



NMRE

Employee Handbook

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1.0 Welcome & Introductory Policies

1.1 A Welcome Policy

Welcome! You have just joined a dedicated organization. We hope that your employment with NMRE will be rewarding and challenging. We take pride in our employees as well as in the services we provide.

NMRE complies with all federal and state employment laws, and this handbook generally reflects those laws. The Organization also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook. The employment policies and/or benefits summaries in this handbook are written for all employees.

Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Organization reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the work place.

If you have questions about your employment or any provisions in this handbook, contact the Human Resources Assistant.

We wish you success in your employment here at NMRE!

All the best,

Eric Kurtz, CEO NMRE

1.2 At-Will Employment

Your employment with NMRE is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Organization at any time, with or without notice and with or without cause.

Nothing in this handbook or any other Organization document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the NMRE Board of Directors has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the NMRE Board of Directors.

If a written contract between you and the Organization is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

1.3 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including NMRE policies and procedures. The handbook is not a contract. The Organization reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on company bulletin boards.

1.4 About the Company

We are one of ten Prepaid Inpatient Health Plans (PIHPs) in the state of Michigan to manage the behavioral health (mental health, intellectual disability and substance use disorder) services for people enrolled in Medicaid.

1.5 Mission & Vision Statements

Mission: Develop managed care structures to support publicly funded behavioral health services.

Vision: A healthier regional community living and working together.

1.6 Standards of Conduct

NMRE wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, customers, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

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

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on Organization property or on Organization business.
- Inaccurate reporting of the hours worked by you or any other employees.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Organization or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.
- Taking or destroying Organization property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer.
- Disclosure of Organization proprietary and confidential information
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in non-designated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on Organization premises during working.
- Failure to dress according to Organization policy.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- Engaging in outside that interferes with your ability to perform your job at this Organization.
- Gambling on Organization premises
- Fraternalizing with consumers on or off work premises

Each employee will also be provided with a copy of the Standards of Conduct policy contained in the NMRE Administrative Manual and asked to sign acknowledgement that they have read it, understand it, and agree to comply with it.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

1.7 Ethics Code

NMRE will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices.

We expect that officers, supervisors, and employees will not knowingly misrepresent the Organization and will not speak on behalf of the Organization or that of our customers or partners unless specifically authorized. Violation of the Code of Ethics can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether the violator cooperated in any subsequent investigation.

1.8 Problem Solving Procedures

NMRE strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the work place to the attention of your immediate supervisor and, if necessary, to the Human Resources Assistant or upper level management. To help manage conflict resolution we have instituted the following problem solving procedure:

If you believe there is inappropriate conduct or activity on the part of the Organization, management, its employees, vendors, customers, or any other persons or entities related to the Organization, bring your concerns to the attention of your immediate supervisor at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate supervisor. If you have already brought this matter to the attention of your immediate supervisor before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to the Human Resources Assistant or upper level management. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

1.9 Open Door Policy

At NMRE, we welcome suggestions for continued improvement and welcome your ideas for better ways to do your job or meet customer and client needs. Discuss your ideas with your immediate supervisor. We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to the Organization.

Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with Organization tools or property are considered to be the property of the Organization.

1.10 Nonsolicitation/Nondistribution Policy

To avoid disruption of business operations or disturbance of employees, visitors, and others, NMRE has implemented a Nonsolicitation/Nondistribution Policy. For purposes of this policy, "solicitation" includes, but is not limited to, selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization. Solicitation performed through verbal, written, or electronic means is covered by the Nonsolicitation/Nondistribution Policy.

You are prohibited from soliciting other employees during your assigned working time. For this purpose, working time means time during which either you or the employees who are the object of the solicitation are expected to be actively engaged with assigned work. You may conduct solicitations during your lunch period, coffee breaks, or other authorized nonworking time, so long as you do so when the other employees are also on nonworking time.

To avoid inappropriate litter, clutter, and safety risks, you may not distribute literature or other items that are not work related in working areas at any time. Working areas do not include break/rest areas, lunch rooms, or parking lots. Electronic distribution of materials is prohibited during work time. Literature that violates the company's equal employment opportunity (EEO) and nonharassment policies (including threats of violence), or is knowingly and recklessly false, is never permitted. Non-employees are not permitted to distribute materials on company premises at any time.

This policy is not intended to restrict the statutory rights of employees, including the right to discuss terms and conditions of employment.

Violations of this policy should be reported to immediate supervisor.

1.11 Third Party Disclosures

From time to time, NMRE may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, you should not speak on behalf of the Organization and should refer any call requesting the position of the Organization to the Executive Assistant. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the Executive Assistant.

2.0 Hiring and Orientation Policies

2.1 EEO Statement and Nonharassment Policy

Equal Opportunity Statement

NMRE is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age, height, weight, familial status, marital status, race, color, national origin, ancestry, religion, sex, pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. The Organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Organization will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. The Organization will take appropriate corrective action, if and where warranted. The Organization prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your immediate supervisor or the HR Assistant.

Policy Against Workplace Harassment

NMRE has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's age, height, weight, familial status, marital status, race, color, national origin, ancestry, religion, sex, pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or the body of another;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Organization or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's age, height, weight, familial status, marital status, race, color, national origin, ancestry, religion, sex, pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility towards an individual or group because of one of the above

protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and

- A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify your supervisor or the HR Assistant.

The Organization prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Organization determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Organization may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Organization will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

2.2 Disability Accommodation

NMRE complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, the Organization will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your immediate supervisor. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need an accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, the Organization will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the Organization in connection with a request for accommodation will be treated as confidential.

The Organization encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Organization is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Organization.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Organization will not discriminate or retaliate against employees for requesting an accommodation.

2.3 *Religious Accommodation*

NMRE is dedicated to treating its employees equally and with respect and recognizes the diversity of their religious beliefs. All employees may request an accommodation when their religious beliefs cause a deviation from the Organization dress code or the individual's schedule, basic job duties, or other aspects of employment. The Organization will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that will be considered are cost, the effect that an accommodation will have on current established policies, and the burden on operations — including other employees — when determining a reasonable accommodation. At no time will the Organization question the validity of a person's belief.

If you require a religious accommodation, speak with your immediate supervisor or the HR Assistant.

2.4 *Accommodations for Nursing Mothers*

NMRE will provide nursing mothers reasonable paid break time to express milk for their infant child(ren) for up to one year following the child's birth. You are encouraged to discuss the length and frequency of these breaks with your immediate supervisor.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from co-workers and the public. Break time should, if possible, be taken concurrently with any other break time already provided.

Expressed milk can be stored in a personal cooler or the company refrigerator. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator.

This policy applies only to employees classified as nonexempt under the Fair Labor Standards Act. No provision of this policy applies, or will be enforced, if it conflicts with or is superseded by any requirement or prohibition contained in a federal, state, or local law, or regulation.

2.5 *New Hires and Introductory Periods*

The first 90 days of your employment is considered an introductory period. During this period, you will become familiar with NMRE and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Your introductory period with the Organization can be shortened or lengthened as deemed appropriate by your immediate supervisor. Minimum performance requirements, including job performance, accountability and teamwork must be met by new hires for continued employment. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

2.6 *Personal Appearance*

Your personal appearance reflects on the reputation, integrity, and public image of NMRE. All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. Use common sense and good judgment in determining what to wear to work.

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

The Organization will make every effort to reasonably accommodate employees with disabilities or with religious beliefs that make it difficult for them to comply fully with the personal appearance policy. Contact your immediate supervisor to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

2.7 *Conflicts of Interest*

NMRE is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to the Organization, you must disclose it to your immediate supervisor. If an actual or potential conflict of interest is determined to exist, the Organization will take such steps as it deems necessary to reduce or eliminate this conflict

2.8 *Employment of Relatives and Friends*

We will not employ friends or relatives in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at NMRE. An immediate family member may not be hired if such employee would:

- Create either a direct or indirect supervisor/subordinate relationship with a family member
- Create either an actual conflict of interest or the appearance of a conflict of interest
- Would work closely together within the same department

It is your obligation to inform the Organization of any such potential conflict, so the Organization can determine how best to respond to the particular situation.

2.9 *Training Program*

In most cases, and for most departments, training employees is done on an individual basis by the department supervisor. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position. All classroom and online training requirements assigned need to be completed within specified deadlines. If you ever feel you require additional training, consult your immediate supervisor.

2.10 *Credentialing*

NMRE employees with clinical related responsibilities are required to maintain up to date credentials, including but not limited to, current licensure, continuing education requirements, job specific training or experience, general compliance training, competency and peer reviews. These employees need to apply for initial and continued credentialing according to Organization guidelines and are responsible for not letting credentialing lapse. Failure to meet or maintain credentialing requirements will lead to disciplinary action up to and including termination of employment. Specifics regarding the guidelines and credentialing process are available in the NMRE Administrative Manual.

2.11 Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with NMRE. If you are currently employed and have not complied with this requirement or if your status has changed, inform your immediate supervisor.

If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the Organization.

3.0 Wage & Hour Policies

3.1 Introduction to Wage and Hour Policies

At NMRE, pay depends on a wide range of factors, including pay scale surveys, individual effort, and market forces. If you have any questions about your compensation, including matters such as paid time off, overtime, benefits, or paycheck deductions, speak with your immediate supervisor.

3.2 Pay Period and Work Week

At NMRE, the standard pay period is biweekly for all employees. Pay dates are every other Friday and if a pay period falls on a holiday, you will be paid on the preceding workday. Review your paycheck for accuracy. If you find an issue, report it to the Payroll Designee immediately.

The workweek will be 37.5 hours and 75 hours will constitute the basic biweekly work period for regular full-time employees. Typical shifts are Monday through Friday either 8:00 am to 4:30 pm with a one hour unpaid lunch period or 8:30 am to 5:00 pm with a one hour unpaid lunch period. The work week will begin on Saturday at 12:01 am and end on Friday at midnight.

3.3 Employee Categories

Regular Full Time Exempt Employees are paid bi-weekly on a salary basis. These employees are expected to work at least 37.5 hours per week and are not paid overtime. Pay is not reduced for working less than 37.5 hours, although full time exempt employees will be required to use accrued paid time off benefits for hours worked under 37.5. They qualify for all benefits, subject to the benefit eligibility criteria.

Regular Full-Time Non-Exempt Employees are paid bi-weekly on an hourly basis. These employees are expected to work 37.5 hours per week and are expected to use accrued paid time off benefits for hours worked under 37.5. They are eligible for overtime pay if they work more than 40 hours per week and qualify for all benefits, subject to the benefit eligibility criteria.

Regular Part-Time Non-Exempt Employees are paid bi-weekly on an hourly basis. These employees work on a regular, on-going basis. They are typically scheduled for 20-28 hours per week unless work volumes require a temporary increase in hours. They are eligible for overtime pay if they work over 40 hours per week and are only paid for hours worked. These employees are eligible for pro-rated holiday and paid time off benefits based upon their classification of 20, 24 or 28 hours but are not eligible for any other benefits, unless specified otherwise in this handbook or specifically as permitted by law. Should a part time employee consistently work 30 hours or more in a 12-month measurement period, they will become eligible to elect medical coverage only for the next 12-month stability period.

Call In Employees are only scheduled to work as needed and do not have regularly scheduled hours. They are paid bi-weekly on an hourly basis. They are not eligible for benefits, nor do they earn holiday pay or paid time off.

Contractual Employees are not regular employees, but one whose compensation and benefits are described by a contract.

Independent Contractors are persons or entities contracted for services and compensated pursuant to their contract. Contracted parties are not by virtue of their contract, employees of the Organization and are not subject to any of the rights or benefits.

Grant Employees are employed because of temporary state or federal grants. They are paid on a bi-weekly basis in accordance with the pay rate associated with the specific grant. They shall be terminated at the end of their grant. No seniority shall accrue.

Temporary Hourly Employees are hired for a specific period or specific work project, not to exceed 3 months in duration. NMRE reserves the right to extend the duration of temporary employment where necessary. They are paid bi-weekly on an hourly basis or through a temporary staffing service. These employees are not eligible for benefits unless specified otherwise in this handbook or specifically as permitted by law.

Student Interns and Volunteers do not receive compensation for their services.

3.4 Direct Deposit

NMRE requires all employees to enroll in direct deposit. A detailed explanation of your deductions is available to you online.

3.5 Paycheck Deductions

NMRE is required by law to make certain deductions from your pay each pay period. This includes Federal and State taxes, Federal Insurance Contributions Act (FICA) contributions, and any other deductions required under law or by

court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the number of exemptions you list on your federal Form W-4 and applicable state withholding form. You may also authorize voluntary deductions from your paycheck, including contributions for insurance premiums, retirement plans, spending accounts, or other services. Your deductions will be reflected in your wage statement.

The Organization will not make deductions to your pay that are prohibited by federal, state, or local law. If you have any questions about deductions from your pay, contact the Payroll Designee. You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday.

3.6 Attendance Policy

If you know ahead of time that you will be absent or late, provide reasonable advance notice to your immediate supervisor. You may be required to provide documentation of any medical or other excuse for being absent or late where permitted by applicable law. Punctuality and attendance records will be given consideration for pay increases and promotions and excessive or repeated absences and/or tardiness are cause for disciplinary action.

NMRE reserves the right to apply paid time off to unauthorized absences. Absences resulting from approved leave, vacation, or legal requirements are exceptions to the policy.

3.7 Recording Time

Federal and state laws require NMRE to keep accurate records of hours worked by nonexempt (hourly) employees. Sign in no more than five minutes ahead of your start time and sign out no later than five minutes after your quitting time. All nonexempt employees are required to enter their hours worked accurately, including all lunch periods and any rest periods of more than 20 minutes. You are required to notify the Organization of any pay discrepancies, unrecorded or mis recorded work hours, or any involuntary missed meal or break periods.

Do not complete the time sheet of any other employees or request that they do so for you. Any changes to your time sheet must be approved by your immediate supervisor. Falsification of time records or recording time for other employees may result in discipline up to and including termination of employment.

3.8 Overtime

If your position is classified as nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your immediate supervisor. At certain times NMRE may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance

notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays and paid time off days do not count as time worked for computing overtime

3.9 *Outside Employment*

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at NMRE is prohibited. The Organization recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect job performance, work hours, or scheduling, or otherwise adversely affect your ability to effectively perform your duties. Any potential conflicts should be reported to and approved by your immediate supervisor and/or the CEO. Failure to adhere to this policy may result in discipline up to and including termination.

3.10 *Job Abandonment*

If you fail to show up for work or call in with an acceptable reason for the absence for a period of two consecutive days, you will be considered to have abandoned your job and voluntarily resigned from NMRE.

4.0 Performance, Discipline, Layoff, and Termination

4.1 *Performance Improvement*

NMRE will make efforts to periodically review your work performance. The performance improvement process will take place annually, typically based upon your position start date, or as business needs dictate. You may specifically request that your immediate supervisor assist you in developing a performance improvement plan at any time.

The performance improvement process is a means for increasing the quality and value of your work performance. Your initiative, effort, attitude, job knowledge, and other factors will be addressed. You must understand that a positive job performance review does not guarantee a pay raise or continued employment. Pay raises and promotions are based on numerous factors, only one of which is job performance.

4.2 *Pay Raises*

Depending on financial health and other Organization factors, efforts will be made to give pay raises consistent with job performance. The Organization may also make individual pay raises based on merit or due to a change of job position.

4.3 Promotions

To match you with the job for which you are best suited and to meet the business needs of NMRE, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

All employees promoted into new job positions will undergo a 90-day introductory period as described in the New Hires and Introductory Periods policy. Unlike new hires, however, such employees will continue to receive Organization benefits for which they are eligible.

4.4 Disciplinary Process

Violation of NMRE policies or procedures may result in disciplinary action including demotion, transfer, leave without pay, or termination of employment. The Organization encourages a system of progressive discipline depending on the type of prohibited conduct. However, the Organization is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis.

In appropriate circumstances, your supervisor will provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your immediate supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the Organization is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

4.5 Criminal Activity/Arrests

Involvement in criminal activity during employment, whether on or off NMRE property, may result in disciplinary action including suspension or termination of employment. Disciplinary action depends upon a review of all factors involved, including whether or not the action was work-related, the nature of the act, or circumstances that adversely affect attendance or performance. Any disciplinary action is not dependent upon the disposition of any case in court. The Organization will not maintain a record of information regarding a misdemeanor arrest, detention, or disposition where a conviction did not result.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled as a result of an arrest may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

Any disciplinary action taken will be based on information reasonably available. This information may come from witnesses, police, or any other source as long as NMRE management has reason to view the source as credible.

4.6 Workforce Reductions (Layoffs)

If necessary based upon business needs, NMRE management may decide to implement a reduction in force (RIF). We acknowledge that RIFs can be a trying experience for all involved, and the Organization will make its best effort to make sound business decisions while acknowledging the needs of its workforce.

4.7 Post-Employment Reference Policy

NMRE policy is to confirm dates of employment and job title only. With written authorization, the Organization will confirm compensation. Forward any requests for employment verification to the Human Resources Assistant.

4.8 Severance Pay

Any severance pay offered is at the discretion of NMRE management and requires the employee to sign a Release of Claims Agreement as a condition of payment.

4.9 Exit Interview

You may be asked to participate in an exit interview when you leave NMRE. The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist the Organization in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

5.0 General Policies

5.1 Bulletin Boards

NMRE maintains an official bulletin board located in the common area for providing employees with official Organization notices, including wage and hour laws, changes in policies, and other employment-related notices. At times the Organization may also post information of general interest to employees on the bulletin board. You are responsible for being informed about this material by periodically reviewing the bulletin board. Only authorized personnel may add and remove notices from the bulletin board.

5.2 Customer, Client, and Visitor Relations

NMRE strives to provide the best services possible. You are expected to treat every customer, client, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or customer during your working time. If you are having problems with a customer, client, or visitor, notify your supervisor immediately. If a customer, client, or visitor voices a suggestion, complaint, or concern regarding our services, inform your immediate supervisor or NMRE management. Lastly, make every effort to be prompt in following up on customer, client, or visitor requests or questions.

5.3 Drug and Alcohol Policy

NMRE considers drug and alcohol abuse a serious matter that will not be tolerated. The Organization absolutely prohibits employees from using, selling, possessing, or being under the influence of illegal drugs, alcohol, or a controlled substance or prescription drug not medically authorized while at their job, on Organization property, or while on work time.

Therefore, it is Organization policy that:

1. You may not report to work under the influence of alcohol, illegal drugs, or any controlled substance or prescription drug not medically authorized.
2. You may not possess or use alcohol, illegal drugs, or any controlled substance or prescription drug not medically authorized while on company property or on company business.

A violation of this policy will result in disciplinary action, up to and including termination of employment.

The Organization may assist you in seeking treatment or rehabilitation for drug or alcohol dependency. In such cases, the Organization may consider your continued employment if concerns regarding safety, health, production, communication, or other work-related matters are adequately addressed. The Organization may also require you to obtain a medical clearance and agree to random testing and a "one-strike" rule as a condition of continued employment.

5.4 Job Descriptions

NMRE attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your immediate supervisor.

Job descriptions prepared by the Organization serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, the Organization may have to revise, add to, or delete from your job duties per business needs. On occasion, the

Organization may need to revise job descriptions with or without advance notice to employees.

If you have any questions regarding your job description or the scope of your duties, please speak with your immediate supervisor.

5.5 Mail Use Policy

NMRE mail is for business purposes only. It is acceptable to receive a personal package at the company premises on an occasional basis. Do not use the Organization postage meter for your personal mail. Report any suspicious packages or envelopes to your supervisor immediately.

5.6 Nonsmoking Policy

NMRE is concerned about the effect that smoking and secondhand smoke inhalation can have on its employees and clients. Smoking in the office, client areas, and restrooms is prohibited.

5.7 Personal Data Changes

It is your obligation to provide NMRE with your current contact information, including current mailing address and telephone number. Inform the Organization of any changes to your marital status, tax withholding status and electronic banking information. Failure to do so may result in loss of benefits, delayed receipt of tax related mailings and payment of wages or other reimbursement. To make changes to this information, contact the Human Resources Assistant.

5.8 Personnel and Medical Records

NMRE maintains a personnel and medical file for all employees. Medical records will be kept in a separate folder. Every effort will be made to keep your personnel and medical records confidential. Access is on a "need-to-know" basis only. This includes, but is not limited to, supervisors and others in management reviewing the file for possible promotion, transfer, or layoff.

If you wish to review your personnel or medical file, you must give the Organization reasonable notice. Inspection must occur in the presence of an Organization representative. All requests by an outside party for information contained in your personnel file will be directed to the Human Resources Assistant.

5.9 Posting of Openings

NMRE desires to promote qualified employees from within where it believes that is possible, consistent with the need to assure that all positions are staffed by highly competent individuals. New job openings generally will be posted on the

Organization bulletin board, as well as on our internet site. Internal and external recruitment for new positions will take place concurrently.

5.10 Telecommuting

NMRE will make telecommuting available to employees when it benefits organizational and departmental needs. Telecommuting is defined as regularly working a full or partial workday from home or another alternate work site. Some positions, however, may be equally performed outside the workplace on a temporary or ongoing basis. Each department supervisor will determine the positions within the department that may be suitable for telecommuting. Telecommuting does not change the employee's conditions of employment or required compliance with NMRE policies and procedures.

The Organization will not assume responsibility for the cost of personal equipment, repair, or service and will not assume responsibility of operation costs, home maintenance, or other costs incurred by employees who use their homes as telecommuting work locations. The NMRE will provide limited office supplies (paper, pens/pencils, highlighters, post-it notes, folders, paperclips, etc.) for offsite work. A suitable and safe workspace must be provided by the employee. Employees are covered by the provisions of the NMRE Workers Compensation Program if injured while performing official duties at the central workplace or telecommuting workplace. Workers Compensation will not cover non-employees who are injured at the telecommuting site.

To be eligible, employees must meet the following eligibility requirements:

- Knowledge about position and what work needs to be completed
- Able to work productively without supervision
- Self-motivated and flexible
- Dependable and trustworthy
- Strong organizational and communication skills

If the eligibility requirements for telecommuting are met, an employee must submit a Telecommuting Agreement to their immediate supervisor for approval. Employees who are granted a telecommuting arrangement will be subject to the same performance standards they have when working onsite. A Telecommuting Safety Checklist will need to be performed for each employee granted a telecommuting arrangement to ensure appropriate workplace safety standards are met.

Telecommuting may be a reasonable accommodation. To make this request, please contact the Organization's Human Resources Assistant.

5.11 Travel and Expenses

The purpose of this policy is to define approved business travel expenses and the authority for incurring and approving such expenses at NMRE.

Travel expenses are the reasonable and necessary expenses incurred by employees when traveling on approved NMRE business trips. Travel is limited

to business activities for which other means of communication is inadequate and for which prior approval from your immediate supervisor has been received.

Advances

The Organization does not generally provide cash travel advances. Normally, you will be expected to use personal credit cards and/or your own cash and submit approved expenses on the Travel Expense Voucher form.

Travel Expenses

The Organization pays the actual amounts incurred for appropriate expenses when you are on travel assignments. Examples of typical expenses include the following:

- Airline tickets
- Meals and lodging
- Car rental, bus, taxi, parking
- Telephone and fax
- Business supplies and services
- Other expenses necessary to achieve the business purposes

Air Travel

Use economy or tourist class airfares when traveling on Organization business. In addition, private, noncommercial aircraft or chartered aircraft is not to be used, and no more than two Organization officers should travel together on the same flight.

Airfares are to be charged to personal credit cards and subsequently submitted for reimbursement on a monthly expense report.

Meals

Employees will be reimbursed for the actual amount spent for meals, based upon detailed receipt, up to a maximum of:

- Breakfast: \$10.00
- Lunch: \$15.00
- Dinner: \$25.00

Lodging

If it is necessary to travel for NMRE business purposes at least 100 miles from the office, rooms should be secured as follows:

- With a facility that accepts Michigan State Government rate, which is typically \$75 (pretax) per day but in some cases may be up to \$119 (pretax) depending on the location

- At the facility hosting a conference and offering discounted rates for attendees
- At the lowest possible standard rate available up to a maximum of \$150.

In room movies and refreshment bars are not approved expenses.

Insurance

The Organization does not pay for personal travel insurance for employees.

Rental Vehicles

In some cases it is more cost advantageous to rent rather than use your personal vehicle. If you believe this to be the case, review the situation with your immediate supervisor for direction and authorization.

Personal Vehicles

All employees may be required to operate a motor vehicle as part of their employment duties and must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. NMRE may run a motor vehicle department check to determine your driving record. Any changes in your driving record, including, but not limited to, driving infractions or license suspension, must be reported to your immediate supervisor or the HR Assistant.

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while: Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

Each year on January 1st, the NMRE will update the mileage reimbursement rate to match that of the IRS. You may be reimbursed for personal vehicle use by completing a Travel Expense Voucher form.

Travel Time

Home to Work Travel: If you travel from home before the regular workday and return to your home at the end of the work day, you are engaged in ordinary home to work travel, which is not considered work time.

Home to Work on a Special Assignment: If you regularly work at a fixed location in one city and are given a special assignment in another city, but return home the same day, the time spent in traveling to and returning from the other city is work time, except that the Organization may deduct time and appropriate mileage for the time and miles that you would normally spend commuting to the regular work site.

Reporting

Employees must complete the Travel Expense Voucher form on a monthly basis and have it signed by their immediate supervisor to initiate the process for repayment of expenses incurred.

5.12 Use of Employer Credit Cards

All employees in the possession of a credit card issued by NMRE will adhere to the strictest guidelines of responsibility for the protection and proper use of that card.

Submit all receipts generated by use of the Organization credit card monthly to the Finance Department. Your Organization credit card may not be used for personal reasons. Use of the Organization credit card is restricted to approved business-related expenses.

Any unauthorized purchases made with a credit card issued by the Organization will be the cardholder's responsibility and may result in disciplinary action up to and including termination. You must reimburse any such purchase to the Organization within 5 days.

Immediately report lost or stolen Organization cards to your credit card company and your immediate supervisor. Failure to follow this policy may result in disciplinary action up to and including discharge.

5.13 Workplace Privacy and Right to Inspect

NMRE property, including but not limited to phones, computers, tablets, desks, work place areas, or vehicles remains under the control of the Organization and is subject to inspection at any time, without notice to any employees, and without their presence.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Organization premises including that kept in desks.

6.0 Technology

6.1 Telephone Use

NMRE phones are principally for work-related communications. Unless there is an emergency, limit telephone calls to business purposes only. Limit personal use of Organization telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged.

6.2 Voicemail, Email, and Internet Policy

This Voicemail/Email/Internet Policy is intended to provide NMRE employees with the guidelines associated with the use of the voicemail/email/internet system (the system). This policy applies to all employees and any others accessing and/or using the system through onsite or remote terminals.

General Provisions

- The system, and all data transmitted or received through the system, is the exclusive property of the Organization. You should not have any expectation of privacy in any communication over this system. If you are permitted to have access to the system, you will be given a voicemail, email, and/or Internet address and/or access code and will have use of the system consistent with this policy.
- The Organization reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over the system. Any individual who is given access to the system is hereby given notice that the Organization will exercise this right periodically, without prior notice and without the prior consent.
- The interests of the Organization in monitoring and intercepting data include but are not limited to: protection of Organization proprietary and similar confidential commercially-sensitive information (i.e. financial records/reports, business strategies/plans, customer lists, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.
- You should not interpret the use of password protection as creating a right or expectation of privacy. To protect everyone involved, no one can have a right or expectation of privacy regarding the receipt, transmission, or storage of data on the Organization voicemail/email/internet system.

Any employees who violate this policy will be subject to corrective action, up to and including termination of employment. If necessary, the Organization will also advise law enforcement officials of any illegal conduct.

6.3 Personal Cell Phone/Mobile Device Use

While NMRE permits employees to bring personal cell phones and other mobile devices (i.e. smart phones, PDAs, tablets, laptops) into the workplace and connect them to the guest network, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Organization property unless authorized in advance by NMRE management

or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with Organization policies regarding the protection of confidential and proprietary information when using personal devices.

Nothing in this policy is intended to prevent employees from engaging in protected concerted activity under the NLRA.

You will be subject to disciplinary action up to and including termination of employment for violation of this policy.

6.4 *Employer-Provided Cell Phone/Mobile Device Policy*

The purpose of this policy is to provide guidance to employees regarding eligibility for NMRE-provided cell phones and plans, and the appropriate use of the phone and plan.

You must have a legitimate business need for a cell phone/mobile device and the issuance of same must be approved by your immediate supervisor. The typical legitimate reasons employees may need a cell phone/mobile device include frequent business travel or for key personnel who must be immediately reachable during an emergency.

When the cell phone/mobile device is used for personal reasons and the activity results in additional cost to the Organization, you are responsible for the cost of that usage, including all applicable taxes.

If you drive a vehicle during your employment, you may not use any cell phone/mobile device or other communication device while driving unless the device is equipped or configured with a "hands-free" listening/speaking option, and you in fact utilize the hands-free device.

The Organization owns and remains entitled to all cell phone/mobile devices, including all passwords controlling access to them. You may not change those passwords except with permission. At the time of employment termination, all such equipment and passwords must be returned to the Organization in operable condition.

6.5 *Computer Security and Copying of Software*

Software programs purchased and provided by NMRE are to be used only for creating, researching, and processing materials for Organization use. By using Organization hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable Organization policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the Organization, or developed by Organization employees or contract personnel on behalf of the Organization, is

and will be deemed Organization property. It is the policy of the Organization to respect all computer software rights and to adhere to the terms of all software licenses to which the Organization is a party. The Chief Information Officer is responsible for enforcing these guidelines.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the Organization to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your manager's approval. All software acquired by the Organization must be purchased through Information Systems Department.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, customers, and others nor can you upload or download software to portable devices like a thumb drive. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the Organization.

6.6 Social Media Policy

At NMRE, we recognize the internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, use of social media also presents certain risks and carries with it certain responsibilities. To minimize risks to the Organization, you are expected to follow our guidelines for appropriate use of social media.

This policy applies to all employees who work for the Organization.

Guidelines

For purposes of this policy, **social media** includes all means of communicating or posting information or content of any sort on the internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether associated or affiliated with the Organization, as well as any other form of electronic communication.

Organization principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any customer, manager, owner, or employees of the Organization.

Know and Follow the Rules

Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

The Organization cannot force or mandate respectful and courteous activity by employees on social media during nonworking time. If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or Organization policy. Your personal posts and social media activity should not reflect upon or refer to the Organization.

Maintain Accuracy and Confidentiality

When posting information:

- Maintain the confidentiality of intellectual property and confidential commercially-sensitive information (i.e. financial records/reports, business strategies/plans, customer lists, etc.) related to the Organization.
- Do not create a link from your personal blog, website, or other social networking site to the Organization website that identifies you as speaking on behalf of the Organization.
- Never represent yourself as a spokesperson for the Organization. If the Organization is a subject of the content you are creating, do not represent yourself as speaking on behalf of the Organization. Make it clear in your social media activity that you are speaking on your own behalf.
- Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related and authorized by your supervisor.

Media Contacts

If you are not authorized to speak on behalf of the Organization, do not speak to the media on behalf of the Organization. Direct all media inquiries for official Organization responses to the Executive Assistant.

Retaliation and Your Rights

Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy or cooperates in an investigation. Those who retaliate against others for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Nothing in this policy is designed to interfere with, restrain, or prevent employees from communications regarding wages, hours, or other terms and

conditions of employment, or to restrain employees in exercising any other right protected by law. All employees have the right to engage in or refrain from such activities.

7.0 Benefits

7.1 Paid Time Off (PTO) Policy

Paid time off (PTO) provides you with the flexibility to use your time off to meet your personal needs, while recognizing your individual responsibility to manage your paid time off.

You will accumulate PTO each pay period worked and it is up to you to allocate how you will use it — for vacation, illness, caring for children, school activities, medical/dental appointments, personal business, or emergencies. NMRE may require you to use any unused PTO during disability or family medical leave, or any other leave of absence, when permissible according to state and federal law. The amount of PTO earned will depend on your length of service with the Organization.

Eligibility

You are eligible to receive PTO if you are regularly scheduled to work at least 37.5 hours per week. Part-time employees working between 20-28 hours per week accrue PTO on a prorated basis, depending on the number of hours worked.

Deposits Into Your Leave Account

The amount of PTO a regular full-time employee accrues each year is based on their length of service and accrues according to the accrual schedule determined by the Organization and noted below. PTO is accrued as you work. You will not accrue PTO time while you are taking unpaid time off for any reason.

- | | |
|--|------------------------------------|
| • Hire through 1 st year: | 6.63 hours accrued per pay period |
| • 1 st year through 2 nd year: | 7.50 hours accrued per pay period |
| • 3 rd year through 4 th year: | 8.07 hours accrued per pay period |
| • 5 th year through 9 th year: | 8.65 hours accrued per pay period |
| • 10 th year through 14 th year: | 9.23 hours accrued per pay period |
| • 15 th year through 19 th year: | 9.51 hours accrued per pay period |
| • 20 th year and up: | 10.09 hours accrued per pay period |

Maximum Accrual

Although you may carry over unused PTO time from year to year, there is a cap on the amount of PTO time you can accrue. Once you reach your cap, you will not accrue any more PTO until you use some of the time in your account and drop below the cap. After your balance goes below the cap, you will begin accruing PTO again. However, you will not receive retroactive credit for time

worked while you were at the cap limit. PTO accrual is capped at 262.5 hours. The amount of PTO accrued, used, and available is available by logging in to your account on the employee portal.

Buyout Option

At the end of each fiscal year, you can request a buyout of accrued PTO hours. The buyout will be calculated based upon 100% of your rate of pay as of September 30th. The maximum number of accrued PTO hours that can be bought out is 37.5, but you must leave a minimum of 120 hours in your account.

Termination

If you leave the Organization, you will be paid for unused accrued PTO at a rate of 50% based upon your rate of pay on your last day of employment.

Using Your PTO

The minimum amount of PTO you can use at one time is one hour.

Notice and Scheduling

You are required to provide your immediate supervisor with reasonable notice and obtain approval prior to using PTO. This allows for you and your supervisor to prepare for your time off and assure that all staffing needs are met. There may be occasions, such as sudden illness, when you cannot provide advance notice. In those situations, inform your immediate supervisor of your circumstances as soon as possible.

7.2 Holidays

Qualified full-time employees will receive 8 hours of holiday pay on designated holidays and part time employees receive a pro-rated amount. You are required to work the day before and the day after the holiday or have approved Paid Time Off to be eligible for holiday pay. NMRE offers the following paid holidays each year as follows:

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Spring Day (Friday before Easter)
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

When a holiday falls on a Saturday, it will be observed the preceding Friday. Holidays falling on a Sunday will be observed the following Monday.

You will be compensated for holidays in accordance with federal and state law

7.3 Health Insurance

On the 1st day of the month following 30 days of employment, NMRE provides its regular full-time employees with health insurance. Medical plan benefits for eligible employees and their dependents are described in detail in the Summary Plan Description (SPD) that is available to all eligible employees. These benefits may be canceled or changed at the discretion of the Organization, unless otherwise required by law.

FMLA Sub policy: Health benefits during Family and Medical Leave Act (FMLA) leave are maintained by the Organization on the same terms as if you continued to work. You must make arrangements to pay your share of the health insurance premium monthly to maintain insurance coverage. Contact the Payroll Designee to determine your contribution amount. The obligation of Organization to maintain health benefits stops when:

- You inform the Organization of your intent not to return to work at the end of the leave period; or
- You fail to return to work when the FMLA entitlement is exhausted; or
- You fail to make your premium payments in a timely manner.

The Organization will be entitled to recover premiums paid to maintain health insurance coverage for you if you fail to return to work from leave.

Plan eligibility does not necessarily mean coverage for all medical treatments or procedures. Under changed circumstances, you may be responsible for contributing to the cost of increased premiums. This benefit, as well as other benefits, may be canceled or changed at the discretion of the Organization, unless otherwise required by law.

7.4 Dental Insurance

All regular full-time employees at NMRE are eligible for the Organization dental plan beginning the 1st day of the month following the 30th day of employment. Dental plan benefits are described in detail in the Summary Plan Description (SPD).

7.5 Vision Care Insurance

All regular full-time employees at NMRE are eligible for the Organization vision care plan beginning the 1st day of the month following the 30th day of employment. Vision care plan benefits are described in detail in the Summary Plan Description (SPD).

7.6 401(a) Plan

All regular full-time employees at NMRE are eligible to participate in the 401(a) plan immediately. At the NMRE, full time employees' earnings are not covered by the disability portion of government Social Security. Instead, regular full-time employees receive Organization contributions to a 401(a) plan where:

- Each full-time employee is required to contribute 6.2% of their gross earnings into their 401(a) plan every pay period (in lieu of paying FICA OASDI payroll tax). *This reduces each employee's Federal and State taxable income*
- The NMRE contributes a matching 6.2% of the employee's gross earnings into each eligible employee's 401(a) plan every pay period (in lieu of paying the employer FICA OASDI payroll tax)
- The NMRE makes an additional 6% contribution into each full-time employee's 401(a) every pay period

This arrangement may have an effect on the level of future Social Security retirement and disability benefits but will not directly impact future Medicare benefits. Employees may elect to make additional retirement contributions by enrolling in a Roth or 457 deferred compensation plan.

7.7 Life Insurance

NMRE provides life insurance to all regular full-time employees effective the 1st day of the month following the completion of 30 days of employment with the Organization. You will be required to notify the benefits administrator of your intended beneficiary. Refer to the Summary Plan Description (SPD) for details about the benefit.

7.8 Disability Insurance

NMRE provides employees with long term disability income protection when they miss work due to nonwork related disabilities. The terms and conditions for the disability insurance program are outlined in the Summary of Plan Benefits. Contact the Human Resources Assistant for a copy of the plan provisions and for any questions about the benefit.

Upon hire and during the annual Open Enrollment period, employees are given an option to purchase short term disability coverage at their expense.

7.9 Unemployment Compensation Insurance Policy

Unemployment compensation insurance is paid for by NMRE and provides temporary income for employees who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Organization.

7.10 Workers' Compensation Insurance Policy

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at NMRE, no matter how slightly, you are to report the incident immediately to your supervisor. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits. Neither the NMRE nor the insurance carrier will be liable for payment of workers' compensation benefits for injuries that occur during voluntary participation in any off-duty recreational, social or athletic activity sponsored by the NMRE.

To receive workers' compensation benefits, notify your supervisor immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report and you will be required to submit a medical release before you can return to work.

7.11 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity to continue health insurance coverage under the Organization health plan when a "qualifying event" could result in the loss of eligibility. **The NMRE is unable to offer this continuation of coverage until January 1, 2020.**

7.12 Bereavement Leave

NMRE recognizes the importance of taking leave when there is a death in the family. Accrued paid time off may be used or if none is available an authorized leave without pay may be available. Notify your immediate supervisor of your intention to take bereavement leave as soon as the need arises. The Organization may request documentation to support absences for bereavement leave.

7.13 Crime Victim Leave Policy

NMRE will provide eligible employees time off from work to respond to a subpoena or request by the prosecuting attorney for the purposes of giving testimony.

Eligibility

To be eligible for time off under this policy, you must be a victim of crime or a victim representative.

A **victim** is an individual who has suffered direct or threatened physical,

financial, or emotional harm as a result of the commission of a crime.

A **victim representative** is an individual who is:

- A guardian or custodian of a child of a deceased victim if the child is less than 18 years of age.
- A parent, guardian, or custodian of a victim of assault if the victim is less than 18 years old.
- A person who has been designated to act in place of a victim of assault while the victim is physically or emotionally disabled.

Compensation

Time off granted under this policy will be unpaid; however, exempt employees may be compensated as required by applicable law.

Notice

Upon receiving a subpoena, provide your immediate supervisor with reasonable notice of the need for leave. If advance notice is not practicable, provide appropriate documentation within a reasonable time after the absence.

Retaliation

The Organization will not retaliate against employees who request or take leave in accordance with this policy.

7.14 Jury Duty Leave

NMRE encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your immediate supervisor as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use earned paid time off benefits in place of unpaid leave.

The Organization reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Organization will not retaliate against employees who request or take leave in accordance with this policy.

7.15 Military Leave (USERRA)

NMRE complies with applicable federal and state law regarding military leave and re-employment rights. Unpaid military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA; with

amendments) and all applicable state law. You must submit documentation of the need for leave to the Human Resources Assistant. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your immediate supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact the Human Resources Assistant.

8.0 Safety, Security and Loss Prevention

8.1 General Safety Policy

It is the responsibility of all NMRE employees to maintain a healthy and safe work environment. Report all safety hazards and occupational illnesses or injuries to your immediate supervisor and the Human Resources Assistant as soon as reasonably possible and complete an occupational illness or injury form as needed. The NMRE Safety Manual is available for review from the Human Resources Assistant at any time. Failure to follow the Organization health and safety rules may result in disciplinary action, up to and including termination of employment.

8.2 Policy Against Workplace Violence

As the safety and security of our employees, vendors, contractors, and the general public is in the best interests of NMRE, we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

The Organization has a zero-tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, customers, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.

- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on Organization property or while performing Organization business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your immediate supervisor, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to immediate supervisor or the Human Resources Assistant.

8.3 Security

All employees are responsible for helping to make NMRE a secure work environment. Upon leaving work, lock all desks and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your immediate supervisor immediately. Refrain from discussing specifics regarding Organization security systems, alarms, passwords, etc. with those outside of the Organization.

Immediately advise your supervisor of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the Organization. Safety and security are the responsibility of all employees and we rely on you to help us keep our premises secure.

Closing Statement

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Organization and a safe, productive, and pleasant workplace.

Eric Kurtz, CEO

NMRE

Acknowledgement of Receipt and Review

By signing below, I acknowledge that I have received a copy of the NMRE Employee Handbook and that I have read it, understand it, and agree to comply with it. I understand that the Organization has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the NMRE Board of Directors. I also understand that any delay or failure by the Organization to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Organization or affect the right of the Organization to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by the NMRE Board of Directors, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement that conflicts with the terms of this handbook, I understand that the terms of the employment agreement will control.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA).

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by NMRE.

If I have any questions about the content or interpretation of this handbook, I will contact my immediate supervisor.

Printed Name

Signature

Date