

**Riverpark Medical Center**

**EMPLOYEE MANUAL**

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## **SECTION 1**

### **INTRODUCTION**

This Manual is designed to acquaint you with Riverpark Medical Center and provide you with information about working conditions, benefits, and the policies affecting your employment.

The Manual is a summary of our policies, which are presented here only as a matter of information. It is in no way an employment contract. Employees at Riverpark Medical Center may choose to end the employment relationship at any time and for any reason, and Riverpark Medical Center has the same right. This handbook is intended to be a guide to answer questions commonly asked by employees. It is not designed to create either a contract or any contractual obligations for Riverpark Medical Center. The handbook may be revised or changed as Riverpark Medical Center deems appropriate.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Riverpark Medical Center's objective is to provide you with a work environment that is constructive to both personal and professional growth.

Employment with Riverpark Medical Center is employment-at-will. The employment-at-will policy allows you or Riverpark Medical Center to terminate your employment at any time for any reason.

Riverpark Medical Center Management reserves the right to interpret the intention of any provision and management decisions shall be final.

#### **1.1 CHANGES IN POLICY**

This Manual supersedes all previous employee manuals, as well as any management memos that may have been issued from time to time on subjects covered within this Manual.

However, since our business and our organization are subject to change, Riverpark Medical Center reserves the right to change or cancel with or without notice all or any part of its policies, procedures, and benefits, including those covered in this Manual, at any time. We will notify all employees of these changes by appropriate means.

If you are uncertain about any policy or procedure, speak with your direct supervisor.

## **1.2 EMPLOYMENT APPLICATIONS**

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

## **1.3 EMPLOYMENT RELATIONSHIP**

Your employment with the Company is entered into voluntarily, and you are free to turn in your resignation at any time for any reason or no reason. Similarly, Riverpark Medical Center is free to conclude its relationship with any employee at any time for any reason or no reason. Employees should follow the Employment Termination Policy (See Section 3.12).

## **SECTION 2**

### **DEFINITIONS OF EMPLOYEES STATUS**

#### **“EMPLOYEES” DEFINED**

An “employee” of Riverpark Medical Center is a person who regularly works for Riverpark Medical Center on a wage or salary basis. “Employees” may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with the Company who are subject to the control and direction of Riverpark Medical Center in the performance of their duties.

#### **EXEMPT**

Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.

#### **NON-EXEMPT**

Employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law’s requirements concerning minimum wage and overtime and therefore will be paid one and one-half their regular rate of pay for hours worked in excess of 40 hours per week.

Riverpark has established the following categories for both nonexempt and exempt employees:

#### **REGULAR FULL-TIME**

Employees who are regularly scheduled to work 30 or more hours per week. Generally, they are eligible for the Company’s benefit package, subject to the terms, conditions, and limitations of each benefit program.

#### **REGULAR PART-TIME**

Employees who are regularly scheduled to work less than 30 hours per week. These employees are eligible for some of the benefits offered by the Company subject to the terms, conditions, and limitations of each benefit program.



## **TEMPORARY (FULL-TIME or PART-TIME)**

Those who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any of the Company's benefit programs.

## **PRN**

Those individuals who work as needed by the Company, primarily working when other employees are not available or on days when the schedule requires additional staffing. PRN individuals are not eligible for benefits.

## **STUDENTS**

Those employees who are temporarily working for the Company while enrolled in school. Students are not eligible for benefits.

## **2.1 BACKGROUND AND REFERENCE CHECKS**

To ensure that individuals who work at Riverpark Medical Center are well qualified, and to ensure that Riverpark Medical Center maintains a safe and productive work environment, background checks may be performed on applicants. Background checks may include verification of any information on the applicant's resume or application form.

All offers of employment are conditional on receipt of a background check report that is acceptable to Riverpark Management Company. Background checks will be conducted in conformity with all federal laws.

Riverpark also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment.

## **SECTION 3**

### **EMPLOYMENT POLICIES**

#### **3.1 NON-DISCRIMINATION**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Riverpark Medical Center will be based on merit, qualifications, and abilities. Riverpark Medical Center does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age, sexual preference, disability, citizenship, marital status, veteran status or any other status or characteristic protected under applicable federal, state or local laws. Acts of discrimination and/or harassment based on any of those factors are totally inconsistent with our philosophy of doing business and will not be tolerated at any time.

Federal and state laws restrict the amount of work that persons under the age of 18 can perform. Our office adheres strictly to the requirements of these statutes. We consider hiring minors only under the provisions of these laws.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

#### **3.2 NON-DISCLOSURE/CONFIDENTIALITY**

We require that all employees protect the integrity of the Company's proprietary and confidential information as well as the proprietary and confidential information of others.

The protection of confidential business information and trade secrets is vital to the interests and success of Riverpark Medical Center. Such confidential information includes, but is not limited to, the following examples:

- Compensation data,
- Financial information,
- Marketing strategies,
- Pending projects and proposals,
- Proprietary production processes,
- Personnel/Payroll records, and
- Conversations between any persons associated with the company.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

### **3.3 OFFICE HOURS**

Riverpark Medical Center is open for business from 6:30 a.m. to 5:00 p.m. Monday through Friday, except for Holidays (See Section 6.7, Holidays).

The standard workweek is 40 hours of work with most employees working from 8:00 a.m. to 5:00 p.m. (see Section 5.3, Overtime). In the computation of various employee benefits, the employee workweek is considered to begin on Sunday (starting at 12:01 a.m.) through Saturday (ending at 12:00 a.m.), unless a supervisor makes prior other arrangement with the employee.

We will try to schedule the last patient to be finished by 5:00 p.m. However, because we cannot always anticipate the time needed for each patient, we occasionally run over time. When this happens, please feel free to begin your closing work so that you may be finished by closing time. But always keep in mind that we strive to give each patient the feeling that, if needed, we are happy to complete the treatment. These occasional overruns are part of your job description.

### **3.4 LUNCH PERIODS**

Employees are allowed a one-hour lunch break or a 30 minute lunch break as established by their supervisors. Lunch breaks generally are taken between the hours of 11 a.m. and 2:00 p.m. on a staggered schedule so that your absence does not create a problem for co-workers or patients. Employees may also be asked to take lunch on the premises. Lunch breaks are considered unpaid time.

### **3.5 BREAK PERIODS**

Riverpark Medical Center does not provide for employees to break at specific times. Breaks are considered a privilege. They are granted when possible depending on work load requirements.

If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time.

### **3.6 PERSONNEL FILES**

Employee personnel files may include the following: job application, job description, resume, salary history, records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring. Also included may be credentialing information such as professional licenses and records of continuing education. The signed HIPPA required forms, the acknowledgement of receipt of the employee manual as well as tax forms, emergency contact information and the I-9 are also included. As proof of citizenship, a copy of the employee's driver's license and social security card are also needed. Auto liability insurance documentation will be required of anyone who may be driving on business for Riverpark Medical Center.

A second personnel file will be created which will include employee medical records. As determined by management, employees may be required to have an annual physical, a TB test, and drug screen. Random drug screens may be required of any employee at any time.

Personnel files are the property of Riverpark Medical Center, and access to the information is restricted. Management personnel of Riverpark Medical Center who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their supervisor or the Human Resources Representative. With reasonable advance notice, the employee may review his/her personnel file in Company's office and in the presence of their supervisor or Human Resources Representative.

### **3.7 PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify their supervisor or Riverpark Medical Center's Human Resources Department of any changes in personnel data such as:

- Mailing address,
- Telephone numbers,
- Name and number of dependents, and
- Individuals to be contacted in the event of an emergency.

An employee's personnel data should be accurate and current at all times.

### **3.8 INCLEMENT WEATHER/EMERGENCY CLOSINGS**

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the office will be made by the Executive Staff.

When the decision is made to close the office, if possible employees will receive official notification from their supervisors. Radio broadcasts over local radio stations may be used to announce emergency closing.

Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees. However, if employees would like to be paid, they are permitted to use vacation time if it is available to them.

### **3.9 EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS**

Supervisors may conduct performance reviews and planning sessions with all regular full-time and regular part-time employees after one year of service. Supervisors may conduct informal performance reviews and planning sessions more often if they choose.

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, employee and supervisor discuss ways in which the employee can accomplish goals or learn new skills.

The planning sessions are designed for the employee and his/her supervisor to make and agree on new goals, skills, and areas for improvement.

Riverpark Medical Center directly links wage and salary increases with performance. Your performance review and planning sessions will have a direct effect on any changes in your compensation. For this reason among others, it is important to prepare for these reviews carefully, and participate in them fully.

Performance reviews are part of employee's personnel file.

### **3.10 OUTSIDE EMPLOYMENT**

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with Riverpark Medical Center. Outside jobs must not be taken with a competitor of our company. Nor should you do work on your own in areas that compete in any way with the services we provide our patients. Outside employment should not adversely affect the image of Riverpark Medical Center. Unless an alternative work schedule has been approved by Riverpark Medical Center, employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments.

Riverpark Medical Center's office space, equipment, and materials are not to be used for outside employment.

Employees who violate this policy are subject to disciplinary action, including dismissal.

### **3.11 CORRECTIVE ACTION**

It is important to understand that we want to keep our employees for a long, long time. Unfortunately, events can occur that change this and termination may occur. Our employment relationship exists at the will of either you, the employee, or our will. This means that unless prohibited by law, either party may be terminated at any time with appropriate notice, for any cause whatsoever, or no cause.

Riverpark Medical Center holds each of its employees to certain work rules and standards of conduct (see Section 4). When an employee deviates from these rules and standards, Riverpark Medical Center expects the employee's supervisor to take corrective action.

Corrective action at Riverpark Medical Center is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes the following:

- (1) a verbal warning,
- (2) a written warning,
- (3) probation,
- (4) termination of employment.

In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, Riverpark Medical Center considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, being on company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization by the Executive Staff, untruthfulness about personal work history, skills, or training, divulging Company business practices or financial information, coming to work under the influence of drugs or alcohol, mistreatment of a patient, unexcused absences, insurance fraud, and misrepresentations of Riverpark Medical Center to a customer, a prospective customer, the general public, or an employee.

### **3.12 EMPLOYMENT TERMINATION**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- **Resignation** – voluntary employment termination initiated by an employee.
- **Termination** – involuntary employment termination initiated by Riverpark Medical Center.
- **Layoff** – involuntary employment termination initiated by Riverpark Medical Center for non-disciplinary reasons.

When a non-exempt employee intends to terminate his/her employment with Riverpark Medical Center, the Company requests that he/she shall give Riverpark Medical Center at least two (2) weeks written notice. Exempt employees are requested to give at least three (3) weeks written notice. Failure to give adequate notice may deem the individuals to be ineligible for rehire.

Since employment with Riverpark Medical Center is based on mutual consent, both the employee and Riverpark Medical Center have the right to terminate employment at will with or without cause.

Any employee who terminates employment with Riverpark Medical Center shall return all files, records, keys, and any other materials that are property of Riverpark Medical

Center. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items may be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to Riverpark Medical Center may also be deducted from the employee's final check.

The employee will be notified of any employee benefits that may be continued after termination and of the terms, conditions, and limitations.



### **3.13 SAFETY**

Riverpark Medical Center provides information to employees about workplace safety and health issues through regular internal communication such as:

- Training sessions
- Team meetings
- Bulletin board postings
- Memorandums
- Other written communications

As an employee, you should be aware of the location of first aid kits, fire extinguishers and Exit/Oxygen signs.

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Unsafe conditions would include frayed electrical cords, tripping hazards such as loose carpeting or blocked exits. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor (See Section 3.15, Employee Requiring Medical Attention).

### **3.14 HEALTH-RELATED ISSUES**

Employees who become aware of any health-related issue, including pregnancy, should notify their supervisor and Human Resources Representative of their health status. This policy has been instituted strictly to protect the employee.

A written “permission to work” from the employee’s doctor is required at the time or shortly after notice has been given. The doctor’s note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify their supervisor and Human Resources Representative.

### **3.15 EMPLOYEE REQUIRING MEDICAL ATTENTION**

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee's personal physician must be notified immediately. Failure to notify a supervisor of a medical condition could result in corrective action. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility. If an emergency arises requiring Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, Riverpark Medical Center's employees will not be responsible for transportation of another employee due to liabilities that may occur.

A physician's "return to work" notice may be required.

### **3.16 BUILDING SECURITY**

All employees who are issued keys to the office are responsible for their safekeeping. These employees will sign a Building Key Disbursement form upon receiving the key. Employees are not allowed on Company property after hours without prior authorization from the Executive Staff. No keys shall be duplicated or given to any unauthorized personnel.

### **3.17 INSURANCE ON PERSONAL EFFECTS**

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at the office. Riverpark Medical Center assumes no risk for any loss or damage to personal property.

The Company is not responsible for any damage to employee's car while on Company business.

### **3.18 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY**

Only authorized persons may purchase supplies in the name of Riverpark Medical Center. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Riverpark Medical Center or bind Riverpark Medical Center by any promise or representation without written approval.

### **3.19 EXPENSE REIMBURSEMENT**

Expenses incurred by an employee must have prior approval by a supervisor. Reimbursements will be processed like an invoice. All completed reimbursement request forms should be turned in to Accounts Payable/Payroll Department.

An employee may be reimbursed for actual miles driven times the rate established by the Company for those miles incurred for company business outside the city limits of Vidalia, Louisiana and Natchez, Mississippi.

### **3.20 PARKING**

Employees must park their cars in areas indicated and provided by the Company. Employees are to park in the southern-most section of the parking lot to provide ample parking for patients and guests.

### **3.21 VISITORS IN THE WORKPLACE**

To provide for the safety and security of employees, visitors, and the facilities at Riverpark Medical Center, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Authorized visitors should be accompanied by an employee at all times.

### **3.22 IMMIGRATION LAW COMPLIANCE**

Riverpark Medical Center employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with Riverpark Medical Center within the past three years or if their previous I-9 is no longer retained or valid.

## **SECTION 4**

### **STANDARDS OF CONDUCT**

The work rules and standards of conduct for Riverpark Medical Center are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section 3.11, Corrective Action).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records (See Section 5.2, Timekeeping)
- Mistreatment of a patient
- Working with an invalid professional license or certificate
- Failure to wear prescribed uniform
- Working under the influence of alcohol or illegal drugs (See Section 4.6, Substance Abuse)
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See Section 4.6, Substance Abuse)
- Fighting or threatening violence in the workplace
- Sleeping at Riverpark while on the time clock
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of company-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules

- Smoking on the grounds of Riverpark Medical Center
- Sexual or other unlawful or unwelcome harassment (See Section 4.3, Harassment, Including Sexual Harassment)
- Excessive absenteeism or any absence without notice (See also, Section 4.1 Attendance/Punctuality and 4.2, Absence without Notice)
- Unauthorized use of telephones, or other company-owned equipment (See Section 4.4, Telephone Use)
- Using company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage)
- Unauthorized disclosure of business “secrets” or confidential information
- Falsification of billing information
- Violation of personnel policies and
- Unsatisfactory performance or conduct.
- Failure to follow company policies and procedures

#### **4.1 ATTENDANCE/PUNCTUALITY**

The Company expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness places a burden on other employees and on the Company.

If you are unable to report for work for any reason, notify your supervisor before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor’s voice mail or a text on their personal cell phone except in extreme emergencies. In the case of leaving a voice-mail message or a text a follow-up call must be made later that day.

Should undue tardiness become apparent, disciplinary action may be required.

#### **4.2 ABSENCE WITHOUT NOTICE**

When you are unable to work because of illness or an accident, please notify your supervisor. This will allow the Company to arrange for temporary coverage of your

duties, and helps other employees to continue work in your absence. If you do not report for work and the Company is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation.

#### **4.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT**

Riverpark Medical Center is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated.

Sexual harassment consists of unwelcome sexual advances, request for sexual favors or other verbal or physical acts of a sexual or sex-biased nature where: (1) submission to such conduct is made either explicitly or implicitly a term or a condition of an individual's employment; (2) an employment decision is based on acceptance or rejection of such conduct; (3) such conduct interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment.

Our office will not tolerate any form of sexual harassment. The following are all prohibited in the office: (1) physical assaults or physical conduct of a sexual nature, including unwanted touching; (2) unwanted sexual advances, propositions or other sexual comments (3) sexual displays or publications within the workplace including computer screens.

Any employee who engages in any of the above activities will face disciplinary action including possible termination.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately to either your immediate supervisor or to Human Resources. Employees can raise concerns and make reports without fear of reprisal.

#### **4.4 TELEPHONE USE**

Riverpark Medical Center's telephones are intended for the use of serving our customers and in conducting the Company's business.

Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours.

Personal use of cell phones during company time is discouraged. This includes personal incoming/outgoing calls and texts. Cell phones should not be used for game playing or for checking social media sites such as Facebook while at work. Personal cell phones should be used during working hours only for emergency issues.

If an employee is on company business, appropriate safety precautions should be used while using cell phones. Calls should not be received while driving, and telephone numbers should not be looked up while driving. Texting while driving is strictly prohibited.

Failure to comply with the stated Telephone Use Policy may result in termination.

#### **4.5 PUBLIC IMAGE**

A professional appearance is important anytime that you come in contact with patients and the general public. Employees should be neat, clean, well groomed and dressed appropriately for our business and for their position in particular. Each department at Riverpark Medical Center has developed their own dress code. Employees may be required to wear suits, scrubs, or other designed uniforms as outlined by their department managers. Failure to comply with your department's dress code may result in disciplinary action.

We do not allow visible tattoos; these should be covered by clothing and cosmetics if necessary. We do not allow excessive earrings for employees or any visible piercing other than traditional earrings for women. There are to be no earrings for men.

#### **4.6 SUBSTANCE ABUSE**

The Company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of the Company while they are on Company premises or elsewhere on Company business.

The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is prohibited.

Being under the influence of illegal drugs, alcohol, or substances of abuse on Company property is prohibited.

Working while under the influence of prescription drugs that impair performance is prohibited.

In the case of company parties, at the discretion of Management, alcohol may be served on the premises. Employees are cautioned to refrain from excessive use.

We have the legal obligation to report any illegal substances found on the premises to the appropriate law enforcement officials.

The Company may require employees to submit to a pre-employment drug screen test and reserves the right to require employees to submit to random drug screens at any time during their employment. Failure by the employee to agree to submit to a drug test will result in automatic termination.

#### **4.7 TOBACCO PRODUCTS**

We maintain a smoke-free workplace. No smoking is permitted inside the building or on the grounds of Riverpark Medical Center.

#### **4.8 COMPUTER AND INTERNET USE**

Riverpark Medical Center has made a significant investment in computers and software. In order to protect this system, employees may not load any additional software on their computer without the approval of the IT manager. Modification or removal of company computer equipment is prohibited, unless the proper manager of the equipment gives specific permission. Use of Riverpark computers for personal use is prohibited.

Riverpark Medical Center respects the individual privacy of its employees. However, employee privacy does not extend to the employee's work-related conduct or to the use of the Company's provided equipment or supplies. You should be aware that the following guidelines may affect your privacy in the workplace.

As a condition of providing Internet access to its employees, Riverpark Medical Center places certain restrictions on workplace use of the Internet. Riverpark Medical Center encourages employee use of the Internet (1) to communicate with fellow employees and clients regarding matters within an employee's assigned duties (2) to acquire information related to, or designed to facilitate the performance of regular assigned duties, and (3) to facilitate performance of any task or project in a manner approved by an employee's supervisor. Log files are created which indicates which website each user accesses. Any attempted access to non-work related sites will be reported by the IT department to the CFO.

Employees must comply with all software licenses, copyrights and all other laws governing intellectual property and online activity.

All users of the buildings Wi-Fi Internet must comply with the same restrictions.



Please be advised that your use of the Internet/Wi-Fi access provided by Riverpark Medical Center expressly prohibits the following:

- Game playing
- Distribution of destruction programs (i.e. viruses and/or self-replicating code)
- Hateful, harassing, or other anti-social behavior
- Intentional damage or interference with others, for example hacking
- Commercial use of non-company business
- Solicitation
- Dissemination or printing of copyrighted materials in violation of copyright laws
- Sending, receiving, printing or otherwise disseminating proprietary data, patient information or other confidential information of Riverpark Medical Center in violation of company policy or proprietary agreements.
- Offensive or harassing statements or language
- Sending or soliciting sexually oriented messages or images. If child pornography is detected, the local police and/or the FBI will be notified.
- Operating a business, usurping business opportunities or soliciting money for personal gain, or for searching for jobs outside Riverpark Medical Center
- Sending chain letters, gambling or engaging in any other activity in violation of the law

When you connect to the Internet using a Riverpark Medical Center address designation, it should be for Riverpark Medical Center business related activity. Riverpark Medical Center reserves the right to access and disclose as necessary all messages sent over its e-mail system, without regard to content. You should not transmit any messages that you would not want read by a third party. Accessing e-mail outside of the Riverpark network is prohibited.

Individual passwords have been assigned to access our computer system. All passwords should be kept confidential except that they must be available to Riverpark Medical Center Management and IT personnel. No employee should allow another employee to work under his password. No employee should be signed in on more than one computer

at a time. Employees who inappropriately use passwords shall be subjected to corrective action. Passwords will be changed approximately every 4 months.

When an employee is away from his desk for an extended period of time, he should log off his computer to prevent other users from accessing his computer.

No one other than Riverpark Medical Center employees should ever be allowed to work on the Center's computers. Any work done by an outside vendor on Riverpark Medical Center's computer system, for example loading or trouble shooting medical software, must first be approved by IT personnel.

Removable media is a well-known source of malware and virus infections and has been directly tied to the loss of sensitive information in many instances.

Riverpark Medical Center employees are not permitted to introduce or use any removable media other than those provided, or explicitly approved for use, by the IT Director.

Removable media refers to computer storage devices that are not fixed inside a computer and includes:

- Tapes
- Floppy disks
- Removable or external USB hard disk drives
- Optical disks i.e. DVD and CD
- Solid state memory devices including memory cards, pen drives, memory sticks, etc.

Failure by an employee to comply with IT guidelines will result in disciplinary action which may include time off without pay and/or immediate suspension.

## **4.9 SOCIAL MEDIA**

Employees may not post financial, confidential, sensitive or proprietary information about the Company, patients, employees or applicants. No pictures should be taken at Riverpark and posted on social media sites.

Employees may not post obscenities, slurs or personal attacks that can damage the reputation of the Company, patients, employees or applicants.

When posting on social media sites, employees must use the following disclaimer when discussing job-related matters, "The opinions expressed on this site are my own and do not necessarily represent the views of Riverpark Medical Center."

Employees may not log on to social media sites while on Riverpark's time clock unless they have been directed by Management to work on a Riverpark marketing site.

Riverpark may monitor content on the internet. Policy violations may result in discipline up to and including termination of employment.

#### **4.10 VIOLENCE IN THE WORKPLACE**

Conduct that threatens, intimidates or coerces another employee, customer, vendor or business associate will not be tolerated. Riverpark resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace.

Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to a supervisor, Human Resources or member of Management. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.

Employees should promptly inform the Human Resources Department of any protective or restraining order that they have obtained that lists the workplace as a protected area.

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### **SECTION 5**

#### **WAGE AND SALARY POLICIES**

##### **5.1 WAGE OR SALARY INCREASES**

Each employee's hourly wage or annual salary may be reviewed by the employee's supervisor.

Increases will be determined on the basis of performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals (See Section 3.9, Performance Review/Planning Sessions).]

Although the Company's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, Riverpark Medical Center does not grant "cost of living" increases. Performance is the key to wage increases in the Company.

##### **5.2 TIMEKEEPING**

Accurately recording time worked is the responsibility of every non-exempt employee. Time worked is the time actually spent on a job(s) performing assigned duties.

Riverpark Medical Center does not pay for lunch breaks, for extended personal breaks, or time spent on personal matters.

Non-exempt employees may be required to record time worked on a time clock. Employees will be given thorough instructions on usage and instruction on what to do when a problem occurs with the time clock.

The time clock is a legal instrument. Altering, falsifying, tampering with time records, or recording time on another employee's time record will result in disciplinary action, including termination of employment.

Authorized personnel will review time records each week. Any changes to an employee's time record must be approved by his/her supervisor

### **5.3 OVERTIME**

Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 40 per week at a rate of one and one-half times the non-exempt employee's regular hourly rate. Time off on personal time, holidays, or any leave of absence will not be considered hours worked when calculating overtime. In addition, vacation time does not constitute hours worked.

All overtime work performed by an hourly employee must receive his supervisor's prior authorization. Overtime worked without prior authorization from his supervisor may result in disciplinary action.

### **5.4 PAYDAYS**

All employees are paid bi-weekly. Employees are strongly encouraged to take advantage of Riverpark Medical Center's direct deposit. Payroll is calculated every other Monday. With direct deposit, the employee will receive his pay directly deposited in his bank no later than the following Thursday.

If a manual check must be written, it will not, under any circumstances, be given to any person other than the employee without written authorization.

## **SECTION 6**

### **BENEFITS AND SERVICES**

Riverpark Medical Center offers a benefits program for its regular full-time employees. However, the existence of these programs does not signify that an employee will necessarily be employed for the required time necessary to qualify for the benefits included in and administered through these programs.

#### **6.1 GROUP INSURANCE**

Riverpark Medical Center offers the following health insurance programs for regular, full-time employees:

##### **HEALTH INSURANCE**

- Coverage begins after the 60 days of full employment
- Riverpark Medical Center will pay a portion of major medical coverage for the employee.
- If an employee elects to extend coverage for their spouse and/or children, the premium for that coverage will be deducted from their payroll check.

The employee's portion of the premium deduction for health insurance begins on the pay period prior to coverage start date.

#### **SECTION 125 – (CAFETERIA PLAN)**

During an annual enrollment, Riverpark employees may elect to purchase additional insurance coverage such as a cancer policy or a dental policy. The employee is responsible for the costs of these policies. However, they may be deducted from the employee's paycheck and qualifying plans reduce the employee's taxable gross income.

This Manual does not contain the complete terms and/or conditions of any of the Company's current insurance benefit plans. It is intended only to provide general explanations. If there is ever any conflict between the Manual and any documents issued by one of the Company's insurance carriers, the carrier's guideline regulations will be regarded as authoritative.

## **6.2 COBRA BENEFITS**

The Federal Consolidated Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under Riverpark Medical Center's health plan when a "qualifying event" would normally result in the loss of eligibility.

Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or leave of absence, 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 Riverpark Medical Center's group rates plus an administration fee. Riverpark Medical Center provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Riverpark Medical Center's health insurance plan. The notice contains important information about the employee's rights and obligations. A copy of a Continuation of Coverage Under Cobra or State Group form can be found in the back of this manual.

## **6.3 SOCIAL SECURITY/MEDICARE**

Riverpark Medical Center withholds income tax from all employees' earnings and participates in FICA (Social Security) and Medicare withholding and matching programs as required by law.

## **6.4 Safe Harbor 401K**

The Safe Harbor 401(k) Investment Retirement Plan offers Riverpark Medical Center's employees a unique opportunity for savings, financial growth and favorable tax treatment.

The 401K plan helps contributors save in several ways:

- Gross taxable income is reduced
- Riverpark Medical Center makes a matching contribution of the employees' contributions
- Convenience of payroll deduction (amount you choose)

The investment representative for the 401(k) plan is Russell Butts of Edward Jones. He can be called at 601-446-5333 for questions regarding investment plans.

Riverpark Medical Center makes matching contributions equal to 100% of Elective Deferrals up to three percent (3%) of compensation and fifty percent (50%) of such deferrals between three percent (3%) and five percent (5%) of compensation.

Eligibility occurs after 12 months of continuous employment for those employees who have worked at least 1,000 hours in the previous year. Sign up for the 401k plan is in either January or July after eligibility requirements have been met. Riverpark's 401k Plan does not allow withdrawals or loans from the plan as long as the participant is an employee at Riverpark Medical Center.

## **6.5 VACATION (PTO) – SICK LEAVE**

Employees are encouraged to take time off when earned and appropriate approval has been obtained. The following time-off benefits are provided to employees based on their employment classification. Regular full-time and regular part-time employees receive benefits as listed below.

Vacation benefits are paid time off hours earned and paid in appreciation of continuous employment. Sick leave is not included as a part of the vacation program. Regular full-time and regular part-time employees begin accruing vacation hours during the first payroll period after beginning work at Riverpark Medical Center. If employment is terminated, accrued unused vacation leave earned through the last day of active employment will be paid at the employee's base rate of pay at termination. In the event of the employee's death, earned unused vacation time will be paid to the employee's estate or designated beneficiary.

In order for an employee to utilize PTO hours earned as compensation for time off, a written request must be submitted at least two weeks prior to the requested days off and have approval from the employees' supervisor or the Chief Financial Officer. Management will make every effort to approve PTO requests. However, requests may be denied due to patient scheduling conflicts and staffing needs. Consequently, employees should give as much advance notice as possible when submitting PTO requests.

Time off for employee's routine physician, dentist, hospital or optometrist appointment may be taken as PTO time, provided it is not possible to schedule the appointment during the employee's regular time off.

Vacation is earned each biweekly payroll period according to the schedule listed below:

Years Employed	Reg Full-Time Accrual	
	Annual	Bi-weekly
1-5 years	10 days – 3:05 hours	20 days or 160 hours
6 years	11 days – 3:23 hours	22 days or 176 hours
7 years	12 days – 3:41 hours	24 days or 192 hours
8 years	13 days - 4:00 hours	26 days or 208 hours
9 years	14 days – 4:19 hours	28 days or 224 hours
10 or more years	15 days – 4:37 hours	30 days or 240 hours

Regular part time employees receive 50% of the benefits as outlined above.

PTO hours accrue each bi-weekly pay period and are reduced each time approved PTO hours are utilized. PTO hours may accrue and roll over each year until the maximum accrual has been accumulated. Once an employee attains the maximum accrual hours as indicated in the chart above, the employee will no longer accrue PTO until the PTO balance is less than the maximum accrual rate.

PTO hours cannot be taken and do not accrue during the days following employees notice of termination.

PTO compensation is computed based on an employee's regular rate of pay and cannot be paid in advance of the regular pay date. Employees may not request payment in lieu of time off.

Full time employees will accrue 5 days (40 hours) of sick leave per calendar year. Sick leave is accrued at a rate of 1:32 hours per biweekly pay period. Employees begin accruing sick time during the first pay period of employment. In order for sick hours to be paid, an employee must notify their supervisor prior to the beginning of the workday. Sick leave is designed to encourage employees to utilize sick for serious personal illness or a serious illness of an immediate family member. In order for employees to be paid for time off as sick leave, the following criteria must be met:

Personal illness – A signed doctors excuse must be submitted to the employee's supervisor prior to the sick day being paid for time off if more than 2 days of paid sick leave is requested.

Illness of immediate family member –Sick leave may be taken to care for a sick immediate family member. A signed doctor's excuse must also be submitted to the employee's supervisor prior to the sick day being paid for time off if more than 2 days of paid sick leave is requested.

If the doctor's excuse is not turned in, the employee may choose to take PTO hours for the time off or not be paid for the time off. The employee may carryover all accrued sick time, up to a maximum of 60 days of sick leave. Accrued sick time will not be paid to any employee upon termination of employment.

## **6.6 RECORD KEEPING**

Each employee should document actual PTO and sick days used on his or her time sheet or time card. The Human Resources Department will verify PTO days taken against approved PTO request forms prior to compensating employees for PTO time.

The Human Resources Department maintains vacation and sick days accrued and used. Each employee is responsible for verifying his/her pay stub to make sure the correct amount of hours appear.



## **6.7 HOLIDAYS**

Riverpark Medical Center observes the following paid holidays per year for all full time and part time employees:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Day

If the holiday falls on a Saturday, the previous Friday will be observed as the holiday. If the holiday falls on Sunday, the following Monday will be observed as the holiday.

Temporary employees are not eligible to receive holiday pay.

Regular part time employees will receive part time pay.

## **6.8 –Bereavement Time**

Bereavement pay will be granted to regular full-time employees when a death occurs in their immediate or extended family. Generally, up to 3 days is approved for the death of an immediate family member and 1 day for extended family members. Immediate family members include spouse, child, parents, siblings, and a child, parent or sibling of the employees' spouse or ex-spouse. Extended family members include grandparents, aunts, uncles and cousins of the employee or the employees' spouse. Bereavement time will be paid for any employee to attend the funeral of a Riverpark employee. Bereavement pay will not be approved if the employee does not attend the funeral.

## **6.9 – Continuing Education**

Riverpark Medical Center recognizes that many of their employees must meet licensing requirements that require continuing education. Additionally, it is the policy of Riverpark Medical Center to encourage employees to enhance their current skill level as new technology and new procedures are developed. Employees have the responsibility to obtain written approval before attending any educational class during the employees normally scheduled work time. The requested paid time off should be for classes that directly relate to the employee's job with Riverpark Medical Center and be of benefit to the company.

An employee may complete an expense report and request reimbursement of the cost of a course or the cost of professional organization dues. However, reimbursement is not guaranteed without prior approval of an employee's supervisor.

#### **6.10 JURY DUTY/MILITARY LEAVE**

Employees will be granted time off to serve on a jury. Employees will be paid the difference between jury duty pay and their regular pay for each day jury duty is served. The employee should notify their supervisor as soon as they are aware of their jury duty obligation. All appropriate paperwork should be turned into the Human Resources Department.

Employees who are ordered to, or volunteer for, military training or active duty in the Armed Forces of the United States, the National Guard, the United States Coast Guard, or the Public Health Service, may take a leave of absence. Riverpark Medical Center adheres to the "Uniformed Services Employment and Reemployment Rights Act" which governs this type of leave and may provide for up to five years of unpaid service-related leave.

#### **6.11 AMERICANS WITH DISABILITIES ACT (ADA)**

Riverpark Medical Center complies with the provisions of the Americans with Disabilities Act. Riverpark Medical Center will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability or a person's diseases.

Riverpark Medical Center will make reasonable accommodations as necessary for all employees or applicants with disabilities, provided that the individual is qualified to safely perform the essential duties of their job and provided that the accommodations do not impose an undue hardship on the Company.

If you feel you have been discriminated against, please refer to SECTION 7-7.3.

#### **6.12 EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER (EEOC)**

Riverpark Medical Center is an Equal Employment Opportunity Employer. Employment decisions are based on merit, qualifications, abilities and business needs, and not on race, color, religion, sex, national origin, age, physical or mental disability, marital status, or any other characteristic protected by law. This policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs, and all other conditions, and privileges of employment in accordance with applicable federal, state, and local laws. If you feel you have been discriminated against, please refer to SECTION 7 – 7.3

#### **6.13 Family and Medical Leave Act (FMLA)**

Riverpark Medical Center complies with The Family and Medical Leave Act of 1993. This act allows “eligible” employees to take job protected, unpaid leave, or to substitute appropriate paid leave if the employee has earned or accrued it, for up to a total of 12 workweeks in any 12 months because of the birth of a child and to care for the newborn child, because of the placement of a child with the employee for adoption or foster care, because the employee is needed to care for a family member (child, spouse, or parent) with a serious health condition, or because the employee’s own serious health condition makes the employee unable to perform the functions of his or her job. Riverpark will grant up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness. In certain cases, leave may be taken on an intermittent basis rather than all at once, or the employee may work a part-time schedule. This leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy. Moon lighting at another job while on FMLA from Riverpark is strictly prohibited.

To qualify to take family or medical leave under the policy, the employee must meet several conditions:

- The employee must have worked for the Company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted as long as the break in service does not exceed seven years. Separate leave requirements pertain to those requesting leave due to military service.
- The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence.

The employee on FMLA leave is also entitled to have health benefits maintained while on leave as if the employee had continued to work. If the employee has used all sick and vacation time, the employee will be billed monthly for the portion of health insurance or cafeteria plans that normally are deducted from their paycheck.

The employee generally has a right to return to the same position or an equivalent position with equivalent pay at the conclusion of the leave.

All employees requesting FMLA leave must provide the HR manager with verbal or written notice of the need for the leave. Human Resources will notify the employee verbally within 5 days if they qualify for protection under FMLA. Written documentation will be given the employee within 15 days.

Riverpark Medical Center has a right to a 30 day advance notice from the employee when practicable. In addition, Riverpark may require an employee to submit certification from a health care provider to substantiate that the leave is due to a serious health condition of the employee or the employee’s immediate family member.

Any questions concerning the FMLA should be directed to the Human Resources Department.

## **SECTION 7**

### **EMPLOYEE COMMUNICATIONS**

#### **7.1 STAFF MEETINGS**

Departmental staff meetings will be held as needed. These informative meetings allow employees to be informed on recent company activities, changes in the workplace and employee recognition. Additionally a staff meeting may be called for all Riverpark Medical Center employees.

#### **7.2 BULLETIN BOARDS**

Bulletin boards are placed in break rooms. They provide employees access to important posted information and announcements. The state and national employment practice statute posters will be posted in the break rooms. Employees are responsible for reading necessary information posted on the bulletin boards.

#### **7.3 PROBLEM RESOLUTION**

Riverpark Medical Center encourages an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from supervisors and management.

If you disagree with Riverpark Medical Center's rules of conduct, policies, or practices, you may state your concerns through the problem resolution procedure described in this policy. You will not be penalized, formally or informally, for making a complaint as long as you do it in a reasonable, business-like manner. Nor will you be penalized for using this problem resolution procedure.

1. You present the problem to your supervisor after the incident occurs. If your supervisor is unavailable or you believe it would be inappropriate to discuss it with your supervisor, you may present the problem to any other member of management.
2. Your supervisor responds to the problem during discussion or after consulting with appropriate management, when necessary. Your supervisor documents the discussion.
3. You present the problem to the Human Resources Department if the problem is not resolved.
4. The Human Resources Department counsels and advises you, helps you to put the problem in writing, visits with your manager, if necessary, and directs you to a member of the Executive Committee for a review of the problem.

5. You present the problem to the Executive Committee member in writing.
6. The Executive Committee member reviews and considers the problem. The Executive Committee member informs you of the decision and forwards a copy of the written response to the Human Resources Department for your file. The Executive Committee has full authority to make any adjustment that is determined to be appropriate to resolve the problem.

Not every problem can be resolved to everyone's satisfaction. However, we believe that honest discussions and listening to each other will build confidence between employees and management.