunity to take unpaid, job-protected leave for certain specified reasons. Some types of leaves are discretionary.

Leave may be taken on an intermittent or reduced schedule in certain circumstances. When leave is taken intermittently, Titanium Healthcare may transfer the employee to another position with equivalent pay and benefits which is better suited to periods of absence.

Subject to certain conditions, the employee may choose to use accrued concurrent with leave.

Please contact People Operations to inquire about and begin leaves of absence. People Operations will approve and coordinate leave dates and benefits continuation if applicable. In the course of administering some types of leave, People Operations may request health information and will handle this private information in accordance with applicable privacy laws such as the Health Insurance Portability and Accountability Act of 1996 (HIPAA). To the extent allowed by law, all leaves will run concurrently.

You can find details on the most commonly addressed leaves of absence for Titanium Healthcare employees below. For details on any other type of leave of absence, please contact People Operations.

### Family and Medical Leave Act (FMLA)

FMLA grants up to 12 weeks of leave during a 12-month period to eligible employees for approved reasons. Allowable leave time is extended to up to 26 weeks in the case of military caregiver leave.

To be eligible for FMLA leave, employees must meet all of the following requirements:

- Have worked at least 12 months for Titanium Healthcare.
- Have worked at least 1,250 hours for Titanium Healthcare over the 12 months preceding the date the leave would commence.
- Currently work at a location where there are at least 50 employees within 75 miles.

To qualify for FMLA leave, the leave must be for one of the following reasons:

- The birth of a child or placement of a child with the employee for adoption or foster care.
- To care for a spouse, child, or parent who has a serious health condition.
- For a serious health condition that makes the employee unable to perform the essential functions of their job, including pregnancy disability leave.
- For any qualifying exigency arising out of the fact that a spouse, child, or parent is a military member on covered active duty or on call to covered active duty status.
- To care for a covered service member with a serious injury or illness.

When seeking a leave of absence under FMLA, employees are required to provide:

1. 30 days advance notice of the need to take leave, if the need for leave is foreseeable, or notice as soon as practicable in the case of unforeseeable leave and in compliance with Titanium Healthcare's normal call-in procedures, absent unusual circumstances.
2. Medical certification supporting the need for leave due to a serious health condition affecting employees or a covered family member within 15 calendar days of Titanium Healthcare's request to provide the certification (additional time may be permitted in some circumstances). If employees fail

to do so, Titanium Healthcare may delay the commencement of their leave, withdraw any designation of leave, or deny the leave, in which case their leave of absence would be treated in accordance with our standard attendance policies. Second or third medical opinions and periodic recertifications may also be required.

3. Periodic reports as deemed appropriate during the leave regarding the employee's status and intent to return to work.
4. Medical certification of fitness for duty before returning to work, if the leave was due to the employee's serious health condition, unless their absence was taken on an intermittent or reduced leave schedule. Titanium Healthcare will require this certification to address whether employees can perform the essential functions of their position.

### **California Family Rights Act (CFRA)**

CFRA grants up to 12 weeks of leave during a 12-month period to eligible employees for approved reasons. Allowable leave time is extended to up to 26 weeks in the case of military caregiver leave. CFRA is similar to FMLA and often runs partially or fully concurrently with FMLA.

Two key differences between CFRA and FMLA that often impact Titanium Healthcare employees are:

1. CFRA considers additional family members as eligible family members to take a leave of absence for. CFRA-eligible family members include domestic partners, registered domestic partner's child of any age, parent-in-law, sibling, grandparent, grandchild, or designated person.
2. CFRA does not cover an employee's own medical disability related to pregnancy or birth. Therefore, in the case of pregnancy and maternity leave, CFRA often begins after FMLA.

### **California Disability Insurance (DI)**

Through the State of California's Employment Development Department (EDD), eligible California state employees may receive short-term DI payments when they are unable to work due to illness, injury, or pregnancy. You may find more information and apply for DI directly through EDD at [https://edd.ca.gov/en/disability/disability\\_insurance/](https://edd.ca.gov/en/disability/disability_insurance/).

### **California Paid Family Leave (PFL)**

Through the State of California's Employment Development Department (EDD), eligible California state employees may receive short-term PFL payments when they need to take time off work to care for a seriously ill family member, bond with a new child, or participate in a qualifying event because of a family member's military deployment. You may find more information and apply for PFL directly through EDD at <https://edd.ca.gov/en/disability/paid-family-leave/>.

### **Washington State Paid Family and Medical Leave (PFML)**

Through the State of Washington's Employment Security Department (ESD), eligible Washington state employees may receive short-term PFML payments when they are unable to work due to their own serious medical condition, to care for a seriously ill family member, to bond with a new child, or participate in a qualifying military exigency. You may find more information and apply for PFML directly through ESD at <https://paidleave.wa.gov/>.

### **Extended Medical Leave**

Titanium Healthcare considers extended medical leave as a leave of absence which exceeds leave times for job-protection under governing bodies such as FMLA/CFRA. Titanium Healthcare will grant extended medical leave on a discretionary basis and in compliance with federal and state regulations.

### **Bereavement Leave**

At Titanium Healthcare, we understand the profound impact that the loss of a loved one can have on our employees. In the event of the death of a family member, we provide active, regular full-time employees with up to five days of paid bereavement leave to offer support for grieving and attending to family matters.

Family members for the purpose of bereavement leave generally include spouse, registered domestic partner, child, stepchild, parents, stepparents, stepsiblings, mother, father and sibling-in-laws, grandparents, step grandparents, and grandparent-in-laws.

We ask that employees provide notice of the need for bereavement leave as far in advance as possible. In some cases, the company may request documentation to confirm the need for bereavement leave.

### **Reproductive Loss Leave**

Titanium Healthcare provides up to five days of paid reproductive loss leave to employees who experience a miscarriage, stillbirth, or other reproductive loss. This policy ensures employees have the necessary time to grieve and recover without the added burden of financial resources.

We ask that employees provide notice of the need for reproductive loss leave as far in advance as possible. In some cases, the company may request documentation to confirm the need for reproductive loss leave.

### **Jury Duty and Witness Service**

Titanium Healthcare recognizes that jury duty is a civic responsibility of employees. Unless extenuating circumstances require it, the company will not ask or encourage an employee to be excused from or postpone a call to jury duty or witness service.

Employees must provide a copy of the jury duty summons to People Operations and their supervisor within one business day of receiving the summons so that necessary arrangements can be made to ensure coverage is in place.

The company provides paid leave when an employee must serve on a jury. Employees are paid their straight time rate of pay while they are on jury duty for up to five business days per calendar year. At the end of the five days, an employee may use their accumulated PTO or go unpaid.

If an employee reports for jury duty and is dismissed, they are expected to report to work for the remainder of each day on which this occurs. If told they do not need to report to the court on any day of their jury duty period, the employee is required to report for work.

### **Unpaid Leave of Absence for Personal Reasons**

Titanium Healthcare, in its sole discretion, may grant unpaid personal leaves of absence for reasons which are not covered by other leave policies based on the employee's work record, the company's staffing needs, and the reason for the request for leave.

Employees who have been employed by Titanium Healthcare for a minimum of 30 days are eligible to apply for an unpaid personal leave of absence. Requests must be made in writing to the employee's supervisor and People Operations. Approval from the immediate supervisor, department head, and People Operations is required.

Requests for unpaid personal leave may be denied or granted for any reason or no reason and are within the sole discretion of the company.



All PTO must be utilized prior to any unpaid time off usage.

## Employee Benefits

This summary is intended to provide a short overview of the benefit plans offered by Titanium Healthcare. Benefit plans are updated on an annual basis and provisions are determined by actual official plan documents. Benefit plans can be subject to alteration by the company at any time.

### Health Plan Eligibility

Titanium Healthcare provides comprehensive medical, dental, and vision coverage for its regular full-time employees and their dependents. Coverage eligibility begins on the first day of the following month after 60 days of full-time employment with Titanium Healthcare. Dependents are defined as the employee's legal spouse/registered domestic partner and children up to age 26.

### Medical, Dental, and Vision Coverage

Medical, dental, and vision employee premiums vary depending on the number of dependents covered. The company pays a portion of the employee and dependent's coverage costs. The premium, deductibles, and maximum out of pocket costs are reviewed annually. Open Enrollment for renewing health plans takes place towards the end of each year. Outside of open enrollment, employees are only able to change their benefits enrollments within 30 days of a qualifying event.

### Health Savings Account

Titanium Healthcare offers eligible employees enrolled in a high deductible health plan (HDHP) a health savings account (HSA). An HSA is a tax-favored medical savings account that helps provide significant savings when paying for qualified health expenses. HSAs can also be utilized as retirement savings vehicles. HSA plan rules, such as contribution limits, distributions, and qualified expenses are dictated by the IRS.

### Flexible Spending Account

The company offers a flexible spending account (FSA), which allows employees to defer pre-tax funds to cover certain types of health care and dependent care expenses. The FSA runs on a plan year basis, so the fund amount selected by an employee for their FSA must be spent within the current plan year. Specific IRS rules, such as contribution limits, distributions, and qualified expenses, govern the operation of FSAs.

### 401(k) Retirement Plan

Titanium Healthcare participates in a 401(k) Plan administered by TransAmerica. Employees are automatically opted in to a 4% 401k contribution. To opt out and update contribution amounts, employees need to update their elections in TransAmerica and notify People Operations after the update has been made. For details on vesting, contributions, and other details on this benefit, please contact People Operations.

### Basic Life Insurance and AD&D

Titanium Healthcare provides regular full-time employees with basic life insurance and accidental death and dismemberment coverage. This benefit is offered at no cost to the employee. Coverage levels and amounts may vary. Please contact People Operations with any questions.



## Employee Assistance Program

Employees who opted into the Basic Life Insurance and AD&D plan may access the Employee Assistance Program (EAP) through ComPsych GuidanceResources. The EAP provides confidential, immediate, professional assistance with issues that create stress or anxiety. Visit [www.guidanceresources.com](http://www.guidanceresources.com) (web ID: EAPessential) or call (800) 460-4374. Counselors are available by phone 24 hours a day, seven days a week, and can help with a variety of issues, such as:

- Daily living
- Managing stress and anxiety
- Depression
- Parenting
- Alcohol or substance use disorders
- Coping with grief and loss
- Legal assistance
- Debt management and budgeting

In addition to the EAP, other mental health benefits are available to BlueShield enrollees. Contact BlueShield's mental health service administrator at (877) 263-9952 for immediate assistance or help finding resources and network providers. Please review the most recent Benefits Guide or contact People Operations for more details on wellness benefits.

## Other Employee Health Benefits

Details on additional Titanium Healthcare employee health benefits, such as ancillary disability insurance, health savings accounts, and flexible spending accounts can be found in the most recent Benefits Guide. Please don't hesitate to contact People Operations for benefits inquiries.

## Consolidated Omnibus Budget Reconciliation Act (COBRA)

The right to COBRA continuation coverage was created by a federal law, the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). COBRA continuation can become available to covered employees or their covered dependents when they would otherwise lose their group health coverage due to a "qualifying event".

Employees receive a General Notice of COBRA Continuation Coverage Rights when they first become eligible for Titanium Healthcare health benefits. If employment at Titanium Healthcare is ever terminated, the former employee will receive a COBRA Election Notice by mail to their address on file to exercise their choice to continue their benefits.

## Workers' Compensation

Titanium Healthcare is covered under statutory state Workers' Compensation laws and is insured by The Hartford. Should you sustain a work-related injury, you must notify your department supervisor and People Operations as soon as it is safe to do so. In the case of an emergency, you should go to the nearest hospital emergency room for treatment. You must complete all required documents when it is safe to do so.

## Employee Referral Bonus

At Titanium Healthcare, we believe that great people know great people. To encourage our team to help us grow with exceptional talent, we've established the Employee Referral Bonus program. We invite you to be an advocate of Titanium Healthcare by referring friends, former colleagues, professional acquaintances, and other talented individuals you know.

As a token of our appreciation, any active employee who refers a candidate who is subsequently hired for a full-time position will receive a bonus of \$1,000 for filling exempt positions or \$500 for filling non-exempt positions. The referral bonus will be awarded in two parts: 50% after the new hire completes 90 days with us and the remaining 50% after they complete six months. The bonus will be processed along with the regular payroll cycle. The employee who made a referral must be actively employed at the time of scheduled bonus distribution to receive the bonus.

We value your contributions and insights in helping us build a stronger team.

Quarterly Titan Rewards

The Quarterly Titan Program celebrates and rewards excellence within Titanium. Each quarter, employees can nominate their colleagues who exhibit the following key traits:

- **Tenacity:** Refusal to take “no” for an answer, showing relentless effort and determination.
- **Compassion:** Acting with a big heart, treating patients, team members, and others with dignity, respect, and kindness.
- **Business or Patient/Member Impact:** Making a significant positive impact on the growth of the business or enhancing patient/member experiences.
- **Agent of Change:** Identifying opportunities to improve and acting upon them to make a difference.

Employees can submit nominations via the form linked on Bamboo each quarter. Nominations for each quarter must be submitted by the 5<sup>th</sup> day of the following month. For instance, Q4 nominations are due by January 5<sup>th</sup>. A committee will review all nominations and select one Titan for each of the four traits by the 15<sup>th</sup> of the month following the quarter’s end.

Each Quarterly Titan will be awarded four hours of PTO, allowing them to take time to celebrate their achievement. The person nominating a crowned Titan will receive a \$25 reward for recognizing and sharing excellence.

Employee Tenure Program

Our Employee Tenure Program recognizes and rewards the dedication of our team members. This program offers additional Paid Time Off (PTO) or a cash payout as a token of appreciation for prolonged commitment to the organization. Awards are structured based on length of service and are granted on a quarterly basis.

The following tenure milestones and corresponding rewards are available:

Years of Service	Award
3	2 weeks (80 hours) of PTO or a cash payout
5	2 weeks (80 hours) of PTO or a cash payout
7	4 weeks (160 hours) of PTO or a cash payout

Any PTO earned through the Tenure Program will be categorized under “Tenure Awards.” This means that any PTO earned through the Tenure Program will not impact your standard PTO balance or accrual policy. You can choose between taking the additional PTO or opting for a cash payout, without affecting your regular PTO entitlement.

Tenure awards are assigned on a quarterly basis. Once you reach a tenure milestone, your reward will be processed and made available during the next quarterly review period. You can then select whether you prefer the additional PTO or the cash payout.

## Resignation Policy

Titanium Healthcare hopes that your employment with the company will be a mutually rewarding experience; however, the company acknowledges that varying circumstances can cause you to resign from your position. The company intends to handle any resignation in a professional manner with minimal disruption to the workforce.

### Notice

The company requests that you provide a minimum of two weeks' notice of your resignation by providing a written resignation letter with your last date of employment specified to your supervisor.

### Final Pay

Titanium Healthcare will pay departing team members in accordance with applicable laws. Please notify People Operations if your address changes during the calendar year in which your resignation occurs to ensure tax information is sent to the correct address.

### Return of Property

Departing employees are expected to return all company property at the time of separation. Failure to return some items may result in legal action.

### Exit Interview

Generally, you will be asked to participate in an exit interview when you leave Titanium Healthcare. The purpose of the exit interview is to provide leadership with greater insight into your decision to leave employment, identify any trends requiring attention or opportunities for improvement, and to assist the company in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

### Ending Company Benefits

Medical, dental, and vision benefits will terminate at the end of the month of the employee's last day of employment. Life insurance, short-term disability, and voluntary benefit coverage ends on the last day of employment. Some benefits such as medical, dental, and vision may be continued under COBRA provisions.

### COBRA Communication and Benefits Continuation

Upon termination of employment, all communications regarding COBRA and the continuation of benefits will be handled by the company's designated third-party COBRA administrator. Employees will receive all necessary information and instructions from the COBRA administrator via mail sent to their home address on record. It is essential to ensure that your address on file is current and accurate to avoid any delays in receiving important correspondence.

The third-party administrator will provide guidance on how to continue your benefits and manage your COBRA enrollment. Should you have any questions, please refer to the contact details provided in the communication you receive from the COBRA administrator.

### Post-Employment References

Titanium Healthcare policy is to confirm dates of employment and job title only for post-employment references. With written authorization, the company will confirm compensation information when permissible by applicable law. Please forward any requests for employment verification to People Operations.

## Closing Statement

Thank you for reading our Employee Handbook. It embodies the very values and guidelines that define and guide our organization. We hope it has provided you with an understanding of our mission, history, and structure, as well as our current policies and guidelines. We look forward to working with you to create a successful company and a safe, productive, and pleasant workplace.

### ***We Are Titanium***

## Handbook Acknowledgement

I acknowledge that I have received a copy of the Titanium Healthcare Employee Handbook. I understand my obligation to read it thoroughly. If there is any policy or provision in the Handbook that I do not understand, I will seek clarification from my supervisor or People Operations.

I understand that Titanium Healthcare is an “at will” employer and as such employment with Titanium Healthcare is not for a fixed term or definite period and may be terminated at the will of either party, with or without reason, or without prior notice. No supervisor, manager, or other representative of the company (except the CEO, in writing) has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above. In addition, I understand that Titanium Healthcare’s policies and practices are in effect on the date of publication. I understand that nothing contained in the Handbook may be construed as creating a promise of future benefits or a binding contract with Titanium Healthcare for benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified, or terminated at any time.

**Name:**\_\_\_\_\_

**Signature:**\_\_\_\_\_

**Date:**\_\_\_\_\_