

Welcome to Medical City Dallas

You have been selected to be a member of the Medical City Dallas Management, Ltd. (MCDML) team. As with any team, through dedication, hard work, good communication and exceptional teamwork, we can accomplish great things together.

As an employee of MCDML, you will begin to realize that you are an important part of “something special”. In its philosophy and design Medical City is a facility designed, first and foremost, to meet the needs of the physician. Medical City is a patient friendly total health care facility. The staff of MCDML is dedicated to the total satisfaction of the needs of the tenants, their patients, and all other visitors to the campus. ***Our success, and yours, is linked to the satisfaction of the tenant, their patients, and visitors.***

Service and knowledge are the “products” we own in pursuit of our goal to satisfy each of the Medical City tenants. Your ideas, enthusiasm, and commitment will enhance the services we provide, and most importantly, make you proud of your contribution to maintaining MCD’s recognition as one of the world’s premier health care facilities.

In return for your efforts, MCDML is committed to providing you with a challenging work environment, opportunities for growth, and a comprehensive and competitive package of pay and benefits.

Scott Smith
Chief Executive Officer

MASTER TABLE OF CONTENTS

SECTION I: INTRODUCTION

	Page
About Your Handbook.....	5
Medical City Past and Present.....	6
Organizational Chart.....	7
Your Employment.....	8
Equal Employment.....	9

SECTION II: COMPENSATION

Employee Classification.....	11
Work Hours.....	12
Attendance Records.....	12
Meal Periods and Breaks.....	12
Payment of Overtime.....	13
Pay Periods.....	13
Payroll Deductions.....	13
Performance Evaluations.....	14

SECTION III: TIME AWAY FROM WORK

Sick/Paid Time Off.....	16
Attendance Reward.....	16
Extended Medical Leave	17
Eligibility	17
Approval for Leave	17
Length of Leave.....	18
Leave Benefits	18
Return to Work	18
Leave Pay	19
If Length of Service Is.....	19
Family Leave	19
Jury Duty	20
Bereavement Leave.....	20
Military Leave	21

SECTION IV: BENEFITS

	Page
Holidays.....	24
Paid Vacation.....	25
Group Medical and Dental Insurance.....	26
Life & Long Term Disability Insurance.....	26
Workers Compensation Insurance.....	27
What to do when an on-the-job injury occurs.....	27
Return to work after a work-related injury.....	27
Flex Spending Account.....	28
Profit Sharing (401k) Plan.....	28
Miscellaneous Benefits.....	28
Parking.....	28
Compass Bank.....	28
Employee Assistance Program.....	28

SECTION V: POLICIES

Absenteeism/Punctuality.....	31
Badges.....	32
Confidential Information.....	32
Employee Conduct and Work Rules.....	33
Conflict of Interest.....	34
Drug Free Work Place Policy.....	35
Harassment of Employees.....	36
Hiring of Relatives.....	36
Internet and Telephone Use.....	37
Telephone Use.....	40
Outside Employment.....	40
Personnel Records.....	40
Personal Appearance.....	40
Problem-Solving Procedure.....	41
Property & Equipment Damage.....	41
On-the-Job Safety.....	42
Smoking.....	44
Solicitation.....	44
Theft.....	44
Violations of Conduct.....	45
Violence in the Work Place.....	46
Visitors.....	47
Prohibited Weapons.....	47
Termination.....	48
Conclusion.....	49
Acknowledgment.....	50

INTRODUCTION

	Page
About Your Handbook	5
Medical City Past and Present	6
Organizational Chart.....	7
Your Employment	8
Equal Employment	9

ABOUT YOUR HANDBOOK

This Handbook has been prepared to provide the employees of Medical City Dallas Management, Ltd. (MCDML) with general information of basic policies, practices and benefits.

It is important that you read and a requirement that you acknowledge and understand the policies and procedures as outlined in this booklet. The handbook contains important information that will affect you on the job everyday. At MCDML, we believe that understanding the facility and how it works, as well as the policies and procedures, are an important step in developing and maintaining productive employer/employee relationships. Although the information in this Handbook should be helpful in familiarizing employees with MCDML and the facility it cannot anticipate every situation or answer every question about employment. The policies set forth in this Handbook may not apply in every situation and MCDML reserves the right to demonstrate flexibility in the administration of policies and procedures when such action is deemed necessary by MCDML.

This Handbook does not constitute or imply a contract of employment. Employment at MCDML, at all times, is at will. Employees may resign from MCDML, at any time, or may be discharged from MCDML at any time, for any reason, with or without cause or notice.

While every effort is made to keep the policies, procedures, benefits, and general information provided in this Handbook current, that may not always be possible. ***Therefore, it is your responsibility to keep informed.*** MCDML management reserves the right at its sole discretion, to change, revise, suspend, cancel, or depart, from time to time, all or any part of the policies, procedures, and benefits discussed in this Handbook without notice. Please consult your department manager or the HR Director in the MCDML management office in Suite C-840 if additional information is required.

**MEDICAL CITY
PAST, PRESENT, AND FUTURE**

The idea of Medical City was conceived to improve delivery of healthcare for physicians and patients alike.

In the 1960's, Robert J. Wright, the founder of Medical City, had an *idea* to design and build a totally integrated healthcare facility, placing the physicians' offices within a short walking distance to the hospital. In the 1960's this was a unique concept and no other facility in the country was designed as such. The goal was to save the physicians' several hours each day in driving time, as well as, put the physician in close contact with his/her patients who were hospitalized. In addition, the physicians, patients, and visitors of the facility could enjoy an atmosphere similar to a retail mall or a large hotel. The facility provides all services a physician might need in any given day such as a retail pharmacy, a bank, a print shop, and multiple eating establishments.

Robert J. Wright's *idea* became *reality* in 1974 when Medical City Dallas opened with a 13-story hospital tower containing 350 beds, an atrium with retail shops, and physicians' offices. Today this first phase of Medical City Dallas is referred to as Building A, and the success of the facility has generated considerable expansion since 1974. As of 2019 the Medical City complex is approximately two million square feet and includes:

- ◆ **Building A** consists of three floors of physician medical office space, 13 floors of the Hospital South tower, Nine floors of the Hospital North tower in addition to numerous retailers. **Medical City Dallas Children's Tower** is seven stories of Hospital space, connects to Building A North tower, and is the main entrance to the Children's Hospital.
- ◆ **Building B** was added in 1977 and consists of four floors of physician medical office space and retail space.
- ◆ **Building C** was added in 1984 with eight stories of physician medical office space and several retailers, including a bank. The Building C annex began in 1984 with two stories and later expanded in 1994 and 2006. Today the annex includes Eight floors of medical office and retail space,
- ◆ **Building D** was completed in August of 1995 and expanded in 2016. Today Building D consists of four floors of physician medical office space and eight floors of hospital space, and two retailers. Building D houses The Womens Hospital and two floors of Oncology
- ◆ **Building E** was completed in 2006 as a 6 story building. In 2014, 6 additional floors were added to the building making it 12 stories. Building E is referred to as the "Critical Care Tower". This building houses the emergency room as well as multiple critical care departments within the Hospital.

Expansion and Growth are a measure to success. The Medical City dream has continued to flourish due to capable, caring employees, like you, who will continue to successfully carry Medical City Dallas into the future.

ORGANIZATION CHART

YOUR EMPLOYMENT

The success of Medical City Dallas depends upon the effectiveness of its individual employees in delivering the highest quality of services to the physicians, their patients, and the visitors of the Medical City facility. *Your employment, commitment, and cooperation in the team effort are a significant contributing factor to the success of Medical City.*

At MCDML we think it is reasonable that you can expect:

- ◆ MCDML will strive to be a responsive employer and will adhere to the principals of equal opportunity employment in its employment practices.
- ◆ MCDML will strive to provide open communications and mutual employer/employee respect.
- ◆ MCDML will strive to provide competitive wages based on job responsibilities and demonstrated job performance.
- ◆ MCDML will strive to provide a benefit program that is competitive within the industry for the area.

MCDML reasonably expects you:

- ◆ to put forth your best efforts to complete all of your assigned duties.
- ◆ to take initiative, to be proactive rather than reactive.
- ◆ to be regular and punctual in your attendance.
- ◆ to cooperate with your co-workers in the spirit of teamwork and to treat each co-worker with respect regardless of differences.
- ◆ to comply with all established policies.
- ◆ to **exceed** the expectations of the physicians, their patients and visitors of the campus in the delivery of services you provide and in every job you do.
- ◆ to ask when you don't know, question when you don't understand, and suggest when you see a better way.

You will be assigned to a department supervisor or manager who will help you adapt to the facility work routines, policies, rules, and procedures. Supervisors and managers offer guidance. If at any time you have questions, concerns or suggestions about your work, facility policies, or the operations of the facility in general, consult your supervisor or the department manager.

SECTION I

EQUAL EMPLOYMENT

MCDML is committed to providing Equal Employment Opportunity at equitable and competitive wages. MCDML maintains a policy of non-discrimination in all employment practices. It is the policy of MCDML to recruit, employ, advance and compensate on the basis of an individual's merits, qualifications, abilities and performance within their position. In practice, MCDML seeks to recruit, hire, train, promote, and compensate people in all job classifications without regard to race, color, disability, age, sex, religion, national origin, or veteran status. The desire of MCDML is to maintain safe and pleasant working conditions with a friendly climate of mutual respect.

MCDML management believes in open communication. Employees are encouraged to verbally discuss their opinions, suggestions, concerns, or complaints with their supervisor or MCDML management staff without fear of reprisal.

COMPENSATION

	Page
Employee Classification	11
Work Hours	12
Attendance Records	12
Meal Periods and Breaks	12
Payment of Overtime	13
Pay Periods	13
Payroll Deductions	13
Performance Evaluations	14

COMPENSATION

MCDML strives to offer employees a wage structure that is equitable and competitive within the industry and area. All information regarding wages is confidential and we ask you not to discuss salary with other employees. This section provides general information regarding your classification and the compensation you receive.

EMPLOYEE CLASSIFICATION

The classification you are placed in determines eligibility for certain benefits. Your position, as an Hourly employee, is classified as either Full Time, Part Time, or Temporary (PRN) employee based on the number of hours you *consistently* work each week and in accordance with State and Federal law.

A brief summary of the benefits an employee receives based on classification is:

Full Time Employees: Employees who consistently work **40 hours per week** are classified as Full Time employees and are eligible for all benefits referenced in this manual.

Part Time Employees: Employees who consistently work less than 40 hours per week are eligible for benefits based on the number of hours worked:

- ♦ **Insurance Benefits:** Upon meeting eligibility requirements part time employees who consistently work 32 hours per week are eligible for group insurance benefits. Employees who consistently work less than 32 hours per week and PRN employees are not eligible for group insurance benefits.
- ♦ **Paid Time Off Benefits:** Employees who consistently work between 32 – 40 hours per week are eligible for various (but not all) paid time off benefits prorated based on the number of hours they consistently work each week. Employees who consistently work less than 32 hours per week, and/or PRN employees, do not receive any paid time off benefits.
- ♦ **Holiday Pay:** Employees in all classifications are paid holiday pay for the MCDML recognized holiday actually worked. Holiday benefits are prorated for employees who work between 32 – 40 hours per week. Employees who work less than 32 hours per week, and/or PRN employees, are not paid Holiday Pay unless they actually work the Holiday.
- ♦ **Profit Sharing:** All employees, including PRN, are eligible to participate in the Medical City Dallas Management, Ltd. 401 (k) and Profit Sharing Plan after ten (10) days of employment. Matching contributions and vesting are determined by the number of hours worked each year and by length of service. However, all employees are eligible to participate and contribute to the plan. Full details of the plan are outlined in the Summary of Benefits booklet that you will be given upon enrollment in the plan.

Temporary Employees (PRN) are hired to work on a temporary, on-call, or as-needed basis for a specific job with no set schedule and/or guarantee of hours worked. PRN employees are ineligible for most benefits but do receive Holiday Pay for the MCDML recognized holiday the employee actually *works* and is eligible to participate in the 401(k) and Profit sharing Plan.

For additional information regarding any benefits provided to Part Time or Temporary employees you may refer to the benefits section of this booklet or consult the Management Office in C-840.

SECTION II

WORKING HOURS

Hours of work and work schedules for employees vary throughout the facility according to each department's specific staffing needs. Staffing requirements and operational demands may require variations in starting and ending times, as well as variations in the total hours scheduled each day and/or each week. You may be scheduled to work evenings, nights, rotating shifts, weekends, and/or holidays. Additionally, some departments require that employees are available for "on-call" work after hours and/or on the weekends. ***Therefore, it is a condition and a requirement of employment that employees remain flexible regarding hours and specific days worked.*** Employees' are not guaranteed a permanent schedule and/or a minimum or maximum number of work hours worked per week.

It is your responsibility to know and adhere to your work schedule and to notify your supervisor at least two hours prior to the beginning of a shift should you need to be late or absent.

ATTENDANCE RECORDS

Attendance records are required in order to maintain accurate documentation of time worked. Upon hire, each new employee is assigned a code to use in the "hand-punch" system. Employees are required to document time-in and time-out every day thru the "hand-punch" system. Your department manager will advise you if you are required to document time-in and time-out for lunch periods each day.

Your supervisor or manager will maintain a record of and report to the payroll department any absences or vacation time you have taken during each pay period. For additional information or details on the policies relating to absences please refer to the Policies section of this booklet, page 29.

MEAL PERIODS AND BREAKS

When provided, meal periods are scheduled according to staffing requirements within the department. The length of time for meal periods varies by department need. Consult your department supervisor or manager to determine if you are eligible for meal periods and/or if you are required to document time-in and/or time-out for meal periods each day.

You may also be provided breaks of 15 minutes scheduled according to the department's needs during each continuous four-hours of work. Breaks are not "automatic" and workloads may require that breaks be eliminated on a given day. Employees are not required to document time-in or time-out for break periods.

MCDML requires employees who are on break or meal periods not to interfere with, distract, or visit other work areas for non-business purposes of employees who are working. Breaks or Meal Periods cannot be taken within an hour of arriving or leaving work without supervisor approval. Break time may not be accumulated to extend meal periods, or add to other break periods, or allow an employee to arrive late or leave early.

SECTION II

PAYMENT OF OVERTIME

Based on legal requirements certain employees are entitled to overtime pay for actual time worked in excess of 40 hours per workweek. ***The Department supervisor, manager, or the management office must schedule and approve all overtime in advance of working.*** Failure to obtain approval for overtime worked may result in discipline, up to and including termination. Paid time off hours such as sick leave, personal leave, holidays, vacation time, jury duty, and/or bereavement leave, are not included in the 40 hour work week when calculating overtime.

PAY PERIODS

Employees are paid biweekly with 26 pay periods annually. Pay days are every other Thursday. Weekly hours are calculated from midnight Saturday to midnight of the following Saturday.

MCDML payroll system does not allow paychecks to be issued in advance of the regular payday. Paychecks are issued only to the employee except with written authorization, signed by the employee, to release the check to someone else is provided to the Department manager or the accounting office in C-840. If a paycheck error is made or if the paycheck is lost or stolen please notify the accounting office, x4625, in C-840 as soon as the problem is not.

PAYROLL DEDUCTIONS

The law requires MCDML to withhold certain deductions from an employee's paycheck, such as: federal income tax, Social Security (FICA), and court ordered child support. In addition to those deductions required by law you may voluntarily elect for MCDML to deduct pre-tax wages for benefits and programs such as the 401 Savings Plan, a Flex Plan Spending Account, or the Health Savings Account (HSA). If you choose to participate in one of these programs **you** determine the amount you wish to be deducted from your paycheck each pay period. Upon completion of the proper form MCDML will deduct tax-free wages from your paycheck in order that you may use the tax-free wages to:

- ◆ contribute to the 401(k) Investment Plan,
- ◆ pay for dependent group health or dental insurance,
- ◆ be reimbursed for medical expenses not covered by insurance (Flex Spending Account)
- ◆ use for future medical expenses by saving in your Health Savings Account (HSA)
- ◆ be reimbursed for childcare expenses that you pay (Flex Spending Account)

Please consult the HR Department in C-840 for payroll deduction forms and additional information regarding voluntary deductions.

PERFORMANCE EVALUATIONS

MCDML encourages you and your supervisor/manager to discuss job performance and goals on an informal basis at any time. Formal evaluations are, generally, conducted after the first 90 days of employment and annually thereafter. Discretionary performance appraisals may occur at any time. All performance evaluations are conducted to provide both you and your supervisor/manager with an opportunity to:

- ◆ discuss job tasks and knowledge;
- ◆ to encourage and recognize strengths;
- ◆ to identify areas for improvement;
- ◆ to discuss positive and specific approaches to meet performance goals

Pay increases are not automatically given with an evaluation and are not automatically given annually. Pay increases are earned based on numerous factors, some of which are:

- ◆ quantity and quality of job performance
- ◆ attendance and tardiness
- ◆ conduct and cooperation
- ◆ the pay range for a specific position or job in the same field and geographic area. An employee whose salary is at the top of a pay range for a position should not expect to receive a pay increase.

TIME AWAY FROM WORK

	Page
Sick/Paid Time Off.....	16
Attendance Reward.....	16
Extended Medical Leave	17
Eligibility.....	17
Approval for Leave	17
Length of Leave.....	18
Leave Benefits.....	18
Return to Work.....	18
Leave Pay	19
If Length of Service Is.....	19
Family Leave.....	19
Jury Duty	20
Bereavement Leave	20
Military Leave	21

SHORT TERM SICK/PERSONAL LEAVE

Eligible employees receive time off with pay to be used for absences such as illness, for a sick child, doctor visits, bad weather days, legal visits, or for an approved holiday not recognized by MCDML. Employees are not paid for days off to extend vacation, holidays, weekends, or simply for the sake of having a day off.

To be paid for time off from work an employee must meet eligibility based on the classifications and adhere to the following requirements:

- ♦ **Full Time employees:** after one year of continuous employment, are eligible for a total of six (6) single or consecutive days or a total of 48 hours of paid time off from work for sick or pre approved personal leave per calendar year. Full time employees are paid based on the number of hours they generally work each day during a work week. For example: An employee who is scheduled to works eight (8) hours per day and five days per week would receive eight (8) hours of paid time off. An employee who is scheduled to work ten (10) hours per day and 4 days per week would receive (10) hours of paid time off.
- ♦ **Part-time employees who consistently work 32-39 hours per week:** after one year of continuous employment, are eligible for a total of five (5) single or consecutive days or a total of 40 hours of paid time off from work for sick or preapproved personal leave per calendar year. Part-time employees are paid based on the number of hours they generally work each day during a work week. As an example: an employee who works six (6) hours per day would be paid six hours of paid time off.
- ♦ **Employees who are temporary, PRN, or consistently work less than 32 hours per week:** are not eligible for paid time off for sick or personal leave.
- ♦ With the exception of an unforeseen illness, absences should be approved two (2) weeks in advance by the department supervisor or manager.
- ♦ Employees must speak directly with their supervisor or department manager each day of an absence at least two (2) hours prior to the start of his/her scheduled work hours.
- ♦ The department manager or supervisor must approve the reason for the leave.
- ♦ Absences are paid in one-half (1/2) or full-day increments and are not paid for time off less than one-half (1/2) day.

GOOD ATTENDANCE REWARD

Employees are encouraged to accumulate and “bank” unused paid sick/personal time to provide salary continuation in the event of an extended illness or for when all paid time off for the current year has been used. Only at the end of a calendar year, active employees, who have accumulated **more than ten (10) days of unused sick/personal pay** may “cash-in” up to 10 days over and above the 10 “banked” days. Sick/personal time is based on an 8 hour day and paid at the employee’s current rate of base pay. All paid time off is exclusive of any differential or overtime pay.

Upon voluntary termination: the first 10 days of “banked” or accumulated sick days are paid at the pay rate of one half (1/2) the employee’s current rate of base pay. An employee is paid full pay for any “banked” days over ten (10) at the employees current rate of base pay.

Upon involuntary termination for job-elimination or workforce reduction: the first 10 days of “banked” or current accrued sick days are paid at the pay rate of one half (1/2) the employee’s current rate of base pay. An employee is paid full pay for any “banked” days over ten (10) at the employees current rate of base pay.

Upon involuntary termination for cause or performance: employees are NOT paid for “banked” sick days regardless of the number of days accumulated.

FAMILY/MEDICAL LEAVE

MCDML provides eligible employees a total of 12 weeks of leave during a 12 month period. MCDML designates the 12 month period as a rolling 12 month period measured backward from the first date an employee uses any family/medical. Upon meeting eligibility and approval family/medical leave is granted to employees who are unable to work for three or more work days due to:

- ♦ an employee's serious health condition or disability.
- ♦ the birth of the employee's child in order to care for the child;
- ♦ the placement of a child with the employee for adoption or foster care;
- ♦ care for the employee's spouse, child, or parent who has a serious health condition.

A serious health condition or a disability would include such conditions as: in-patient care in a hospital, hospice or residential medical care facility; continuing treatment for an illness or disability by a licensed MD; or temporary disabilities or medical conditions associated with pregnancy or childbirth. There are certain conditions which apply to leave for birth, adoption, foster care, and/or to care for a parent with a serious medical condition. Consult with management in C-840 for specific details.

Approval for Extended Leave:

- ♦ **Eligibility:** Family and medical leave is available to all employees who have been employed by MCDML for a total of at least 12 months and who have worked at least 1,250 hours over the previous 12 months prior to the beginning of a leave. Additionally, the amount of leave taken in a previous 12 month period is included when determining eligibility.
- ♦ **Employees must submit a request for a leave of absence.** A leave of absence request form is available in the MCDML management office, suite C-840.
- ♦ **Employees must provide medical certification from a physician of the need for leave.** When leave is foreseeable, such as a scheduled surgery, the employee must provide 30 days advance notice of the necessity of leave and medical certification to support the request before the leave begins. In an unexpected or medical emergency situation, employees are expected to provide as much advance notice as possible, complete and return to MCDML management the leave of absence request form, and provide medical certification within 15 days from the date of the request. If medical certification is not provided after MCDML has requested the information, then the leave may be delayed and may even be denied based on your failure to return the information. After reviewing the employee's medical certification form MCDML may require a second or third opinion, at MCDML's expense. In addition, during a period of leave, MCDML may require periodic recertification from a physician of the continued need for leave and of the employee's intent to return to work.
- ♦ **Employees must receive approval from a MCDML manager.** Leave that is granted will begin on the first day of illness or disability. All medical information relating to an employee is treated as confidential and is subject to limited disclosure to other employees.

Length of Family/Medical Leave:

Eligible employees are granted up to 12 weeks of leave within a 12-month period beginning on the first absence that falls within the family/medical leave definition. Upon approval, and with proper medical documentation, leave may be taken all at once or on an intermittent or reduced leave schedule. Intermittent leave involves taking one or more days of leave at a time. A reduced leave schedule involves working fewer hours per day or per week. During a reduced or intermittent leave, only the time actually taken is charged against the allowable 12 weeks.

Employees who do not report back to work at the end of 12 weeks of leave are removed from the active employee payroll. In such circumstance the former employee may reapply for a position at any time and will be considered with all other applicants.

Continuation of Benefits While on Family/Medical Leave:

Group health and life insurance benefits will be maintained and continue at the same level *covering the employee* on medical leave throughout the employee's approved leave for up to 12 weeks. If applicable, arrangements will need to be made for employees to pay their share of health insurance premiums and/or to pay for the employees portion of dependent health insurance premium. Failure to meet premium obligations will result in a lapse or cancellation of coverage. If leave lasts longer than 12 weeks, and employment is terminated, all benefits cease upon termination. Terminated employees are then eligible to continue group health and dental coverage under the federal guidelines of COBRA.

While on an approved leave of absence, employees will not continue to accrue benefits, including vacation and paid sick leave. Performance appraisal dates and anniversary dates may be redetermined depending on the length of leave.

RETURN TO WORK FOLLOWING FAMILY/MEDICAL LEAVE

Leave time for any reason (except military duty) cannot exceed more than 12 weeks during any continuous 12-month period. Prior to the end of the 12 week leave period, when an employee is able and/or ready to return to work, the employee must notify the department supervisor or the MCDML management office as soon as possible as to the expected return to work date with a minimum of five (5) days notice. An employee who returns to work within twelve (12) weeks following a leave of absence will be reinstated to the same position held when the leave commenced, **if the position is available**. If the position is no longer available the employee will be placed in an equivalent position for which he/she is qualified. Refusal to accept a suitable position which is available and offered upon return from leave, will result in termination from the payroll.

Additionally, an employee is automatically removed from the payroll upon failure to return to work at the completion of 12 weeks of leave. Should the employee wish to return to work at Medical City they may reapply and will be considered with all other applicants.

Medical Leave Pay:

An employee who requires time off from work for a personal medical leave requiring extended hospitalization, confinement, recovery, or therapy for *themselves* may be approved for time off with pay beginning on the 11th day of a continuous absence. Accumulated sick days and vacation days may be used to reduce, and hopefully eliminate, time off without pay. **Paid Time off is based on:**

♦ **Employee Classification, upon meeting all medical leave requirements:**

Full Time Employees who have completed one year of continuous employment (12 months) are eligible for paid medical leave per calendar year based on length of service as defined below.

Part-time Employees who have completed one year of continuous employment (12 months) and who consistently work 32-39 hours per week are eligible for paid medical leave per calendar year based on length of service and pro-rated to 80% of the Full Time benefit.

♦ **Employee Length of Service:**

At the Completion of:	Eligible Full Time employees are paid:
1 year of service from hire date	1 week pay per calendar year
2 years of service from hire date	2 weeks pay per calendar year
3 years of service from hire date	3 weeks pay per calendar year
5 years of service from hire date	5 weeks pay per calendar year
10 years & more service from hire date	6 weeks maximum pay per calendar year

♦ **Leave Pay Requirements:**

To receive pay while on medical leave an employee must meet and provide all requirements as defined in the “*Approval for Medical Leave*” section of this booklet which includes:

- The employee must have a medical condition such as illness, pregnancy, maternity leave, hospitalization, or non-elective surgery, which requires hospitalization, recovery, or confinement by a physician for ten (10) or more consecutive working days.
- The employee must provide medical justification for the leave. A verifiable physician’s statement and a medical leave of absence request form indicating the nature of the illness and probable length of absence. **Employees do not receive time off with pay for any surgery that is either elective, cosmetic, or other procedures generally not covered by insurance.**
- The employee must receive approval of the paid leave in writing from a manager within the MCDML management office.

Employees are not paid for time off for family leave (with the exception of maternity leave), intermittent leave, or for a reduced leave schedule due to medical necessity, or for elective, cosmetic, or other procedures generally not covered by insurance.

SECTION III

JURY DUTY LEAVE

Employees are granted *excused time* off for jury duty upon meeting the following requirements. To be excused from work for jury duty and/or to qualify for time off with pay, employees must:

- submit the Summons for jury duty from a federal, state, or municipal court to your supervisor five (5) days prior to the court date; and
- prior to returning to work provide a signed statement from the courts showing actual time and dates of attendance upon completion of the jury duty.

An Employee's classification determines if the time off is with or without pay.

Jury Duty Leave with pay: upon meeting the above requirements:

- ◆ **Full Time employees:** who consistently work 40 hours per week are eligible for up to ten (10) days off with pay.
- ◆ **Part Time employees who consistently work 32-39 hours per week:** are eligible for up to eight (8) days off with pay.

Compensation for time off is based upon actual time related to court services. Absences beyond ten (10) days will be without pay.

Jury Duty Leave without pay: upon meeting the above requirements:

- ◆ **Part-Time/Temporary Employees who work less than 32 hours:** are granted excused time off without pay.

BEREAVEMENT LEAVE

Employees are granted three (3) days of **excused time off** in the event of death of an immediate family member. Employee classification determines if the time off is with or without pay. "Immediate family" is defined as grandparent, parent, parent-in-law, current spouse, child, sibling, or grandchild. Upon approval, time off without pay or accumulated sick days may be taken to attend the funeral or a friend of a relative outside your immediate family.

Full Time and Part Time Employees who consistently work 32-39 hours are granted three (3) days off *with pay*. If additional time off is required, upon approval, accumulated sick days or vacation days may be used to be off with pay. If all paid time off is exhausted, an employee may request to be off without pay.

Part-Time/Temporary Employees who work less than 32 hours per week: are granted three (3) days excused time off *without pay*.

SECTION III

MILITARY LEAVE

Upon request, any employee who performs duties on an voluntary or involuntary basis in the Uniformed Services of the United States will be granted an excused leave of absence *without pay*.

To be excused for the leave, an employee should provide a Request for Leave of Absence form with a copy of the employee's duty orders attached. Prior notice is required unless national security, military necessity, or other reasons required by law makes advance notice unreasonable. An employee on a Military leave of absence may continue group insurance coverage in accordance with applicable law.

An employee who returns to work from military leave will be reinstated in compliance with applicable law. The returning employee must provide MCDML management a copy of military orders releasing him or her from active duty.

SECTION IV

YOUR BENEFITS

	Page
Holidays.....	24
Paid Vacation.....	25
Group Medical and Dental Insurance.....	26
Life and Long Term Disability Insurance	26
Workers Compensation Insurance.....	27
What to do when an on-the-job injury occurs	27
Return to work after a work-related injury	27
Flex Spending Account	28
Profit Sharing -- 401(k) Plan	28
Miscellaneous Benefits.....	28
Parking Privileges.....	28
Compass Bank	28
Employee Assistance Program	28

YOUR BENEFITS

MCDML offers eligible employees a balanced, comprehensive benefit program, which includes health care, dental care, disability income, life insurance, profit sharing, paid holidays, and various paid leave programs. These benefits add **significant value** to your pay.

HOLIDAYS

While we realize it is enjoyable to receive a day off for a nationally recognized holiday, the services provided by MCDML employees often require 24-hour 7 day a week staffing. Therefore, the ability to work on a holiday is a requirement of employment. Department managers strive to make scheduling on holidays as equitable as possible by scheduling based on seniority, then considering full-time employee status should a scheduling conflict occur. **MCD observes the following holidays for hourly employees:**

New Year's Day
 Memorial Day
 Independence Day
 Labor Day
 Thanksgiving Day
 Christmas Day

With thirty (30) days advance notice, an employee may request time off for a significant holiday not observed by MCDML. If approved, the employee may use accumulated vacation or sick pay. If approved and paid leave is exhausted, the employee may request the day off without pay.

Pay For Employees Who Do Not Work on the Holiday:

Full Time employees: who receive the holiday off are paid for 8 hours at their base pay rate.

Part Time employees: who receive the holiday off and who consistently work 32-39 hours per week are paid at the prorated number of six (6) hours of base pay.

Temporary/Part-Time Employees who work less than 32 hours per week: do not receive pay for holidays not worked.

To receive pay for a holiday not worked, an employee must be at work or on approved vacation on the workdays the employee is scheduled to work immediately preceding and immediately following the day on which the holiday is observed.

Employees on leave or sick time off are ineligible for holiday pay. When a holiday falls within a scheduled vacation, an extra day off with pay (to be taken at a time agreed upon by the department manager) or regular holiday pay for the day is granted.

Pay For Employees Who Work on the Holiday:

An employee is not paid holiday pay when scheduled to work on the holiday but is absent.

Regardless of classification or length of service, employees who actually **work** on the following holidays (not the day observed by MCD Ltd) are paid two times the regular base pay rate for all hours worked:

New Year's Day
Memorial Day
Independence Day
Labor Day

Employees who actually **work** on *Christmas Day* and/or *Thanksgiving Day* (not the day observed by MCD Ltd) are paid two and one-half (2-1/2) times their regular base pay rate for all hours worked.

PAID VACATION

Paid vacation is a benefit provided to eligible employees in order that they may have a period of rest and relaxation. Vacation time is awarded based on classification and the length of continuous service an employee has with the MCD. The longer employed, the more vacation time is earned. Paid time off for vacation is based on the following:

Full-Time employees: Upon completion of twelve (12) months of continuous employment from hire date, Full Time employees are eligible for vacation days earned the previous year based on:

<u>If Your length of service is:</u>	<u>Earned vacation days to be used the following year are:</u>
Less than 12 months of service	0 days
Completion of 12 months thru the completion of 5 years of service	10 days per anniversary year
On the 5 th anniversary date of hire thru the completion of 10 years of service	15 days per anniversary year
On the 11 th anniversary date of hire	16 days per anniversary year
On the 12 th anniversary date of hire	17 days per anniversary year
On the 13 th anniversary date of hire	18 days per anniversary year
On the 14 th anniversary date of hire	19 days per anniversary year
On the 15 th anniversary date of hire to termination	Max. 20 days per anniversary year

Full-Time Employees with less than 12 months of service: upon approval may borrow up to five (5) days against the first year of earned vacation time after six (6) months of employment.

Part-Time employees who consistently work between 32-39 hours per week: after 12 months of continuous service are eligible for paid vacation time based on length of service as stated above prorated to 80% of the full-time benefit. Upon approval eligible part-time employees may borrow four (4) days of vacation time after six (6) months of continuous service.

Temporary or Employees who work less than 32 hours per week: are not eligible for paid vacation time off.

The following rules apply to vacation time:

- ◆ Unused vacation time may not be “cashed out” for pay in lieu of taking the time off.
- ◆ Vacation requests must be submitted to the department supervisor or manager for approval at least two (2) weeks in advance of the requested time off.
- ◆ Every effort will be made to permit an employee to take vacation at the time requested. Should scheduling conflicts occur, the time order of the request, seniority, and full-time status will prevail.
- ◆ Eligible employees are required to take at least 40 hours of continuous vacation each year and encouraged to take at least 80 hours of vacation each year.
- ◆ Vacation days may be used in no less than one-half (1/2) day increments.
- ◆ Employees are encouraged to use their accrued vacation days per anniversary year and may not carry over more than five (5) unused vacation days per year. In rare circumstances where an employee is not able to use their vacation due to work assignments or scheduling needs vacation time more than five (5) days may accumulate from year to year and the employee is eligible to use the time under the following criteria:
 - The employee must have met/followed all of the above vacation request rules
 - No more than five (5) scheduled days of unused “accumulated” time may be taken in a thirty (30) day period except in the case of a medical emergency or Hospitalization where the employee has no other available paid time off. Upon separation of employment, a terminated employee is paid for current annual accrued days and a maximum of ten (10) “carry” over days regardless of the number of days/hours accumulated

GROUP INSURANCE BENEFITS

MCDML provides the following comprehensive group insurance plans at no cost for employee coverage to eligible employees:

- ◆ Group Medical Insurance
- ◆ Group Dental Insurance
- ◆ Life Insurance in the amount of two (2) times the employees annual salary
- ◆ Long term Disability Insurance

Coverage is effective on the first day of the month following 60 days of continuous employment. After 60 days of continuous employment, eligibility is based on classification as follows:

- ◆ *Employees who consistently work 30 hours per week* and are classified as **Full Time** are provided full insurance benefits for the employee.
- ◆ *Employees who work less than 30 hours per week on a consistent basis* and are classified as **Part Time and/or Temporary Employees** are *not* eligible for group insurance benefits.

Dependent Coverage:

- ◆ Group Medical and Dental benefits are available to eligible employees for their dependents and are partially subsidized by Medical City Dallas Ltd. Consult the accounting department of the management office in C-840 for dependent rates and paycheck deductions for dependent coverage or for further detailed information on dependent coverage.
- ◆ Life Insurance for dependents in the amount of \$5,000 for spouse and \$2,500 for dependent children is provided by MCDML at no cost to the employee.
- ◆ Group Long Term Disability insurance is not available to dependents.

Upon enrollment, employees are provided insurance booklets with details of coverage, effective dates, eligibility enrollment, and dependent coverage. Should you have questions prior to receiving this information, please consult your department supervisor or the MCDML accounting office, C-840.

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WORKERS COMPENSATION INSURANCE

MCDML participates in a Workers Compensation Insurance program which generally provides partial reimbursement of medical expenses and lost wages for employees who sustain a work related injury. Medical City pays the full premium for this insurance coverage.

Employees are not paid their regular wages for time off from work for an on-the-job injury. The insurance carrier pays all medical costs incurred from an on-the-job injury and lost wages directly to the employee. **There is a waiting period before workers compensation income payments begin.** Employees may use accumulated sick paid days or vacation days during the waiting period to receive pay for the time off. If vacation or paid sick days have been exhausted, the employee will be off without pay. Employees do not receive Extended Medical Leave pay at the same time they are receiving workers compensation income benefits.

If eligible, group health, dental, and life insurance benefits will be maintained and continue at the same level throughout the employee's approved leave for up to 12 weeks. However, if you have group dependent coverage you are required to continue to pay your portion of the insurance premiums. Failure to meet premium obligations will result in a lapse or cancellation of coverage. If the leave lasts longer than 12 weeks, employees may continue group health insurance at the employee's expense under the COBRA benefit.

What to do when an on-the-job injury occurs:

The employee's safety is the primary concern when any injury occurs. Should a work-related injury or accident occur, report it immediately to your supervisor. The supervisor or MCDML management will assist in getting medical attention as quickly as possible. MCDML will submit the proper forms required by law and notify the insurance carrier.

Return to work after a work-related injury:

Prior to returning to work the employee must provide a full medical statement, describing the employee's medical condition and prognosis. The medical information must be sufficient to permit MCDML to determine whether the employee can safely perform the essential functions of his/her job before he/she is allowed to return to work. When able and/or ready to return to work from leave before the end of 12 weeks, the employee must notify their department supervisor or the MCDML management office with a minimum of five (5) days notice as to the expected return date.

Reinstatement to a same or similar position for which the employee is qualified is not guaranteed upon return to work following an on-the-job injury. However, qualifying Family/Medical Leaves follow the reinstatement policy and procedures as described on pages 17 and 18 of this Handbook. Leave from work for any reason (except military duty) cannot exceed more than 12 weeks during any continuous 12-month period. Therefore, any employee who is off for more than twelve (12) weeks is automatically removed from the payroll. Thereafter, the employee may reapply and be considered with all other applicants. Time off from work for any other type of leave is charged concurrently with a Workers Compensation absence.

HEALTH SAVING ACCOUNT AND FLEX SPENDING ACCOUNT

The FlexPlan spending account benefit allows employees to save pre-tax dollars for spending on necessities such as childcare expenses, dependent health/dental insurance, and health expenses not covered or reimbursed by insurance. Using pre-tax dollars for these expenses provides employees **significant savings**. MCDML accounting department, located in suite C-840, is available to help you determine the amount you might save by participating and/or contributing to the Health Saving Account or in the Flex Plan and to provide you with detailed information about the plan.

PROFIT SHARING - 401(k) PLAN

The 401(k) Profit Sharing Plan is available to help employees plan for the future. A summary of the plan description is provided to eligible employees. Contact the MCDML accounting department for any questions, details or for a full explanation of the plan.

MISCELLANEOUS BENEFITS

Parking Privileges: MCDML provides free parking to its employees. A parking card is issued to each new employee. The card doubles as an identification badge. A deposit in the amount of twenty dollars (\$20.00) for the card/badge is withheld from the employee's first paycheck. There is an additional charge for lost or stolen cards. If your card/badge is lost, stolen, or damaged please contact your supervisor or manager.

Please keep your vehicles locked at all times. MCDML assumes no responsibility for theft or damage involving cars on the Medical City property. The Medical City Security force does its best to patrol the parking areas 24 hours a day; however, if you see someone causing damage, tampering with a vehicle, or loitering in the parking lots, please notify the security department, your department supervisor or the management office in C-840 at once.

Compass Bank: Compass Bank, located in Suite C-130 on the MCDML campus, offers full-service banking facilities. MCDML personnel are offered one (1) non-interest bearing checking account with no monthly service charge. Please contact Compass Bank directly for any questions or details regarding this benefit offered to MCDML employees.

Dallas Challenge, Inc.: located in Suite B-410 on the Medical City campus, is a non-profit agency available to help MCDML employees and families who are experiencing problems related to drugs, alcohol or any mental health issue. Assessments and interventions are confidential. There is no charge for assistance from Dallas Challenge for up to six meetings with employees or their family members for this assistance.

POLICIES

	Page
Absenteeism/Punctuality	31
Badges	32
Confidential Information	32
Employee Conduct and Work Rules	33
Conflict of Interest.....	34
Drug Free Work Place Policy	35
Harassment of Employees	36
Hiring of Relatives.....	36
Internet and Telephone Use	37
Outside Employment	38
Personnel Records	38
Personal Appearance	38
Problem-Solving Procedure.....	39
Property & Equipment Damage.....	39
On-the-Job Safety	40
Smoking.....	42
Solicitation.....	42
Theft.....	42
Violations of Conduct.....	43
Violence in the Work Place	44
Visitors.....	45
Prohibited Weapons.....	45
Termination	46
Conclusion	47
Acknowledgment.....	48

POLICIES

MCDML places a high value on safety, trustworthiness, professionalism, and respect for the people and organizations with whom we deal. The information that follows covers several of MCDML work rules and policies. These policies represent how MCDML does business as an organization that is committed to being the best. To provide the best possible work environment for employees and to assure orderly business operations for our facility, MCDML expects you to follow the rules of conduct that will protect the interests and safety of your fellow employees, the visitors, patients and physicians, and the facility itself.

SECTION V

ABSENTEEISM/PUNCTUALITY

MCDML expects you to be reliable and punctual in reporting for scheduled work. Regular attendance is necessary for maximum job performance. Unexcused absenteeism is a major consideration for promotions and salary increases. Chronic or excessive absence and/or tardiness are a disruptive influence on a department, and place a burden on other employees. . Chronic or excessive absence' and/or tardiness is defined as (6) six or more occurrences in a (12) twelve month period.

The following definitions apply to the Attendance Policy:

Excused Absence: An absence from work due to illness given with proper notification or other reasons approved by the supervisor/manager.

Unexcused Absences: Unexcused absences include:

- ♦ Any absence from work, such as being late, leaving early, or missing work altogether that is reported but is not for an approved reason; or
- ♦ Any absence or tardy that is without proper notification; or
- ♦ Any absence that is unscheduled for any reason other than illness such as car trouble.

Unexcused absences will result in disciplinary action up to and including termination. It is the employee's responsibility to know and adhere to his/her work schedule and whenever possible to plan outside events around his/her schedule. It is also the employee's responsibility to notify the appropriate supervisor within two hours prior to the beginning of a shift should an employee be late or absent.

No Call – No Show: Any absence, *not* accompanied by notice (prior to or during the shift in question) to the supervisor or department manager. A "no call-no show" is considered unexcused and will result in disciplinary action up to and including termination.

Voluntary Quits: An employee who fails to call in or report to work for two (2) or more consecutively scheduled workdays without proper notice and approval will be considered to have voluntarily resigned.

Tardiness: Failure to be on time when reporting to work at the beginning of a shift or when returning after lunch or breaks. Six or more tardy events in a 12-month period are considered excessive and will result in disciplinary action up to and including termination.

MCDML reserves the right to:

- ♦ Authorize or refuse to authorize an employee's request for permission to be absent.
- ♦ Investigate absences.
- ♦ Determine whether an absence is necessary or justifiable.
- ♦ Deny paid time off benefit for an absence in violation of this policy.
- ♦ To impose counseling, disciplinary action, and/or termination due to excessive absenteeism or tardiness.

SECTION V

BADGES

Employees are required to wear an identification badge in most departments at Medical City. Patients, visitors, physicians, and other employees appreciate this easy means of identifying you as an MCDML employee. The identification badge also allows access to employee parking garages. Each new employee must pay a deposit of twenty dollars (\$20.00) for the identification badge/parking card. The deposit is deducted from the employees first pay check. The twenty dollar (\$20.00) charge is refunded upon termination as long as the card is returned. There is an additional charge for a lost, stolen, or damaged badge/cards. Should this occur notify your department supervisor or MCDML management.

BULLETIN BOARDS & SUGGESTION BOXES

Bulletin boards are maintained in each department for departmental information. Each employee should review bulletin boards frequently for pertinent facility and MCD information. Bulletin boards are for official facility communications only.

Suggestion boxes are also located in each department. All employees are encouraged to submit any suggestion or comment at any time they have a concern or simply want to present an idea. Suggestions and/or comments may be anonymous and all correspondence put in a suggestion box is collected by MCDML management and is confidential, on a “need- to-know” basis.

CONFIDENTIAL INFORMATION

Each employee is required to sign an agreement to protect confidential information. All services performed by the staff of MCDML for its tenants, physicians, patients, and visitors to the facility, and all information concerning their personal affairs, is confidential. All employees must agree during the term of employment and/or upon termination not to use, release or disclose such information to any person outside MCDML except with written permission of MCDML management.

CONDUCT & WORK RULES – THE STANDARD OF CONDUCT

All employees of MCDML help maintain a positive image through their professional conduct and through their high ethical standards of fairness, integrity, and loyalty. The conduct of an MCDML employee must reflect commitment and responsibility to the physicians, their office staff, fellow employees, and all visitors to the campus. In order to maintain this image, as well as maintain a safe, well run organization, certain policies and practices must be established and defined so that employees have a clear understanding of what is expected of them. The Standards of Conduct outlined within the policies of this booklet are communicated to employees in the interview process, upon initial employment and throughout your continued employment at MCDML. These standards are intended as guides for the decisions and actions you make. However, no set of standards or written rules can substitute for good judgment, common sense and the individual personal integrity required to meet the challenges of your daily work. MCDML intends the policies and standards of conduct listed herein to communicate our basic values, which are:

- ◆ To display total integrity in all actions. Integrity is the basis of our reputation as individuals and it is the basis of the reputation of Medical City Dallas as a premier health care facility.
- ◆ To provide high quality, cost effective and ethical services.
- ◆ To be honest, trustworthy and reliable in all relationships.
- ◆ To treat all people with dignity as individuals and respect for their differences.
- ◆ That no employee, regardless of position, may allow personal preferences, inconveniences or business pressures to compromise adherence to the standards of conduct or basic values of MCDML
- ◆ That all employees engage in safe and appropriate behavior on the job at all times.

If you have questions or concerns about compliance with the above requirements or to report a potential violation of the Standard of Conduct, contact your supervisor, another member of management, or you may correspond through the suggestion box.

CONFLICT OF INTEREST

As an employee of MCDML, you have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. While MCDML places no restrictions on an employee's freedom to have normal business courtesies, employees must not have any personal interest with physicians, vendors, business associates, patients or guests, or other employees that might: 1) conflict or appear to conflict with the interests of MCDML, or 2) influence judgment or appear to influence judgment in performing their duties. If an employee has any doubt about the appropriateness of a relationship, or the giving or accepting of gifts from physicians, vendors, business associates, patients, or guests, discuss the issue with your department manager or a member of MCDML management. The acceptance by an individual or by anyone in his/her immediate family of gifts, entertainment, or other favors of more than a nominal value from any person, firm, corporation, physician, or visitor who is doing business with MCDML must be avoided.

DRUG FREE WORK PLACE POLICY

Employee involvement with drugs and alcohol, either on the job or away from work, can adversely affect job performance, employee morale, and jeopardize patient, employee and visitor safety. Consistent with the goal of a drug-free workplace, MCDML maintains the following policy relating to drugs and alcohol:

- ♦ The use, possession, sale or distribution of narcotics, drugs, alcohol, inhalants, or controlled substances or drug paraphernalia while on MCDML property or in MCD vehicles or during the working day is strictly prohibited and subjects an employee to termination. Any illegal substances will be turned over to the appropriate law enforcement agencies and may result in criminal prosecution.

- ♦ Off the job illegal drug use or excessive alcohol use which adversely affects an employee's job performance, or which could jeopardize the safety of others, subjects the employee to disciplinary action up to and including termination pursuant to applicable state, local and federal laws.

- ♦ Employees may maintain their prescription drugs on MCD property, provided the drugs have been prescribed by a doctor for the person in possession of the drugs. Employees must keep all prescribed medicine in its original container, which identifies the drug, date of prescription, and prescribing doctor. Employees undergoing prescribed medical treatment with any drug, which may alter their behavior, or physical or mental ability must report this treatment to their supervisors. MCDML management may consult with the employee to determine whether or not the MCD should temporarily reassign the employee to another position during the period of treatment.

- ♦ An employee who is involved in a work related accident resulting in injuries or property damage may be required to submit to tests to determine the presence of any drugs and/or alcohol in the employee's system.

- ♦ If the MCD has a reasonable suspicion of drug or alcohol use by an employee who has not been involved in an accident, testing may also be required.

- ♦ Failure to submit to testing will result in disciplinary action up to and including termination.

- ♦ Employees who are suspected of violating the MCDML Drug and Alcohol Policy will be suspended without pay pending an investigation. During this investigation, the employee will have an opportunity to make an explanation. An employee found to be in violation of the policy will be subject to disciplinary action up to and including termination.

- ♦ Employees whose employment is terminated due to violation of the MCD's Drug and Alcohol policy will not be eligible for rehire.

HARASSMENT

MCDML requires and expects that all employees treat fellow employees, physicians, and all visitors to the complex with fairness and respect. Harassment of any kind whatsoever, including a person's race, color, religion, national origin, sex, age, marital status, or disability, is absolutely not tolerated. Harassment means unwelcome or offensive conduct that is intimidating or hostile.

Sexual harassment is the most well recognized form of unlawful harassment. Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It generally refers to conduct that is not welcome, that is personally offensive, that debilitates morale, and that, therefore, interferes with equal employment opportunities for all employees. Such conduct is specifically prohibited. Examples of prohibited conduct include: unwelcome sexual advances; requests for sexual favors; continued or repeated verbal abuse of a sexual nature about an individual or his/her appearance; the display of sexually offensive objects or material; abusive physical contact; actions that create an intimidating, hostile or offensive work environment; and any implications or threat that an individual's participation in conduct of a sexual nature will have any effect on the individual's employment opportunities or conditions of employment.

Any employee who believes that he or she has been subjected to harassment or intimidation in violation of this policy or who witnesses what the employee believes to be a violation, must promptly report such harassment to Scott Smith, the Chief Executive Officer, or Debbie Conner of Medical City Dallas Management Ltd. in the management office of C-840. Reports may be made without fear of retaliation or reprisals. All such complaints will be investigated and will be resolved on the basis of the information obtained.

Any employee who is found to have violated the prohibition against harassment will be subject to disciplinary action, up to and including termination of employment. Reports of harassment will be kept confidential to the extent possible on a need-to-know basis.

HIRING OF RELATIVES/CLOSE RELATIONSHIPS

The employment of relatives within the same area or department may cause serious conflicts and problems with employee morale. Therefore, it is the policy of MCDML to avoid the hiring, transfer, or promotion of relatives, cohabitants, or other persons wherein close personal relationships exist or where potential favoritism or conflicts of interest could exist. Relatives or cohabitants, or other persons wherein close personal relationships exist, may not work within the same department, the same work area, or where work is related. Nor may an employee directly or indirectly supervise a relative, cohabitant, or other person where a close personal relationship exists.

Employees who are affected or aware they may become affected (as a result of marriage, change in residence, cohabitation with another employee or a close relationship with another employee) by this policy should contact their department manager or MCDML management as soon as possible. Every effort will be made to place one of the employees in another position that will conform to the provisions of this policy.

HOUSEKEEPING

Safety begins with good housekeeping. Maintaining order in your work area reduces accidents, improves health conditions, reduces fire hazards, adds to the efficiency of your work, and aids the quality of the job you do. Please help keep your areas clean by placing trash and refuse in the containers provided and applying a few simple rules of tidiness. It is everyone's responsibility to help keep Medical City clean and safe. Please report to housekeeping or security immediately if you see any spills or materials on the floors or notice any area that needs housekeeping attention.

SECTION V

INTERNET & ELECTRONIC SYSTEMS POLICY

Internet: MCDML encourages the use of the Internet and e-mail as an efficient and effective form of communications and documentation. However, please be aware that on-the-job Internet access and e-mail are the sole property of MCDML. The sole purpose of the MCD-provided e-mail and Internet use is to facilitate MCD business. MCDML has the right to access, view and print all e-mails and Internet usage, and employees should have no expectation of privacy regarding such use, regardless of personal password or log-in mechanisms. Every user has a responsibility to use MCDML's e-mail and access to the Internet in a productive, professional manner. MCDML Internet and e-mail systems must not be used in any of the following ways:

- Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate MCD purposes;
- Engaging in private or personal business activities, including instant messaging and chat rooms;
- Excessive use of internet for personal reasons and/or using the internet for personal reasons during work time. Excessive use is defined as when use interferes with normal job functions, responsiveness, or the ability to perform daily job activities.
- To harass, intimidate, or threaten another person.
- Accessing networks, servers, drives, folders, or files to which the employee has not been granted access or authorization from management to make such a grant;
- Making unauthorized copies of any electronic data owned by MCD, some of which includes files, video, email, or other MCD document or data;
- Destroying, deleting, erasing, or concealing MCD files or other MCD data, or otherwise making such files or data unavailable or inaccessible to the MCD or to other authorized users of MCD systems;
- Misrepresenting oneself or MCD or to impersonate another user, mislead a recipient about your identity.
- Violating the laws and/or regulations of any nation, state, city, province, or other local jurisdiction in any way;
- Engaging in unlawful or malicious activities;
- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either the MCD's networks or systems or those of any other individual or entity;
- To access or distribute obscene, abusive, libelous, or defamatory material or using abusive, profane, threatening, racist, sexist, or otherwise objectionable language in either public or private messages;
- Sending, receiving, or accessing pornographic materials;

INTERNET & ELECTRONIC SYSTEMS POLICY – updated 4/20/17 dc

SECTION V

- Becoming involved in partisan politics;
- Causing congestion, disruption, disablement, alteration, or impairment of MCD networks or systems;

- Maintaining, organizing, or participating in non-work-related Web logs ("blogs"), Web journals, "chat rooms", or private/personal/instant messaging;
- To bypass systems' security mechanisms, failing to log off any secure controlled-access computer or other form of electronic data system to which you are assigned or at such time that you leave your computer or system unattended;
- Using recreational games;
- Defeating or attempting to defeat security restrictions on MCD systems and applications;
- To distribute copyright materials that are not authorized for reproduction/distribution;
- To access another person's computer, computer-files, or electronic mail messages if not specifically authorized to do so;
- For any purpose which is illegal, against MCDML policy, or contrary to the best interests of MCDML;
- For any personal reasons except during lunch and break times;
- Electronic mail tampering is prohibitive, messages received should not be altered without the sender's permission; nor should electronic mail be altered and forwarded to another user and/or unauthorized attachments be placed on another's electronic mail message.

Ownership and Access of Electronic Mail, Internet Access, and Computer Files; No Expectation of Privacy

MCDML owns the rights to all data and files in any computer, network, or other information system used by MCDML employees and to all data and files sent or received using any MCD system or using the MCD's access to any computer network, to the extent that such rights are not superseded by applicable laws relating to intellectual property. MCD also reserves the right to monitor electronic mail messages including personal and/or private messages and their content, as well as any and all use by employees of the Internet and of computer equipment used to create, view, or access e-mail and Internet content. Employees must be aware that the electronic mail messages sent and received using MCD equipment or MCD-provided Internet access, including web-based messaging systems used with such systems or access, are not private and are subject to viewing, downloading, inspection, release, and archiving by MCD officials at all times. MCD has the right to inspect any and all files stored in private areas of the network or on individual computers or storage media in order to assure compliance with MCD policies and state and federal laws.

MCD uses software in its electronic systems that allows monitoring by authorized personnel and that creates and stores copies of any messages, files, or other information that is entered into, received by, sent, or viewed on such systems. There is no expectation of privacy in any information or activity conducted, sent, performed, or viewed on or with MCD equipment or Internet access. Accordingly, employees should assume that whatever they do, type, enter, send, receive, and view on MCD electronic information systems is electronically stored and subject to inspection, monitoring, evaluation, and MCD use at any time. Further, employees who use MCD systems and Internet access to send or receive files or other data that would otherwise be subject to any kind of confidentiality or disclosure privilege thereby waive whatever right they may have to assert such confidentiality or privilege from disclosure. Employees who wish to maintain their right to confidentiality or a disclosure privilege must send or receive such information using some means other than MCD systems or the MCD-provided Internet access.

SECTION V

MCD has licensed the use of certain commercial software application programs for business purposes. Third parties retain the ownership and distribution rights to such software. No employee may create, use, or

distribute copies of such software that are not in compliance with the license agreements for the software. Violation of this policy can lead to disciplinary action, up to and including dismissal.

Confidentiality of Electronic Mail

As noted above, electronic mail is subject at all times to monitoring, and the release of specific information is subject to applicable state and federal laws and MCD rules, policies, and procedures on confidentiality. Existing rules, policies, and procedures governing the sharing of confidential information also apply to the sharing of information via commercial software. Since there is the possibility that any message could be shared with or without your permission or knowledge, the best rule to follow in the use of electronic mail for non-work-related information is to decide if you would post the information on the office bulletin board with your signature.

Personal Electronic Equipment

MCD prohibits the use in the workplace of any type of camera phone, cell phone camera, digital camera, video camera, or other form of recording device to record the image or document of MCD electronic data or personal information of another person. Employees may take pictures and make recordings during non-working time in a way that does not violate civil, criminal, or privacy statutes.

Due to the significant risk of harm to the MCD's electronic resources, or loss of data, from any unauthorized access that causes data loss or disruption, employees should not bring personal computers or data storage devices (such as floppy disks, CDs/DVDs, external hard drives, USB / flash drives, "smart" phones, iPods/iPads/iTouch or similar devices, laptops or other mobile computing devices, or other data storage media) to the workplace and connect them to MCD electronic systems unless expressly permitted to do so by the MCD. To minimize the risk of unauthorized copying of confidential MCD business records and proprietary information that is not available to the general public, any employee connecting a personal computing device, data storage device, or image-recording device to MCD networks or information systems thereby gives permission to the MCD to inspect the personal computer, data storage device, or image-recording device at any time with personnel and/or electronic resources of the MCD's choosing and to analyze any files, other data, or data storage devices or media that may be within or connectable to the data-storage device in question in order to ensure that confidential MCD business records and proprietary information have not been taken without authorization. Employees who do not wish such inspections to be done on their personal computers, data storage devices, or imaging devices should not connect them to MCD computers or networks.

Violation of the Electronic Systems and/or Internet Policy, or failure to permit an inspection of any device under the circumstances covered by this policy, shall result in disciplinary action, up to termination. In addition, the employee may face both civil and criminal liability from the MCD, from law enforcement officials, or from individuals whose rights are harmed by the violation, such as in the case of sharing private health information.

SECTION V

Telephone system: Telephone use is critical to the daily operations of the facility. It is a violation of policy to use the telephone for personal solicitation or to harass, intimidate, or threaten another person. Violation of this policy will result in disciplinary action up to and including termination. Please keep in mind the following standards when using the telephone:

- ◆ Employees are expected to keep urgent personal phone calls to a minimum and calls of a non-emergency nature should only be made while on break.
- ◆ Unless there is an emergency, relatives and friends should be discouraged from calling you during working hours.
- ◆ Please keep any necessary conversation brief.
- ◆ Abuse of facility telephones or unauthorized use of telephones for long distance calls is grounds for disciplinary action including termination.

Abuse or violations of the Internet or Telephone policies will result in discipline, up to and including termination.

OUTSIDE EMPLOYMENT

Employees are allowed to maintain employment outside of MCDML as long as the employee meets the performance standards of the job held at MCDML. Employees should consider the impact outside employment might have on their health and physical well-being. If an employee is engaging in any outside business activities, it is important that those activities be conducted outside the scope of the employee's regular work schedule and that such activities not adversely affect the quality or quantity of work performed. All employees are judged by the same performance standards and will be subject to facility scheduling demands regardless of any existing outside work commitments. Employees should not engage in outside employment activity which might be construed as a conflict of interest or involves the use of MCDML time, equipment, supplies, or facilities such as MCDML telephones, computers, supplies, or tools.

PERSONNEL RECORDS

MCDML maintains an employee personnel file on each employee which contains information such as the application, resumes, official performance reviews, and other pertinent records relating to employment. The information within the employee file is the property of MCDML and is treated as confidential as permitted by law and on a need-to-know basis. MCDML maintains strict policies regarding outside requests for information.

Please help us to keep employee records up-to-date at all times by promptly reporting any change in name, address, telephone number, marital status, beneficiary designations, numbers and names of dependents, or emergency contact phone numbers to your department supervisor or the MCDML management office. It is especially important to report changes in dependency status, which affects the employee's insurance program. Unreported changes might cause the insurance to be declared invalid in the event of a claim.

SECTION V

PERSONAL APPEARANCE

All employees are expected to dress and groom in a manner appropriate to their position with emphasis on neatness, cleanliness, and safety. Hairstyles, clothing, and jewelry should conform to the best business standards. Employees should present an image of people engaged in business and professional activities, as opposed to sports or leisure activities. Employees are requested to leave jewelry for pierced body parts at home (with the exception for women wearing earrings). Tattoos and/or body piercing must be discreet and can not be noticeable and/or conspicuous. Depending upon the nature of the work and the job classification certain departments furnish and require that uniforms be worn. This dress code is in effect during all scheduled working hours including evenings and weekends.

PROBLEM-SOLVING PROCEDURE

MCDML intends to provide employees with an effective and acceptable means of bringing problems or complaints concerning their employment to the attention of a manager. Please remember: A manager cannot fix a problem that they are unaware of. Therefore MCDML encourages all employees to discuss problems or issues with a supervisor or manager to ensure prompt and constructive problem solving. Although MCDML maintains an “open door” policy allowing for any employee to speak with any manager to discuss issues, concerns or resolve disputes, you are encouraged to follow the steps as outlined below:

- ◆ Any complaint, problem or grievance should first be discussed with your supervisor. If you feel uncomfortable in doing so, report to the next level of management.
- ◆ If the problem is not resolved satisfactorily within a reasonable period of time, you should submit the problem in writing to the manager of the department in which you are assigned.
- ◆ If you feel that the actions taken do not resolve the issue or if no resolution can be found, the employee should submit the problem, in writing, to the next level of management for resolution with clear indication of the inappropriate action as well as your recommendation for solution to the concern.

PROPERTY & EQUIPMENT DAMAGE

All employees have the responsibility to protect MCDML property as well as personal effects from theft or damage. Employees who lose or damage MCD equipment may be required to reimburse the MCD.

All property on the premises of MCDML, including but not limited to lockers (whether secured by employees’ locks or otherwise), desks, file cabinets and vehicles used by employees, is subject to being searched, and the contents may be held by management or security personnel at any time.

Employees are expected to take an active interest in preserving and protecting supplies, equipment, and physical facilities. Reporting the need for maintenance or repair services may prevent more extensive deterioration or damage. Therefore, please report promptly whenever you detect the need for maintenance or repair services anywhere in the facility. To replace and repair equipment is expensive, and all employees are expected to help care for the equipment. Remember that moveable equipment, improperly handled, can easily damage walls and floors, as well as the equipment itself.

SECTION V

SAFETY

MCDML is committed to creating a safe, healthy environment not only in your particular work area but also within the entire campus. The safety of employees and all visitors to Medical City is of utmost importance. An essential part of your job is to develop safe working practices and observe all safety rules. You can help prevent accidents by being alert to possible safety hazards. All employees, regardless of

position, have the right and responsibility to intervene to prevent injury as a result of unsafe acts or conditions. Also, each employee is responsible for evaluating his or her own tasks for potential hazards. **Accidents are preventable when employees exercise proper care, observe all safety regulations, and make use of safety equipment.** MCDML requires that employees cooperate in helping prevent accidents by observing some common sense rules such as:

- ◆ If you witness or discover an incident which has resulted in personal injury or property damage, please give any needed assistance and report the incident as soon as possible to security and your supervisor or manager.
- ◆ Learn posted fire rules of the facility, location of fire alarm boxes, and your own duties in case of fire.
- ◆ Help avoid all accidents by eliminating hazards wherever you find them.
- ◆ Report to your department manager all unsafe conditions, such as:
 - Wet or slippery floors;
 - Equipment left in halls or on walkways;
 - Exposed wiring;
 - Careless handling of equipment by another employee or vendor.
- ◆ Never operate any equipment or machinery unless authorized to do so.
- ◆ Do not attempt to lift or move excessively heavy loads; ask for help.
- ◆ Use or wear safety equipment when required by the nature of the job.
- ◆ Observe all “warning”, “caution”, and “no smoking” signs.
- ◆ Follow the instructions of your supervisor/manager in handling contaminated and/or hazardous materials and equipment.

Reporting Inappropriate Actions of Others: Employees are expected to exercise good judgment and to inform your supervisor or the management office if any employee, patient or visitor exhibits behavior which could lead to a potentially dangerous situation. Such behavior includes:

- ◆ Discussing weapons or bringing them to the workplace.
- ◆ Displaying overt signs of extreme stress, resentment, hostility, or anger.
- ◆ Making threatening remarks.
- ◆ Sudden or significant deterioration of performance.
- ◆ Displaying irrational or inappropriate behavior.

SECTION V

Employees who are actually confronted or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Medical City values life over property. 911 should be called immediately if the encountered employee can safely call 911 without endangering the safety of him/herself or others. Otherwise cooperate and follow the instructions given. Suggested practices to follow are:

- ◆ Never hesitate to call 911 if confronted with a potentially violent situation. It is better to have called unnecessarily than not to have security or the police available when a threatening situation turns violent.
- ◆ Never attempt to physically restrain or physically remove a threatening or violent individual by yourself. Doing so may escalate the dangerous situation.

If you determine any condition on campus to be unsafe, or witness any accident involving patients, visitors or employees, immediately report it to your department supervisor, MCDML management, or the security department.

SECURITY

Security officers make regular inspection tours of Medical City and the grounds. While security officers cannot identify and may be unavailable to respond to every incident on the Medical City property they make every effort to be available to handle disturbances and other situations as they arise. Dial “911” for any emergency or extension 4800 to speak with the security dispatcher. MCDML security officers respond to 911. Briefly state your needs and location. The security dispatcher will make every effort to dispatch a security officer to the scene. Every employee should immediately report to a supervisor or security any suspicious person or incident.

Should you desire an escort to and/or from your automobile during late night shift changes, you may call security at extension 4800 for assistance. If available, an officer will respond.

The cooperation of all employees is imperative in eliminating theft. Be sure supplies and equipment are stored in approved areas and that maximum-security measures are observed. Do not bring an excessive amount of money or valuables to work, as MCDML cannot be responsible for the loss or theft of personal items. Report immediately stolen or missing articles. Written authorization is required to remove Medical City articles or property from the premises.

SECTION V

SMOKING

MCDML provides a safe, healthful and comfortable work environment for all employees, visitors, patients and physicians. Therefore, as of September 1, 2009 Medical City will be a total smoke free campus. Smoking is not permitted anywhere on Medical City property without direct approval from your manager or supervisor.

SOLICITATION

Personal, non-work related solicitation, distribution or posting of literature by MCDML employees is not allowed at any time during work or non-working time within the Medical City campus. Solicitation includes fund raising, selling lottery tickets or merchandise, or any other type of money raising. Persons not employed by MCDML cannot solicit or distribute literature for any purpose at any time on the Medical City property. Please call Security or the MCDML management office immediately if you encounter any person soliciting materials anywhere on the MCD campus.

THEFT

Many of the departments and buildings of Medical City Dallas are open at all hours. Employees are urged to be alert to the entry of unauthorized persons in any area. If you see someone who does not appear to be an employee or even an employee who might be outside his/her regular working area, please offer assistance in directing him/her to his/her destination or call security at extension 4800 for assistance. The cooperation of all employees is essential to minimize the problem of theft. Be sure supplies and equipment are stored in approved areas and that maximum-security measures are observed.

MCDML cannot be responsible for loss or theft of personal items; therefore employees should not bring valuable or large amounts of money to work. MCDML property may not be removed from the premises except by advance written authorization from your supervisor or the management office in C-840.

SECTION V

VIOLATIONS OF CONDUCT

As explained throughout this booklet, MCDML expects its employees to maintain high ethical standards and conduct. The following are some, but not limited to, examples of improper conduct and behavior, which not only clearly violate MCDML Standards of Conduct, but may also be against the law. **Therefore, the following behavior and conduct, though not exclusive, is considered inappropriate and will lead to discipline up to and including termination:**

- ◆ Use of any insulting, abusive, obscene, or discourteous language or action or unethical behavior to or about anyone while on duty, including patients, visitors, or other employees.
- ◆ The engagement in any type of sexual activity on the Medical City property.
- ◆ The engagement in unauthorized removal of property belonging to MCDML, a physician, a patient, visitor or another employee.
- ◆ Willful destruction of MCDML property.
- ◆ Committal and subsequent conviction of a felony offense.
- ◆ Defrauding, attempting to defraud, or falsifying any MCDML record or document, including employment applications or other employee-related documents; or discussion or release of confidential information regarding a patient, physician, visitor or other official MCDML business.
- ◆ Fighting or threatening violence in the workplace.
- ◆ Unauthorized use, possession, distribution, sale or transfer of intoxicants or mood-altering substances, alcohol or illegal drugs and/or while at/in the workplace, anywhere on Medical City property, or while operating a Medical City owned vehicle.
- ◆ Willful violation of safety regulations.
- ◆ Insubordination such as refusing a direct order from one's department supervisor or from the MCDML management office.
- ◆ Leaving or departing from your assigned area or office without proper notification to your supervisor or manager except in cases of emergency. Upon an emergency arise advise your supervisor as soon as possible.
- ◆ Any form of harassment to another employee or visitor to the campus.
- ◆ Use of profanity.
- ◆ Driving a MCD auto without a valid drivers license.
- ◆ Making false statements and/or reports relating to job performance and/or on MCD documents
- ◆ Sleeping while on duty.
- ◆ Possession of weapons on MCDML property including parking structures.
- ◆ Gambling on MCDML premises.
- ◆ Failure to adhere to proper dress for a professional environment.
- ◆ Employment outside MCDML while officially on leave of absence from MCDML
- ◆ Committing a violation of Internet, Electronic or Telephone system policy.

SECTION V

VIOLENCE IN THE WORKPLACE

MCDML recognizes that a place of employment safe from violence or the fear of violence is fundamental to the health and well being of employees and visitors alike. MCDML employees should work in environments free from physical attack, threats, and menacing or harassing behaviors. Your safety and security are of vital importance. MCDML maintains a policy of zero tolerance for violence of any kind. Any acts of violence, physical attacks, threats, harassment, and property damage which involve or affect the MCD or which occur on MCD property will NOT be tolerated from anyone. As used in this policy, violence is defined to include, but not limited to, the following:

Physical attack is an unwanted or hostile contact, such as hitting, fighting, pushing, shoving, or throwing objects.

Threat is stating a present or future intention to cause physical or mental harm. Any expression of intent to cause physical or mental harm is considered to be a threat.

Property damage is behavior or acts that contribute to the destruction or damage of another's property.

Examples of conduct that may be considered threats or acts of violence under this policy include, but are not limited to, the following:

- ◆ Threatening physical or aggressive contact directed toward another individual.
- ◆ Threatening an individual or his/her family, friends, associates or property with physical harm.
- ◆ The intentional destruction or threat of destruction of MCD property or another's property.
- ◆ Harassing or threatening phone calls.
- ◆ Stalking or surveillance.
- ◆ Veiled threats of physical harm or like intimidation.

Any employee who experiences or witnesses such acts, conduct, behavior, or communication must immediately contact his or her supervisor and/or MCDML management. All reports can be made anonymously and all reported incidents will be investigated based on the information provided. Appropriate disciplinary action, up to and including termination, will be taken in instances of misconduct, as judged by MCDML

Employees who have knowledge of violence, threats, or harassment, but do not notify an appropriate person with this procedure, will be subject to appropriate discipline, up to and including termination. An employee will not be retaliated against by MCDML for reporting violence, threats, harassment or property damage.

SECTION V

VISITORS

Visitors to Medical City are frequently unfamiliar with the offices and departments within Medical City and the rules and regulations of the facility. Should you encounter someone who appears to be lost, please assist them. Should you encounter someone violating safety rules, acting violently or aggressively, damaging property, or in an area where they should not be, every effort should be made to explain courteously the various regulations or call security immediately for assistance.

MCDML requires that employees limit visits at work from family, friends, and/or acquaintance to lunch and break times only. All employees are to notify their managers in advance of such visits and, at all times, it shall be documented the location of the employee while at work. Such visits are to be confined to areas outside the work area such as atriums and courtyards. At no time, shall a visitor, friend, acquaintance, or family member of an MCDML employee be permitted around, within and/or to acMCD

an employee in ANY work area and/or any areas patrolled by security staff during such time as the employee is on his/her assigned work shift. No visitor, family member, or acquaintance, for whatever reason, is allowed to ride or within the MCDML MCD vehicles without prior approval of your supervisor or with prior approval and notification to Security dispatch.

WEAPONS

MCDML employees are prohibited from using or possessing a weapon of any kind, concealed or otherwise, at any time while on the premises and/or while engaging and/or conducting business on behalf of MCDML. This policy includes, but is not limited to, the possession of firearms (such as pistols, rifles, shotguns, and pellet guns), knives, and martial arts weapons, commercial or handmade explosive charges (including fire works), or any object or chemical specifically designed or made to inflict bodily harm to another person.

Failure to adhere to these policies is subject to disciplinary action, up to and including, termination.

SECTION V

TERMINATION

Separation of employment, either voluntary or involuntary, is a part of personnel activity within any organization. Since employment at MCDML is based upon continuing mutual consent and is “at-will”, either the employee or the employer is privileged to terminate employment at any time with or without cause or notice. It is the policy of MCDML. to approach each employee’s termination with fairness, both to the employee and the facility. In such cases where an employee resigns, MCDML requests that the employee provide at least two (2) weeks’ notice in order to receive termination benefits.

Benefits at Termination are:

Paycheck – Employees who resign will be required to wait until the following **payday** for their paychecks. Employees who are discharged will be required to wait until the following payday for their paychecks, but no longer than six (6) days.

Insurance Coverage - All insurance benefits continue until the end of the month in which the employee is terminated. Thereafter, health coverage may be continued, at the employee's expense, in accordance with Federal and state regulations. Terminated employees are notified in writing of the terms, conditions and limitations of the continuation of insurance coverage.

Unused Vacation – Regardless if the termination is voluntary or involuntary, **upon providing two weeks notice**, terminated employees are paid at their regular base rate, exclusive of any differential pay, for all unused accrued vacation time.

Sick/Personal leave benefits:

Upon voluntary termination: the first 10 days of unused and “banked” or accumulated sick days are paid at the pay rate of one half (1/2) the employee's current rate of base pay. An employee is paid full pay for any “banked” days over ten (10) at the employees current rate of base pay, exclusive of any differential pay. A Sick/Personal leave day is considered 8 hours.

Upon involuntary termination for job-elimination or workforce reduction: the first 10 days of “banked” or current accrued sick days are paid at the pay rate of one half (1/2) the employee's current rate of base pay. An employee is paid full pay for any “banked” days over ten (10) at the employees current rate of base pay, exclusive of any differential pay. A Sick/Personal leave day is considered 8 hours.

Upon involuntary termination for cause or performance: employees are NOT paid for “banked” sick days regardless of the number of days accumulated.

Terminated employees are responsible for returning to the MCD all facility property, materials or written information issued to them or in their possession or control.

Deductions from final paycheck may include:

- ♦ Identification Badges/Parking cards must be returned upon termination or resignation to receive a refund of the parking card deposit made at the beginning of your employment.
- ♦ All facility property must be returned in satisfactory condition upon request or upon termination of employment. Where permitted by law, MCDML may withhold from your current or final paycheck the cost of any items that are not returned when required.

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SECTION V

CONCLUSION

MCDML policies, rules, practices, and procedures may be explained in orientation and throughout your period of employment. This manual is not intended to be a complete source of such information. The policies and benefits discussed in this manual are to answer, in a general manner, questions regarding employment. Where policies and benefits are described, reference may be summaries only, subject to the actual provisions of any legal documents or contracts that may actually be in effect. MCDML has the sole right to interpret the policies and benefits referenced, as well as the right to change, modify, or discontinue policies and benefits at any time with or without notice to employee. Nothing in this booklet is intended to create a vested right to any benefits of employment. This Handbook does not create a contract of employment or guarantee any employee employment for any specific length of time and does not create any contractual rights regarding termination of employment. The requirements, policies, and procedures

contained in this Handbook are subject to discontinuance or change at any time by MCDML as conditions and circumstances warrant.

Updated and/or supplemental information may be provided periodically. It is the responsibility of the employee to keep informed.

