



TPMG

YOUR HEALTH, SKILLFULLY GUIDED

EMPLOYEE HANDBOOK



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SECTION 1:

WORKING FOR TPMG



1.0 WELCOME

At Tidewater Physicians Multispecialty Group, P.C. (“TPMG”), as a physician-owned company, we are different. We pride ourselves on being compassionate and patient-friendly, and we are dedicated to helping our patients, as well as our employees, maintain optimal health. We consistently seek innovative approaches to health and wellness and improving the lives of our patients.

However, we understand that we cannot impact health and change lives without the highest quality employees. It is the collective hard work, commitment, and dedication of each and every employee that makes TPMG an exciting place to work and a company positioned for success. For those employees who are just starting employment with TPMG, we extend a warm and sincere welcome. We hope you will enjoy your work here and are glad to have you with us. For those employees who have been with us, we thank you for your past and continued service.

We provide all employees with this Employee Handbook as an outline of personnel policies, procedures, and benefits at TPMG to give employees a feel for how we operate. It is only for informational purposes. It does not, and cannot, cover each and every situation that may arise during an employee’s employment.

This Handbook represents the current policies and practices and supersedes and replaces any previous policies, practices, or Handbooks. It is likely that TPMG will change, add to, or modify its policies over time, and TPMG reserves the unlimited right to revise all or any part of this Handbook. Any changes to policies and practices implemented by TPMG will be considered effective, regardless of whether notice has been given, on the date set by TPMG. Additionally, like most employers, we are subject to federal and state laws and regulations that change over time, and which may modify or differ from these policies. In that case, TPMG will comply with applicable federal or state laws and regulations. Many matters covered by this Handbook, such as benefit plan descriptions and policies, are also described in separate company documents. These company documents are always controlling over any statement made in this Handbook or by any member of management.

If any employee is ever in doubt about company policies, they may check TPMG’s intranet and/or contact Human Resources.

1.1 MISSION, VISION, CORE VALUES

Mission Statement

As a vibrant and growing physician-directed multispecialty group, our **Mission** is to deliver exceptional medical care to every patient, to improve the health outcomes of our communities, and to provide a premier work experience for our employees and physicians.

Vision Statement

Our **Vision** is to be a transformational leader in healthcare delivery, providing solutions to improve the future of medicine, while creating sustainable value for our stakeholders and shareholders.



Core Values

TPMG is guided by a set of **Core Values** that define all that we do:

- **Excellence:** We are inspired to be the best at all we do. We provide the best healthcare by employing exceptional individuals who share our vision, mission, and values.
- **Compassion:** We care about the wellbeing of our patients and each other. We approach every interaction with empathy and understanding.
- **Belonging:** Through teamwork and collaboration, we work to create a welcoming and inclusive environment, where everyone is treated with dignity and respect. We share a commitment to making a positive difference every day for our patients, our employees, and our communities.
- **Diversity:** We are enriched by the diverse perspective of our employees, who come from many backgrounds and have various world views. At all levels of the organization, we value diversity.
- **Professionalism:** We adhere to the highest standards of professionalism. Every TPMG employee is accountable for their actions and expected to act with honesty and integrity.
- **Innovation:** We are healthcare leaders committed to utilizing the latest practices and technology to skillfully guide patients toward their best health.

1.2 AT-WILL EMPLOYMENT NOTICE

Nothing in this handbook is intended to create (nor shall be construed as creating) an expressed or implied contract of employment for any particular period. Employment is At-Will, which means that employees are free to end the relationship at any time, with or without cause and with or without notice, for any reason or no reason at all and TPMG is free to do the same. Nothing in this handbook alters the At-Will nature of employee's employment.

In addition, nobody at TPMG can alter the At-Will status of employee's employment, except the CEO of the company, who can only do so in writing.

Probationary Period

At the discretion of the site, the site may extend an offer of employment to a new employee subject to a 90-day trial or introductory period. During this trial or introductory period, you remain an employee-at-will, but we use this period to evaluate whether you are a good match for TPMG and have the skills and qualifications needed to succeed.

We reserve the right in our sole discretion to terminate your employment at any time during this period without notice for any non-discriminatory reason, and without access to TPMG's discipline policy, and you may also terminate your employment during this period for any reason and without notice."

1.3 EQUAL EMPLOYMENT POLICY

TPMG is an equal opportunity employer with a standing policy of nondiscrimination. All qualified individuals are accorded an equal opportunity in all terms of employment without regard to race, color, religion, national origin, disability, pregnancy, sex (including sexual orientation and gender identity or expression), age (40 and above), veteran status, or any other characteristic protected by state, federal, or



local laws, where otherwise qualified. The TPMG management team is dedicated to this policy with respect to all human resources actions in all job classifications as well as to all privileges and conditions of employment, such as recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, and general treatment during employment.

Employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of Human Resources. TPMG will not allow any form of retaliation against individuals who raise issues of equal employment opportunity.

To ensure our workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including termination. All employees must cooperate with all investigations.

Prohibition Against Discrimination and Harassment

TPMG prohibits any form of discrimination, harassment, or bullying because of any characteristic protected by state, federal, or local laws which unreasonably interferes with an individual's work performance, creates an intimidating, hostile, or offensive working environment or otherwise adversely affects an individual's employment opportunities or performance. Actions, words, jokes, slurs, insults, ridicule, or comments based on race, color, religion, national origin, disability, pregnancy, sex (including sexual orientation and gender identity or expression), age (40 and above), veteran status, protected activity, (e.g., opposition to prohibited discrimination or participation in the statutory complaint process) or other legally protected characteristic (e.g., collectively "protected characteristics", to include hair type, texture and styles, such as braids, locks and twists) are examples of violations of this policy.

Violation of this policy will may result in disciplinary action, up to and including termination. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed.

In addition, TPMG will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees must cooperate with investigations and remain sensitive to the individual rights of their co-workers.

Sexual Harassment

Sexual harassment is a form of employee misconduct which undermines the integrity of the employment relationship. Sexual harassment is defined as, "unwelcome sexual advances, requests for sexual favors, and other verbal, written, or physical conduct of a sexual nature by employees, supervisors, patients, vendors, contractors, or others, where such conduct is either made an explicit or implicit term or condition of employment".

Sexual harassment would also occur when the behavior is used as the basis for employment decisions affecting employees or has the purpose or effect of substantially interfering with an employee's work by creating an intimidating, hostile, or offensive working environment.

Examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages, and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about a member's



physical appearance, conversation about an employee's own or another employee's sex life, or teasing or other conduct directed toward a person because of their gender, which is sufficiently severe or pervasive as to create a hostile working environment.

Reporting Procedure

Any employee who feels that they have been subjected to conduct which violates the prohibition against discrimination and harassment should immediately report the matter to Human Resources. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate.

Any employee who observes or experiences an incident of discrimination or unlawful harassment should promptly report the matter to their supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to report to the supervisor, the employee should immediately contact the Human Resources Department. Each complaint will be thoroughly investigated and addressed, and employees may raise concerns and make reports without fear of reprisal. If an employee is unable for any reason to contact Human Resources, or if the employee does not receive a satisfactory response within five (5) business days after reporting any incident of perceived discrimination or harassment, the employee may contact the CEO or alternatively any member of the Executive Committee. Confidentiality is maintained to the maximum extent possible, consistent with the need to investigate the complaint.

Anyone determined to be engaging in discrimination or unlawful harassment will be subject to disciplinary action, up to and including termination. Any employee who attempts to take retaliatory action against another employee for making a complaint will also be subject to disciplinary action, up to and including termination.

1.4 DISABILITY ACCOMMODATION

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) are federal laws that protect qualified individuals with disabilities at employers with fifteen (15) or more employees. Under these laws, an employee is considered to have a disability if they have a physical or mental impairment that substantially limits a major life activity. Employers may not discriminate against qualified applicants and employees with disabilities and may be required to provide reasonable accommodations to applicants and employees so that they may perform the essential job duties of the position.

It is the policy of TPMG to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is the company's policy not to discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, termination, compensation, training, or other terms, conditions, and privileges of employment.

Employees who experience difficulty in performing the essential functions of their position because of a physical or mental impairment should notify their supervisor or Human Resources to begin the process of considering what, if any, reasonable accommodations may be appropriate to permit the employee to perform the essential functions of the position.

A physical or mental impairment that substantially limits one or more major life activities of the employee, or a record of such an impairment, is covered under the ADA. The determination of whether an



impairment substantially limits a major life activity requires an individualized assessment, and an impairment that is episodic or in remission may also meet the definition of disability, if it were to substantially limit a major life activity when active. Some examples of these types of impairments may include epilepsy, hypertension, asthma, diabetes, major depressive disorder or anxiety, bipolar disorder, and schizophrenia. An impairment, such as cancer that is in remission but that may possibly return in a substantially limiting form, is also considered a disability under the ADA. This is not a complete list of covered impairments.

Reasonable accommodations may involve changes to the work environment and may include making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, telecommuting, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters and other similar actions.

Potential accommodations are determined on an individualized basis depending on the nature of the employee's impairment and essential functions of the position. Upon making a request for an accommodation, an employee may be asked to provide information from their healthcare provider concerning the nature of their impairment, the functional limitations, and suggested accommodations. Employee cooperation will be required in obtaining the necessary information to determine what, if any, reasonable accommodations may be appropriate. Accommodations may not be provided to the extent they would create an undue hardship to TPMG or to the extent the individual poses a direct safety threat to themselves or others.

TPMG will maintain the confidentiality of requests for accommodations and any medical information received in considering the request. However, following receipt of the request, TPMG may be required to discuss the accommodation request as necessary with the employee's supervisor and select others on a need-to-know basis in order to evaluate the request and/or implement the accommodation.

1.5 RELIGIOUS ACCOMMODATION

TPMG is committed to providing a work environment that is respectful of the religious beliefs of its employees. As part of this commitment, TPMG will make a good faith effort to provide reasonable religious accommodations to employees whose sincerely held religious beliefs conflict with TPMG policy, procedure, or employment requirement, provided such an accommodation would not create an undue hardship.

An employee may request a religious accommodation by submitting an accommodation request form to their supervisor or Human Resources to begin the process of considering what, if any, reasonable accommodations may be appropriate. See Religious Accommodation Request Form. Employees who anticipate being absent from work because of a religious observance must submit their request for time off in advance as soon as they become aware of the need but at least ten (10) business days in advance.

Accommodation requests will be made on a case-by-case basis, taking into account factors that include the essential functions of the employee's position, the duties of others in the office or job group, the requirements of the office, any impact of the accommodation, the duration and/or timing of the accommodation request, and the availability of alternative accommodations.



TPMG will maintain the confidentiality of requests for accommodations. However, following receipt of a request, TPMG may discuss the request as necessary with the employee's supervisor and select others on a need-to-know basis in order to evaluate the request and/or implement the accommodation.

1.6 EMPLOYEE PRIVACY

A confidential employee personnel file is maintained in Human Resources. The file includes only employment-related information, including such items as the employment application, new-hire forms, wage and salary history, performance reviews, counseling and disciplinary reports, and other records regarding job-related events that may occur during employment. No confidential employment information concerning a current employee is provided to outside parties without the prior written approval of the employee. Employee medical information is kept in compliance with federal and state statutes and regulations and is not released without the employee's written approval, except pursuant to the provider's benefit program. Health information is maintained in a separate file.

Employee personnel files are the property of TPMG, and access to the information they contain is restricted. Generally, only supervisors and management personnel of TPMG who have a legitimate reason to review information in a file are allowed to do so. Tax and payroll information is supplied to government agencies as required.

Employees who wish to review their own file should contact their supervisor. With a minimum of twenty-four (24) hours written notice, employees may review their own personnel files on Monday through Friday between 9:00 a.m. and 4:00 p.m. in Human Resources and in the presence of a Human Resources representative. Employees have the right to review their personnel files up to two (2) times a year, at reasonable intervals. Excluded from an employee review are letters of reference, confidential information concerning other individuals, and management planning information. Employees may submit a written statement to be included in their personnel file, regarding any information to which they object or believe to be incomplete or inaccurate.

Current or former employees are also allowed to request copies of records within their personnel file during their time of employment reflecting their dates of employment, wage or salary information, job description and title, and any injuries sustained during the course of their employment. This request must be submitted in writing to Human Resources. Once the request is received, the request will be processed within thirty (30) days.



SECTION 2: EMPLOYEE CONDUCT



2.1 CONFLICT OF INTEREST

All employees are required to be familiar with and abide by the terms of this policy. Compliance with this policy is strictly enforced and violations of this policy will result in discipline, up to and including discharge, in accordance with TPMG's disciplinary process.

PURPOSE/GENERAL RULE

The purpose of this policy is to provide guidance in identifying and handling potential and actual conflicts of interest involving Tidewater Physicians Multispecialty Group, P.C. ("TPMG") or any of its locations and employees. In most instances, conflicts of interest can be avoided simply by continuing to exercise good judgment. TPMG relies on the sound judgment of its employees to prevent many such conflict situations.

TPMG is committed to the highest levels of integrity and fairness in the conduct of all of its activities, and employees should always act in the best interest of TPMG and not permit outside interests to interfere with their job duties. Employees of TPMG are expected to conduct their relationships with each other, TPMG, and outside organizations with objectivity and honesty. The general rule is that: TPMG employees are obligated to avoid and disclose ethical, legal, financial, or other conflicts of interest involving TPMG, and remove themselves from a position of decision-making authority with respect to any conflict situation involving TPMG.

IDENTIFICATION AND MANAGEMENT OF CONFLICT SITUATIONS

BASIC DEFINITIONS

Generally, a conflict of interest may occur if an endeavor, outside interest, or activity interferes with or influences or appears to influence the ability of an individual to exercise objectivity or impairs the individual's ability to perform his or her employment responsibilities in the best interests of TPMG.

An individual is considered to have a potential conflict of interest when:

- He or she or any family member¹ receives a financial or other significant benefit as a result of the individual's position at TPMG;
- The individual has the opportunity to influence a business, administrative, or other material decision of TPMG in a manner that leads to personal gain or advantage; or
- The individual has an existing or potential financial or other significant interest which impairs or might appear to impair the individual's judgment in carrying out his or her responsibilities to TPMG.



SPECIFIC RELATIONSHIPS THAT MAY CREATE CONFLICTS OF INTEREST

A variety of situations, affiliations and relationships may create potential conflicts of interest. An employee's former employment with a prospective or actual contractor, vendor or supplier, could raise an allegation of an apparent or actual conflict of interest. Therefore, if the former employment relationship is within the last six months, you must disclose the relationship and be sensitive to the appearance of a conflict of interest or other impropriety.

Financial or other relationships (i.e., significant investor, governing board member, trustee, advisor, officer, consultant, or other position of influence) of an employee or their family with a prospective or actual grantee, contractor, vendor or supplier could create the appearance of impropriety or interfere with an employee's ability to perform their responsibilities on behalf of and in the best interests of TPMG. Such relationships should be disclosed in the employee's Conflict of Interest certification.

When deciding which relationships should be disclosed, consider the situation from the perspective of an outsider and whether the relationship is of a nature that it could raise an allegation of an apparent or actual conflict of interest, and then err on the side of transparency. Full disclosure helps to alleviate or avoid future misunderstandings.

Additionally, certain types of relationships between co-workers may create impermissible conflicts of interest. For example, a romantic relationship in the workplace may raise perceptions of bias and favoritism. For these reasons, personal/romantic or financial/business relationships between co-workers that could create the appearance of impropriety or interfere with an employee's ability to perform their responsibilities on behalf of and in the best interests of TPMG should be promptly disclosed to the General Counsel or Human Resources.

DISCLOSURE OF MANAGEMENT OF CONFLICTS OF INTEREST

All positions of influence, financial benefits, financial interests, and other potential conflicts of interest must be disclosed in TPMG's Conflict of Interest certification. If an appearance of impropriety or actual conflict of interest exist, appropriate actions must be taken, which will vary depending upon the particular facts. The employee involved in the conflict situation must work cooperatively with their manager to achieve a resolution of the conflict issues in the best interests of TPMG. Depending upon the nature of the conflict, this may include the employee being removed from a position of decision-making authority with respect to the conflict situation or other more serious actions.



GIFTS AND ENTERTAINMENT

Business decisions should be made in the best interests of TPMG. TPMG employees may not receive or offer cash, gifts, entertainment or anything else of significant value (e.g., financial payments, awards, loans, services, fees, etc.) for themselves or their family members, except for gifts of less than \$100 or tickets to an event if prior approval is obtained from the Chief Legal Officer, for the purpose of influencing the action of TPMG or any potential or actual patient, client, customer, vendor, supplier, contractor or other party doing business with TPMG.

This policy is not intended to prohibit normal business practices, such as meetings over meals, corporate items given to participants in meetings and conferences, or token gifts, as long as they are of nominal and reasonable value and promote TPMG's legitimate business interests. Employees who wish to provide tickets to any potential or actual patient, client, customer, vendor, supplier, contractor or other party patients, customers, suppliers or vendors should obtain prior approval from the Chief Legal Officer.

If an employee believes there is an appropriate reason to make an exception to this policy for an individual situation, he or she must contact the Chief Legal Officer prior to giving or accepting the gift.

DIRECTOR'S FEES, HONORARIUMS, EXPENSE REIMBURSEMENTS, AND OTHER SIMILAR PAYMENTS

Physicians and TPMG officers are encouraged to undertake speaking engagements, write articles, and engage in similar endeavors, provided the time spent does not interfere with the individual's primary duties and responsibilities.

When participating in such activities on a personal basis, director's fees, author's royalties, honorariums, and payments for published articles or speaking engagements should only be accepted if: (1) the materials and all activities undertaken in connection with these endeavors are prepared or conducted on personal time, (2) the issues addressed are not related to TPMG's work or mission, (3) TPMG resources are not utilized, and (4) the organization making the payment is not a patient, client, customer, vendor, supplier, contractor or other party doing business with TPMG. Travel costs and expenses incurred in connection with any activities that are not TPMG related must be borne by the individual or the organization inviting the individual to participate and must not be paid or reimbursed by TPMG. If an employee believes circumstances merit an exception to this policy, the employee should consult the Chief Legal Officer for advice.



ACCEPTING COMPENSATED WORK OUTSIDE TPMG

In an effort to prevent potential conflicts and to ensure that outside business commitments do not infringe on work responsibilities required on behalf of TPMG, members of the Board, physicians, officers and TPMG employees who hold the position of Manager or higher may not conduct outside business or other activities for which they receive remuneration if it is related to their expertise as a TPMG employee or the business of TPMG, without prior approval from the Director of their group, or, in the case of a Physician or Director level position or higher, from the Executive Committee. The Director and/or Executive Committee may consult with the Chief Legal Officer before granting approval. In requesting approval, the employee should disclose the organization for which the work will be done, the nature of the work, the expected time commitment and remuneration to be received, as well as an evaluation of any potential conflicts of interest that could arise with TPMG as a result of the employee's engagement in such activity. All other TPMG employees may accept compensated work outside TPMG provided that such work is performed solely on personal time, without the use of TPMG resources, and provided that the time commitment required for such outside work does not impact the employee's ability to perform his or her work for TPMG.

CONFLICT OF INTEREST CERTIFICATION

Upon commencement of employment and annually thereafter, all employees must complete a Conflict of Interest certification. Employees are also required to update their Conflict of Interest certification whenever there has been a change in the employee's affiliations. Employees will be prompted to disclose all of their affiliations, even if there is no current conflict of interest.

REPORTING PROCEDURE

If you become aware of any potential conflict of interest or ethical concern regarding your employment or another employee at TPMG, you must promptly speak to, write or otherwise contact your direct supervisor or, if the conduct involves your direct supervisor, the next level above your direct supervisor, or TPMG's Chief Legal Counsel, Chief Compliance Officer, or Chief Executive Officer as soon as possible. Alternatively, we have also established an anonymous reporting form on TPMG Internet. You should be as detailed as possible. TPMG will investigate all concerns regarding conflicts of interest. TPMG will determine whether a conflict of interest exists and what action should be taken.

NO RETALIATION

TPMG strictly prohibits any form of discipline, reprisal, intimidation or retaliation for reporting a potential conflict of interest or violation of this policy or cooperating in related investigations.



INTERPRETATION

This policy cannot describe all conflicts of interest situations that may arise involving TPMG. Therefore, TPMG employees must use good judgment to avoid any appearance of impropriety. Appropriate circumstances may also justify exceptions to the application of the policy. If you have any questions about this policy or its application, please err on the side of caution and transparency and seek advice from the Chief Legal Officer prior to entering into such transaction.

ADMINISTRATION OF THIS POLICY

The Chief Legal Officer is responsible for the administration of this policy. If you have any questions regarding this policy or if you have questions about conflicts of interest that are not addressed in this policy, please contact the Chief Legal Officer.

EXAMPLES OF CONFLICT OF INTEREST ACTIVITIES AND RELATIONSHIPS

The following activities illustrate types of potential or actual conflicts of interest that should be avoided and disclosed, as applicable, in accordance with this policy. The list is not all inclusive and is intended only to provide guidance.

- *Self-benefit:* Using your position or relationship within TPMG to promote your own interests or those of your family, including use of confidential or privileged information acquired in the course of employment at TPMG for benefit or gain of yourself or your family members.
- *Influence peddling:* Soliciting benefits for yourself or your family from an organization, business or third party vendor that conducts business or has a financial relationship with TPMG in exchange for using your influence to advance the interests of that organization within TPMG.
- *Other business relationships and dealings:* Avoiding positions, investment, contracts, or relationships with an organization, business or third party vendor that conducts business or has a financial relationship with TPMG in which you or your family have a significant financial or other interest or relationship, particularly if you or a family member are in a position to influence major decisions, are responsible for review, negotiation and approval of contracts, or otherwise direct TPMG's business dealings with that business or entity.
- *Outside commitments:* Participating in social or political activities is not restricted as long as you participate as an individual and not as a representative of TPMG.
- *Property transactions:* You or a family member directly or indirectly leasing, renting, trading, or selling real or personal property to or from TPMG.



- *Use of TPMG property for personal advantage:* Using or taking TPMG resources, including facilities, equipment, personnel, and supplies, for private use or other unauthorized non-TPMG activities.
- *Recording or reporting false information:* Misrepresenting, withholding, or falsifying relevant information required to be reported to external parties or used internally for decision-making purposes, in order to derive personal benefits.
- *Personal Dealings:* Personally accepting anything of value from an organization, business or third party vendor that conducts business or has a financial relationship with TPMG.

All employees are required to be familiar with and abide by the terms of this policy. Compliance with this policy is strictly enforced and violations of this policy will result in discipline, up to and including discharge, in accordance with TPMG's disciplinary process.



CONFLICT OF INTEREST STATEMENT

This Conflict of Interest statement is intended to give guidance on disclosure of conflicts. As reflected in TPMG's Conflict of Interest Policy, TPMG is committed to the highest levels of integrity and fairness in the conduct of all of its activities, and employees should always act in the best interest of TPMG and not permit outside interests to interfere with their job duties.

This Conflict of Interest statement must be completed annually by all persons holding positions of responsibility and trust on behalf of TPMG, including, but not limited to members of the Board of Directors, Physicians, Officers, and Employees who hold the position of Director or higher.

1. Are you a board member, physician, officer, or director with TPMG?

Yes _____ No _____

If yes, please define: _____

2. Do you have any arrangement/investment opportunity with an organization, business or third party vendor that conducts business or has a relationship with TPMG?

Yes _____ No _____

If yes, please define: _____

3. Have you received, directly or indirectly, any loans, gifts, discounts, free service or fees from any person/organization engaged in any business relationship with TPMG?

Yes _____ No _____

If yes, please define: _____

4. Do you share ownership or have an investment interest with an organization, business or third party vendor that conducts business or has a relationship with TPMG?

Yes _____ No _____

If yes, please define: _____

5. Do you have a family member who has a relationship with TPMG as set forth above in paragraphs 1 to 4? The term "*family member*" means an individual's spouse, parent, child, grandparent, grandchild, and sibling or any other relative who resides in the *same household*. The spouses of any children, grandchildren and siblings are considered family relationships as well.

Yes _____ No _____

If yes, please define: _____

6. Do you or a family member have any other arrangement or involvement with an organization, business or third-party vendor that conducts business or has a relationship with TPMG that has resulted or could result in a personal benefit to you?

Yes _____ No _____

If yes, please define: _____



Please attach a separate sheet to make any other disclosures necessary under the Conflict of Interest Policy.

Signature _____ **Date** _____

Print Name _____



2.2 HIPAA AND GENERAL CONFIDENTIALITY POLICY

TPMG vigorously enforces the Health Insurance Portability and Accountability Act (HIPAA) to protect the confidentiality of patient information. Employees are required to take and/or attend HIPAA confidentiality training. For detailed information employees should refer to the TPMG HIPAA Compliance Manual and TPMG's Privacy and Security Policy, which can be found in the Appendix.

Furthermore, the protection of other confidential information and trade secrets is vital to the interests and success of TPMG. Such confidential information includes, but is not limited to, the following examples:

- Financial information.
- Marketing strategies.
- Pending projects and proposals.
- Research and development strategies.

All TPMG employees agree to hold and safeguard trade secrets and confidential information concerning TPMG, its officers, employees, or patients gained by the employee during the course of their employment. Employees shall not, without the prior written consent of TPMG, misappropriate, disclose, or make available to anyone for use outside TPMG at any time, either during employment or subsequent to any termination of employment, however such termination is affected, whether by the employee or by TPMG, with or without Cause, any confidential information or trade secrets.

Employees also agree to return to TPMG all written, electronic, magnetic, computer, or other recorded or tangible material and copies thereof containing confidential information or trade secrets upon the earlier of a request by TPMG or the date their employment ends. Employees who are exposed to confidential information or trade secrets may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose confidential information or trade secrets or misuse confidential information about patients, their families, fellow employees, personnel associated with the clinic, or the medical and business affairs of the clinic during their employment with TPMG will be subject to disciplinary action, up to and including termination.

2.3 TRANSMITTING ELECTRONIC PROTECTED HEALTH INFORMATION (E PHI) VIA TEXT

Text messages are electronic communications sent with a mobile device or computer system. Text messages can transmit photos, videos, and written word formats of communication. If the content of such a message contains ePHI, then the text message must comply with HIPAA requirements.



All text messages containing ePHI must be sent in a secure, encrypted, and approved format. Users should not send text messages containing ePHI unless the text message is encrypted both in transit and at rest using an appropriate application.

Additionally, the text message must be communicated from the sending device, through the mobile provider, or a software application to the recipient's device in an encrypted manner. The encrypted text message should not be decrypted and stored on the cellular provider's systems in ways that can be accessed by an unauthorized employee.

If an employee wishes to send ePHI via text message to another employee, both the sender(s) and the receiver(s) must fulfill both the encryption requirements for the message in transit and at rest. All users who wish to send or receive text messages containing ePHI must ensure that the authorized secure text application is approved by the Information Technology department for such purpose.

Specific requirements include:

- The employee must submit their mobile device number to the help desk or to the Information Technology department to ensure that proper inventory is maintained of all mobile devices that may send or receive ePHI.
- Mobile devices used to text ePHI must be properly sanitized upon retirement of the device.
- The Information Technology department will "wipe" all mobile devices when returned.
- If an employee is using a personal device, they must contact the Information Technology department to securely wipe the device prior to returning it to their cellular provider.

The following safeguards must be implemented by employees sending and/or receiving messages:

- The mobile device or secure texting application must be password protected, and this feature must never be disabled.
- The mobile device must be configured to lock automatically after a period of inactivity, not to exceed five (5) minutes.

All text messages containing ePHI should be limited to the minimum information necessary for the permitted purpose. Multiple identifying factors (e.g., full name, date of birth, medical record number, social security number, or condition specific information) should not be used.

The following seven (7) guidelines must be followed when texting PHI. Employees must ensure the accuracy of the information being texted by administering the following precautions:

- Confirm the recipient of the text.
- Confirm delivery and receipt of the text. A confirmation receipt that the information was received is ideal.
- Do not use shorthand or abbreviations.
- Review texts prior to sending to ensure accuracy. Beware of autocorrect functions.
- Do not text patient orders.
- Ensure that ALL text messages (or annotations of text messages) that are used for clinical-decision making are documented in the medical record.
- Delete all texts containing ePHI as soon as the information is no longer readily needed.



Report all unencrypted text messages that are received or sent out that contain any ePHI immediately to the HIPAA Security Officer. Report all text messages that are sent to the wrong intended employee or individual to the HIPAA Security Officer.

2.4 CHART ACCESS POLICY

TPMG is committed to protecting every patient's privacy. As part of this commitment, TPMG employees (including all providers) are prohibited from accessing any patient's Protected Health Information (PHI), including their Electronic Health Record (EHR), without a work-related reason. PHI may only be accessed for legitimate clinical, business, research, or educational needs related to an employee's normal job functions.

TPMG providers must also use the patient portal and not use text or email to communicate with patients concerning their PHI.

Definitions: Electronic Health Record (EHR)
 Protected Health Information (PHI)
 Health Insurance Portability and Accountability Act (HIPAA)

Procedures

TPMG employees may not access the EHR of any patient at TPMG, nor access the PHI of any patient in any other paper or electronic format, unless the employee is directly involved in a patient's treatment or care and there is a work-related reason for the employee to do so. This restriction includes employees accessing a patient's PHI through another facility's EHR unless related to his/her involvement in the patient's care at such other facility. If an employee is not directly involved in a patient's care, the employee may not access the patient's PHI. This includes accessing the chart of a family member, relative, friend, acquaintance or any other person, even out of concern.

The employee also should not ask anyone involved in the patient's care for information about the patient, and the employee may not share information, including the fact that the person is a patient, with anyone who does not have a work-related need to know. When accessing any patient's PHI for a work-related reason, employees must limit access, use, and disclosure to the minimum needed for the work. The information should be shared only with those who need to know it.

Similarly, employees are not permitted to access the EHR to view their own PHI. A provider may only access their own chart if the provider is treating himself or herself in accordance with the Board of Medicine rules. Employees who are patients must go through the same process as any other patient or patient representative to access their PHI. If employees need to schedule an appointment to review their bills, they should contact the appropriate office to do so. If the employee has a need to view their medical records, they can only do so via the patient portal.



Additional Tips for Securing PHI

- Do not access a patient's EHR to find their telephone number, birthday, or other demographic information unless needed for the treatment and care of the patient.
- Do not share passwords or allow someone else to access a patient's EHR while logged in.
- If a record or screen is accessed by mistake, exit out immediately.
- Lock the desktop when leaving the workstation.
- Do not use email or text to communicate with patients regarding their PHI.

Examples

- A TPMG provider wants to view the results of their spouse's recent lab work. The provider is not involved in their spouse's clinical care and does not have any other work-related need to view the lab results. The provider may not access the EHR to view the spouse's PHI.
- A TPMG employee sees a neighbor at one of TPMG's facilities and wants to know the reason for the visit in order to offer support. The employee may not access the EHR to view the neighbor's PHI.
- A prominent politician calls to book an appointment with their primary care physician. The call-taker may only access the parts of the EHR necessary to book the appointment and may not view other parts of the system, such as clinical records.
- An employee receives a text or email from a patient asking for lab results. The employee should respond to the patient and advise the patient that the results are available in the patient portal and cannot be shared by text or email.
- A friend or a relative asks the employee to check the chart and let them know if their labs are back. Even with a text message as documentation of the request, it is a violation of company policy.
- If the employee is on the HIPAA form as someone who TPMG can release information to, it is still against policy. The patient should call the office or use the portal to communicate with the location.

2.5 WORKPLACE VIOLENCE AND SECURITY POLICY

TPMG is committed to providing a safe, secure workplace and an environment free from physical violence, threats, and intimidation. TPMG prohibits the possession of a weapon, threatened violence, or any type of violent or threatening behavior toward employees, clients, or vendors at any time while at a TPMG facility or while on TPMG property. This includes during or after working hours, or while an employee is engaged in TPMG business, regardless of the employee's location. Violence in any manner is a form of serious misconduct that undermines the integrity of the employment relationship.

The purpose of this policy is (i) to minimize the risk of personal injury to employees and damage to TPMG or employee property by helping employees recognize and identify potentially dangerous situations and (ii) to provide that any employee who engages in any form of threatening or violent conduct in violation of this policy will be subject to disciplinary action, up to and including termination.



Experts in behavioral and mental health agree that prior to engaging in acts of violence, troubled individuals often exhibit one (1) or more of the following behaviors or signs: overt resentment, anger and hostility; extreme agitation; ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive, or otherwise inappropriate behavior; reaction to questions with an antagonistic or overtly negative attitude; discussion of weapons and their use, and/or brandishing of weapons in the workplace; overreaction or reacting harshly to changes in TPMG policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; and a propensity to behave and react irrationally.

Threats, threatening language or any other acts of aggression or violent behavior toward or by any TPMG employee **WILL NOT BE TOLERATED**. For purposes of this policy:

- A threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for any reason, including for the purpose of domination or intimidation.
- Violent behavior generally includes any physical touching that is intended to or does inflict injury on another, including, but not limited to, the use of a weapon against another individual. Violent behavior also includes intentionally destroying the property of another.
- Weapons, for purposes of this policy, include any object capable of causing serious bodily harm or death to another and may include, but are not limited to all firearms, air pistols or air rifles, knives, or any other weapon or device that could be used as a tool of violence.

Procedures for Reporting a Threat

- Employees who observe, witness, or feel that they have been victims of actual or threatened violence of any type, or who become aware of any potentially dangerous situation(s), have an obligation to report the incident(s) to a supervisor and Human Resources immediately.
- If an employee is the recipient of a threat made outside of their employment, they should follow the steps detailed in this section. It is important for TPMG management to be aware of any potential danger in TPMG offices. The goal is to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.
- Employees who observe, witness or feel that they have been exposed to Imminent Threats, Dangerous or Emergency Situations should:
 - Call Local Police (9-1-1) and get to a safe location.
 - Notify their immediate supervisor or manager.
 - Notify Human Resources.
- Employees must also report any weapons, suspicious behavior, potentially dangerous situations, unusual incidents, or unauthorized persons on the premises to their immediate supervisor or manager immediately.
- Once the immediate supervisor or manager is notified, Human Resources should also be informed.



All reports of threatened or actual workplace violence are promptly and thoroughly investigated by Human Resources, TPMG leadership, and the police department (as applicable), who will take appropriate action. If TPMG determines, after an appropriate good faith investigation, that this policy has been violated, TPMG will take swift and appropriate corrective action.

TPMG will not permit employment-based retaliation against any employee who, in good faith, brings forward a complaint of workplace violence.

2.6 EMPLOYEE CONDUCT AND DISCIPLINARY POLICY AND PROCEDURES

All employees are responsible for observing TPMG's policies, procedures, and standards of conduct. The purpose of this policy is to ensure conformance with the established rules and regulations of TPMG and to promote efficient and effective patient care. TPMG aims to have a fair and systematic approach to the enforcement of standards of conduct for all employees.

In the event of misconduct or inappropriate behavior by an employee, including conduct that is contrary to TPMG's Core Values, common corrective action levels are typically applied:

- Counseling (which may be verbal and/or written).
- Verbal (issued in writing on the Corrective Action Form).
- Written (issued in writing on the Corrective Action Form).
- Final (issued in writing on the Corrective Action Form).
- Termination (issued in writing on the Corrective Action Form).

The level of discipline applied in each case is not always or necessarily progressive and is determined by TPMG at its sole discretion, after reviewing the facts of the case and the employee's employment record.

TPMG reserves the right to initiate disciplinary action at any level or to skip one or more levels as it deems appropriate.

Disciplinary actions are issued by the immediate supervisor or their representative.

Listed below are examples of misconduct that may lead to disciplinary action, up to and including termination. This list is not intended to be exhaustive:

- Violation of any provision or rule of TPMG's Employee Handbook or any of TPMG's policies, including conduct that is contrary to TPMG's Core Values.
- Unsatisfactory job performance or failure to comply with reasonable policies, standards, and regulations established by TPMG.
- Falsification of company records, including working with an invalid professional license or certificate.
- Chronic absenteeism or tardiness that interferes with the performance of the job duties (not related to authorized leave).
- Misconduct, while at work or outside of work, that harms TPMG or its reputation; or concealing a fellow employee's misconduct.



- Conducting, without permission, any type of personal business or enterprise on TPMG property.
- Using TPMG supplies or equipment for unauthorized personal use, including the use of office telephones and/or office computers for personal use.
- Theft, stealing, inappropriate removal or possession of property, or destroying or abusing property of any TPMG facility or grounds, patients, visitors, or fellow employees.
- Sleeping during work periods.
- Insubordination; refusing to obey the orders of a supervisor.
- Use of obscene and/or abusive language toward a fellow employee, patients, visitors, or physicians.
- Running, horseplay, shouting, fighting, pushing, shoving, and other kinds of behavior that is deemed inappropriate to a medical facility or the workplace.
- Conviction, guilty plea, or plea of no contest for any felony or crime involving fraud, dishonesty, or moral turpitude occurring on or off the job, if plainly related to or affecting job performance and/or is detrimental to TPMG's reputation.
- Gambling (including participating in lotteries) on TPMG property.
- Accepting or soliciting tips, gifts, or other donations from patients, physicians, or visitors.

TPMG also prohibits retaliatory action against any employee who reports a violation of any of TPMG's policies or for cooperating in an investigation. Any employee who retaliates against another employee will may be subject to disciplinary action, up to and including termination.

2.7 ATTENDANCE AND PUNCTUALITY

To maintain a safe and productive work environment, TPMG expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on TPMG, disrupt the workplace, and prevent necessary work from being completed. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their immediate supervisor as soon as possible in advance of the anticipated tardiness or absence, either before the workday begins or within thirty (30) minutes of the employee's usual reporting time. Asking another member, friend, or relative to provide this notice is improper and constitutes grounds for disciplinary action.

Absences and tardiness may occur for different reasons and cause varying degrees of disruption to TPMG. For these reasons Therefore, not all instances of absenteeism and tardiness are treated alike. A record or pattern of poor attendance and/or excessive tardiness, whether excused or unexcused, may lead to disciplinary action, up to and including termination. Even a single unexcused absence, depending on the circumstances, may result in disciplinary action, up to and including termination.

Any employee who is absent from work without authorization or notification to their supervisor may be subject to disciplinary action, up to and including termination. Failure to report to work, contact the immediate supervisor, and provide authorization for the absence for three (3) consecutive business days is considered job abandonment and may result in termination.



2.8 DRESS CODE AND APPEARANCE POLICY

TPMG believes appropriate dress and hygiene are important in ensuring patient and employee safety and promoting a positive image to our patients and our community. Therefore, employees are expected to maintain a professional, business-like appearance while in the workplace that is appropriate for their working environment and position. Employees are expected to dress in accordance with accepted social, business, and medical standards at all times.

Reasonable accommodations may be made with regard to religious, cultural, or disability requests on a case-by-case basis and in accordance with applicable laws.

Procedures

- Immediate supervisors are responsible for ensuring their employees are dressed and appear appropriately. Supervisors will consider safety and physical requirements of the position as well as contact with patients, families, referring physicians, regulators, and others when interpreting this policy. Site or location management will make the final decision regarding appropriateness, since this policy is not and cannot be all-inclusive.
- Employees who arrive to work inappropriately dressed will be required to immediately fix their appearance or be sent home immediately and directed to return to work in proper attire. Non-exempt (hourly) employees will not be compensated for their time away from work.
- Violations of this policy may subject the employee to disciplinary action, up to and including termination.

Guidelines and Basic Expectations for Clothing and Dress

- All employees are expected to wear appropriate business casual attire or, if required, medical uniforms that are clean, neat, and properly fitted. Business casual includes:
 - Dress slacks or tailored pants.
 - Dresses or skirts with appropriate hemline, no shorter than three (3) inches above the knee.
 - Capri pants.
 - Shirts with collars, blouses, and sweaters.
 - Sleeveless dresses and shirts are allowed, as long as they look professional.
 - Blazers and ties for men are optional.
 - Tights or hosiery should be a conservative color and lack inappropriate design or seams (e.g., no fishnets, thigh highs, lace, etc.). Leggings may be worn under a dress or a long tunic.
- Employees who are required to wear medical uniforms must wear clean medical coats and/or scrubs deemed appropriate by their immediate supervisor for their practice. Shoe covers, masks, gloves, hats, or other personal protective wear must be discarded before leaving the area where they are used in the course of treating a patient.
- Jeans may be worn with prior approval from management. If approved, jeans must be in good shape, not ripped, frayed, or containing holes, well-fitting, and in standard denim colors.
- T-shirts with graphics must be approved in advance by management.



- TPMG logo items pre-approved by management may be worn, including such items as sweatshirts/sweaters, quarter zip pullovers, golf shirts, and dress shirts.
- Undergarments should be worn at all times and may not be visible above, below or through clothing.

Guidelines and Basic Expectations for Footwear

- All employees are expected to wear appropriate footwear for their work environment that is clean, neat, and in good repair.
- Employees required to wear medical uniforms may wear leather shoes or medical clogs.
- Shoes must be worn at all times.
- Those individuals who may be exposed to blood or bodily fluids should wear closed-toed shoes or shoe coverings during possible exposure.

Guidelines and Basic Expectations for Jewelry and Accessories

- TPMG permits employees to wear jewelry or to display tattoos at the workplace within certain limits. Among the factors that management will consider in determining whether jewelry or tattoos conflict with the employee's job or work environment are:
 - Personal safety of the employee or others or damage to company property.
 - Productivity or performance expectations.
 - Offensiveness to co-workers, customers, vendors, or others in the workplace based on racial, sexual, religious, ethnic, or other characteristics or attributes of a sensitive or legally protected nature.
 - Corporate or societal norms.
 - Customer complaints.
- If management determines an employee's jewelry or tattoos present such a conflict, the employee will be encouraged to identify appropriate options to resolve the conflict, such as removal of the excess or offensive jewelry, covering of tattoos, or other reasonable means.

Guidelines and Basic Expectations for Grooming and Personal Hygiene

- Good personal hygiene should be evident at all times, including but not limited to:
 - Body cleanliness, including the absence of body odor.
 - Limiting the use of perfume, cologne, perfumed lotion, and other fragrances.
 - Proper oral hygiene.
- Fingernails must be clean, short, and well-manicured.
- Employees must have clean and neatly styled hair. Employees who provide patient care must keep their hair pulled back or styled in a manner so that it will not touch a patient or interfere with care or patient safety.
- Permitting unnatural hair color such as green, blue, purple, pink, and so on is up to the discretion of management.
- Facial hair (e.g., mustaches, goatees, beards, and sideburns) must be neatly trimmed, combed and clean.



Security Badges

All TPMG-issued identification and security badges must be visibly worn above the waist attached by a clip or lanyard. Stickers or any other object that alters the badge's appearance may not be placed on the badge.

Inappropriate and Prohibited Attire and Appearance Include

Examples of inappropriate, prohibited attire and/or appearance include, but are not limited to:

- Shorts, sweatpants, hooded sweatshirts, sweatshirts, leggings as pants, athletic pants, and wind suits.
- Jeans that are ripped, frayed, contain holes or are not in a standard wash of blue, dark blue, or black.
- Hats, bandanas, or other head-coverings, unless pre-approved by management.
- Spaghetti straps and halter tops.
- Shirts that do not cover the back or midriff and/or are revealing.
- Miniskirts or skirts shorter than three (3) inches above the knee.
- Flip-flops.
- House slippers.
- Unnatural-appearing makeup.
- Unnatural hair color, such as green, blue, purple, pink, etc., unless otherwise approved at the site or location by management.

2.9 OUTSIDE EMPLOYMENT POLICY

TPMG recognizes that some employees may need or want to hold jobs outside their employment with the company. Employees are permitted to engage in outside work or hold other jobs, subject to certain restrictions based on reasonable business concerns.

TPMG applies this policy consistently in a non-discriminatory manner to all employees and in compliance with all applicable employment and labor laws and regulations. Employees must notify their immediate supervisor of their intent to engage in outside employment, so that it may be reviewed in accordance with this policy.

The following rules for outside employment apply to all employees (except for what may be outlined in contract employees' employment agreements):

- Work-related activities and conduct away from TPMG must not compete with, conflict with, or compromise the company's interests or adversely affect job performance and the ability to fulfill all responsibilities to TPMG. Employees are prohibited from performing any services for patients or potential patients of TPMG that are normally performed by TPMG. This prohibition also extends to the unauthorized use of any TPMG materials or equipment and the unauthorized use or application of any company confidential information. In addition, employees may not solicit or conduct any outside business during work time for TPMG.
- TPMG employees must carefully consider the demands that additional work activity will create, before accepting outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or



refusal to work overtime or an alternative work schedule. If outside work activity causes or contributes to job-related issues at TPMG, the employee may be required to discontinue the outside employment. The employee may be subject to the normal disciplinary procedures for dealing with the resulting job-related problem(s).

- In evaluating the effect that outside work assignment may have on an employee's job performance and other job-related responsibilities, TPMG management and Human Resources will consider such factors as whether the proposed employment:
 - May reduce the employee's efficiency in working for the company.
 - Involves working for an organization that does a significant amount of business with the company, such as major contractors, suppliers, and customers.
 - May adversely affect the company's image.
- Employees who have accepted outside employment may not use company paid or unpaid leave (e.g., paid time off, vacation, or any other leave, including FMLA leave) to perform work on the outside job.
- Fraudulent use of paid or unpaid leave, or an employee's refusal to promptly discontinue outside employment after being requested to do so by management or Human Resources, will subject the employee to disciplinary action, up to and including termination.

2.10 EMPLOYEE IDENTIFICATION (ID) BADGE POLICY

Each employee of TPMG is required to wear an identification badge at all times while at work. The identification badge must be worn at or above the waist level and in such a fashion as to be clearly visible to other employees and patients at all times. This is to ensure the safety of all employees and patients and to provide outstanding customer service.

Human Resources will issue identification badges during New Hire Orientation. Employee identification badges will be imprinted with the employee's name, their photograph, credentials and the name of their employing department.

If an employee's name changes or the employee transfers to another department, a new employee identification badge must be issued. The employee's immediate supervisor is responsible for notifying Human Resources of status changes that warrant the need for a new badge.

Employees must never allow another employee or person to use their badge or access card.

Employees shall immediately report the loss of an identification badge to their immediate supervisor. Before a replacement badge will be issued, a replacement fee of \$5.00 (also \$5.00 for access control badges) must be paid by the employee to Human Resources at the time the new badge is requested.

Employees will not be permitted to work at any TPMG location without a current identification badge. Employees that present without a TPMG identification badge will be asked to leave and/or to retrieve their identification badge. An employee who fails to wear the identification badge may be subject to disciplinary action, up to and including termination. See Appendix for Photo ID Authorization Form.



SECTION 3: ON THE CLOCK



3.1 HOURS OF WORK POLICY

Employees are assigned a work schedule and are expected to begin and end work according to the schedule. To accommodate business needs, TPMG has adopted an Hours of Work and Overtime Policy (see attached Appendix). The policy applies to both exempt (salaried) and non-exempt (hourly) employees of TPMG.

The purpose of this policy is to (i) define work hours (schedules) for TPMG employees and to (ii) describe the circumstances under which overtime is allowed for non-exempt employees. This policy helps TPMG comply with the Fair Labor Standards Act (“FLSA”), and employees are expected to be familiar with it. A helpful list of FAQs, summarizing the FLSA and its requirements, is also included in the Appendix.

Lunch Periods and Breaks for Non-Exempt Employees

Employees should not leave a department or work area during work hours without permission, except for normal personal time or approved breaks.

Lunch Breaks

Employees who work at least six (6) consecutive hours shall be given a bona fide lunch break of at least thirty (30) minutes, except in situations where shift coverage precludes such lunch breaks.

A bona fide lunch period does not count as hours worked. If an employee is required to work during their lunch break, that period shall be counted as time worked.

Managers and supervisors may determine whether to permit an employee to work through their lunch to compensate for late arrival or early departure.

Other Breaks

Departments and units, with the approval of Human Resources, may also provide hourly employees with a scheduled break period. Hourly employees who work an eight-hour day or longer may be provided a maximum of one 15-minute break before and one 15-minute break after the required lunch period. The lunch period and the break(s) must be taken separately, and breaks should not be used to extend the lunch period.

3.2 TIMEKEEPING

Non-exempt Employees

Non-exempt employees must accurately record the time work begins and ends, as well as the beginning and ending time of scheduled breaks, lunch periods, or any other time not worked during normal business hours, using TPMG’s record keeping time system. Time records must accurately reflect all time worked, whether at the usual workplace or at home, and whether worked during normal business hours or not. Employees should not punch the timecard of another employee or have another employee punch their own card.



Non-exempt employees should record travel time and attendance at meetings or events away from the usual workplace in accordance with TPMG travel guidelines. These guidelines may be found in the Appendix.

Falsification of a time record is a violation of TPMG policy. Falsification includes not recording hours that were worked and/or recording hours that were not worked.

Exempt Employees

Exempt employees are responsible for accurately reporting the use of any leave in the TPMG's record keeping time system. Exempt employees should report time away from work in half-day increments.

An exempt employee must be paid for an entire day, if they work any hours during that day. The remainder of the week may be represented by "Unpaid Time Off", if that time is missed.

Example:

A salaried employee works for two hours Monday morning and is out of work for the rest of the week (with no PTO or Sick Time available to them). The salaried employee would be paid for the remainder of Monday and receive Unpaid Time Off for the remainder of the week.

3.3 NURSING MOTHERS

TPMG will provide reasonable break times for an employee to express breast milk for her nursing child, each time the employee has a need to express milk, for up to one (1) year after the child's birth. TPMG will provide a place that is shielded from view and free from intrusion by coworkers and the public.

Employees must notify their immediate supervisor of the frequency and length of time needed to express milk and clock out for breaks due to expressing milk.

3.4 PREGNANCY DISCRIMINATION ACT (PDA)

TPMG is firmly committed to protecting the rights of expectant mothers by complying with the Pregnancy Discrimination Act (PDA), which forbids discrimination based on pregnancy, when it comes to any aspect of employment to include:

- Hiring, terminating, pay, job assignments, promotions, layoffs, trainings, fringe benefits (e.g., leaves and health insurance) and any other term or condition of employment.

If a woman is temporarily unable to perform her job due to a medical condition related to pregnancy or childbirth, she will be treated in the same way as any other temporarily disabled employee.

Additionally, impairment resulting from pregnancy (e.g., preeclampsia, gestational diabetes, etc.) may be considered a disability under the American with Disabilities Act (ADA). TPMG may provide a reasonable accommodation (e.g., leave or modifications that enable an employee to perform her job) for a disability related to a pregnancy, unless doing so would cause the company "undue hardship". For more information about an ADA accommodation, please review the Disability Accommodation Policy.

3.5 TELECOMMUTING POLICY

Telecommuting is a voluntary work alternative that is appropriate for some employees and some jobs but not for all employees and all positions. Employees are not entitled to or guaranteed the opportunity to



telecommute. Certain categories of positions are not eligible for telecommuting. Positions eligible for telecommuting may be found in TPMG's Telecommuting Policy included in the Appendix.

Whether a particular employee may telecommute is a decision made on a case-by-case basis taking into consideration such factors as an evaluation of the likelihood of the employee succeeding in a telecommuting arrangement and an evaluation of the supervisor's ability to manage remote workers.



Telecommuting arrangements are most commonly used for temporary or partial telecommuting, that is, telecommuting one (1) day per week for a limited time.

Telecommuting may also be considered on a case-by-case basis as a reasonable accommodation for qualified employees with disabilities.

Employees who are approved for telecommuting are required to sign a telecommuting agreement with TPMG, consistent with TPMG's Telecommuting Policy that can be found in the Appendix.

All telecommuting employees perform essentially the same work that they would in their normal work location in accordance with their same performance expectations and other agreed-upon terms. Telecommuting agreements may be established for a long-term or short-term period.

TPMG may establish telecommuting as a condition of employment, based on TPMG's business needs. An employee's classification, compensation, and benefits will not change if the employee is approved for telecommuting. In such cases, this requirement should be included when the position is advertised and in correspondence offering employment.



SECTION 4:

MONEY AND BENEFITS



4.1 PAYDAYS

All employees are paid semi-monthly on the 15th and 30th days of the month. Each pay cycle will include earnings for all work performed through the end of the previous payroll period. Time paid on the 15th is for time worked from the 23rd through the 7th of each month. Time paid on the 30th is for time worked from the 8th through the 22nd of each month.

Contract employees with employment agreements are paid on the 15th and 30th days of the month. Each pay cycle will include earnings for all work performed through the end of the previous payroll period. Time paid on the 15th is for time worked from the 1st through the 15th of each month. Time paid on the 30th is for time worked from the 16th through the end of each month.

If a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to TPMG. Employees will receive an itemized statement of wages paid by direct deposit. There will be NO advances on payroll. Paychecks will not be distributed before the scheduled time.

4.2 DIRECT DEPOSIT POLICY

TPMG requires employees to enroll in payroll direct deposit.

Each employee is responsible for maintaining accurate, up-to-date, direct deposit information via the Self-Service function of the company's Human Resources Information System. An employee may elect to have their pay deposited in multiple accounts.

Allocations not updated by the employee in a timely manner may result in a delay of payment, while the erroneously deposited funds are recovered from the financial institution. This can take up to seven (7) business days. It is the employee's responsibility to verify that payments have been credited to their account(s). TPMG assumes no responsibility for overdrafts incurred by an employee on their direct deposit.

With each direct deposit, employees will receive a statement showing gross pay, itemized deductions, paid time off or vacation, holiday hours, and net pay. For non-exempt employees, the statement will also show the number of hours for which they are being paid. Paid time off (PTO) accruals also appear on each pay statement for employees. All direct deposit statements are available via the Self-Service function of the company's Human Resources Information System.

4.3 BUSINESS TRAVEL EXPENSES

TPMG will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the appropriate manager. Employees whose travel plans have been approved are responsible for making their own travel arrangements.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by TPMG. Expenses are expected to be limited



to reasonable amounts. Cash advances to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees should submit a written request to their immediate supervisor when travel advances are needed.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by TPMG may not be used for personal use without prior approval.

When travel is completed, employees should submit a completed travel expense reports within fifteen (15) days. Expense reports should be accompanied by receipts for all individual expenses. Employees should contact their immediate supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, may subject the employee to disciplinary action, up to and including termination.

4.4 PAY DEDUCTIONS AND GARNISHMENTS

The law requires that TPMG make certain deductions from each employee's earnings. Among these are applicable federal and state income taxes. TPMG also must deduct Social Security taxes on each employee's earnings up to a specified limit, which is called the Social Security "wage base". TPMG matches the amount of social security taxes paid by each employee, up to the statutory threshold.

TPMG must comply with any garnishment proceedings ordered by law. Employees may voluntarily authorize deductions from their paycheck to cover the cost of participation in these programs. If employees have questions concerning why deductions were made from their paycheck or how they were calculated, their immediate supervisor or Human Resources can assist in having your questions answered.

4.5 WAGE OVERPAYMENT/UNDERPAYMENT POLICY

TPMG takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of Payroll, so that corrections can be made as quickly as possible.

If an employee has been underpaid and the amount of underpayment is less than \$50, TPMG will resolve the discrepancy during the following payroll. If the amount of underpayment is over \$50, the employee can request a manual check prior to the next payroll.

If the employee has been paid more than what they have earned, the employee must promptly return the overpayment to TPMG. No employee is entitled to retain any pay in excess of the amount they have earned, according to the agreed upon rate of pay.

If a wage overpayment occurs, the overpayment can be regarded as an advance of future wages payable where it will be deducted in whole or in part from the next available paycheck(s) until the overpaid amount



has been fully repaid. If the overpayment is discovered on an active payroll run, a direct deposit retraction from the employee's account(s) will be initiated for the net amount of the check. If any funds are due following the retraction of the full paycheck, then a manual check will be issued. (Refer to the Overpayment Payroll Form which can be found in the Appendix)

4.6 PAY ADVANCES

TPMG does not provide pay advances on unearned wages to employees.

4.7 EMPLOYEE BENEFITS

Eligible employees at TPMG are provided a wide range of benefits. Programs such as Social Security, workers' compensation, state disability, and unemployment insurance cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification (e.g., full-time, part-time). Details of many of these programs are available in the benefits booklets or handouts forwarded to eligible employees within their new hire packets and available on the intranet.

The terms and conditions are governed by the plan documents for each such benefit. Please refer to the Employee Benefits guide or to the Human Resources and Benefits section on the TPMG intranet for more information regarding available benefits and/or copies of the plan documents.

FRAUDULENT INFORMATION: Submitting fraudulent information, such as for dependents (e.g., claiming someone is your spouse or a child when they are not in order to receive health benefits, etc.), may subject the offender to discipline up to and including termination.

4.8 BENEFITS CONTINUATION (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under TPMG's health plan, when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, death of an employee, a reduction in an employee's hours, a leave of absence, an employee's divorce or legal separation, and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at TPMG's group rates. TPMG provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage. The notice contains important information about the employee's rights and obligations.

4.9 TPMG EMPLOYEE DISCOUNT POLICY

TPMG encourages its employees and their spouses and dependents to utilize TPMG services for their healthcare needs.

- All TPMG employees, regardless of whether they are on a TPMG health insurance plan, receive twenty (20) percent off the patient cost share for any services provided by TPMG,



excluding any copays **(See Exclusions Below**)**.

- Spouses or dependents covered under a TPMG health plan will also be eligible to receive twenty (20) percent off the patient cost share for services provided by TPMG, excluding any copays **(See Exclusions Below**)**.

Procedures

- Employees, spouses, and dependents who seek medical care from a TPMG provider should inform the front office at the time of their visit that they are covered under TPMG employee's health insurance plan.
- The front office will enter the health insurance information into the health record, which will prompt the Central Billing Office to provide the discount for that visit's invoice.
- If the employee, spouse or dependent receives a TPMG invoice and does not notice the twenty (20) percent discount, they should contact the Central Billing Office directly.

Exclusions

**Employees and dependents insured by government sponsored plans, such as Medicaid, Medicare, Tricare, Railroad Medicare, or Medicare Advantage are ineligible for the discount due to Federal law.



SECTION 5: TIME OFF



5.1 HOLIDAYS

TPMG currently grants holiday time off to all eligible employees on the holidays listed below:

- New Year's Day (January 1st)
- Memorial Day (last Monday in May)
- Independence Day (July 4th)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25th)
- Floating Holiday (Employee's Discretion)

TPMG grants paid holiday time off to all eligible employees in an eligible employment classification (see below). Holiday pay will be calculated based on the employee's straight-time wage rate (as of the date of the holiday) multiplied by the number of hours the employee would otherwise have worked on that day.

Eligible employee classifications:

- Regular full-time employees.
- Regular part-time employees, defined as employees that have been employed at TPMG for at least one (1) year and work more than twenty (20) hours but less than thirty (30) hours per week).

If a recognized holiday falls during an eligible employee's pre-approved absence (e.g., PTO, Vacation, or Sick Leave), holiday pay will be provided instead of the paid time off that it otherwise would have applied. To receive holiday pay while on FMLA, employees must be in a "paid" status (e.g., have positive balances of PTO, vacation, or sick leave).

If eligible nonexempt employees work on a recognized holiday, they will receive additional pay. Their actual worked time on the holiday will be paid at their regular pay rate, and they will receive holiday pay.

Employees eligible for holiday pay who are regularly scheduled to be off (not including PTO, vacation or sick leave, or FMLA) on a holiday due to their weekly schedule will not typically receive holiday pay, unless it is required to bring the employee to forty (40) hours for the work week and/or is approved by site or location management.

Paid time off for holidays will not be counted as hours worked for the purpose of determining overtime.

Each full holiday is observed as an eight (8) hour workday. Paid time off will never exceed eight (8) hours of pay per day. Benefitted part-time employees will receive paid time off hours equal to their normal shifts, but this will not exceed eight (8) hours per day.

If a Holiday should Fall on a Weekend, TPMG will Recognize the Holiday as follows:

- A TPMG approved holiday falling on a Saturday will be honored on the prior Friday.
- A TPMG approved holiday falling on a Sunday will be honored on the subsequent Monday.



Floating Holidays

TPMG offers a Floating Holiday to embrace the diverse cultures and religious beliefs of our employees. Floating Holidays allow employees to have the option of observing public holidays, religious holidays, or special events that are important to them but that may not be included on the company holiday calendar.

A floating holiday is a single paid day off in the calendar year. It is called a floating holiday because it may “float” or move to any date the employee wishes with each new year.

All TPMG employees (except Physicians) are eligible at the beginning of the calendar year and may take the floating holiday at the employee’s discretion, as long as it is approved in advance by the employee’s manager.

Other Floating Holidays guidelines:

- Unused Floating Holidays are not paid out to employees upon termination.
- Unused Floating Holiday hours are not carried over from year-to-year.
- Like company-paid holidays, the employee’s regular shift hours for that day determine how much they will be paid, not to exceed 8 hours for that day.
- Floating Holiday hours are not used for calculating overtime. Overtime is based upon hours worked in a week.
- Floating Holiday hours may not be broken down and taken in hourly increments. Floating Holidays are to be used in a single block of hours on one day, not to exceed 8 hours for that day.

[Employees with Employment Agreements please skip Section 5.2]



5.4 PAID TIME OFF (PTO)

TPMG believes that employees should have opportunities to enjoy time away from work to help balance their lives and address their diverse needs. To accomplish this, TPMG grants paid time away from work under the PTO policy.

Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover an illness or disability, appointments, emergencies, or other needs that require time off from work.

ELIGIBILITY

PTO begins accruing upon hire or transfer into a regular full-time, benefit-eligible position. Regular part-time employees, defined as employees that work more than twenty (20) hours but less than thirty (30) hours per week will begin accruing PTO after one (1) year of service.

AVAILABILITY

PTO accruals are available for use in the pay period following completion of six (6) weeks of employment for full-time, benefit-eligible positions. Regular part-time employees will be able to use PTO once it begins accruing after a one (1) year of service. All hours thereafter are available for use in the pay period following the pay period in which they are accrued.

ACCRUAL AND PAYMENT OF PTO

Accruals are based on twenty-four (24) pay periods at thirty (30) or more hours per work week. Employees working more than twenty (20) hours per week and less than thirty (30) hours per week will earn PTO hours on a pro-rated basis (See table below).

Length of service determines the rate at which the employee will accrue PTO. PTO does not accrue while on a leave of absence. Employees become eligible for the new higher accrual rate on the first day of the pay period in which their anniversary date falls.

The following chart illustrates the PTO accrual of regular full-time and regular part-time employees:

Regular Full-Time Employees

Years of Service	Accrual Rate per Pay Period	Annual PTO Accrual (*)	Maximum Accrual (**)
Up to Three years	5.34 hours	128.16 hours	500 hours or 62.5 days or 12.5 weeks
Three or more years	7.01 hours	168.24 hours	500 hours or 62.5 days or 12.5 weeks
After 10 years	7.67 hours	184 hours	500 hours or 62.5 days or 12.5 weeks
After 20 years	8.34 hours	200 hours	500 hours or 62.5 days or 12.5 weeks



Regular Part-Time Employees

Years of Service	Accrual Rate per Pay Period	Annual PTO Accrual (*)	Maximum Accrual (**)
One or more years	3.12 hours	74.88 hours	500 hours or 62.5 days or 12.5 weeks

(*) Annual PTO accruals are based on an employee being paid twenty-four (24) times a year on regular paydays.

(**) No PTO hours will accrue beyond the maximum accruals listed.

Note: There are no benefit accruals on bonus checks or any other non-regularly scheduled paydays.

USE AND SCHEDULING OF PTO

Employees are required to use available PTO when taking time off from work, with the exception of a company-required absence.

Whenever possible, PTO should be scheduled in advance. It is subject to supervisory approval based upon such factors as department staffing needs and established departmental procedures.

PTO may be taken in increments as low as one (1) hour for non-exempt employees and eight (8) hours or four (4) hours for exempt employees.

PTO may not be used for missed time, because an employee reports late to work, except during an event of inclement weather.

In the event of inclement weather or other unexpected office closing, non-exempt employees have the option to use available PTO or take the time off without pay. TPMG will charge PTO for exempt employees, or vacation time for contract employees, unless the available PTO or vacation balance is insufficient, in which case exempt or contract employees will receive full pay.

PTO is paid at the employee's straight time rate and is not part of any overtime calculation.

Employees may not request an advance on their PTO balance. No advance PTO will be granted.

An employee cannot request more PTO hours for a day than their regular schedule in an attempt to receive additional pay.

Examples

- If an employee is scheduled to work eight (8) hours per day and takes a day off. They would not be able to enter ten (10) hours of PTO to cover that day off and thus receive additional pay.
- If an employee is scheduled to work six (6) hours per day, the employee would request six (6) hours of PTO when taking that day off.
- If an employee is scheduled to work ten (10) hours per day, then they would use ten (10) hours of PTO to cover the day off.



TIME OFF TO VOTE

TPMG encourages its employees to fulfill their civic responsibilities by participating in elections. Generally, employees can find time to vote either before or after their regular work schedule or to vote by mail. If employees are unable to vote in an election during non-working hours, they may do so during scheduled, unpaid breaks.

Employees may also request time off and use available PTO to receive payment, if it does not create an undue hardship on the business.

RELIGIOUS OBSERVANCES

TPMG respects the religious beliefs and practices of all employees and will make, upon request, an accommodation for such observances, when a reasonable accommodation is available that does not create an undue hardship on the business.

Employees may use available PTO for a religious observance. If an employee has exhausted all available PTO, the time will be unpaid.

INPUT OF PTO FOR HOURLY STAFF

PTO should be used to make the employee “whole” in terms of their wages and work obligations for the pay period.

INPUT OF PTO FOR SALARIED STAFF

PTO should be used in whole-day or half-day increments. That is, if a salaried employee works for four (4) hours in the morning and then leaves for the rest of the day for an appointment, they would use four (4) hours of PTO. If a salaried employee misses a full day of work, they would use eight (8) hours of PTO.

If a salaried employee leaves two (2) hours early for an appointment, they would not typically use PTO. The ability to not use PTO in these cases would be at the discretion of the Managing Physician/Department Head. In many cases salaried employees work over forty (40) hours a week, so less than a four (4) hour increment of time off may not normally require PTO.

INPUT OF PTO WHILE ON SHORT-TERM DISABILITY FOR ALL EMPLOYEES

TPMG employees who are enrolled in Short-Term Disability (STD), may use available paid leave to supplement STD payments. However, the combination of paid leave and STD payments must not exceed 100% of their regular pay. Therefore, employees should only use enough paid leave each pay period to cover the difference between the expected STD benefit amount, and their regular pay. This applies only during the time period of a leave of absence, when the “elimination period” for an STD benefit has passed. The elimination period begins the first day an employee becomes disabled and continues for the period that is defined in the STD policy. STD benefits begin after the elimination period is over.

For example, if an employee is enrolled in an STD Plan with a 60% benefit amount, after the elimination period has passed, the employee should use paid leave to cover up to 40% of their scheduled weekly hours.



COMPENSATORY (COMP) TIME

Comp time is not permissible at TPMG and therefore is not available for all employees.

For example, if an employee works extra time on a weekend and then requests not to have to take PTO at a future date. TPMG does not have a system to track comp time and wants to ensure that policies are applied equally across the company.

FLEX TIME

Flex time is an arrangement that allows an employee to alter the start and end times of their workday during their normal schedule. Flex time does not reduce the total number of hours worked in a given work week and pay period. Flex time is allowed on a temporary basis and must be approved in advance by the appropriate supervisor.

Employees may request flex time during a work week and pay period, if they are scheduled to work on a weekend (in addition to their normal work schedule) or they have worked extended hours.

A flex time schedule is not appropriate for all positions, settings, or for all employees. Employees who have issues with punctuality, attendance, and/or performance or who require close supervision are not good candidates to use flex time.

Flex time can only be used within the current work week and pay period. It cannot extend into the next work week or pay period.

- Example of hourly employee (non-exempt) flex time:
 - A full-time employee has a doctor's appointment on a Tuesday afternoon and plans to leave four (4) hours early. The employee is also scheduled to work that Saturday for four (4) hours. If flex time were approved by their supervisor, they would be allowed to make up the four (4) hours lost on Tuesday by working the four (4) hours on Saturday, not having to use PTO.
- Example of salaried employee (exempt) flex time:
 - A salaried employee must leave four (4) hours early one (1) day for personal reasons. They worked four (4) extra hours later in the week. The employee may be allowed not to use their PTO for the four (4) lost hours, since they made up the time by working during the remainder of the week.

PTO CASH OUT

TPMG employees may "cash out" a portion of their accrued PTO once per year at 100% of the then-current value of the PTO.

Employees will provide a PTO Cash Out Request Form to their immediate supervisor requesting to cash out a portion of their PTO. The supervisor will notify their Managing Physician or Department Head and forward the written request to Human Resources, who will verify eligibility under the policy.

Once deemed eligible, and after the Managing Physician or Department Head approves the written request, Human Resources will annotate the appropriate information on the payroll spreadsheet to initiate a special payment on the next pay advice.



The following conditions apply:

- All employees (exempt and non-exempt) who have PTO may qualify under the policy, if they meet the eligibility requirements contained herein.
- Eligibility Requirements:
 - Employees must have notified their direct supervisor of their intention to cash out a portion of their PTO.
 - Employees must have a minimum of one year of service at TPMG.
 - Employees must be in good standing (e.g., no disciplinary action within the previous twelve (12) months).
 - Employees must have a PTO balance of at least eighty (80) hours after the cash out.
- Employees may cash out up to eighty (80) hours in a calendar year.
- Payment will be made at the current rate of pay at the time of the request and will be included on the next regular pay advice.
- Employees who cash out PTO are required to remain with TPMG for a minimum of one year from the date of their receipt of the funds, subject to:
 - Employees who terminate for any reason prior to the one-year mark must reimburse TPMG within thirty (30) days for all funds received within the previous twelve (12) months under the policy.
 - Employees may submit a request for hardship waiver against the reimbursement due to an unforeseen circumstance, such as a major health concern or family emergency.
 - An executive panel, typically comprised of TPMG’s Chief Operating Officer and Chief Legal Counsel, along with the cognizant Managing Physician or Department Head, shall review and rule on all such hardship waiver requests.
- All payments under this policy must be received by the requesting employee on or before the last day of the calendar year and will be treated as taxable income for that year.
- Please see [PTO Cash Out Policy](#).

PAYMENT UPON TERMINATION

After six (6) weeks of employment, and upon proper notice of resignation, employees will be paid the value of a percentage of PTO hours accumulated but not used (See table below). However, no payment for accumulated PTO will be authorized if employees fail to provide proper notice in advance of their resignation or if employees are terminated for cause or misconduct.

Accumulated PTO may not be used in lieu of proper notice. That is, an employee may not use PTO during the required resignation period. Please refer to the Employee Termination Policy to determine what the required notice period is for TPMG positions.

If the above provisions are not met, then all accumulated PTO is forfeited upon termination.

Years of Service	% Of PTO hours accumulated and not used that would be paid
Up to three years	66%
Three or more years	75%



5.2 VACATION/SICK LEAVE FOR CONTRACT EMPLOYEES WITH EMPLOYMENT AGREEMENTS

Employees with employment agreements, sometimes referred to as “contract employees”, do not accrue PTO. Vacation and sick leave benefits, if any, are outlined in an attached schedule to the employment agreement.

Vacation balances do not carry over year-to-year. Sick leave does carry over up to forty (40) hours per calendar year to a maximum of two-hundred-forty (240) hours.

Contract employees should work with their immediate supervisor regarding their vacation requests.

Contract employees are not entitled to payout of unused vacation or sick leave upon termination.

This policy is not applicable to shareholders or providers who are paid “at risk”. Those who are paid at risk should refer to their specific contract.

INPUT OF VACATION/SICK LEAVE FOR HOURLY EMPLOYEES ON EMPLOYMENT AGREEMENTS

Vacation and sick leave are intended to be used to make employees “whole” in terms of pay and work obligations for the pay week.

INPUT OF VACATION/SICK LEAVE FOR SALARIED EMPLOYEES ON EMPLOYMENT AGREEMENTS

Vacation and sick leave should be used in whole-day or half-day increments.

For example, a salaried employee worked for three (3) hours in the morning and then needed to leave for the rest of the day for vacation. They would then use a half day of vacation leave. If a salaried employee missed a full day of work due to illness, they would use a full day of sick leave. If a salaried employee left two (2) hours early for an appointment, they would not use vacation or sick leave. In many cases, salaried employees work over forty (40) hours a week, so less than a half-day increment of time off would not require vacation or sick leave.

INPUT OF VACATION/SICK LEAVE WHILE ON SHORT-TERM DISABILITY (CONTRACT EMPLOYEES)

Contract employees on employment agreements who enroll in Short-Term Disability (STD), may use available paid leave to supplement STD payments. However, the combination of paid leave and STD payments must not exceed 100% of an employee’s regular pay. Therefore, employees should only use enough paid leave each pay period to cover the difference between the expected STD benefit amount and their regular pay.

This applies only during the period of a leave of absence, when the elimination period for a STD benefit has passed. The elimination period begins the first day an employee becomes disabled and continuing for the period that is defined in the STD policy. STD benefits begin after the elimination period is over.

For example, if an employee is enrolled in an STD Plan with a 60% benefit amount, after the elimination period has passed, they should use paid leave to cover up to 40% of their scheduled weekly hours.

5.3 FAMILY MEDICAL AND LEAVE (FMLA) POLICY

An employee who has been employed for at least twelve (12) months and worked for at least 1,250 hours



during the twelve (12) month period is entitled to Family and Medical Leave (FMLA), as provided by law. TPMG uses the “rolling calendar method” of calculating the twelve (12) month period, during which the employee is entitled to the leave.

An employee requesting FMLA leave must request and complete a Request for Family and Medical Leave form. More information about Family and Medical Leave and how to request leave can be found in the Appendix.

5.4 EMPLOYEE FITNESS FOR DUTY POLICY

TPMG strives to retain its valued employees, provide a safe environment for its employees, patients and visitors, facilitate a timely return to work in the event of injury or illness, and ensure that employees whose injuries or illnesses constitute a qualifying disability receive reasonable accommodations, as required by law. A safe and healthy environment is only possible when employees are able to safely perform their job duties.

From time to time, an employee may suffer an injury, become ill, or experience a physical or psychological condition that either prevents them from performing the essential functions of their position or creates a



risk to the health and safety of the employee and/or others. In these unusual circumstances, TPMG may request a fitness for duty evaluation of the employee. More information about when and how TPMG may require a fitness for duty examination can be found in the Fitness for Duty Policy included in the Appendix.

5.5 UNPAID PERSONAL LEAVE OF ABSENCE (NON-FMLA)

To recognize the needs of employees who require time off in addition to other types of leave, TPMG may consider an unpaid personal leave of absence without pay for up to a maximum of thirty (30) days. Employees are required to use all available paid leave prior to requesting leave without pay. This unpaid personal leave of absence is for situations outside of FMLA coverage.

All regular employees employed by TPMG for at least ninety (90) days are eligible to apply for an unpaid personal leave of absence. Such factors as job performance, absenteeism, and location requirements all will be taken into consideration before a request is approved. Approvals of the immediate supervisor, next level manager, and Human Resources are required. Requests for unpaid personal leave may be denied or granted at the sole discretion of management.

TPMG reserves the right to terminate employment for any reason or no reason during the leave of absence. Subject to terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by TPMG until the end of the month in which the approved personal leave begins. At that time, employees will become responsible for the full cost of these benefits, if they wish to continue coverage. When the employee returns from personal leave, benefits will again be provided by TPMG according to the applicable plans.

Benefit accruals, such as paid time off, vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

Employee Responsibilities

Eligible employees should submit the Unpaid Personal Leave form (located in the appendix) to their immediate supervisor. The requesting employee will be asked to acknowledge in writing their understanding that all requests for personal leaves are not granted and are reviewed on a case-by-case basis.

Supervisor Responsibilities

The immediate supervisor will:

- Review the request, taking the business needs into consideration.
- Make a recommendation to and obtain a decision from the managing physician or next level manager.
- Submit the Request for Unpaid Personal leave form to Human Resources for final approval.
- Return a decision to the employee as soon as feasible after receipt of the formal request.



Return to Work/Extension of Leave

Employees are expected to return from an unpaid personal leave on the scheduled return date. If employees are unable to return, they must request an extension of the leave in writing. A request for extension may be necessary if employees are unable to return to work because of a disability covered under the ADA. In that case, TPMG will consider the request to be a request for an accommodation under the Disability Accommodation Procedure § 2.2.

If TPMG declines to extend the leave, employees must then return to work on the originally scheduled return date or be considered to have voluntarily resigned from their employment. Extensions of leave will be considered on a case-by-case basis.

Benefit Premium Payments During Extended Absences

If an employee has unused Vacation/Sick or PTO, the employee must use it to cover days during an approved leave of absence provided the employee has been employed for six weeks (contract employees are able to use their paid leave immediately).

Once Vacation/Sick or PTO is exhausted for an employee approved for FMLA, ADA, or VHRA protected leave, the employee will be responsible for their portion of benefit premiums for a maximum of 12 weeks. If their leave continues beyond the 12-weeks allowed by the FMLA, or length of time designated by the VHRA or ADA approval, their leave will then be considered approved unpaid leave and the applicable provisions in this policy and the ACA Policy for non-FMLA leave will apply.

When an employee enrolled in benefits requests leave for a period of more than two weeks, the employee is notified by email and mail that they are responsible for the payment of their benefit premiums. They are also provided with an agreement to elect an option to pay their portion of the premiums for any enrolled benefit for the duration of approved paid leave or for any period of unpaid FMLA/VHRA/ADA leave when Group Health Benefits must be offered in accordance with the ACA Policy, or for the remainder of the month in which their unpaid, non-protected leave is to commence. The options provided are:

- Pre-pay: TPMG will deduct additional premiums via payroll deduction during the time leading up to the leave start date by doubling deductions for the appropriate number of pay periods, or by increasing premium deductions by a set amount on an agreed upon schedule.
- Pay-as-you-go: Employees will pay their premiums during their leave on the 15th and 30th of each month via check or money order, mailed to or dropped off at TPMG Human Resources.
- Split PTO: Employees may choose to split or spread their available PTO over the period of absence in order to cover premium payments automatically. Once PTO is exhausted, the employee will automatically be switched to the “Pay-as-you-go” method. It is the employee’s responsibility to ensure premiums are paid manually once PTO is exhausted.

As required by law, employees on approved FMLA leave will be given a 30-day grace period and a 15-day reminder for any missed premium payments. If the employee returns to work during that 30-day grace period, all past-due premiums will be deducted from the employees’ next paycheck.



If an employee on approved leave that is not covered by FMLA fails to pay the employee premiums on time, their coverage will terminate at the end of the month in which the premium payment was missed, and the employee will be sent COBRA enrollment paperwork. Any outstanding premiums will be deducted from the employees' next paycheck upon their return.

Should an employee on any approved leave fail to return to work as planned, employment and benefit eligibility will terminate and COBRA will be offered in accordance with applicable law. If the employee is already enrolled in COBRA through an unpaid, non-FMLA leave plan, their COBRA coverage will continue as required by law. Any outstanding balance will be subject to collection if not paid within 30 days of termination.

5.6 BEREAVEMENT LEAVE

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

TPMG defines "immediate family" as an employee's spouse, parent, grandparents, child, or sibling; the employee's spouse's parent, grandparents, child, or sibling; or the employee's child's spouse, grandparents, or grandchildren. This is extended to Aunts and Uncles as well.

Up to three (3) days of paid bereavement leave per calendar year will be provided to employees classified as regular, full-time employees.

Bereavement pay is calculated based on the base pay rate at the time of the absence and does not include any special forms of compensation, such as incentives, commissions, bonuses, wage additives, or shift differentials. Paid time off for bereavement leave is not counted as hours worked for the purpose of determining overtime.

Employees may, with the approval of their immediate supervisor, use available paid leave for additional time off as necessary.

Bereavement leave for contract employees is covered in Schedule C of their individual contracts.

5.7 MILITARY LEAVE POLICY

Leaves of absence for military or reserve duty are granted to eligible employees in accordance with applicable federal and state laws. The policy of TPMG is to grant military leave to eligible employees who are required to attend annual military training with the United States government or any political subdivision thereof, according to the following guidelines:

LEAVE FOR MILITARY TRAINING

- Employees, except temporary employees, are eligible for military training leave.
- One (1) period of up to fifteen (15) calendar days of supplemental paid military training leave is granted annually.
- In the event military training leave is optional, the employee is allowed to use PTO or vacation time for this purpose.



- If the amount of pay, subject to income tax provisions, received for military training is greater than the pay that would be earned by the employee for the same period, such leave is leave without pay.
- If the amount of military pay, subject to income tax provisions, received by the employee is less than the employee would have normally earned at TPMG, TPMG will pay the employee the difference between the military leave and their regular pay.

LEAVE FOR FULL-TIME MILITARY DUTY

- If employees are inducted into active military service or the Armed Forces of the United States, called from a Reserve or National Guard unit into active duty, or an emergency duty is declared by the proper authority of the state, then the employee is placed on military leave without pay.
- Military leave without pay is granted for the duration of active military service, not to exceed five (5) years, plus ninety (90) days from the date of termination. (See Chapter 43, Title 38, U.S. Code for exceptions.) Extensions are granted if employees are required to serve a longer period of time involuntarily, because of war or national emergency.
- Vacation and sick leave credits are not earned during military leave without pay.
- Employees must make application for return from military leave without pay within ninety (90) days from the date of termination from military service. (See Chapter 43, Title 38, U.S. Code for exceptions.)
- A return from military leave without pay is conditional upon submitting a certificate of satisfactory completion of military service.
- Failure to apply for a return to employment from military leave without pay within the time limit previously stated is considered a voluntary resignation.
- A written request form should be submitted to the employee's supervisor at least two (2) weeks in advance of the planned leave, if possible, indicating the starting and ending dates of the military training leave. To receive this benefit, employees must furnish a copy of their military orders signed by an authorized military officer.
- If employees become disabled while on military training leave or military leave with pay and rendered incapable of performing the essential duties of the position previously occupied, the employee will be offered the best available position for which the employee qualifies, providing the employee re-applies within the previously stated time limit.

5.8 JURY DUTY POLICY AND WITNESS PAY

TPMG grants up to five (5) paid days per calendar year to eligible employees who are summoned to report for jury duty to any federal, state, or municipal court and provide acceptable documentation.

Eligibility

All full-time TPMG employees are entitled to this benefit.



Procedure

- Employees called or summoned as a juror must present to their immediate supervisor the original summons or subpoena from the court to qualify for paid jury duty.
 - At the conclusion of such duty, employees must turn into their immediate supervisor a signed statement from the clerk of the court or other evidence showing the actual time of attendance. Copies of all payments received from the clerk of the court must be submitted to Payroll.
 - Payroll will process a payment for the difference due to make the employee whole for each day covered under this policy on the employee's next regular pay cycle.
 - In the event the employee has used the maximum allotted jury duty days, the time will be coded as unpaid, unless the employee chooses to use available PTO.
- Jury Duty is intended to apply only to those times when the employee is needed for court service. It is not considered paid leave, if the employee has been excused from court service and does not return to work.

WITNESS PAY

- Employees who are subpoenaed to testify as a witness will not receive pay unless they choose to use available PTO.
- If an employee is subpoenaed to testify on behalf of TPMG, they will not lose compensation from their regularly scheduled hours.



SECTION 6: HEALTH AND SAFETY



6.1 EMPLOYEE HEALTH AND SAFETY POLICY

There is nothing more important to TPMG than the safety and health of its patients and employees.

It is TPMG's policy to conduct all operations, clinical or otherwise, in a responsible manner. This includes creating and maintaining an environment that is free from recognized hazards, respecting the environment, and ensuring the health and safety of all employees, patients, suppliers, and community neighbors.

TPMG must comply with all applicable safety, health, and environmental laws and regulations of city and county localities where we provide medical services.

TPMG is committed to providing and maintaining safe and healthful working environments at each of its sites or locations. This commitment includes adherence to applicable laws, regulations, and standards. Safety and health protection considerations are intrinsic to daily operation of all TPMG locations. TPMG makes controlling and eliminating such risks a top priority, including providing the necessary funds to implement applicable health and safety programs.

Employee Safety Responsibilities

All employees must establish knowledge and control of the hazards and consequences of all work for which they are responsible.

- The basic responsibility for employee health and safety lies with the individual, who is responsible for at least the following items:
 - Coordinating and cooperating with all other employees to eliminate accidents.
 - Studying and observing all safe practices governing their work.
 - Offering safety suggestions, where such suggestions may contribute to a safer work environment.
 - Applying the principles of accident prevention in their daily work and using proper safety devices and protective equipment as required.
 - Properly caring for all personal protective equipment.
 - Properly disposing of all medical waste.
 - Making a prompt report to their immediate supervisor, of each work-related injury or occupational illness, regardless of the degree or severity.
 - Assisting in the investigation of accidents to prevent the recurrence of similar accidents.
 - Reporting any incident of property damage.
- In addition, all employees have the right and responsibility to remedy or report, without fear of reprisal, any practice, situation, or action that endangers employees, patients, or the environment.
- Employees who do not follow safety and health policies and regulations may be disciplined in accordance with the TPMG disciplinary policy, up to and including termination.



Safety Data Sheets

Required by the Occupational Safety and Health Administration (OSHA), a Safety Data Sheet (SDS) is a detailed description of each hazardous chemical located in the workplace. It includes information regarding potential health risks, symptoms, and treatment measures to be taken, if exposure occurs.

Each site or location will keep SDSs on all hazardous substances and materials on its premises in areas adjacent to the equipment to which the MSDS pertains. Employees should help ensure that SDSs are maintained in their respective areas or report missing ones to their site management or Safety Officer. Any concerns or questions about SDS or the work site or location should also be referred to TPMG's Safety Officer or to Human Resources.

Fire and Other Emergencies

Each site or location where employees are assigned has an emergency procedure and evacuation plan to follow in the event of fire or other disaster, developed and implemented by site management. This plan is prominently posted in common areas and on bulletin boards of the site or location. Exits, fire extinguishers, and first aid kits are located in multiple places at each site or location. All employees are expected to familiarize themselves with the location of such equipment.

TPMG also conducts fire drills periodically to ensure the safety of everyone on the premises.

On-the-Job Injuries and Illnesses

On-the-job injuries are addressed in TPMG's Workers' Compensation Insurance Policy. Observed safety and health violations and any workplace injury, accident, or illness, including any incidences of contaminated needle/instrument puncture, lacerations, or significant exposure to blood, body secretions or tissue to employees or patients, **must be reported immediately to site management, TPMG's Safety Officer, and the Quality Assurance Coordinator for prompt and trained evaluation and medical attention, as necessary.** Even small and seemingly insignificant injuries, left untreated, can result in more serious conditions and must be reported.

Once reported, both the employee and the employee's site management will complete an Accident Report and Exposure Source Information forms. Employees will also be provided a panel of physicians from which to choose their care. It is important that employees seek treatment and follow through with a provider from the panel list.

TPMG employees are not authorized to see a TPMG physician for an occupational illness or injury.

When injuries are reported immediately, accidents can be investigated quickly, and corrective action can be taken to prevent another or further injury. Failure to follow company procedures for reporting claims may affect an employee's ability to receive Workers' Compensation benefits. Failure to report an injury in a timely manner is also a violation of TPMG policy and may lead to discipline, up to and including termination. More information regarding workers' compensation may be found in TPMG's Workers' Compensation Policy in the Appendix.



VACCINATIONS/TUBERCULOSIS SCREENING

Employees in the healthcare industry are at risk for exposure to serious, and sometimes deadly, diseases. TPMG provides appropriate vaccines to reduce the chances of employees becoming infected or spreading vaccine-preventable diseases.

TPMG offers the following vaccinations at no cost to employees:

Tuberculosis (TB)

The lab order TPMG requires all employees to complete TB Testing. New employees are provided the Quantiferon Gold blood test (or chest x-ray if warranted) at no cost, prior to orientation and annually thereafter, as well as after any known or suspected TB exposure.

A Quantiferon Gold blood test requires employees to have their blood drawn at the designated facility.

- The lab order is sent electronically upon completion of the Tuberculosis Surveillance Questionnaire.
 - If the Quantiferon Gold blood test results in a positive reading, a chest x-ray will be required. If the chest x-ray is positive, the employee will be unable to work at a location where they are able to cause an exposure.
- A prospective candidate who declines the Quantiferon Gold blood test will be responsible (including all associated costs) for getting a current Two-Step TB Skin Test prior to the start of employment.
 - If the candidate pursues the Two-Step TB Skin Test, both steps must be completed prior to the start of employment.
 - If the TB Skin Test results in a positive reading, a chest x-ray will be required. If the chest x-ray is positive, the employee will be unable to work at a location where they are able to cause an exposure.

Hepatitis B

TPMG offers the Hepatitis B vaccine series within the first ten (10) days at no cost to employees who provide direct patient care or who handle sharp instruments and/or containers. Employees may also choose to have their personal physician administer the vaccine series at no charge to the employee.

Influenza (Flu)

TPMG offers all employees the Flu vaccination during orientation at no cost during flu season, and annually thereafter, in preparation for upcoming flu seasons. Employees who refuse the vaccinations will be required to wear a mask at all times during flu season.

TPMG management is committed to achieving the goals of this policy and ensuring that all TPMG sites or locations comply. By complying with all safety rules and policies in this Employee Handbook, Exposure Control Manual Policies, and Procedures at each site or location, and by participating in the yearly safety re-training sessions, employees are helping to accomplish the goal of providing for the success and well-being of our employees and patients.



6.2 COMMUNICABLE DISEASES POLICY

Communicable diseases are illnesses that are spread through contact with contaminants in the air, bodily fluids, blood products, insect bites, or contaminated surfaces. TPMG makes well-informed decisions regarding our employees and their ability to work safely, based on well-informed medical judgements concerning a specific communicable disease.

TPMG reserves the right to exclude any employee or other person with a communicable disease from the workplace facilities, programs, and functions, if management finds that, based on a medical determination, such restriction is necessary for the welfare of the employee or other person who has the communicable disease and/or the welfare of other employees or persons within the workplace.

TPMG follows the Center for Disease Control and Prevention's guidelines for a specific illness and uses an accepted standard when making decisions regarding an employee's ability to be in the workplace or with regard to return-to-work issues, when these guidelines and standards exist.

TPMG will strive to review an employee's circumstances and consider the specific communicable disease, the employee's signs and symptoms, and the risk of transmitting the illness to others.

TPMG will not discriminate against any job applicant or employee, based on the individual's having a communicable disease.

TPMG will comply with all applicable statutes and regulations that protect the privacy of employees or other persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards are in place to maintain the personal privacy and confidentiality of all employees or other persons who have communicable diseases.

6.3 SECURITY POLICY

The policy of TPMG is to provide maximum security for our employees and TPMG property. TPMG has developed a security program that protects employees, patients, and company property and assets.

The following procedures apply to this policy:

- Employees are required to comply with all security procedures.
- Employees are issued Employee Identification ("ID") badges, which must be worn during working hours. See the Employee ID Badge Policy § 3.8.
- Keys are issued only to employees whose duties require the use of keys.
- ID badges and keys may not be loaned or shared.
- Facilities may be entered outside normal working hours only by employees who have been authorized to do so.
- Visits to the sites or locations by family and friends of employees are not encouraged, and personal visitors are not permitted in work areas.
- Violations of security procedures and instances where ID badges or keys have been lost or stolen are to be reported immediately to Human Resources.
- Employees who violate security policies and regulations are subject to disciplinary action, up to and including termination in accordance with the TPMG disciplinary policy.



6.4 WEAPONS POLICY

Policy Statement

To ensure a safe work environment for employees, patients, and visitors, TPMG prohibits the wearing, concealing, transporting, storage, or presence of firearms or other dangerous weapons on or in TPMG property or facilities. Any employee in possession of a firearm or other dangerous weapon while on or in TPMG facilities, or while otherwise fulfilling job responsibilities, may face disciplinary action, up to and including termination.

A patient or visitor who violates this policy may be removed from the facility and reported to police authorities.

Exemptions

This policy does not apply to:

- Any law enforcement personnel engaged in official duties.
 - If off duty, the law enforcement personnel must show their badge when carrying a firearm and/or weapon.
- Any security personnel engaged in official duties.
- Any person engaged in military activities sponsored by the federal or state government, while engaged in official duties.

Notification

“No Firearms or other Dangerous Weapons” signs shall be conspicuously posted within all TPMG facilities and in parking areas. These signs will clearly indicate that firearms and other weapons are not to be carried onto or into our property or facilities.

Reporting

Any employee observing a violation of this policy shall immediately notify site management, the Managing Physician, and/or the local police department.

The person in possession of the firearm or dangerous weapon shall:

- Remove the firearm and/or weapon from TPMG facility. If the person in possession is a patient, they may have a family member or trusted companion remove the firearm and/or weapon from TPMG facilities, and/or
- Lock the firearm/weapon in their vehicle, and/or
- Turn the firearm/weapon over to the local police department. If the firearm/weapon is not able to be removed from TPMG facilities, the local police department will be called to remove and take possession of the firearm/weapon.

6.5 INCLEMENT WEATHER POLICY

TPMG recognizes that inclement weather and other emergencies can affect the company’s ability to open for business and the employee’s ability to get to work. The safety of our employees is paramount in any



emergency. No policy can cover every potential emergency situation, so this policy only serves as a general guideline. In the event of emergency weather conditions such as heavy snow, a hurricane, or a tornado, site management will determine whether the office will be open.

In the event of inclement weather or other unexpected office closing, non-exempt employees have the option to use PTO or take time without compensation.

TPMG will charge PTO for exempt employees, or vacation time for contracted employees, unless the available PTO or vacation balance is insufficient, in which case exempt or contracted employees will receive full pay.

When a company closure ends, all employees are expected to report to work in a timely manner.

Employees who cannot return to work when the closure ends must make their immediate supervisor aware that they need to request additional time off.

Telework during times of inclement weather is only available to those employees who have an active telework agreement with their manager. Each instance of telework must be approved by management.

Telecommuting is a voluntary work alternative that may be appropriate for some employees and some jobs. It is not an entitlement nor a company-wide benefit, and it in no way changes the terms and conditions of employment with TPMG.

Partial Day Closures

If an emergency event such as inclement weather or a power outage occurs, management may determine that the site or location will close mid-day. When the site or location closes mid-day, employees may be encouraged to leave immediately so that the conditions do not further worsen and affect their ability to safely travel.

6.6 SUBSTANCE ABUSE POLICY

In this period of ever-increasing concern with respect to public safety and health issues, TPMG must maintain strict standards of conduct involving the possible effects of alcohol and drugs in the workplace. TPMG has a zero-tolerance policy regarding the use, abuse, possession, and sale of alcohol, drugs, and any other intoxicating substances that may affect an employee's fitness for duty.

Any intoxicant, including, but not limited to alcohol, controlled substances, illegal drugs, mind-altering chemicals, depressants, stimulants, and marijuana are prohibited on TPMG premises. "On TPMG premises" includes employee-owned vehicles on TPMG property that are owned, leased, or managed by the company. The on-premises possession, use, sale, purchase, or transfer of any intoxicant is prohibited at all times, including during break periods. A violation of this rule may result in discipline, up to and including termination.

Conviction for the manufacture, sale, distribution, or possession with intention to distribute illegal or illicit drugs may also result in discipline, up to and including termination, if it involves workplace conduct in any manner or may adversely affect the business of the company.



The off-duty use of intoxicants is prohibited, if the off-duty use results in a positive chemical screen in the employee's urine or bloodstream when on-duty. Any violations of this rule may result in discipline, up to and including termination.

Employees should be aware that intoxicants are detectable in the human body for a substantial period of time after consumption.

If there is a reasonable basis for believing any employee may be in violation of TPMG's substance abuse policy, authorized company representatives or agents may require submission to testing for intoxicants and/or conduct searches of personal effects, vehicles, lockers, desks, and rooms for intoxicants and related paraphernalia. Items discovered through such search may be turned over to law enforcement authorities.

TPMG's Substance Abuse Policy applies to all employees and more information regarding this policy may be found in the Appendix.

6.7 NON-SMOKING POLICY

TPMG is dedicated to providing a healthy, comfortable, and productive work environment. In addition, TPMG recognizes the health hazards of tobacco use and has an obligation to its patients to strongly assert the risks of tobacco use. The use of tobacco products by our employees compromises the image of TPMG as a healthcare provider. Therefore, TPMG has established all TPMG sites or locations, in compliance with Virginia law, as smoke-free campuses.

Smoking and the use of tobacco products or nicotine delivery products is prohibited in or on all TPMG owned or leased buildings, grounds, parking lots, ramps, vehicles, and sidewalks adjacent to TPMG owned or leased properties.

TPMG's policy provides as follows:

- Patients and visitors will be notified of the policy prior to arrival whenever possible.
- All the entrances to TPMG visitor, patient and employee areas will be marked with "No Smoking" signs.
- Employees are authorized and encouraged to communicate this policy with courtesy and diplomacy, especially regarding patients and visitors.
- Employees smoking or using tobacco products on any TPMG property are in violation of the Smoking Policy and subject to the TPMG disciplinary policy.
- Every effort will be made to assist employees with resource information and their understanding of this policy.
- Site Management is responsible for ensuring that this policy is implemented and consistently enforced. Site Management is charged with approaching employees who are smoking or using tobacco products on TPMG property to remind them of the policy and complete an incident report for supervisory follow-up.



- The following websites may be useful for those employees who need assistance with nicotine dependence:
 - www.smokefreevirginia.org; www.publichealth.va.gov; www.cancer.gov;
www.cdc.gov/tobacco; www.surgeongeneral.gov

Employee compliance with this policy is required and adherence to this policy is a condition of continued employment with TPMG. Violations of this policy may subject the employee to discipline, up to and including termination.

6.8 DRIVING ON COMPANY BUSINESS SAFETY POLICY

Employees who operate personal motor vehicles while conducting business as part of their employment have been given certain privileges and responsibilities to assume the duty of obeying all motor vehicle laws, maintaining the vehicle properly at all times while in use, and following the policies and procedures outlined in TPMG's Driving on TPMG Business Safety Policy included in the Appendix to this Handbook.



SECTION 7:

USE OF TPMG EQUIPMENT, COMPUTERS, AND PHONES



7.1 USE OF EQUIPMENT

Equipment essential in accomplishing job duties is often expensive and difficult to replace. When using such equipment, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Employees must notify their immediate supervisors if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The immediate supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

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

7.2 PHONE AND MAIL SYSTEMS USE POLICY

Personal use of TPMG telephones for long-distance and toll calls is not permitted. Employees may be required to reimburse TPMG for any charge resulting from their personal use of a TPMG telephone. The telephone lines should be kept clear for incoming calls from patients and business calls.

Abuse of the telephones for incoming or outgoing personal calls will not be tolerated and may result in disciplinary action, up to and including termination.

To ensure effective telephone communications, employees should always use an approved greeting and speak in a courteous and professional manner. Employees should confirm the information received from the caller and hang up only after the caller has done so.

Personal cell phones may only be used during the employee's authorized breaks, and the conversations should not be so loud that they can be overheard by others. Employees may answer incoming calls during work hours only in urgent situations. Cell phone ringers should be silenced at all times during work hours.

Under no circumstances shall an employee use a cell phone to take photographs of protected health information (PHI) or record conversations at TPMG offices as such conduct constitutes a potential HIPAA violation.

Abuse of cell phones may result in disciplinary action, up to and including termination.

The use of TPMG-paid postage for personal correspondence is not permitted and may result in disciplinary action, up to and including termination.

7.3 TPMG MOBILE DEVICE POLICY

TPMG is dedicated to providing its employees with the most technologically advanced tools to perform their job functions. To do this, TPMG may issue mobile devices, including, but not limited to iPhones, Blackberries, Android devices, iPads, and tablets, if required and necessary for the employee to perform the essential functions of their job. In addition, under certain circumstances, TPMG may allow employees to use their personal mobile devices for work-related purposes with some restrictions. Employees are



required to be professional and courteous at all times when using TPMG-issued mobile devices. If issued a mobile device, employees must comply with TPMG's Mobile Device Policy included in the Appendix.

7.4 COMPUTER USE POLICY

TPMG provides computers to employees who require them to complete their job duties. As such, employees agree to the following conditions:

- Employees must respect the ownership of proprietary software. Employees shall not make unauthorized copies of such software for personal use, even when the software is not physically protected against copying.
- Employees must respect and comply with the procedures established to manage the use of the system.
- Employees must not seek personal benefit or permit others to benefit personally from any confidential information or the use of equipment available through their work assignment.
- Employees must not exhibit or divulge the contents of any patient record or report, except to fulfill a work assignment and in accordance with TPMG policy.
- Employees must not remove (or copy) any patient record or report from the office where it is maintained, except in the performance of the employee's duties.
- Employees must not knowingly include or cause to be included in any record or report, a false, inaccurate, or misleading entry.
- Employees must report any violation of this code.
- Employees must not release the employee's authentication code or password to anyone else or allow anyone else to access or alter information under the employee's identity.
- Employees must not utilize anyone else's authentication code or password to access any TPMG system.
- Employees must not install any software, licensed or unlicensed, or download any programs from the Internet onto a TPMG system that have not been approved for use by the TPMG Information Technology Department.
- Employees must understand that there is no expectation of privacy in using any TPMG computer or computer system and that all access to TPMG computers and computer systems will be monitored.
- Employees must not attempt to access the TPMG network, either in an office or from home and/or away, without first having the access and the computer approved by the TPMG Information Technology Department.

7.5 INTERNET/E-MAIL USE POLICY

TPMG provides employees with Internet access and electronic communications services as required for the performance and fulfillment of job responsibilities. These services are for the purpose of increasing productivity, not for non-business activities.

Occasional and reasonable personal use of TPMG's Internet and e-mail services is permitted, provided that this does not interfere with work performance and is consistent with professional conduct.



Email Standards

TPMG is committed to a professional and inclusive work environment. We encourage all employees to create an email signature that is informative, professional, and TPMG branded.

Consistent email signature files create a professional polished appearance and offer TPMG added brand value internally and externally. Please set up your email in the correct format.

Email signature format:

Name

Title

Tidewater Physicians Multispecialty Group or practice name

Address - (Optional)

City, Virginia Zip - (Optional)

Office Phone

Fax - (Optional)

Cell Phone - (Optional)

www.myTPMG.com - Linked to website home page

Pronouns in an Email Signature

Pronouns in email signatures show how the email senders identify themselves and how they would like to be referred to in the third person. Adding pronouns in the email signature can send the message that the company is inclusive of everyone and acknowledges gender diversity. It is also a simple solution to accidental misgendering.

Misgendering is using a word, usually a pronoun, that does not correctly reflect the gender with which an individual identifies. It goes beyond trans and non-binary identities. For those with unisex names, it takes the guessing out of the equation. Using someone's correct pronouns in correspondence is a simple way to show your respect for their identity.

Pronoun examples include:

- He/him/his: used for someone who says they identify as male or masculine.
- She/her/hers: used for someone who says they identify as female or feminine.
- They/them/theirs: used for someone who doesn't particularly identify with neither female nor male pronouns.

Additional Tips:

- Please use Calibri (11pt) as your font.
- Please do not use logos, colored font, colored background, pictures, or personal quotes.
- TPMG should always go before the office name in the signature block.
- Please review the document: Professional Email Tips



Employees should have no expectation of privacy while using TPMG-owned or TPMG-leased equipment or while using TPMG's network or internet access. Information passing through or stored on TPMG equipment can and will be monitored.

Employees bear responsibility for their use of the internet and e-mail.

Examples of violations of e-mail and internet usage include, but are not limited to:

- Accessing, downloading, uploading, saving, receiving, or sending material that includes sexually explicit content or other material using vulgarity, expression of ill-will or bias against individuals or groups, sexist, racist, threatening, offensive, violent, or other defamatory language.
- Creating and/or sending "spam" or unsolicited electronic communication that is sent to any number of recipients who did not specifically request or express an interest in the material advertised in the communication.
- Distributing chain letters, pyramid selling, and multi-level marketing schemes. These are the paper-based and mail-based letters that make these claims ("Make Money Quick" scams).
- Any employee who mistakenly receives a message they have reason to believe is or may be confidential should maintain the messages as confidential and immediately inform the sender.
- Sending emails with HIPAA protected information. Users Employees must be familiar with and comply with TPMG's Privacy and Security Policy, which can be found in the Appendix.
- Sending or encouraging e-mail "Bombing" and/or any other activity designed to deny the availability of electronic communications resources. These activities can contain viruses, sending large number of e-mails that may annoy and/or seek revenge on another employee and/or entity.
- Using Instant Messenger (IM) or texting applications for non-business use on any TPMG computer or on/across the TPMG network, unless approved by IT for business use or unless purely incidental and infrequent in nature, so as not interfere with work performance. Such programs include but are not limited to MSN Messenger, AOL Messenger, Yahoo! Messenger, and mobile device texting apps.
- Participating in inappropriate content, such as sending e-mail or subscribing to services that distribute material that is deemed unacceptable by TPMG.
- Gambling and other illegal activities on TPMG resources.

TPMG does not accept responsibility or liability for any actions of the account recipient or user or for any consequences resulting from use/misuse of e-mail, including, but not limited to misaddressed, lost, or undelivered e-mail messages. TPMG will cooperate with authorities conducting a legal investigation, or other official inquiry, into illegal activities or unlawful acts associated with the use of a TPMG e-mail account or e-mail service.

Infringements of this policy may subject the employee to disciplinary action, up to and including termination.



7.6 SOCIAL MEDIA POLICY

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to an employee's own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board, or a chat room, whether or not it is associated or affiliated with TPMG, as well as any other form of electronic communication.

The same principles and guidelines found in TPMG policies apply to activities of employees online. Ultimately, employees are solely responsible for what they post online.

Confidentiality

Employees should carefully read and comply with the TPMG Confidentiality Policy, which can be found in the Appendix. Employees are prohibited from disclosing or discussing any of TPMG's confidential or proprietary information, or any information regarding TPMG's employees, patients, business partners, or details of a particular work engagement in any online social networking or internet blogging activities.

HIPAA Compliance

Employees should carefully read and comply with the TPMG Privacy and Security Policy. TPMG is committed to protecting the privacy of patient Protected Health Information (PHI). Disclosure of information that falls under the Privacy and Security policy, or that may result in HIPAA violation, may result in disciplinary action, up to and including termination, and may include criminal and civil penalties.

Employees should avoid "friending" patients.

Know and Follow the Rules

Employees should carefully read the guidelines and policies of TPMG, such as those contained in this Employee Handbook and other policy documents, and ensure all postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks or harassment based on race, religion, national origin, sex, disability, age, or any other status protected by law are prohibited.

Threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject an employee to disciplinary action, up to and including termination.

Be Respectful

Employees engaging in online social networking and blogging activities are expected to remain respectful of TPMG, its employees, its physicians, its patients, its clients, its services, its partners, its vendors or suppliers, and its competitors (and their products and services).

TPMG Material

Employees are prohibited from using the trademark, logos, any other identifying marks, or copyright protected material of TPMG in any social media activities.



Using Social Media at Work

Employees are prohibited from using social media while on work time or on equipment provided by TPMG, unless it is work-related as authorized by management or consistent with the policies contained in the Employee Handbook.

Do not use TPMG email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Media Contacts

Employees should not speak to the media on TPMG's behalf. All media inquiries should be directed to the TPMG Chief Executive Officer (CEO).

Responding to Criticism

If an employee encounters someone posting negative messages on social media aimed at TPMG, the employee should not engage in an argument, defend TPMG, nor try to resolve the conflict themselves.

If the complainant has a genuine issue, notify the Patient Advocate, so that the issue may be addressed.

For more information

For questions or further guidance, please contact Human Resources.

7.7 VIRUS PROTECTION POLICY

It is the responsibility of all employees who use TPMG's computer network to take reasonable measures to protect that network from virus infections by scanning any/all floppy disks, zip disks (or other media), e-mail attachments, or files downloaded from the internet, prior to opening them on the TPMG computer.

7.8 COMPANY VEHICLE USE POLICY

Employees from time to time may be required to drive a company vehicle or drive a personal vehicle for approved business travel. As an authorized driver of a company vehicle or driver of a personal vehicle while on company business, employees are given certain privileges and certain responsibilities. Employees assume the duty of obeying all motor vehicle laws, maintaining the vehicle properly at all times while under your use, and following the policies and procedures outlined in the TPMG's Company Fleet Vehicle Use Policy included in the Appendix.



SECTION 8: MISCELLANEOUS



8.1 SPOUSAL/PARTNER/FAMILY EMPLOYMENT

TPMG permits the employment of qualified family members, domestic partners, significant others, and/or similar personal relationship of employees as long as such employment does not create a conflict of interest. A conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative, domestic partner, or significant other as a result of TPMG business dealings.

For this policy, the following relationships have been defined:

- A “family member” is any person who is related by blood or marriage or whose relationship with the employee is similar to that of persons who are related by blood or marriage.
- A “domestic partner” is any person who shares a residence with a sexual partner, especially without a legally recognized union.
- A “significant other” is any person with whom someone has an established romantic or sexual relationship.

TPMG will exercise sound business judgment in the placement of relatives, domestic partners, significant others, and/or similar personal relationships in accordance with the following guidelines:

- No person shall be employed by, transferred to, or promoted into a department or area where a supervisory relationship would exist between family members, domestic partners, significant others, and/or similar personal relationships. Such relationships exist when either family members, domestic partners, significant others, and/or similar personal relationships could have supervisory authority over the other’s performance evaluation, salary, work hours, or any other conditions of employment.
- Employees should neither initiate nor participate, directly or indirectly, in employment actions (e.g., initial employment or appointment, retention, promotions, salary changes, work assignments, leaves of absence, etc.) involving family members, domestic partners, significant others and/or similar personal relationships.
- If two (2) employees become family members, domestic partners, significant others, and/or a similar personal relationship, both may retain their positions, provided one is not under the direct or indirect supervision of the other. It is the responsibility of the immediate supervisor to advise Human Resources if such a relationship exists. A management plan must be formulated to address the supervisory relationship.

TPMG will attempt to find a suitable position within the company to which the affected employees may transfer. If such accommodations are not feasible, the employees will be permitted to determine which of them will resign.

Employees may contact Human Resources for more information or questions about conflicts of interest.

8.2 EMPLOYEE TRANSFER POLICY

Employees are provided the opportunity to apply for open positions that may enhance their career and receive consideration before an offer of employment is extended to an external applicant. It is the



objective of TPMG to assign each employee to a position that effectively utilizes the employee's skills, consistent with company requirements.

Employees may apply for a transfer opportunity, provided they meet eligibility requirements, as follows:

- Employees must have been in their current position for a minimum of one (1) year.
- Rehired employees must rejoin the same site or location, during the six (6)-month period following their termination date.
- Employees who join TPMG as the result of a practice acquisition, or who come to TPMG with a physician from a previous practice, must have been a TPMG employee for a minimum of one (1) year to be eligible to transfer.
- Performance, attendance, and/or conduct concerns or issues may negatively impact eligibility for transfer within TPMG. Any formal written corrective action within the prior six (6) months will make an employee ineligible to transfer.

Transfer Process

- Employees interested in applying for an open position may contact Human Resources for additional job information.
- Employees must complete the electronic Employee Transfer Request Form and return it to Human Resources, before any formal interview is scheduled.
- Before submitting the electronic Employee Transfer Request Form to Human Resources, employees must discuss with their immediate supervisor their intentions. There shall be no retaliation against an employee who requests consideration for a transfer.
- Human Resources will determine if the employee is eligible for transfer and will communicate this status to the requesting employee and their immediate supervisor.
- If approved, the employee may search for and apply for open positions within TPMG. Human Resources will send the employee a separate email with a link to apply to the Internal Transfer Pool, to which all managers will have access.
- Prior to an initial interview, the Hiring Manager must contact Human Resources to verify that the employee is still eligible to transfer.
- If an offer is made and accepted, the hiring manager must inform the current manager and coordinate the date of transfer.
 - Transfers shall typically take effect following two (2) weeks, but no later than six (6) weeks, after an employee's acceptance of the offer.
 - Factors such as the urgency to fill the position, status of the employee's present workload, and difficulty in filling the employee's present position are considered in determining a transfer date.

Transfer Notes

- TPMG will typically not post positions to be filled by employees returning from a medical, family, military, or personal leave of absence.
- Managers should not recruit employees from other sites or departments within the company.
- If the Performance Review falls within six (6) months following the employee's transfer, the former and the new immediate supervisors will collaborate, as necessary, to prepare a proper



review. The new immediate supervisor may receive a copy of the employee's past performance reviews, corrective action forms, or other documentation upon request.

- An employee's salary will not typically change due to a transfer, unless the position is considered a promotional transfer, in which case a promotional salary increase will be considered.
- TPMG reserves its right to require employees to transfer to specific positions based on business needs and conditions.

Resource Team Employees

All Resource Team employees are required to work for eighteen (18) to twenty-four (24) months as part of the Resource Team. Permanent placement at another location prior to eighteen (18) to twenty-four (24) months will not be permitted. This allows time for management to ensure coverage of the dates scheduled in advance and backfill the position with newly trained Resource Team employee.

Exceptions to the above requirements require the following levels of approval:

- Current manager and receiving manager.
- Managing Physician, if applicable.
- Human Resources.
- Chief Operating Officer.

For questions regarding the Resource Team, please see the Resource Team Policy.

8.3 SOCIAL FUNCTIONS POLICY

TPMG recognizes that employees may wish to arrange social functions on company premises for special occasions during the year. This policy sets out parameters for such events.

Nothing in this policy should be interpreted to limit the rights of employees under federal, state, or local labor and employment or labor laws. Furthermore, TPMG reserves its right to maintain and enforce valid non-solicitation and non-distribution rules consistent with company policy.

This policy is for social functions outside company sponsored events, shareholder, and committee meetings. Company sponsored events, shareholder, and committee meetings regulations will be set by TPMG leadership.

Guidelines

- It is recommended that alcohol not be served and/or made available at all during any social function.
- If alcohol is going to be served, the following guidelines must be observed:
 - The function must be held off business premises and the responsibility of serving alcohol must be shifted to those with liquor licenses and/or professional bartenders.
 - Employees shall not be made responsible for serving drinks to coworkers.
 - Employees should consume alcohol only in moderation at work-related social events, irrespective of whether TPMG provides or pays for the drinks.
 - Open bars are not permitted.



- The function should last only a few hours, and the bar should close at least one (1) hour before it is scheduled to end.
 - Taxis, car services, or other arrangements should be in place and available free of charge for anyone leaving the function who may need a safe ride.
 - Adequate supervision should be provided, including having employees designated as “spotters” to look out for people who may have consumed too much alcohol.
 - A tone of moderation should be set before holiday functions through interoffice memos, pamphlets, meetings, reminding employees to be responsible drinkers and to plan ahead for transportation home. Emphasize that management frowns on excessive drinking.
 - Clearly communicate to employees that intoxication on company time or at company-sponsored functions is against company rules and will not be tolerated. and may subject the employee to discipline, up to and including termination.
- If the function must be on site, independent catering services must be hired and the staff instructed not to serve any guest who is visibly intoxicated.
 - It is strictly forbidden for any employee to use classified and/or illegal drugs at any work-related social event.
 - TPMG’s policy on harassment and bullying applies to work-related social events.
 - Employees should not say or do anything at a work-related social event that could offend, intimidate, embarrass, or upset any other person, whether as a joke or not.
 - Employees must not behave in any way at any work-related social event that could damage the company’s name or reputation.
 - TPMG funds will not be made available for use for non-company sponsored social functions.

Any breach of the above guidelines may subject the employee to disciplinary action, up to and including termination.

8.4 NON-SOLICITATION/DISTRIBUTION POLICY

In an effort to ensure a productive and harmonious work environment, persons not employed by TPMG may not solicit or distribute literature in the workplace at any time for any purpose.

TPMG recognizes that employees may have interest in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities while on working time and/or in working areas.

An exception to this policy is if the employee is acting as a prior-authorized representative of a TPMG company-approved or company-sponsored event. Any exceptions to this policy must be approved in advance by the Chief Operation Officer.

Examples of non-permissible forms of solicitation include:

- The collection of money, goods, or gifts for community groups.
- The collection of money, goods, or gifts for religious groups.
- The collection of money, goods, or gifts for political groups.
- The collection of money, goods, or gifts for charitable groups.
- The sale of goods, services, or subscriptions outside the scope of official TPMG business.



In addition, the posting of unauthorized solicitations on company bulletin boards is prohibited. Bulletin boards are reserved for official organizational communications, regarding such items as:

- Employee notices.
- Job openings.
- Workers' compensation insurance information.
- State disability insurance/unemployment insurance information.
- Wage and Labor Law posters.



SECTION 9: LEAVING TPMG



9.1 EMPLOYEE TERMINATION POLICY

TPMG recognizes that conditions may arise that necessitate ending the at-will employment relationship. These conditions include employee resignation, retirement, termination, or a reduction in force (layoff).

Voluntary and Involuntary Terminations

- **Contract employees should refer to their employment agreements for their termination procedures, as the details below may not be applicable. If there is any discrepancy between the employment agreement and this handbook, the employment agreement controls.**
- Employees who are involuntarily terminated are notified of the decision by their immediate supervisor.
- When an employee voluntarily resigns or retires from TPMG, a written notice should be provided to their immediate supervisor and to Human Resources.
 - Supervisors, managers, quality and clinical care coordination teams, laboratory (except Phlebotomists at the collection site hubs), and Imaging employees (e.g., X-Ray, MRI, CT, Mammography, Ultrasound, etc.) are expected to provide a minimum of four (4) weeks' working notice.
 - All other employees are expected to provide a minimum of two (2) weeks' working notice.
 - If an employee provides the appropriate working notice, is willing to work through the notice period, but is asked to leave early (through no fault of their own), it is up to the discretion of site management and the cognizant Executive Officer as to whether to pay the employee in lieu of working the notice period.
- Employees who do not provide the proper working notice will be subject to being marked as ineligible for rehire in their employee file.

Paid Time Off Usage and Payouts

- The required notice period for voluntary terminations is considered a working notice period, and therefore accumulated PTO may not be used in lieu of proper notice. If an employee's working notice period falls within pre-approved PTO, then the employee is expected to adjust their working notice period to meet position requirements or cancel the pre-approved PTO.
- An exception for PTO usage within the working notice period may exist for instances of emergency or illness. If an employee elects to use PTO as an exception during their working notice period, the immediate supervisor may request that the employee extend the working notice period.
- Any concerns about usage of PTO and length of notice period should be escalated to Human Resources for review and determination of PTO usage, rehire eligibility, and/or PTO payout eligibility.
 - After at least six (6) weeks of employment, an employee who voluntarily terminates in good standing will be paid a percentage of PTO hours accumulated but not used (See table below), provided that the employee gave the required working notice.
 - No payment for accumulated PTO will be made when employees fail to give proper notice in advance of their resignation.
 - If the above provisions are not met, then all accumulated PTO is forfeited upon termination.



Years of Service	% Of PTO hours accumulated and not used that would be paid
Up to three years	66%
Three or more years	75%

- If an employee provides the appropriate working notice and is willing to work through the notice period but is asked to leave early (through no fault of their own), the employee will be eligible for rehire and will be entitled to a percentage of the accrued PTO based on their years of service.
- If an employee demonstrates disruptive behavior while working during their notice period and is dismissed by TPMG, the employee will not be eligible for rehire and will forfeit their PTO payout.

Benefits and Final Pay

- A Transition Letter is generated for every employee who separates from TPMG. The Transition Letter provides information regarding final pay, and PTO payout, if eligible.
- A COBRA notice is generated by Human Resources and sent to the primary participant of those TPMG benefits.

9.2 RETURN OF PROPERTY

Employees are responsible for items issued to them by TPMG, or in their possession or control, such as the following:

- Employee Identification badge and Access card.
- Patient/Client lists.
- Credit Cards.
- Equipment.
- Keys.
- Manuals.
- Written materials.
- Cell phones and/or Pagers.
- Laptops.
- Computer hardware and/or software.

Any items issued to an employee must be returned at the earlier of a request by TPMG or termination of their employment. In consideration for receiving property or equipment from TPMG for use during the term of employment, employees agree to sign a payroll deduction authorization form that authorizes TPMG to deduct and withhold funds from the employee's final wages, including any leave balance payouts or other monies owed to TPMG.



In the event that an employee does not return property or equipment provided to the employee during their term of employment, TPMG may issue a manual check that can be provided in exchange for the outstanding property and/or withhold wages as permitted by applicable law and the Payroll Deduction Authorization Form.

9.3 RE-EMPLOYMENT POLICY

TPMG will consider former employees for rehire opportunities under the guidelines and conditions outlined in this policy. Former employees must have left TPMG in good standing, either voluntarily or through no fault of their own, and have been recorded as eligible for rehire, to be considered for open positions within the company.

Former employees who resigned without appropriate notice or who were dismissed for disciplinary reasons may not be considered for reemployment.

A former employee who is rehired will be considered a new employee from the date of reemployment, unless the break in service is less than one (1) year, in which case the employee will retain their accumulated seniority.

Length of service for the purposes of benefits is governed by the terms of each benefits plan. Employees who retire may be eligible, in certain circumstances, to be considered for rehire.

Procedures

- When job openings occur, TPMG will consider applicants who are former employees, if they are eligible for rehire. Each applicant will be considered on their own merits after review of the applicant's record, the type of position available and other factors.
- Before interviewing a former employee, the hiring manager must contact Human Resources to verify the former employee's eligibility for rehire.
- A former employee who is rehired six (6) months or less from their separation will only be eligible to rejoin their prior site or location.
- A former employee who is rehired after six (6) months of separation will be required to attend Employee Orientation.
 - If the former employee has been separated for thirty (30) days or less, they would not be required to undergo pre-employment screening prior to their rehire, unless directed to do so by Human Resources.

9.4 BRIDGE OF SERVICE POLICY

Employees who separate from TPMG in good standing are eligible for rehire. Employees who are rehired will be given credit for prior service for the purposes of their continuous service date and paid time off, if they return within one (1) year of their last separation date.

If a person is rehired within one (1) year of separation, there will be no break in continuous service. The employee will be allowed to accrue paid time off (PTO) at the same accrual rate prior to separation.



If the employee did not complete one (1) year of service prior to separating, their service will not be bridged, and they will be treated as a new hire.

9.5 JOB REFERENCE POLICY

It is the policy of TPMG not to provide references for former employees. TPMG will only verify the position held and the dates of employment. A former employee's rate of pay may be verified with their prior, written authorization.



RECEIPT OF EMPLOYEE HANDBOOK

This Employee Handbook is an important document intended to help you become acquainted with TPMG. It is intended to provide guidelines and general descriptions and is not the final word in all cases.

Because TPMG's operations may change, the contents of this Employee Handbook may be changed at any time, with or without notice, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee Handbook.

I have received and read a copy of TPMG's Employee Handbook. I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of TPMG at any time.

I further understand that my employment is terminable at-will, either by myself or TPMG, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no contract of employment other than "at-will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at-will" status, except in a writing signed by TPMG's President.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the TPMG Employee Handbook.

Employee's Printed Name: _____ Position: _____

Employee's Signature: _____ Date: _____

The signed original copy of this acknowledgment will be provided to Human Resources for placement in your employee file.