

# EMPLOYEE HANDBOOK

for the Employees of



UT★PHYSICIANS

January 1, 2009

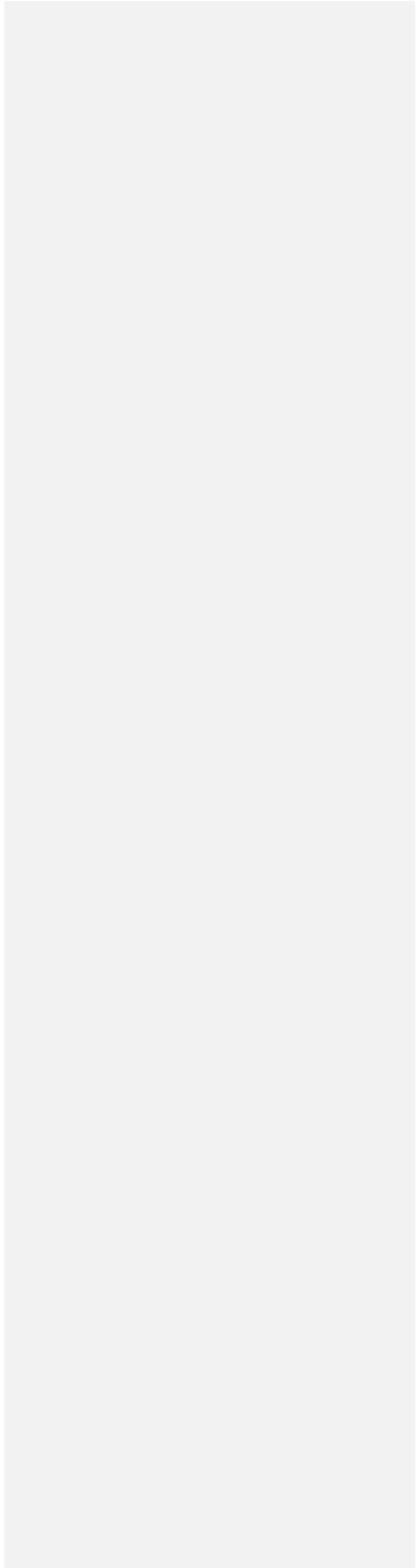
provided by **Administaff**

## TABLE OF CONTENTS

<b>WELCOME!</b> .....	<b>5</b>
<b>INTRODUCTION</b> .....	<b>6</b>
DEFINITIONS.....	6
NOTICE TO EMPLOYEES.....	7
CHANGE IN POLICY.....	7
<b>EMPLOYMENT POLICIES</b> .....	<b>8</b>
EQUAL EMPLOYMENT OPPORTUNITY POLICY.....	8
AMERICANS WITH DISABILITIES ACT (ADA).....	8
CLASSIFICATIONS OF EMPLOYMENT.....	8
PERSONNEL FILES.....	9
EMPLOYMENT REFERENCES.....	9
EMPLOYMENT OF RELATIVES.....	9
OUTSIDE EMPLOYMENT.....	10
JOB PERFORMANCE EVALUATIONS.....	10
ADVANCEMENT AND PROMOTION.....	10
TRANSFER.....	11
SEPARATION FROM EMPLOYMENT.....	14
<b>EMPLOYEE CONDUCT</b> .....	<b>15</b>
ANTI-HARASSMENT POLICY.....	15
GUIDELINES FOR APPROPRIATE CONDUCT.....	17
VIOLENCE IN THE WORKPLACE POLICY.....	19
EMPLOYEE SAFETY AND HEALTH.....	19
WORKPLACE ACCIDENTS.....	20
DRUG FREE WORKPLACE POLICY.....	20
NON-FRATERNIZATION.....	21
COMPLAINT RESOLUTION PROCEDURE.....	21
CONFIDENTIALITY.....	22
PROTECTED HEALTH INFORMATION.....	22
<b>HOURS AND COMPENSATION POLICIES</b> .....	<b>24</b>
HOURS OF OPERATION.....	24
CALL-IN PAY.....	24
PAYDAY.....	24
ERRORS IN PAY.....	25
ABSENTEEISM AND TARDINESS.....	25

EMERGENCY OFFICE CLOSING.....	26
TIME SHEETS .....	26
OVERTIME FOR NON-EXEMPT EMPLOYEES.....	27
EXEMPT EMPLOYEE REDUCTION OF SALARY .....	27
WAGE AND SALARY .....	28
<b>OPERATIONS POLICIES.....</b>	<b>29</b>
INITIAL ORIENTATION PERIOD .....	29
APPEARANCE .....	29
PERSONAL PHONE CALLS AND PERSONAL BUSINESS .....	31
PERSONAL PAGERS AND CELLULAR PHONES.....	32
USE OF COMMUNICATION SYSTEMS .....	32
INTERNET CODE OF CONDUCT.....	33
CUSTOMER RELATIONS .....	34
GIFTS AND FAVORS .....	35
SOLICITATIONS AND DISTRIBUTION OF LITERATURE .....	35
COMPANY PROPERTY .....	36
WEAPONS .....	36
SMOKING.....	37
TRAVEL.....	37
PARKING.....	41
COMPANY VEHICLES .....	41
PERSONAL VEHICLES .....	42
<b>LEAVE OF ABSENCE POLICIES .....</b>	<b>43</b>
FAMILY AND MEDICAL LEAVE .....	43
CONTINUATION OF BENEFITS .....	49
MILITARY LEAVE OF ABSENCE.....	50
PERSONAL NON-FMLA LEAVE OF ABSENCE .....	50
EDUCATIONAL LEAVE OF ABSENCE .....	51
PUBLIC SERVICE LEAVE OF ABSENCE .....	51
BEREAVEMENT LEAVE.....	52
JURY DUTY AND WITNESS LEAVE .....	52
WORKERS' COMPENSATION INSURANCE .....	52
VOTING .....	53
<b>EMPLOYEE BENEFITS AND SERVICES .....</b>	<b>54</b>
PAID TIME OFF.....	54
PERSONAL DAYS.....	55

ADMINISTRATIVE TIME .....56  
HOLIDAYS .....56  
PAID TIME OFF, PERSONAL DAYS AND HOLIDAYS.....~~585857~~  
FOR PART-TIME EMPLOYEES .....~~585857~~  
PAID TIME OFF PROCEDURES .....~~606059~~  
**ACKNOWLEDGMENTS** *Last 2 Pages*



## **WELCOME!**

Thank you for joining UT Physicians. We hope you agree that you have a great contribution to make to UT Physicians, and that you will find your employment at UT Physicians a rewarding experience. We look forward to the opportunity of working together to create a more successful company. We also want you to feel that your employment with UT Physicians will be one that is mutually beneficial and gratifying.

We hope you will find satisfaction in your job and take pride in your work.

*Company Management*

## INTRODUCTION

---

---

An interesting and challenging experience awaits you as an employee of UT Physicians and Administaff (collectively "the Company"). We have written this handbook in order to answer some of the questions you may have concerning the policies of the Company. Please read it thoroughly and retain it for future reference. Should you have any questions regarding any policies, please ask the HR Administrator or a member of Administaff's Human Resource Department for assistance.

Administaff ("Administaff") is a Professional Employer Organization with clients and worksite employees in 50 states. You are an employee of both companies, Administaff and UT Physicians. Administaff handles the administrative responsibilities for employment-related issues such as payroll, benefits and handles many personnel issues, while UT Physicians handles the day-to-day activities related to its core business. Questions relating to payroll, benefits or other human resource issues should be directed to the HR Administrator or Administaff's Payroll or Human Resource Specialists.

## DEFINITIONS

- The term "employee" as used throughout this handbook means those employees both of UT Physicians and Administaff.
- The term "employment" as used throughout this handbook means your employment with UT Physicians and Administaff.
- The term "Company" as used throughout this handbook means both UT Physicians and Administaff.
- The term "client company" or UT Physicians as used throughout this handbook means the separate business entity that enters into a contractual relationship with Administaff.
- The term "HR Administrator" as used throughout this handbook means Administaff's designated contact at UT Physicians. The HR Administrator may, at his discretion, delegate responsibilities contained in these policies to other supervisory personnel.

This handbook is not a contract guaranteeing employment for any specific duration. Both you and the Company have the right to terminate your employment at any time. No supervisor, manager or representative of the Company, other than a President or Vice President, has the authority to enter into any agreement for employment for any specified period or to make any promises or commitments contrary to the foregoing. Any employment agreement entered into by the President or Vice President shall not be enforceable unless it is in writing and signed by both parties. Notwithstanding the above, an agreement made by a President or Vice President of UT Physicians is not binding on Administaff unless it is agreed to in writing by the President or Vice President of Administaff.

## **NOTICE TO EMPLOYEES**

In drafting this Employee Handbook, we have avoided the use of specific gender pronouns wherever possible. However, where such avoidance would have led to very awkward sentences, we have used the masculine pronoun. This use should be considered to refer to both genders.

This Employee Handbook supersedes all previous Company handbooks and policies. In addition, this handbook supersedes all prior management memos to the extent that such memo contradicts a subject or policy covered herein.

## **CHANGE IN POLICY**

The policies in this handbook are subject to change at the sole discretion of the Company. We will notify you of these changes by appropriate means. Changes will be effective on dates determined by the Company, and you may not rely on policies that have been superseded. No supervisor or manager has any authority to alter the foregoing.

If you are uncertain about any policy or procedure, please check with the HR Administrator.

## EMPLOYMENT POLICIES

---

---

### EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Company provides equal employment opportunities to all employees and applicants without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer related or HIV/AIDS related), genetic information or sexual orientation in accordance with applicable federal, state and local laws. In addition, the Company complies with applicable state and local laws governing nondiscrimination in employment in every location in which the Company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

### AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act (ADA) requires an employer to provide reasonable accommodations for individuals with disabilities, unless it would cause undue hardship. A reasonable accommodation is any change in the work environment or in the way a job is performed that enables a person with a disability to enjoy equal employment opportunities.

If you require an accommodation you must inform your supervisor that there is a need for an adjustment or change at work for a reason related to a medical condition. We will respond promptly and to the best of our ability to accommodate the needs of all employees.

### CLASSIFICATIONS OF EMPLOYMENT

For purposes of salary administration and eligibility for overtime payments and employment benefits, the Company classifies its employees as follows:

- **Full-time Regular Employees** -- Employees hired to work the Company's normal, full time, 30 hour or more workweek on a regular basis. Such employees may be "exempt" or "non-exempt" as defined below.
- **Part-time Regular Employees** -- Employees hired to work fewer than 30 hours per week on a regular basis. Such employees may be "exempt" or "non-exempt" as defined below.
- **Temporary Employees** -- Employees engaged to work full time or part time on the Company's payroll with the understanding that their employment will be terminated no later than upon completion of a specific assignment. (Note that a temporary employee may be offered, and may accept, a new temporary assignment with the Company and thus still retain temporary status.) Such employees may be "exempt" or "non-exempt" as defined below.

(Note that employees hired from temporary employment agencies for specific assignments are employees of the respective agency and not of the Company.)

- **Non-exempt Employees** -- Employees who are required to be paid minimum wage and overtime at the federal or state prescribed wage rate, whichever is higher.
- **Exempt Employees** -- Employees who are not required to be paid minimum wage and overtime, in accordance with applicable federal wage and hour laws, for work performed beyond forty hours in a workweek. Executives, professional employees, outside sales representatives, certain computer programmers and employees in some administrative positions are typically exempt.

## **PERSONNEL FILES**

Administrative staff maintains a personnel file on each employee. You may review your personnel file upon request and in the presence of authorized personnel. If you are interested in reviewing your file, contact your Payroll Specialist to make arrangements.

To ensure that your personnel file is up-to-date at all times, notify your supervisor or your Payroll Specialist of any changes in your name, telephone number, home address, marital status, number of dependents, beneficiary designations, scholastic achievements, the individuals to notify in case of an emergency, and so forth. An Employee Change in Status Notice will need to be filled out and sent to Administrative staff.

## **EMPLOYMENT REFERENCES**

All employment verification or reference requests on current or former employees are to be referred to Administrative staff. Administrative staff will normally only release last title and dates of employment. All other requests for information on current or former employees also are to be referred to Administrative staff, who will consider and respond to the request.

Requests for employment verification for credit or mortgage purposes should also be referred to Administrative staff. Certain information will be provided only if the employee has executed a release.

## **EMPLOYMENT OF RELATIVES**

The Company permits the employment of qualified relatives of employees so long as such employment does not, in the opinion of the Company, create actual or perceived conflicts of interest. For purposes of this policy, "relative" is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, or corresponding in-law or "step" relation. The Company will exercise sound business judgment in the placement of related employees in accordance with the following guidelines:

- Individuals who are relatives as defined above are permitted to work in the same Company facility provided no direct reporting or supervisory/management relationship exists. That is, no employee is permitted to work within the "chain of command" of a relative such that one

relative's work responsibilities, salary, or career progress could be influenced by the other relative.

- No relatives are permitted to work in the same department or in any other positions in which the Company believes an inherent conflict of interest may exist.

This policy applies to all categories of employment at the Company, including regular, temporary and part-time classifications.

## **OUTSIDE EMPLOYMENT**

Employees may hold outside jobs so long as they meet the performance standards of their job with the Company. All employees will be judged by the same performance standards and will be subject to scheduling demands, regardless of any existing outside work requirements.

If it is determined that an employee's outside work conflicts or interferes with performance, safety or the ability to meet the requirements of the Company as they are modified from time to time, the employee may be asked to terminate the outside employment if he desires to remain with the Company.

Outside employment that constitutes a conflict of interest is prohibited. Employees also may not receive any income or material gain from individuals outside the Company for materials produced or services rendered while performing their jobs with the Company.

## **JOB PERFORMANCE EVALUATIONS**

You will be evaluated with respect to the job that you are performing for the Company. As you demonstrate the ability to take on additional responsibilities, your talents will be utilized in the manner deemed most suitable to your demonstrated ability and the needs of the Company.

A written performance evaluation of each employee will be performed at the end of their initial orientation period and on an annual basis thereafter. The evaluation will be conducted by your supervisor and will be reviewed with you. Any areas of specific achievement or need for improvement will be noted and discussed with you.

## **ADVANCEMENT AND PROMOTION**

The Company's goal is to promote employees from within the current workforce whenever possible. Once a vacancy is established, you may apply for the job provided you are qualified for such advancement.

In making advancement to a new position, the demonstrated ability and overall qualifications of the applicant will be considered. The final decision on applicants will be based upon the overall qualification of the applicant and the recommendation of the applicant's department manager.

It is possible that an opening will occur that requires specialized skills and/or talents that do not currently exist within the Company. In such cases, the Company will hire someone from outside the present work force.

## **TRANSFER**

It is the policy of the Company that it may at its discretion initiate or approve employee job transfers from one job to another or from one location to another.

1. The Company may require employees to make either a temporary or long-term job transfer in order to accommodate the organization's business needs. The Company will try to limit the number and duration of temporary transfers that it requests of individual employees in a twelve-month period.
2. Employees may request a voluntary job transfer. To be eligible for a voluntary transfer, employees normally must meet the requirements of the new position, have held their current position for at least six months, have a satisfactory performance record, and have no disciplinary actions during the same period.
3. Job openings for which management solicits candidates from within the Company will normally be posted on the web site and announced in employee publications. Jobs will be posted internally for three days before they are advertised externally.
4. Eligible employees who request a transfer generally will be considered in the following order:
  - a. Employees in the same department as the job opening;
  - b. Employees at the same location but in departments other than the one where the opening occurs;
  - c. Employees who are being considered for layoff because of a reduction in force or because of the elimination of their job.
  - d. All other employees.
5. Requests for transfer normally should be handled as follows:
  - a. The employee will be required to complete an Employee Transfer Request form, which will need your current supervisor's signature. The request should include the reason for the transfer and the department and specific job that the employee wants. Requests based on posted job openings must comply with the procedures described and should be initiated prior to the cut-off date specified in the posting. The form will then be forwarded to the Human Resources department.
  - b. The Human Resources department will determine if the employee is eligible by looking at skill set, competencies, seniority, attendance, punctuality and work performance. If the current supervisor and Human Resources approve the transfer application, the form along with a resume and any other pertinent information will be forwarded to the hiring manager.

- c. The Human Resources department should arrange an interview between the candidate and the department head that has the job opening. The candidate will be allowed time off with pay for job interviews related to the transfer.
  - d. The department head with the job opening will make the final transfer decision, subject to the approval of the Human Resources department. A transferring employee selected for the position will physically transfer to the new department within 30 days following acceptance of the position, unless otherwise agreed by the involved parties.
  - e. Supervisors and department heads may initiate the procedure and propose employees for a position.
6. Transferred employees will be subject in the new positions to the provisions of the Introductory Period policy (90 day review period). The employee remains an at-will employee at all times and the employment-at-will relationship is not altered by transfer to a new position or completion of the subsequent introductory employment period. In addition, transferred employees may be required to have a medical examination if the examination is job-related and consistent with business necessity.
  7. Transferred employees will retain their existing job seniority until satisfactorily completing their introductory period on the job. That seniority will be transferred to the employee's new job at the successful completion of the introduction period.
  8. Pay for transferred employees generally will be handled as follows:
    - a. Employees transferred to a lateral job within the same salary range will continue to receive their existing rate of pay, and are not eligible for an increase for six months;
    - b. Employees transferred to a job in the same title and more responsibilities within the same salary range are eligible for an increase;
    - c. Employees transferred to a job in a higher salary range will be paid at the higher rate;
    - d. Employees transferred, for management's convenience; to a job in a lower salary range will usually be paid at their former rate. At management's discretion, however, employees may be paid at the rate of the new job; and
    - e. Employees who are transferred for disciplinary reasons, lack of work, budgetary reasons, corporate reorganization, or at their own request to a job in a lower salary range will be paid at the lower rate beginning with the start of the new job.



## EMPLOYEE TRANSFER REQUEST

Date:

Employee name:

Title:

Soc. Sec# or Employee Payroll Number:

Hire date:

Current pay rate:

The following transfer is requested:

	From (current job)	To
Position		
Location		
Department		
Hourly Status	Full-time <input type="checkbox"/> Part-time <input type="checkbox"/>	Full-time <input type="checkbox"/> Part-time <input type="checkbox"/>

Employee qualifications:

Reasons for request:

**Note:** Separate forms must be filed for each transfer request.

Employee Signature: \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

## **SEPARATION FROM EMPLOYMENT**

An employee may be separated from employment voluntarily or involuntarily by retirement, resignation, lack of work, or termination.

### **Resignation**

Any employee who voluntarily resigns is expected to provide the Company with advance written notice of no less than two weeks as is customarily done as a business courtesy. Failure to provide such notice may result in the employee not being eligible for rehire and not receiving earned, unused vacation time. If you have accrued, unused vacation time upon the termination of your employment, you will be paid for that time at your regular base pay up to 160 hours, provided you have given two weeks written notice.

### **Layoff Due to Lack of Work**

The Company attempts to maintain a stable work force, however, business conditions sometimes change to a point that there is not enough work to keep all employees on the payroll. Should such a situation occur, the work force may be reduced by laying off the number of employees over and above those needed to perform the work available. Layoffs will be determined by the ability of the affected employees to adequately perform the available work with a minimum of retraining. Length of service and non-medically related absences or tardiness may also be considered where relative ability is equal.

If there are open positions available in other areas, employees affected by the reduction in force may request transfer to those positions according to the transfer policy. If an affected employee is offered a position and turns it down they are not eligible for severance pay.

### **Exit Interviews**

Management may conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about the company. During the exit interview, you can provide insights into areas for improvement for the company and your specific position.

### **Return of Company Property**

Any Company property issued to you, such as software, computer equipment, databases, files, pager, keys, parking passes or company credit card must be returned at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your final paycheck, and you may be required to sign a wage deduction authorization form for this purpose.

## **EMPLOYEE CONDUCT**

---

---

### **ANTI-HARASSMENT POLICY**

It is the policy of the Company to maintain a working environment that encourages mutual respect, promotes respectful and congenial relationships between employees and that is free from all forms of harassment by anyone, including supervisors, co-workers, vendors, contractors or customers. Harassment, even when not unlawful or directed at a protected category, is expressly prohibited and will not be tolerated by the Company. Accordingly, Company management is committed to vigorously addressing complaints of harassment and sexual harassment at all levels within the Company.

Reported or suspected occurrences of harassment will be promptly and thoroughly investigated. Following an investigation, the Company will immediately take any necessary and appropriate disciplinary action.

The Company will not permit or condone any acts of retaliation against anyone who files harassment complaints or cooperates in the investigation of same.

1. The term “harassment” includes harassment based on any category protected by federal, state, or local law, which may include depending on the jurisdiction, but is not limited to, unwelcome slurs, jokes, or verbal, graphic or physical conduct relating to an individual's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer related or HIV/AIDS related), genetic information or sexual orientation.
2. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:
  - a. Submission to such conduct is an explicit or implicit term or condition of employment;
  - b. Employment decisions are based on an employee's submission to or rejection of such conduct; or,
  - c. Such conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment.

### **Complaint Procedure**

The Company provides its employees with a convenient and reliable method for reporting incidents of harassment, including sexual harassment. Any employee who feels harassed or discriminated against is encouraged to immediately inform the alleged harasser that the behavior is unwelcome. In many instances, the person is unaware that their conduct is offensive and when so advised can easily and willingly correct the conduct so that it does not reoccur. If the

informal discussion with the alleged harasser is unsuccessful in remedying the problem or if you do not feel comfortable with such an approach, you should immediately report the conduct to your immediate supervisor, manager, owner of the Company, or if necessary for resolution, the Administaff Anti-Harassment Hotline Number at 800-242-8893, ext. 3000 or 281-312-3000 in the Houston area. We cannot help resolve a harassment problem unless we know about it. Therefore, it is your responsibility to bring those kinds of problems to our attention so that we can take the necessary steps to correct the problem. The report should include all facts available to the employee regarding the harassment or sexual harassment.

### **Confidentiality**

All reports of harassment or sexual harassment will be treated seriously. However, absolute confidentiality is not promised nor can it be assured. The Company will conduct an investigation of any complaint of harassment or sexual harassment, which may require limited disclosure of pertinent information to certain parties, including the alleged harasser.

### **Investigative Procedure**

Once a complaint of harassment or sexual harassment is received, the Company will begin a prompt and thorough investigation. The investigation may include interviews with all involved employees, including the alleged harasser, and any employees who are aware of facts or incidents alleged to have occurred.

Following an investigation, the Company will immediately take any necessary and appropriate disciplinary action. Disciplinary action will be taken if the investigation reveals that an employee has acted in a manner that is not in alignment with the goal of this policy, even when the actions may be lawful. In fact, the Company may address any workplace issue discovered during an investigation. This may include some or all of the following steps:

1. Restore any lost terms, conditions or benefits of employment to the complaining employee.
2. Discipline the harasser. This discipline can include written disciplinary warnings, transfer, demotion, suspension, and termination.

If the harassment or sexual harassment is from a vendor, contractor or customer, the Company will take appropriate action to stop the conduct.

If you have made a complaint but feel that the action taken in response has not remedied the situation, you should make a complaint following the complaint procedure outlined in this policy.

### **Duties of Employees and Supervisors**

All employees of the Company, both management and non-management, are responsible for assuring that a workplace free of harassment or sexual harassment is maintained. Any employee may file a harassment complaint regarding incidents experienced personally or incidents observed in the workplace. The Company strives to maintain a lawful, pleasant work

environment where all employees are able to effectively perform their work without interference of any type and requests the assistance of all employees in this effort.

All Company supervisors and managers are expected to adhere to the Company's anti-harassment policy. Supervisors' evaluations may include an assessment of the supervisor's efforts in following and enforcing this policy.

All managers and supervisors are responsible for doing all they can to prevent and discourage harassment or sexual harassment from occurring. If a complaint of harassment or sexual harassment is raised, supervisors and managers are to act promptly to notify the Administaff Anti-Harassment Hotline Number of the complaint so that Human Resources may proceed with an investigation. If a supervisor or manager fails to follow this policy, he or she will be disciplined. Such discipline may include termination.

## **GUIDELINES FOR APPROPRIATE CONDUCT**

As a Company team member, employees are expected to accept certain responsibilities, follow acceptable business principles in matters of conduct, and exhibit a high degree of integrity at all times. This not only involves sincere respect for the rights and feelings of others, but also demands that employees refrain from any behavior that might be harmful to themselves, co-workers, the Company, or that might be viewed unfavorably by current or potential customers or by the public at large. Employee conduct reflects on the Company. Employees are, consequently, encouraged to observe the highest standards of professionalism at all times.

Types of behavior and conduct that the Company considers inappropriate include, but are not limited to, the following:

- Falsifying employment or other Company records;
- Violating the Company's anti-harassment policy;
- Soliciting or accepting gratuities from customers or clients;
- Excessive absenteeism or tardiness;
- Excessive, unnecessary, or unauthorized use of Company property and supplies, particularly for personal purposes;
- Reporting to work under the influence of drugs or alcohol, and the illegal manufacture, possession, use, sale, distribution or transportation of drugs;
- Bringing or using alcoholic beverages on the Company property or using alcoholic beverages while engaged in Company business off the Company's premises, except where authorized;
- Fighting or using obscene, abusive, or threatening language or gestures;
- Theft of property from co-workers, customers, or the Company;
- Unauthorized possession of firearms on the Company premises or while on Company business;
- Disregarding safety or security regulations;

- Insubordination; and
- Failing to maintain the confidentiality of Company, customer, or client information.
- Weapons – pocket knives.
- Gambling.

Should an employee's performance, work habits, overall attitude, conduct or demeanor become unsatisfactory based on violations either of the above or of any other Company policies, rules, or regulations, the employee will be subject to disciplinary action, up to and including termination.

Before or during imposition of any discipline, employees may be given an opportunity to relate their version of the incident or problem at issue and provide any explanation or justification they consider relevant.

Where appropriate, a policy of progressive employee discipline will be followed by supervisors. Major elements of this policy include:

1. **VERBAL REPRIMAND.** The first step in the Company's progressive disciplinary policy is the "verbal reprimand." This is a verbal warning to an employee that his conduct is unacceptable, and that repeated or continued failure to conform his conduct or performance to the Company standards will result in more severe disciplinary action. Before receiving a verbal reprimand, an employee will be counseled by his supervisor and told what improvements are necessary and expected to correct any performance deficiencies. A record of the notice of the verbal reprimand may be made and retained in the employee's personnel file.
2. **WRITTEN REPRIMAND.** The second step is a "written reprimand." This reprimand will describe the unacceptable conduct or performance of the employee and specify needed changes or improvements. A copy of the written reprimand will be retained in the employee's personnel file.
3. **SUSPENSION.** Suspension of the employee's employment may, at the sole discretion of the Company, be used as a third step. The length of the suspension will vary based upon such factors as the severity of the offense, the employee's performance, and the employee's disciplinary record. An employee may be suspended for repeated instances of minor misconduct, failure to conform his conduct or performance to the standards of his position, or for a single serious offense. A record of the suspension will be retained in the employee's personnel file.
4. **TERMINATION.** The final step in the disciplinary procedure is the termination of the employee. If an employee fails to conform his conduct or performance to the standards required by the Company, the Company may, in its sole discretion, terminate the employee's employment.

Notwithstanding this progressive disciplinary procedure policy, the Company reserves the right to administer discipline in such a manner as it deems appropriate to the circumstances, and may, in its sole discretion, eliminate any or all of the steps in the discipline process.

## **VIOLENCE IN THE WORKPLACE POLICY**

It is the intent of the Company to provide a safe workplace for employees and to provide a comfortable and secure atmosphere for customers and others with whom we do business. The Company has zero tolerance for violent acts or threats of violence.

The Company expects all employees to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional or veiled threat of harm to any employee or company property will be considered acceptable behavior. Acts of violence or intimidation of others will not be tolerated. Any employee who commits or threatens to commit a violent act against any person while on Company premises will be subject to immediate discharge. If an employee, while engaged in Company business off the premises, commits or threatens to commit a violent act, that employee will be subject to immediate discharge if the threat or violent act could adversely affect the Company or its reputation in the community.

Employees within the company share the responsibility in identification and alleviation of threatening or violent behaviors. Any employee who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to their supervisor or a member of management. Employees must assume that any threat is serious. If you as an individual feel threatened and need protection, do not hesitate to report the situation to a supervisor. Any threat reported to a supervisor should be brought to the attention of management and/or the Administaff Human Resource Department. Human Resources will carefully investigate all reports, and employee confidentiality will be maintained to the fullest extent possible.

## **EMPLOYEE SAFETY AND HEALTH**

It is the policy of the Company to provide its employees a safe and healthy work place and to follow procedures aimed at safeguarding all employees. Accident prevention and efficiency in production go together; neither should be given priority over the other.

Safety is everyone's responsibility. Every supervisor is expected to devote the time and effort necessary to ensure the safety of employees at all times.

### Responsibilities of the employee include:

- Obeying the safety rules.
- Following safe job procedures. Not taking short cuts.
- Keeping work areas clean and free from slipping or tripping hazards.
- Using prescribed personal protective equipment.
- Immediately reporting all malfunctions to a supervisor.
- Using care when lifting and carrying objects.
- Observing restricted areas and all warning signs.
- Knowing emergency procedures.

- Reporting unsafe conditions to supervisors.
- Promptly reporting every accident and injury to his supervisor.
- Following the care prescribed by the attending physician when treated for an injury or illness.
- Attending all employee safety meetings.
- Participating in accident investigations, serving on safety committee or other loss control activities as needed.

Failure to observe these guidelines may result in disciplinary action, up to and including termination of your employment.

## **WORKPLACE ACCIDENTS**

All accidents, injuries, potential safety hazards, safety suggestions and health and safety-related issues must be reported immediately to your supervisor and/or Human Resources. If you or another employee is injured, you should contact outside emergency response agencies, if needed.

## **DRUG FREE WORKPLACE POLICY**

The policy of the Company is to maintain a drug free workplace. As a condition of continued employment, all Company employees must comply with this policy. The term “workplace” is defined as Company property, any Company sponsored activity, or any other site where the employee is performing work for the Company or representing the Company. The term “drug” as used in this policy includes alcoholic beverages and prescription drugs, as well as illegal inhalants and illegal drugs and/or controlled substances as defined in schedules I through V of the Controlled Substances Act, 21 U.S.C. Sec. 812, 21 C.F.R. Sec 1308, and the state and local law of the jurisdiction where the workplace is located, including, but not limited to, marijuana, opiates (e.g., heroin, morphine), cocaine, phencyclidine (PCP), and amphetamines. An employee who engages in an activity prohibited by this policy shall be subject to disciplinary action, up to and including immediate termination of employment. However, the use and/or possession of prescription drugs under federal law, when taken as directed and obtained with a valid prescription, shall not be a violation of this policy.

Prohibited activities under this policy include the possession, use, sale, attempted sale, distribution, manufacture, purchase, attempted purchase, transfer, or cultivation of drugs, as defined above, in the workplace, as defined above. Employees are also prohibited from being at the workplace with a detectable amount of drugs in their system. However, the use and/or possession of prescription drugs under federal law, when taken as directed and obtained with a valid prescription, shall not be a violation of this policy.

Information regarding the availability of treatment programs, if any, such as assistance provided by Administaff’s health care plan coverage or drug and alcohol abuse rehabilitation programs and the requirements for participation in drug and alcohol abuse education and training programs, may be requested by contacting your Administaff Human Resource Specialist.

*This policy is not intended to replace or otherwise alter the obligation of an Administaff client company to comply with requirements of the U.S. Department of Transportation or any other federal, state or local agency that regulates drug testing administration or a particular industry.*

## **NON-FRATERNIZATION**

The Company desires to avoid misunderstandings, actual or potential conflicts of interest, complaints of favoritism, possible claims of sexual harassment, and the employee morale and dissension problems that can potentially result from romantic relationships involving managerial and supervisory employees in the Company or certain other employees in the Company.

Accordingly, managers and supervisors are discouraged from fraternizing or becoming romantically involved with one another or with any other employee of the Company. Additionally, all employees, both managerial and non-managerial, are discouraged from fraternizing or becoming romantically involved with other employees, when, in the opinion of the Company, their personal relationships may create a conflict of interest, cause disruption, create a negative or unprofessional work environment, or present concerns regarding supervision, safety, security, or morale.

An employee involved with a supervisor or fellow employee should immediately and fully disclose the relevant circumstances to their supervisor so that a determination can be made as to whether the relationship presents an actual or potential conflict of interest. If an actual or potential conflict exists, the Company may take whatever action appears appropriate according to the circumstances, up to and including transfer or discharge. Failure to disclose facts may lead to disciplinary action, up to and including termination.

All employees should also remember that the Company maintains a strict policy against unlawful harassment of any kind, including sexual harassment. The Company will vigorously enforce this policy consistent with all applicable federal, state, and local laws.

## **COMPLAINT RESOLUTION PROCEDURE**

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that you believe is detrimental to your employment with the Company, you should follow the procedure described here for bringing your complaint to management's attention.

**Step One.** Discussion of the problem with your immediate supervisor is encouraged as a first step. If, however, you do not believe a discussion with your supervisor is appropriate, you may proceed directly to Step Two.

**Step Two.** If your problem is not resolved after discussion with your supervisor or if you feel discussion with your supervisor is inappropriate, you are encouraged to request a meeting with the HR Representative. In an effort to resolve the problem, the representative will consider the facts and may conduct an investigation.

The Company does not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying the Company from taking disciplinary action against any individual, up to and including termination, in circumstances (such as those involving problems of overall performance, conduct, attitude, or demeanor) where the Company deems disciplinary action appropriate.

## **CONFIDENTIALITY**

It is the guideline of the Company that the general internal business affairs of the organization should not be discussed with anyone outside the organization except as may be required in the normal course of business. Information designated as confidential is to be discussed with no one outside the organization and only discussed within the organization on a “need to know” basis.

All employees have a responsibility to avoid unnecessary disclosure of non-confidential internal information about the Company, its customers, and its suppliers. This responsibility is not intended to impede normal business communications and relationships, but is intended to alert employees to their obligation to use discretion to safeguard internal company affairs. Employees authorized access to confidential information are responsible for its security.

Employees are not to discuss with the officers, directors, or employees of competing companies any topic which might give the impression of an illegal agreement in restraint of trade. Such topics include pricing agreements, customer allocation, and division of sales territories.

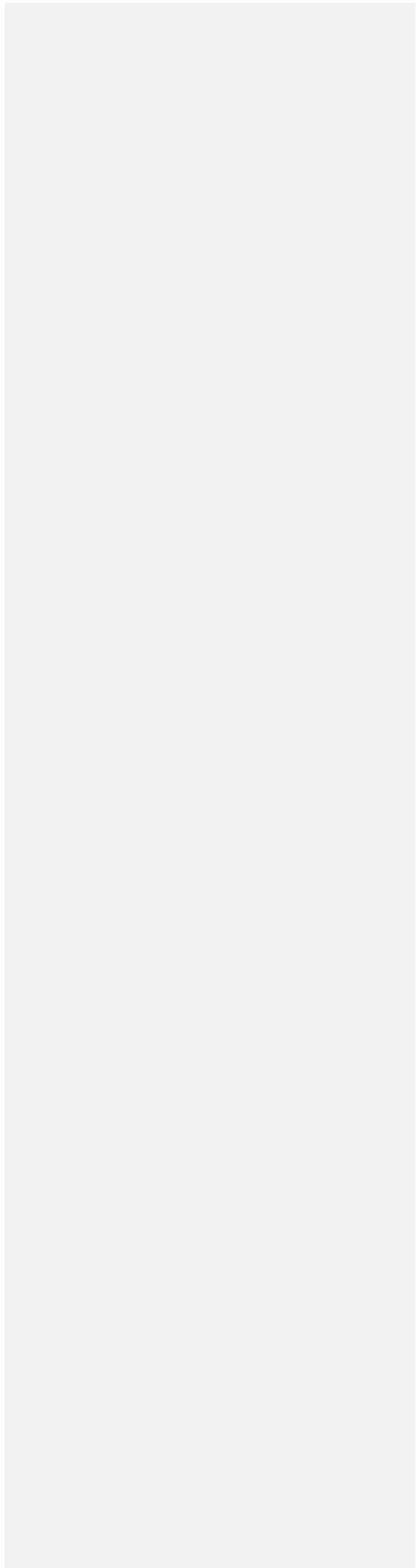
Inquiries seeking information concerning current or former employees should be referred to the HR Administrator or Administaff Human Resource Department.

Confidentiality extends to the medical records and medical matters of the patients. The relationship between a physician and patient is a very personal one and is strictly confidential, both ethically and legally. An employee may acquire knowledge of certain facts relative to patients coming to the office in due course of his employment. All such information whether of a medical or a business nature, is to be considered as strictly confidential and personal. All employees are warned to hold such information in strictest confidence. Under no circumstances is the business or medical affairs of our patients to be discussed with anyone other than those who have a “need to know.” Violation of this rule will render the employee so involved subject to immediate dismissal. In addition, a breach of this confidence may make the offender legally liable under the “Statute of Privileged Communications” of the State of Texas. In short, what you see and hear concerning patients is to be considered confidential. These facts cannot be overemphasized.

## **PROTECTED HEALTH INFORMATION**

UT Physicians takes the privacy of our patients seriously. UT Physicians’ privacy policies and procedures strengthen UT Physicians’ commitment to maintaining the confidentiality of personal health information. All employees are expected to comply with the privacy policies and procedures established by UT Physicians. Failure to do so may result in disciplinary action, up to and including termination. In addition, employees should be aware that the HIPAA law

provides for fines and criminal penalties for violations. If you have any questions about UT Physicians' Privacy Policies, see UT Physicians' HIPAA contact.



## **HOURS AND COMPENSATION POLICIES**

---

---

### **HOURS OF OPERATION**

By being ready, willing and able to serve customers efficiently at any time and competing fairly in the marketplace and producing a quality product, we increase the opportunity for maintaining a steady flow of work. Therefore, hours for office employees are Monday through Friday with start and end times established by your supervisor. The supervisor will arrange a lunch period. Lunch breaks for all office employees will be assigned by the department manager. In order to facilitate the smooth flow of business and to adequately cover the phones, lunch breaks will usually be staggered and may change to meet the needs of UT Physicians. While there is no formal rest breaks scheduled for employees, up to two 10-minute breaks may be allowed depending upon business volume. The POA will determine whether the current business volume allows for a break.

### **CALL-IN PAY**

Some employees may occasionally be placed on an on-call schedule. In this instance, the employee will be required to wear a pager and be accessible to report for on-call work.

In the event an employee is called-in to work for time other than their scheduled work hours (not on-call hours), the employee will be eligible to receive a minimum of 4 hours regular pay provided that the call-in was approved by a Department Supervisor or Manager and that the employee reports to work timely according to the call-in work schedule. This 4-hour minimum will include any time scheduled to be worked immediately before or after the unscheduled time.

### **PAYDAY**

All employees will be paid bi-weekly on Friday according to the calendar established at the start of the fiscal year. If you are absent on payday and someone else is to pick up your check, it will not be released without a signed, handwritten note from you authorizing the named person to pick it up. The person designated to pick up your check will be asked to produce identification satisfactory to management; otherwise, your check will not be released. Any deviations from this procedure must have prior approval from an officer of the company.

Vacation pay will be paid on the regular pay cycle. If you resign, final settlement of services or wages will be made no earlier than the next regular pay cycle, or in accordance with state law, whichever is sooner.

If you are terminated, you will be issued a check on the next regular payday, or in accordance with applicable state law, whichever is earlier.

## **ERRORS IN PAY**

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, contact your human resource administrator immediately. The Company will take the necessary steps to research the problem and to assure that any necessary correction is made promptly. Checks will be cut immediately for any hours over 16 due the employee, any hours fewer than 16 will be processed with the next pay period.

## **ABSENTEEISM AND TARDINESS**

The Company is able to secure work based upon our estimates of performance and our history of reliability. Therefore, the Company expects all employees to assume diligent responsibility for their attendance and promptness. Continued dependability, quality and pride of service are factors over which each individual employee has a great deal of influence. If you are absent and cannot perform your duties on time, or if you produce substandard work, then we all pay the price by losing the confidence of the customer.

The work schedule is constructed around the maximum working hours and capabilities of the staff. It is extremely important that you be punctual in your arrival for work at the beginning of the workday or shift to which you are assigned. If you know that you will be absent or late arriving for work, notify your supervisor personally no later than one hour before your scheduled start time. If unforeseeable circumstances make it impossible to call in this notification at least one hour prior to the start time, you must notify your Supervisor as soon as you are able. You should contact your supervisor by the means he has communicated to you. This may include their cell phone, home phone or pager.

If your supervisor or another member of the supervisory staff are not available, you should leave a voice mail on your supervisor's voice mail box AND call the HR Administrator at UT Physicians at 832-325-7313 to notify him of the circumstances. If the notification is being called in outside of business hours and the administrative office is not open, then it is your responsibility to call the administrative office upon opening to notify the HR Administrator that you are unable to report to work. In the event of a disabling sickness or accident while performing your duties, notify your supervisor immediately.

If you are absent for three or more consecutive workdays, a statement from a physician may be required before you will be permitted to return to work. In such instances, the Company also reserves the right to require you to submit to an examination by a physician designated by the Company at its discretion.

Unexcused or excessive absenteeism or tardiness may be grounds for disciplinary action, up to and including termination. If you are absent for three or more consecutive business days and fail to properly report your absences, this will be considered a resignation of your position and you will be terminated for abandonment of your job.

## EMERGENCY OFFICE CLOSING

It is the policy of the Company that offices be open during normal working hours in order to provide the service our clients require and expect from us. The Company has the sole discretion in determining if the office is to be closed in the event of inclement weather, power or other utility failure, fire, flood, earthquake, or some other emergency.

The Company realizes its obligation to employee's physical well-being and strives to maintain a safe place for employees to work. The occasional emergency situation that may arise needs to be handled efficiently and calmly. Your supervisor will advise of procedures to be followed when offices are closed because of inclement weather or when emergencies arise during the day. If the office is closed for a full day or more, the employees will not be paid, but they will have the option to use any accrued but unused paid time off.

## TIME SHEETS

The Company must accurately track and record employees' working hours to calculate the correct amount of wages due employees and meet record keeping requirements under federal and state wage-hour laws. This data is also collected on employees' working hours for purposes of allocating costs internally and measuring employee productivity.

If you cannot be at work due to sickness, jury duty, or other excusable circumstance, or if you will be late in arriving at your appointed place, you must notify your department manager in advance in accordance with the department guidelines. In the event of a disabling sickness or accident while performing your duties, notify your department manager immediately. He/She will see that your time out is noted on your time sheet.

Each non-exempt employee is responsible for clocking or signing in and out at the start and end of each day, plus in and out for lunch. If you leave company property for a non-company purpose, you are required to obtain permission from your department manager and to punch or sign out prior to your departure. In the event that you do not punch or sign in and/or out as outlined within this policy, you must document this in the comments section of the time & attendance system. Any discrepancies should be resolved by the department manager before submission of the time card/sheet to the Payroll Manager for processing. If your time card/sheet is not accurate, correct payment of wages could be delayed.

Employees are not permitted to punch or sign in or begin work before their normal starting time or to sign out or stop work after their normal quitting time without the prior approval of their department manager. All overtime must be authorized prior to its occurrence by your department manager. All overtime must be clearly noted in the comments section and should be initialed on a daily basis by your department manager.

Employee time records should be checked and signed by the department manager involved. Unworked time for which an employee is entitled to be paid (paid absences, paid holidays, or paid time off) should be entered by the department manager on the time record.

**No employee is authorized to clock or sign in or out for another employee.** Time cards/sheets are company property and must not be taken from the premises. Misrepresenting working hours, falsifying signatures or information on a time card, which includes punching or signing in or out for another employee, or tampering with the Company's time clock are extremely serious offenses. Employees found to have engaged in any of these prohibited activities may be subject to disciplinary action up to and including termination.

## **OVERTIME FOR NON-EXEMPT EMPLOYEES**

It should be recognized that overtime and additional work other than that which is regularly scheduled might be required.

Overtime will be paid to eligible, non-exempt employees in accordance with applicable state law. The pay for regular overtime will be at the federal or state prescribed wage rate, whichever is higher.

All overtime must be authorized prior to its occurrence by your immediate supervisor. All overtime will be clearly noted on your time sheet and should be initialed by your immediate supervisor.

## **EXEMPT EMPLOYEE REDUCTION OF SALARY**

Exempt employees are paid on a salary basis and, in general, must be paid their full salary for any week in which they perform work. Their salary may be reduced only in the following circumstances:

1. Employees who are absent from work for at least a full day for personal reasons other than sickness or disability will not be paid for that day unless they have accrued paid time off under the client company's paid time off, vacation or sick policy, if any.
2. Exempt employees who are absent for at least a full day because of sickness or disability will not be paid for that day unless they have accrued paid time off under the client company's paid time off, vacation, sickness, or disability policy and the absence qualifies for pay under such policy. Their salary will not be reduced for less than a full day because of sickness or disability.
3. Employees who are absent from work for jury duty, attendance as a witness, or military leave may have their salary reduced by the amount of payment they receive in the form of jury fees, witness fees, or military pay. Their salary will not be reduced by the number of hours or days they are absent unless they perform no work during a given week.
4. If an employee violates a safety rule of major significance, his or her salary may be reduced in an amount to be determined by the company as a penalty for that violation.
5. Employees may be suspended without pay for other types of workplace misconduct, but only in full day increments. This refers to suspensions imposed pursuant to a written policy applicable to all employees regarding serious misconduct including but not limited to workplace harassment, violence, drug and alcohol violations, legal violations, etc. The possibility of such unpaid suspensions is hereby incorporated into all such policies.

6. Employees who work less than forty hours during their first and/or last week of employment will be paid a proportionate part of their full salary for the time actually worked.
7. Employees who take leave under the Family and Medical Leave Act will not be paid for that time unless they have accrued paid time off under the client company's paid time off, vacation, sickness, or disability policy, if any. Their salary will be reduced by the hours missed, even if it is for less than a full day.

This policy is subject to applicable law. The Company will follow the state law regarding reduction of exempt employees' salaries if the state law is more favorable to employees.

#### **Prohibited Reductions / Complaint Procedure**

Any salaried exempt employee whose salary is reduced in violation of this policy will be reimbursed. If you feel your salary has been improperly reduced, please notify your Administaff Human Resource Specialist. The employee will not be penalized in any way for making such a complaint.

This policy is intended solely to implement FLSA regulatory requirements, will be applied and modified as necessary in accordance with such requirements, and is not to be considered any type of contract.

## **WAGE AND SALARY**

Wage rates and salaries vary according to your qualifications and previous work experiences, and a successful, stable work record. Rates for one particular job or classification cannot be compared as being relative to any other.

Any wage increase or adjustment in pay will be awarded on an individual basis dependent upon your performance and your overall contribution to the Company's profitability.

Wage and salary information is considered confidential and should not be released to anyone outside the company. Discussion of wages, salaries and bonuses among staff members is considered to be inappropriate and is discouraged.

## OPERATIONS POLICIES

---

---

### INITIAL ORIENTATION PERIOD

It is the policy of the Company that all new employees are to be carefully monitored and evaluated for an initial orientation period. This orientation period shall last ninety days from the employee's date of hire. Supervisors will observe carefully the performance of each employee in a new job position.

Employees will be allowed to continue in their new positions if they are given both a satisfactory performance evaluation at the end of their initial ninety-day employment period and their supervisor's endorsement to continue in the job. Employees who do not receive a satisfactory performance evaluation and endorsement may be given additional time to demonstrate their ability to do the job if the supervisor feels additional time is warranted in order to achieve acceptable job performance.

Supervisors may recommend the termination of a newly hired employee at any time. At all times, including after successful completion of the orientation period, employment with the Company is considered to be "at-will" and the employment relationship may be terminated at any time for any legitimate reason by either party.

### APPEARANCE

The following guidelines regarding appearance and grooming were developed to maintain a safe, professional, and conservative working environment. Below are the minimum guidelines required for all employees of UT Physicians. Departmental standards may be more prescriptive at the discretion of the manager.

#### **Clinical Administrative Staff:**

- UTP logo uniform shirt and/or fleece jacket with chino style pants or skirts in the following colors: navy, black or khaki.
- Staff will be provided with 5 shirts annually in approved colors.
- Scrubs are not allowed for front office personnel.
- See Office/Department guidelines for acceptable dress attire.
- Friday dress code applies - any UTP shirt may be worn.

#### **Clinical Patient Care Staff:**

- Scrubs may be worn, but must be in good repair (no tears or holes), pressed and must fit properly.
- Only UTP logos, no other logos are acceptable.
- Closed toe shoes must be worn in patient care area.
- See Office/Department guidelines for acceptable dress attire.

#### **IS Department**

- Business attire/uniform(s) as outlined in the general appearance policy.
- Non-logo/IT related vendor logo pullover polo shirts are also permitted.

**Badges:**

For safety and identification purposes, badges must be worn at eye level at **all** times.

**Hair:**

- Hair shall be clean and neat with no styles that would, by reasonable standard, invite negative feedback from a customer.
- Hair may not be dyed unnatural colors (i.e. colors other than those that could be present at birth).
- Shoulder length or longer hair shall be pulled back or covered where there is a health or safety consideration.
- Well-groomed, closely trimmed beards, sideburns and mustaches are allowed, but may not interfere with personal protective gear.
- Hairstyles should not interfere with personal protective gear.

**Daily Hygiene:**

- Daily hygiene must include clean teeth, hair, clothes and body, including the use of deodorant.
- For health and safety reasons, nails must be conservative in length (not to exceed ½ inch beyond the fingertip) and must be neatly manicured. If nails are painted, the color must be of a conservative shade.

**Scents:**

- Men and women's scents are permitted if mild and not used to mask body odor.

**Makeup:**

- Makeup, if worn, should be used to enhance a natural look and should not detract from a person's appearance.
- Extreme or excessive makeup will not be allowed.

**Jewelry:**

- No more than two earrings per ear.
- Body piercing is permitted in ears only; no other visible body piercing is allowed.

**Pants:**

- Spandex, leggings, athletic wear and sweat suits will not be worn.
- No shorts are allowed.
- Dressy Capri pants allowed with hosiery and must not be shorter than 3 inches above the ankle.

**Shirts:**

- Shirts shall not be unbuttoned below the second button.
- No spaghetti strap or tank shirts allowed.
- No low cut revealing blouses allowed.

**Skirts:**

- Skirts shall be an appropriate length for a business environment, not more than 3 inches above the knee.

**Shoes:**

- Shoes must be clean and in good condition.
- Heels shall be no higher than three inches.
- Casual sandals or canvas sneakers may not be worn.
- If you wear a uniform, leather tennis shoes in a conservative color may be worn.

**Summer Attire:**

- Dress code will be relaxed to allow appropriate casual summer attire. From May 1<sup>st</sup> to September 30<sup>th</sup>, **on Fridays**, dressy Capri pants, long skirts and pants may be worn. Hosiery is not required during this time **only**.
- Appropriate footwear must also be worn. Flip-flops, swim shoes, etc... are not permitted.

**Other:**

- Denim can be worn, including skirts, dresses, shirts or vests on Fridays only.
- Jeans may be worn every Friday of each month.
- Revealing clothing is not permitted and proper undergarments should be worn.
- Appropriate socks or hosiery must be worn. Ornamental hosiery is not permitted (i.e., lace, rhinestones, bows, etc.)
- Sunglasses are to be worn indoors only if prescribed by a physician.
- Hats shall be worn only as part of a uniform, or for safety or religious reasons.
- All tattoos shall be appropriately covered so as not to be visible.

**Physician Office Administrator's (POAs), Managers and Supervisors will be responsible for defining and monitoring appropriate casual attire.**

When in question, the management of UT Physicians will make the final decision regarding whether minimum appearance guidelines are being met.

Proper safety glasses and other safety equipment appropriate to your work environment will be used. Failure or refusal to wear appropriate safety attire or follow the above appearance guidelines will be a basis for disciplinary action, up to and including termination of employment.

**PERSONAL PHONE CALLS AND PERSONAL BUSINESS**

During business hours, you are requested to keep personal calls to an absolute minimum. No long distance or toll calls such as directory assistance, other than Company business calls, are to be made from company telephones. If it is absolutely necessary that you make a toll call from work, you must charge it to your personal calling card or home number. Telephone records are subject to periodic review by management.

If you need to leave the worksite to conduct personal business, you must first obtain permission from your immediate supervisor. This will allow him to make modifications to the work schedule if necessary and will keep him aware of your activities during the day. Personal visits of friends and family members to the worksite are discouraged.

## **PERSONAL PAGERS AND CELLULAR PHONES**

The Company is committed to providing outstanding service to its patients and believes work time is for work. Because of this commitment, you are requested to keep personal calls to an absolute minimum during business hours. Use of personal cell phones should never occur during direct patient contact. Use of personal cell phones is prohibited in the immediate patient care area (including the front desk area). Personal cell phones and pagers should be silenced while on duty.

If you need to leave your work station to conduct personal business, you must first obtain permission from your supervisor or conduct them during designated breaks or meal period. This will allow your supervisor to make modifications to the work schedule if necessary and will keep him aware of your activities during the day.

*As excessive personal distractions hinder productivity, failure to comply with this policy may result in disciplinary action up to and including termination of employment.*

## **USE OF COMMUNICATION SYSTEMS**

It is the intent of the Company to provide the communication systems necessary for the conduct of its business. Employees are expected to adhere to proper use of all communication systems. These include but are not limited to the Telephone, Electronic Mail (E-Mail), Facsimile, Internet, Corporate Intranet, Voice Mail, Computer Terminals, Modems and Systems Software. Employees are permitted use of Company property and must comply with Company policies and procedures regarding its use.

The communication systems are owned and operated by the Company and are to be used for the business of the Company. Employees should have no expectation of privacy of any correspondence, messages or information in the systems.

The Company reserves the right to access and disclose all such messages sent for any purpose. All such messages, regardless of content or the intent of the sender, are a form of corporate correspondence, and are subject to the same internal and external regulation, security and scrutiny as any other corporate correspondence. E-mail communications must be written following customary business communications practices as is used in Company correspondence. E-mail communications are official internal Company communications, which may be subject to summons in legal proceedings. Work-related messages should be directed to the affected employee(s) rather than sending a global message to all employees.

The Company's communication systems shall not be used as a forum to promote religious or political causes, or an illegal activity. Offensive or improper messages or opinions, transmission of sexually explicit images, messages, cartoons, or other such items, or messages that may be construed as harassment or disparagement of others based on race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but

not limited to, cancer related or HIV/AIDS related), sexual orientation are also prohibited on the Company's communication systems.

Employees shall not attempt to gain access to another employee's personal communications system and messages. The Company, however, reserves the right to access an employee's messages at any time, without notice to the employee.

Any violation of these guidelines may result in disciplinary action, up to and including termination.

## **INTERNET CODE OF CONDUCT**

Access to the Internet has been provided to staff members for the benefit of the organization and its clients. It allows employees to connect to information resources around the world. Every staff member has a responsibility to maintain and enhance the Company's public image, and to use the Internet in a productive manner. To ensure that all employees are responsible, productive Internet users and are protecting the Company's public image, the following guidelines have been established for using the Internet.

### **Acceptable Use of the Internet**

Employees accessing the Internet are representing the Company. All communications should be for professional reasons. Employees are responsible for seeing that the Internet is used in an effective, ethical and lawful manner. Internet Relay Chat channels may be used to conduct official Company business, or to gain technical or analytical advice. Databases may be accessed for information as needed. E-mail may be used for business contacts.

### **Unacceptable Use of the Internet**

The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-company business, or any use of the Internet for personal gain is strictly prohibited. Use of the Internet must not disrupt the operation of the Company network or the network of other users. It must not interfere with your productivity.

### **Communications**

Each employee is responsible for the content of all text, audio or images that they place or send over the Internet. Fraudulent, harassing or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language may be transmitted through the system. Employees who wish to express personal opinions on the Internet are to use non-Company Internet systems.

### **Software**

To prevent computer viruses from being transmitted through the system, there will be no unauthorized downloading of any software. All software downloads require prior management approval.

### **Copyright Issues**

Staff members while using the Internet may not transmit copyrighted materials belonging to entities other than the Company. One copy of copyrighted material may be downloaded for use in research. Users are not permitted to copy, transfer, rename, add or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action from the Company, up to and including immediate termination, or legal action by the copyright owner.

### **Security**

All messages created, sent or retrieved over the Internet are the property of the Company, and should be considered public information. The Company reserves the right to access and monitor all messages and files on the computer system as deemed necessary and appropriate. Internet messages are public communication and are not private. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver. You cannot change your computer password without permission from your supervisor.

### **Harassment**

Harassment of any kind is prohibited. Messages with derogatory or inflammatory remarks about an individual or group's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner status, gender (including sex stereotyping), medical condition (including, but not limited to, cancer related or HIV/AIDS related), sexual orientation will not be permitted.

### **Violations**

Violations of any guidelines listed herein may result in disciplinary action, up to and including immediate termination. If necessary, the Company will advise appropriate legal officials of any illegal violations.

## **CUSTOMER RELATIONS**

The Company strives to consistently provide customers/patients service that is of exceptional quality and value.

In order to realize our commitment to excellent customer service, we expect the following from each of our employees:

- Provide courteous service in a prompt and efficient manner.
- Establish and maintain positive relationships with customers/patients by gaining their trust and respect through professional, honest interaction.

- Handle complaints quickly and professionally. Never argue with a customer/patient. If you are unable to resolve the complaint to the customer's/patient's satisfaction, review the situation with your supervisor.
- Communicate with customers/patients in a professional manner whether in person, over the phone, or via e-mail.
- Employees are expected to follow acceptable business principles in matters of conduct, and exhibit a high degree of integrity at all times. Employees should refrain from any behavior that might be viewed unfavorably by co-workers or customers/patients. Employees are encouraged to observe the highest standards of professionalism at all times.

Always remember that you are the Company to our customers/patients and our reputation and the customer's/patient's perception of the company is attributed to each employee.

## **GIFTS AND FAVORS**

No employee shall solicit or accept for personal use, or for the use of others, any gift, favor, loan, gratuity, reward, promise of future employment, or any other thing of monetary value that might influence, or appear to influence, the judgment or conduct of the employee in the performance of their job.

Employees can accept occasional unsolicited courtesy gifts or favors (such as business lunches, tickets to sporting events or cultural events, holiday baskets, flowers, etc.) so long as the gifts or favors have a market value under \$60, are customary in the industry, and do not influence or appear to influence the judgment or conduct of the employee. Please discuss any exceptions to this amount with your supervisor.

Employees are not to give, offer, or promise directly or indirectly anything of value to any representative of a customer, a potential customer, a vendor or potential vendor, financial institution or potential financial institution with whom the Company has or may have a business relationship.

## **SOLICITATIONS AND DISTRIBUTION OF LITERATURE**

It is the intent of the Company to maintain a proper business environment and prevent interference with work and inconvenience to others from solicitations and/or distribution of literature.

Group meetings for solicitation purposes, distributing literature, circulating petitions in work or sales areas is prohibited unless it is approved by the on-site supervisor as a Company-sponsored event. The following guidelines will apply throughout the Company:

- Employees will not engage in any solicitation of other employees **FOR ANY PURPOSE WHATSOEVER** during working hours or in work areas. This would include any form of communication through the e-mail system. Examples of activities that are prohibited include

but are not limited to: selling Girl Scout cookies, make-up products, church and community related fundraisers and raffles, jewelry, or tickets of any kind.

- The Company's facilities may not be used as a meeting place that involves solicitation and/or distribution of literature.
- In order to maintain good customer relations and preserve the professional work environment, employees may not wear any insignia, badge, or button on their person, nor display any insignia, badge, or button on their desk or in their work area, excluding professional designation awards.
- Human Resources will approve and post all information that is displayed on the Company's bulletin board or make available for review or distribution to employees.
- Trespassing, soliciting or distributing literature by non-employees is prohibited on Company premises.

## **COMPANY PROPERTY**

In an effort to ensure the safety and welfare of employees and invitees, the Company reserves the right, on reasonable suspicion that Company policy is being violated, to conduct searches or inspections which includes, but is not limited to, employee's work area, desks, and any other property located on Company premises or work sites. Entry on Company premises or work sites constitutes consent to searches or inspections.

## **WEAPONS**

It is the intent of the Company to provide a safe and secure workplace for employees, clients, customers of clients, visitors and others with whom we do business. The Company has "zero tolerance" for, and expressly forbids the possession of, while on Company property, any type of weapon, firearm, explosive, and/or ammunition. For purposes of this policy, Company property includes, but is not limited to, all Company facilities, Company-provided parking areas and vehicles and equipment that are either leased or owned by the Company or a Company client. In addition, the Company strictly prohibits the carrying or possession of any weapon in a parking facility or parking area, including in employee-owned vehicles parked on Company property.

The possession of firearms or other weapons on Company property may be cause for discipline including, but not limited to, immediate termination of employment. In enforcing this policy, the Company reserves the right to request inspections of any employee and their personal effects while on Company property, to the extent allowable under applicable law. Any employee who refuses to allow such an inspection will be subject to the same disciplinary action as having been found in possession of firearms or other weapons.

Employees within the Company share the responsibility of identifying violators of this policy. An employee who either witnesses or suspects another individual of violating this policy should immediately report this information to their on-site supervisor.

## **SMOKING**

In order to maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking in company offices and facilities is strictly regulated. You should familiarize yourself with those areas throughout the premises where smoking is either permitted or prohibited. For your convenience, these areas have been marked clearly. Because the company may be subject to criminal and civil penalties for violations of applicable smoking laws, we must insist on strict adherence to this policy. Employees smoking in any non-smoking area may be subject to disciplinary action, up to and including termination. Please contact your on-site supervisor or the Human Resource Department if you have any questions regarding the smoking policy. Complaints regarding violations of this policy may be filed under the Company's complaint resolution procedure, which is described elsewhere in this section of the handbook.

## **TRAVEL**

It is the policy of UT Physicians (UTP) that all reasonable and necessary expenses incurred by its employees while on official travel status are reimbursed according to the following standards. *(Note: UTP will not reimburse any employee for travel expenses incurred by or on behalf of other persons.)*

### **Pre-Authorization**

A completed "UT Physicians Travel Authorization" form must be received by Accounts Payable at least 14 working days in advance of travel whenever possible. The employee's supervisor must authorize all travel.

### **Requests for Reimbursement**

Original itemized receipts are required for all travel expenses.

The traveler must complete and submit the "Detailed Summary of UTP Travel Expenses" form to Accounts Payable within 15 business days following his/her return from travel status whenever possible in order to receive reimbursement of reasonable and necessary expenses incurred while on official travel status. The form must detail all trip expenditures including those paid by the Corporate American Express Card. A copy of the "Travel Authorization" form must accompany the "Summary of UTP Travel Expenses" form.

### **Refunds**

It is the responsibility of the traveler to request any necessary refunds due to cancellations or itinerary changes. All refund checks should be forwarded to Accounts Payable for deposit to the account from which payment was made.

## Registration Fees

When necessary or preferable to submit registration, tuition, or course fees in advance of the actual travel dates, prepayments may be made.

A copy of the brochure or other written communication used to inform the traveler of details about the event including associated fees must accompany the request for payment of registration fees.

## Transportation

Transportation must originate and conclude at the traveler's place of employment within designated headquarters except where the cost of transportation from the traveler's residence to the destination or airport is less than or equal to travel from headquarters.

## Airfare

It is customary to purchase airline tickets in advance of departure.

UTP will only reimburse or pay for coach airfare from designated headquarters to the point of destination. **First class and business class airfares are not paid or reimbursed** (except for disabled employees-refer to the paragraph "Special Situations".)

UTP recognizes the occasional need to claim additional travel time to qualify for the lower excursion airfares. The employee will not be reimbursed for expenses incurred while staying additional days at a destination if the same expenses were not incurred during the previous days of the business trip. Claiming additional travel time is permissible as long as the following conditions are met:

The cost of meals, lodging, rental cars, parking, and other reimbursable expenses for the additional days plus the excursion airfare are less than or equal to the coach airfare between headquarters and duty point. The documentation for this must be included with the "UTP Travel Authorization" form.

It is in UTP's interest to allow the traveler to be absent from headquarters for the additional days.

Cancellation charges or penalties due to changes will be payable by UTP only if the cancellation or change is due to a business related reason. In these cases, the traveler must document the business reason for the cancellation or change.

## Deviation from normal line of travel by air:

UTP travelers who travel to a destination from a location other than designated headquarters are limited to the cost of the coach fare between the designated headquarters and destination except, where the cost of the airfare from the location is less. A traveler who deviates from the normal travel route between designated headquarters and destination for personal reasons will not be reimbursed for that portion of the trip.

## **Vehicle Rentals**

The rental of a vehicle must be preapproved. Preapproval is obtained by including the request for vehicle rental on the “UTP Travel Authorization” form.

The original itemized receipt of any rental agreement must accompany all claims for reimbursement. The dates of the rental period on all invoices must fall within the time period specified on the “UT Physicians Travel Authorization” form of the individual claiming reimbursement.

When the traveler combines personal travel with official business, the cost of the rental vehicle must be prorated on a daily basis. Reimbursement is limited to the official business days and for official business purposes.

Vehicle rental is not for transportation use between designated headquarters and point of departure of public conveyance (i.e. airport, train station, and bus terminal).

## **Parking**

Travelers may be reimbursed for the cost of parking their personal vehicles at the airport or equivalent transportation terminal while on travel status for official business.

Original receipts are required for parking reimbursement. If personal travel is combined with business travel, UTP will reimburse for parking only on those business related days.

## **Meals**

When travel does not require an overnight stay, meals are not paid or reimbursed. Original itemized receipts must be included with the reimbursement request. Meal expenditures must be reasonable and prudent and should not exceed the UTP established maximum. The employee will not be reimbursed for the meals of a spouse, etc. The cost of alcoholic beverages will not be reimbursed as travel expenditure.

## **Business Meals**

UTP recognizes the occasional need for business meals while on travel status. In order to be reimbursed for such expenses, the traveler must submit the original receipt(s) and the name(s) and affiliation(s) of the attendee(s) as well as the business purpose of the meal. The cost of the business meal should not exceed the UTP established maximum.

## **Lodging**

Original itemized lodging receipts are required. Lodging receipts must be from a hotel, motel or similar commercial establishment.

Only single occupancy lodging rates are allowed. In any case where the receipt reflects more than a single occupancy charge, the traveler must obtain single occupancy rate information. In the event two or more UTP travelers who are also requesting reimbursement share the room, the room rate will be divided equally between the

claimants. Some lodging facilities may require an advance room deposit. Prepayments are allowable.

### **Business Calls**

UTP does not reimburse the cost of personal (long distance) calls; however, (long distance) business calls are recognized as a necessary expense. A copy of the traveler's personal phone bill or the lodging receipt (including itemized calls) must be submitted for reimbursement. The business purpose of each call must be documented.

### **Mileage**

UTP reimburses mileage at the accepted federal rate per mile. The computation for mileage must begin and end at the traveler's designated headquarters except where the cost of the mileage from the traveler's residence is less than or equal to the mileage from headquarters.

During non-working hours, travelers may be reimbursed for mileage from their residence to the nearest airport or duty point.

Mileage is limited to coach airfare plus the reasonable expenses of transportation to the airport and parking expense the traveler would have incurred had the traveler taken a commercial carrier.

Reimbursement amounts for meal and hotel expenses are determined as if the employee had traveled by commercial carrier. When additional employees are transported, reimbursement is based on reasonable motor vehicle time.

### **Other Mileage**

Destinations not served by airlines can be reimbursed at the accepted federal rate per mile. The mileage is limited to coach airfare to the city nearest the destination plus the reasonable expense of transportation to the airport and parking expenses the traveler would have incurred had the traveler taken a commercial carrier (except where the cost of mileage is less.)

### **Special Situations**

Travel by disabled persons – Disabled employees may be reimbursed for attendant care and other necessary expenses incurred when they travel inside and outside their designated headquarters. First class airfare for the disabled and their attendants may be reimbursed as long as first class is medically necessary.

Return from personal leave – Employees on personal leave at a location outside their designated headquarters who are required by UTP to return may be reimbursed for the cost of their transportation, meals, lodging and incidental expenses incurred while returning to headquarters.

## **Foreign Travel**

The CEO must pre-approve all foreign travel, which will be handled on a case-by-case basis.

## **PARKING**

This policy is intended to facilitate obtaining parking for UT Physicians employees. However it does not guarantee the employee, either exempt or non-exempt will have parking provided by UT Physicians contracted or non-contracted in the Texas Medical Center.

UT Physicians understands the need for contracted parking for employees of the Texas Medical Center due to the limited number of available spaces in non-contracted locations.

UT Physicians will make every attempt to assist employees in locating contract parking in the available lots or garages; however, UT Physicians does not control contracted parking in Texas Medical Center.

In addition, the organization can through this policy reassign company-secured parking in order to meet specific company determined position requirements. The organization's executive staff and the affected employee's supervisor will address any reassignment.

As with all Human Resource policies, questions regarding the policy should be addressed with the Human Resources representative for clarification.

## **COMPANY VEHICLES**

The following are specific policies related to vehicles leased or owned by the company:

- Employees must have a valid driver's license and be insurable by the company's automobile insurance carrier. Any changes in the status of your driver's license (revocation, suspension, DUI, etc.) must be reported immediately to your supervisor.
- Obey all traffic laws and speed limits; wear seat belts at all times, maintain a safe speed for road, traffic, and weather conditions; practice defensive driving techniques.
- Daily records must be kept for all mileage driven.
- Company vehicles will be driven only for transportation to approved destinations and will not be driven for private use unless arrangements have been made in advance.
- Only authorized employees are permitted to drive or ride in a company vehicle.
- Only the driver assigned to the vehicle is authorized to sign for gasoline, oil, etc. All charge receipts must include: Name and Address of the Vendor, Date of Purchase, Number of Gallons Purchased, Amount Paid, and License Plate Number.
- Alcohol or illegal drugs will **not** be allowed in a company vehicle at any time.
- No driver who has been drinking alcoholic beverages or is under the influence of drugs will be allowed to drive a company vehicle.

- Vehicles must be properly maintained and kept clean at all times.
- Report accidents to management immediately, regardless of perceived damage.
- Any damage to a company vehicle caused by employee carelessness or neglect is the responsibility of the employee. In the event of damage, the employee assigned to the vehicle will be responsible for expenses up to the current insurance deductible. Any employee who misuses a company vehicle or is no longer insurable by the company's insurance carrier may be subject to dismissal.

## **PERSONAL VEHICLES**

Employees may use their personal vehicles on official company business provided prior approval has been obtained from their supervisor. A mileage rate based on acceptable and current company guidelines will be paid to an employee who uses his personal vehicle on official company business. Minimum insurance requirements as specified by the company's insurance carrier must be in effect at the time the employee's personal vehicle is used and the employee may be required to provide proof of insurance.

## **LEAVE OF ABSENCE POLICIES**

---

---

### **FAMILY AND MEDICAL LEAVE**

**Effective April 1, 2009**

*NOTE: This Policy supersedes and replaces all prior federal and/or state family and medical leave related policies, to the extent such policies exist, and is in effect only where the Client Company for which an employee works is a covered employer under applicable federal law. Additionally, application of this Policy is contingent upon the employee seeking leave benefits working for the Client Company at a worksite where fifty (50) or more employees are employed by Client Company within a 75-mile radius of that worksite.*

*Notwithstanding the above, an employee seeking leave benefits under this Policy must also satisfy all eligibility requirements as set forth below and required by applicable federal law. This Policy does not create any rights (contractual or otherwise) not already provided under federal, state or local law. Employees should, to the extent they wish to request and apply for family and medical related leave under any applicable federal or state law submit a Leave of Absence Request form to Administraff's Leave and Disability Group via fax at 800-233-1469.*

Under the Family and Medical Leave Act of 1993, as amended ("FMLA" or "the Act"), Client Company provides, as set forth below, unpaid family and medical leaves of absence to "eligible employees."

#### **Approved Reasons for Leave**

FMLA leave may be taken for the following purposes:

1. the birth of an employee's child or to care for the newborn child;
2. the placement of a child with the employee for adoption or state-approved foster care;
3. the care of an employee's spouse, child or parent ("family member") who has a serious health condition;
4. the employee's serious health condition which prevents the employee from performing any one essential function of the employee's position;
5. "qualifying exigency leave": the employee's responding or attending to a "qualifying exigency," as defined below per applicable law, arising out of a covered military member's active duty or notification of an impending call or order to active duty in the Armed Forces (e.g., National Guard or Reserves) in support of a contingency operation. A "covered military member" for purposes of this leave includes a spouse, son, daughter or parent of the employee; and
6. "covered servicemember leave": the employee's care of a "covered servicemember" who has incurred a serious illness or injury in the line of duty while on active duty in the Armed Forces, and that illness or injury has rendered the servicemember medically unfit to perform the duties of the member's office, grade, rank or rating; the employee seeking leave must be related to the covered servicemember as his/her spouse, son, daughter, parent or next of kin. "Next of kin," for purposes of this policy, is defined as the nearest

blood relative of a covered servicemember, other than the covered servicemember's spouse, parent, son or daughter, in the following order of priority: blood relatives with legal custody, siblings, grandparents, aunts and uncles, and first cousins, and that person is needed to care for the covered servicemember.

For purposes of family and medical leave, a "serious health condition" as set out in (3) and (4) above is defined as an illness, injury, impairment or physical or mental condition that involves either inpatient care or continuing treatment by a health care provider. Subject to certain conditions and applicable law, the continuing treatment requirement is met where an employee suffers an incapacity of more than three (3) consecutive, full calendar days and two (2) or more visits to a health care provider, or one (1) visit to a health care provider and a continuing regimen of care; an incapacity caused by pregnancy or prenatal care; a chronic condition, or permanent or long-term conditions; or absences due to multiple treatments. Other situations may meet the definition of continuing treatment. For purposes of this policy, "incapacity" means the inability to work, attend school or perform other regular daily activities due to the serious health condition, treatment therefore, or recovery therefrom.

For purposes of qualifying exigency leave, a "qualifying exigency" includes the following, provided the need for such leave arises out of the active duty or call to active duty status of a covered military member:

1. *short-notice deployment* where, if a covered military member is notified of an impending call or order to active duty in support of a contingency operation seven (7) or less calendar days prior to the date of deployment; leave based on this exigency is restricted to a total of seven (7) calendar days beginning on the applicable notification date;
2. *military events and related activities* sponsored by the military, including family support or assistance programs sponsored by the military, military service organizations or the American Red Cross;
3. *childcare and school activities*, where it is necessary to arrange for alternative childcare, provide childcare on an urgent or immediate need basis and not a routine or regular basis, enroll in or transfer to a new school or day care facility or attend meetings with school officials;
4. *financial and legal arrangements* to address the covered military member's absence;
5. *counseling* of eligible individuals by someone other than a health care provider, where the need for counseling is directly related to the active duty or call to active duty status of a covered military member;
6. *rest and recuperation*, for purposes of spending time with a covered military member where that individual is on short-term, temporary, rest and recuperation leave during the period of deployment; up to five (5) days of such leave may be taken for each instance of rest and recuperation;
7. *post-deployment activities*, including attendance at arrival ceremonies, reintegration briefings and events, and other programs sponsored by the military for a period of ninety (90) days following the termination of the covered military member's active duty and attending to issues that arise from the death of a covered military member; and
8. *additional activities*, provided that both the employee and Client Company agree that such activities constitutes a qualifying exigency and both agree to the timing and duration of the leave.

### **Eligible Employee**

An active full-time or part-time employee is eligible for FMLA leave under any of the above leave categories provided that on the date the employee's leave is to commence:

1. The employee works at a Client Company worksite where fifty (50) or more employees are employed by Client Company within a 75-mile radius of that worksite;
2. The employee has been employed by Client Company for at least twelve (12) months in the preceding seven (7) years (limited exceptions apply to the 7-year requirement); and
3. The employee has worked 1,250 hours during the 12-month period immediately preceding the commencement of leave.

In determining FMLA eligibility, an employee re-employed following military service will be given credit for (i) the period of uniformed service towards the months-of-employment eligibility requirement, and (ii) the hours of service that would have been performed but for the period of uniformed service.

### **Length of Family and Medical Leave and Qualifying Exigency Leave**

An eligible employee is entitled to a combined total of twelve (12) workweeks of unpaid leave within a 12-month period. The amount of leave available to an employee will be calculated by looking backward at the amount of leave taken within the 12-month period immediately preceding the first date of leave. Leave taken for the care of a newborn child or placement for adoption or foster care must be taken within twelve (12) months of the birth or placement of the child, and it must also be taken as an uninterrupted, continuous leave of absence unless the Client Company allows intermittent leave or a reduced schedule for these reasons.

If both a husband and wife are employed by Client Company, and are eligible for leave, except for leave due to the serious health condition of the employee or employee's child, the two (2) may take a combined total of twelve (12) weeks.

Intermittent leave or a reduced schedule may be approved for the employee's serious health condition or a family member's serious health condition where medically necessary and where the need for such leave is best accommodated through such scheduling. Intermittent leave or a reduced scheduled leave is also available for qualifying exigency leave. An employee requesting intermittent leave/reduced schedule may be transferred temporarily to an available alternative position with equivalent pay and benefits, or to a part-time position with an equivalent hourly rate and benefits, if such a position better accommodates the need for intermittent leave/reduced schedule.

These types of leave run concurrent with other leave entitlements provided under federal, state and local law to the extent covered and permitted by those laws.

### **Length of Covered Servicemember Leave**

An eligible employee is entitled to a combined total of twenty-six (26) workweeks of unpaid leave within a single 12-month period for covered servicemember leave. Leave to care for an injured or ill servicemember, whether or not combined with other FMLA-qualifying leave, may not exceed twenty-six (26) weeks in a single 12-month period. In that single 12-month period, the employee is entitled to no more than twelve (12) weeks of leave for any of the other types of FMLA leaves. If both a husband and wife are employed by Client Company, and are eligible for covered servicemember leave, the two (2) may take a combined total of twenty-six (26) weeks.

Intermittent leave or a reduced schedule may be approved for covered servicemember leave where medically necessary and where the need for such leave is best accommodated through such scheduling. An employee requesting intermittent leave/reduced schedule leave may be transferred temporarily to an available alternative position with equivalent pay and benefits, or to a part-time position with an equivalent hourly rate and benefits, if such a position better accommodates the need for intermittent leave/reduced schedule leave.

Covered servicemember leave runs concurrent with other leave entitlements provided under federal, state and local law to the extent covered and permitted by those laws.

#### **Substitution of Paid Leave**

An employee taking family and medical leave due to the employee's own serious health condition must substitute all accrued and unused sick leave, paid vacation, personal leave, paid time off and, if applicable, short-term salary continuation (the preceding collectively referred to hereafter as "accrued paid leave") before continuing leave on an unpaid basis. Where an employee receives disability benefits pursuant to a disability benefit plan, however, the substitution of the employee's accrued paid leave is not required and does not apply because the employee is getting paid. Where permissible under state law and as permitted by applicable disability plan rules, an employee may, with the approval of Client Company, choose to supplement disability plan benefits with accrued paid leave. Where permissible under state workers' compensation laws, an employee may, with the approval of Client Company, choose to supplement workers' compensation benefits with accrued paid leave.

An employee taking leave for reasons other than an employee's own serious health condition must exhaust all accrued unused paid vacation, personal leave and paid time off before continuing leave on an unpaid basis. Any family and medical leave, qualifying exigency leave, whether paid, unpaid or a combination thereof, will be counted toward the 12-week leave entitlement. Any covered servicemember leave, whether paid, unpaid or a combination thereof, either taken by itself or together with any other family and medical leave and/or qualifying exigency leave, whether paid, unpaid or a combination thereof, will be counted toward the 26-week leave entitlement.

#### **Employee Notification Requirements**

If an employee expects to take family and medical leave, qualifying exigency leave or covered servicemember leave, the employee must notify the Administaff Leave and Disability Group of the intention to take leave at least thirty (30) days in advance of the expected leave by completing a Leave of Absence Request form. If the need for leave is not foreseeable, the employee must provide notification of leave to the Administaff Leave and Disability Group as soon as is practicable under the circumstances and in compliance with Client Company's established absenteeism and tardiness policies, or other like policies, with violation of the same resulting in possible disciplinary action, up to and including termination.

#### **Medical Certification**

An employee who takes leave for the employee's serious health condition, to care for a family member with a serious health condition, or to care for a covered servicemember, must submit to the Administaff Leave and Disability Group written medical certification of the need for such leave from the applicable health care provider within fifteen (15) calendar days of the request to provide the certification. An employee seeking such leave will be asked to submit a certification form detailing the reason(s) for the leave. If the employee fails to do so, the Client Company

may delay the commencement of the requested leave, withdraw any designation of the requested leave as FMLA leave, or deny the requested leave, and time taken off by the employee would be subject to Client Company's established absenteeism and tardiness policies, or other like policies, with violation of the same resulting in possible disciplinary action, up to and including termination.

If an employee's medical certification is incomplete and/or insufficient, Administaff may notify an employee in writing as to what is incomplete and/or insufficient and what is necessary to make the certification complete. The employee will then have seven (7) calendar days to cure any noted deficiencies by resubmitting the medical certification. Failure to ultimately provide a complete and sufficient certification may result in the denial of the requested FMLA leave. Where an employee has first been given the opportunity to cure a medical certification deficiency or deficiencies, Administaff may subsequently, through either a human resources professional or leave administrator, contact the employee's health care provider directly to clarify and authenticate the certification.

The Client Company, where it has reason to doubt the validity of a medical certification, may request a second or third medical opinion at its expense for verification of an employee's serious health condition. The opinion of the third health care provider, who is approved jointly by Client Company and the employee, shall be final and binding on Client Company and the employee; provided, however, pending receipt of the second (or third) medical opinion, the employee is provisionally entitled to leave sought under this Policy. If the certifications do not ultimately establish the employee's entitlement to FMLA leave, the leave shall not be designated as FMLA leave and the time off taken by the employee will be subject to the Client Company's absenteeism and tardiness policies or other like policies, with violation of the same, resulting in possible disciplinary action, up to and including termination. In addition, while the employee is on leave, the Client Company may require the employee to provide recertification(s) of the employee's medical condition and may inquire as to the employee's intentions to return to work.

An employee on uninterrupted, continuous leave due to the employee's own serious health condition will be required to provide a job-related medical certification of fitness before the employee is allowed to return to work. Likewise, for intermittent leave situations where reasonable job safety concerns exist, a fitness-for-duty certification may be requested before an employee may return to work. Failure to provide any such applicable certification may result in the delay or denial of job restoration.

Where an employee is on FMLA leave and is unable to return to work because of the continuation, recurrence or onset of the serious health condition of either the employee or the employee's family member, including a serious illness or injury suffered by a covered servicemember, the employee will be required to provide a certification issued by the applicable health care provider.

#### **"Qualifying Exigency" Leave Certification**

An employee who takes a qualifying exigency leave must submit to the Administaff Leave and Disability Group written certification of an impending call or order to active duty in support of a contingency operation within fifteen (15) calendar days of the request to provide the certification. An employee seeking such leave will be asked to submit a certification form detailing the reason(s) for the leave. An employee may also be required to submit appropriate supporting documentation in the form of a copy of the covered military member's active duty

orders or other military documentation indicating the appropriate military status and the dates of active duty status. Failure to supply the requested certification or other papers may result in a delay or denial of the requested leave, and time off taken by the employee will be subject to the Client Company's absenteeism and tardiness policies or other like policies, with violation of the same resulting in possible disciplinary action, up to and including termination.

**Benefits Continuation**

The same health care benefits coverage provided to an employee on the day prior to taking family and medical leave will be maintained for up to the twelve (12) weeks required for family and medical leave and qualifying exigency leave, or up to the twenty-six (26) weeks required for covered servicemember leave, or as required by law, provided the employee continues to pay any required contribution for benefits. Employees who are on leave are responsible for making their periodic payment of the required contribution to Administaff at the following address.

Administaff  
Attn: Premium Funding Group MC 3-2700  
19001 Crescent Springs Drive  
Kingwood, Texas 77339-3802

Upon exhaustion of the applicable twelve (12) or twenty-six (26) workweeks of leave granted under this policy or if an employee fails to return to work at the end of the leave, a loss of coverage will occur, and continuation of health care coverage would be offered through COBRA. An employee who does not return from leave may be required, under certain circumstances provided by the Act, to reimburse Administaff for any employee contributions paid by Administaff or the Client Company while the employee was on unpaid leave.

While on leave, an employee must continue to pay the employee's contributions or loan payments for any applicable benefits, which would otherwise be automatically deducted from the employee's wages (e.g., supplemental life insurance, credit union loans, 401(k) loans). Contact the Administaff Contact Center at 866-715-3552 for details regarding employee contributions. For questions regarding 401(k) loan payments, please contact Administaff Retirement Services at 888-401-5273.

The period of time an employee is on family and medical leave will be treated as continued service for purposes of vesting and eligibility to participate under any available pension or retirement plan. Absences due to leave will not be counted as time worked for the purpose of seniority or computing vacation, sick leave or personal days.

**Job Restoration**

An employee will normally be returned to the same or an equivalent position when the employee returns from family and medical leave, qualifying exigency duty leave or covered servicemember leave, with no loss of benefits accrued prior to leave. An employee who does not return to work at the end of an authorized leave is subject to termination of employment. In the event an employee's position with Client Company is affected by a decision or event not related to the employee's leave of absence, e.g., job elimination due to a reduction in force, the employee will be affected to the same extent as if he was not on leave.

Certain "key employees" as defined under the FMLA may not be eligible to be restored to the same or an equivalent position after leave if doing so would cause substantial and grievous

economic injury to the operations of the assigned company. Administaff will notify such employees of their “key employee” status and the conditions under which job restoration will be denied, if applicable.

**Workers' Compensation and Family and Medical Leave**

If an employee is eligible for FMLA, an absence related to a workers' compensation injury is counted against an employee's family and medical leave entitlement, where the workers' compensation injury meets the definition herein of a “serious health condition.” An employee who has provided a workers' compensation form from the employee's treating physician may be asked to also provide a medical certification form to determine whether the employee's workers' compensation injury also meets the definition of a “serious health condition.”

**Questions About Family and Medical Leave**

If you have any questions about your rights or responsibilities under this policy, contact the Administaff Contact Center toll free at 866-715-3552 (select “Benefits”), accessible weekdays between 7 a.m. and 7 p.m. Central time.

Client Company and Administaff will, as such respective related duties and responsibilities are set forth under the Act, comply with all applicable federal, state and local laws in administering this Policy.

**CONTINUATION OF BENEFITS**

It is the policy of Administaff to provide the following healthcare benefits to employees who are away from work.

All active full-time employees covered by the Administaff Benefit Plan will be eligible to continue medical coverage for up to twelve (12) weeks, or up to twenty-six (26) weeks for servicemember family leave (or a combination of servicemember family leave and up to twelve (12) weeks of other family and medical or active duty leave), following the beginning of a leave for:

- an authorized, paid or unpaid leave of absence; or
- a temporary layoff due to lack of work.

An employee who is away from work for one of the above stated reasons must pay his share of employee coverage, including dependent coverage, if any, to maintain healthcare coverage during the time away from work. Upon the expiration of twelve (12) weeks or twenty-six (26) weeks, if applicable, or if an employee fails to pay his/her employee contribution for benefits within thirty (30) days from the established due date communicated to the employee, and no applicable state or federal law provides otherwise, the employee's health care coverage, including dependent coverage, will be terminated. An employee will be offered coverage through COBRA upon the expiration of either the twelve (12) weeks or twenty-six (26) weeks, if applicable, in accordance with applicable law.

## **MILITARY LEAVE OF ABSENCE**

A leave of absence without pay for military or reserve duty is granted to full-time regular and part-time regular employees. If an employee is called to active military duty or the reserve or National Guard training, or if an employee volunteers for the same, the employee should submit copies of military orders to the on-site supervisor as soon as possible. The employee will be granted a military leave of absence without pay for the period of military service, in accordance with applicable federal and state laws. If the employee is a reservist or a member of the National Guard, the employee is granted time off without pay for required military training. The employee may, however, use any accrued but unused vacation time or PTO. Eligibility for reinstatement after military duty or training is completed is determined in accordance with applicable federal and state laws.

## **PERSONAL NON-FMLA LEAVE OF ABSENCE**

Employees may be granted a leave of absence to attend to personal matters in situations in which the Company determines that an extended period of time away from the job will be in the best interest of the employee and the Company.

Requests for a leave of absence or any extension of a leave should be submitted in writing to the employee's supervisor 30 days prior to commencement of the leave period, or as soon as is practicable. The supervisor will forward the request to the appropriate manager recommending approval or denial. Management will make the final decision concerning the request. All employees on approved leave are expected to report any change of status in their need for leave or their intention to return to work to their supervisor.

Employees on personal leave will be required to use all accrued personal and vacation days while on leave before going unpaid. The Company will continue health insurance and other benefits to employees on leave for no longer than 12 weeks from the beginning date of leave so long as the employee continues to pay any employee portion of the contribution. Benefits that accrue according to length of service, such as paid vacation, holiday, personal and sick days, do not accrue during periods of leave.

Employees returning from a personal leave due to an illness or injury must provide a job-related release indicating their ability to perform the functions of their job. Any restrictions must be noted on the release.

Employees on an authorized personal leave of absence may not perform work for any other employer that is considered by the Company to be an actual or potential conflict of interest.

It is possible that an employee returning from a personal leave of absence may not be returned to the same job position that they held before taking leave. If an employee fails to return to work at the conclusion of an approved leave of absence, including any extension of the leave time, the employee will be considered to have voluntarily terminated employment with the Company.

## **EDUCATIONAL LEAVE OF ABSENCE**

Employees who want to continue their education in preparation for added responsibilities with the Company may be granted an educational leave of absence.

Requests for a leave of absence or any extension of a leave should be submitted in writing to the employee's supervisor 30 days prior to commencement of the leave period, or as soon as is practicable. The supervisor will forward the request to the appropriate manager recommending approval or denial. Management will make the final decision concerning the request. All employees on approved leave are expected to report any change of status in their need for leave or their intention to return to work to their supervisor.

Employees on educational leave will be required to use all accrued personal and vacation days while on leave before going unpaid. The Company will continue health insurance and other benefits to employees on leave for no longer than 12 weeks from the beginning date of leave so long as the employee continues to pay any employee portion of the contribution. Benefits that accrue according to length of service, such as paid vacation, holiday, personal and sick days, do not accrue during periods of leave.

Employees on an authorized educational leave of absence may not perform work for any other employer that is considered by the Company to be an actual or potential conflict of interest.

It is possible that an employee returning from an educational leave of absence may not be returned to the same job position that they held before taking leave. If an employee fails to return to work at the conclusion of an approved leave of absence, including any extension of the leave time, the employee will be considered to have voluntarily terminated employment with the Company.

## **PUBLIC SERVICE LEAVE OF ABSENCE**

Employees who want to accept temporary employment in federal, state, or local government or with an organization devoted to community service may be granted a leave of absence.

Requests for a leave of absence or any extension of a leave should be submitted in writing to the employee's supervisor 30 days prior to commencement of the leave period, or as soon as is practicable. The supervisor will forward the request to the appropriate manager recommending approval or denial. Management will make the final decision concerning the request. All employees on approved leave are expected to report any change of status in their need for leave or their intention to return to work to their supervisor.

Employees on public service leave will be required to use all accrued personal and vacation days while on leave before going unpaid. The Company will continue health insurance and other benefits to employees on leave for no longer than 12 weeks from the beginning date of leave so long as the employee continues to pay any employee portion of the contribution. Benefits that accrue according to length of service, such as paid vacation, holiday, personal and sick days, do not accrue during periods of leave.

Employees on an authorized public service leave of absence may not perform work for any other employer that is considered by the Company to be an actual or potential conflict of interest.

It is possible that an employee returning from a public service leave of absence may not be returned to the same job position that they held before taking leave. If an employee fails to return to work at the conclusion of an approved leave of absence, including any extension of the leave time, the employee will be considered to have voluntarily terminated employment with the Company.

## **BEREAVEMENT LEAVE**

If you are a full-time regular or part-time regular employee and a death occurs in your family, you will be compensated for time lost from your regular work schedule in accordance with the following guidelines. You will be granted up to three days off from work with pay in the event of the death of your spouse, child, parents, siblings, grandparents, grandchildren, father-in-law, mother-in-law, son-in-law, or daughter-in-law. If additional time is required or the request does not qualify for bereavement leave, it may be charged to personal days, PTO, or leave without pay with the approval of the employee's supervisor. Request for bereavement leave should be made to your immediate supervisor.

## **JURY DUTY AND WITNESS LEAVE**

If an employee is summoned to jury duty, UT Physicians will continue his or her pay for ten (10) working days of jury service per calendar year. If a full-time regular employee is required to serve more than ten working days of jury service in a calendar year, he will be allowed additional time off without pay to complete the jury service. UT Physicians will continue to pay an employee for this extended period of service only if and to the extent provided for under applicable law. Employees must notify their supervisor as soon as it is known jury duty will be extended. An employee is also permitted to retain the allowance he receives from the court for such service.

All employees are allowed unpaid time off if summoned to appear in court as a witness. To qualify for either jury or witness duty leave, an employee must submit to his supervisor a copy of the summons as soon as it is received. In addition, the employee must also submit to the employee's supervisor a related proof of service when the period of jury or witness duty is completed. No adverse employment action will be taken

## **WORKERS' COMPENSATION INSURANCE**

To provide for payment of employee medical expenses and for partial salary continuation in the event of work-related accident or illness, employees are covered by workers' compensation insurance provided by Administaff or based on state regulations.

The amount of benefits payable and the duration of payment depend upon the nature of the employee's injury or illness. All medical expenses incurred in connection with an on-the-job injury or illness and partial salary payments are paid in accordance with applicable state law.

If an employee is injured or becomes ill on the job, the employee must immediately report such injury or illness to the on-site supervisor. This ensures that the Company can help obtain appropriate medical treatment. An employee's failure to follow this procedure may result in the appropriate workers' compensation report not being filed timely in accordance with the law, which may delay benefits in connection with the injury or illness. Questions regarding workers' compensation insurance should be directed to the HR Administrator or the Administaff Workers' Compensation Department at 800-242-8893, ext. 3244.

## **VOTING**

It is the policy of the Company to permit employees to be absent from work to vote in local, state or national elections. Employees who cannot reach their polling place outside of work hours will be permitted paid time off to vote. The time off to vote may not exceed two hours. Evidence of voter registration and voting may be required.

## EMPLOYEE BENEFITS AND SERVICES

### PAID TIME OFF, PERSONAL DAYS AND HOLIDAYS FOR FULL-TIME EMPLOYEES

#### PAID TIME OFF

The Company recognizes the value of paid time off (PTO), both to the employee and the Company. It is important for employees to enjoy relaxation and recreation periodically in order to return to work in a revitalized condition. In order to provide for such absence without concern to pay continuation, the Company grants PTO with pay to regular full-time employees in accordance with the guidelines established below:

1. The established PTO accrual period is the period beginning with the employee's date of employment with the Company to the employee's **first anniversary** date. Thereafter, the PTO period will be from anniversary date to anniversary date. PTO will continue to accrue after the anniversary date and regular full-time employees will continue to accrue PTO at their established rate after reaching 160 hours; however there will be a maximum number of hours carried thru the end of the calendar year to December based on tenure.
2. Regular full-time employees shall earn PTO according to the following schedule:

Employees With Total <u>Employment Of:</u>	PTO Hours Accrued <u>Per Pay Period</u>	<u>Annual PTO Hours</u>
Start of 1st year-end of 2nd year	6.15 hrs (13.33 hrs/mo)	160 hrs
Start of 3rd year-end of 5th year	6.77 hrs (14.66 hrs/mo)	176 hrs
Start 6th year end of 10th year	7.38 hrs (16.00 hrs/mo)	192 hrs
11th year and thereafter	8.92 hrs (19.33 hrs/mo)	232 hrs

3. Eligible employees will earn PTO only for each full 2-week pay period in which the employee is actively employed. PTO will not be earned for partial pay periods of service.
4. Employees are eligible to use accrued PTO and/or their Personal Day after satisfactory completion of their initial orientation period as described in the Initial Orientation Period policy located elsewhere in this handbook addendum.
5. Employees will not earn PTO while on any type of leave of absence.
6. So that we may schedule work and plan for business requirements, employees should give as much notice as possible in scheduling PTO time. Under circumstances in which there is not adequate staff coverage, UT Physicians reserves the right to deny an employee's vacation request for a particular period in time, or to rescind approval of an employee's scheduled vacation.

7. Employees that resign with a minimum two weeks written notice will be paid for unused PTO hours accrued through their last day of employment with a maximum payout of 160 hours. Employees that are involuntarily terminated will not be paid their accrued PTO. PTO cannot be taken during notification period (must work during notice period).
8. The Company intends for employees to take their PTO each year in order to accomplish the objective of this policy. A maximum number of hours may be carried over each year based on tenure (see table below). Any overage of PTO should be used before December 31<sup>st</sup> to avoid it being forfeited. The earliest start date to use for calculation of years of employment with UTP is July 1, 2000.

Years of Employment	Maximum PTO hours to carry forward from one Calendar Year to the next
0 but less than 2 years	160 hours
2 but less than 5 years	240 hours
5 but less than 10 years	260 hours
10 but less than 15 years	280 hours
Over 15 years	300 hours

9. Employees will be required to use any PTO available to them prior to taking unpaid leave.
10. PTO is not used in calculation of overtime hours.

## **PERSONAL DAYS**

Upon completion of 90-day introductory period, regular full-time employees are eligible for one personal day each year. The Personal day must be used before an employee may use accrued PTO.

In order to maintain adequate staff coverage, the personal day must be pre-arranged and approved by your supervisor.

The Personal day will not be counted as time worked for the purpose of calculating overtime. Unused personal days may not be carried over from year to year and employees will not be compensated or awarded for unused personal days in the event of termination of employment.

The Personal day must be used before December 31<sup>st</sup> to avoid it being forfeited.

## ADMINISTRATIVE TIME

Regular full-time employees are eligible for Administrative Time granted throughout the year. Administrative Time must be taken in increments of two hours or more. The Administrative Time must be used before an employee may use accrued PTO.

In order to maintain adequate staff coverage, the Administrative Time must be pre-arranged and approved by your supervisor.

The Administrative Time will not be counted as time worked for the purpose of calculating overtime. Unused Administrative Time may not be carried over from year to year and employees will not be compensated or awarded for unused Administrative time in the event of termination of employment.

The Administrative time must be used before August 31<sup>st</sup> to avoid it being forfeited.

## HOLIDAYS

Regular full-time employees are eligible for paid holidays during each calendar year. To receive holiday pay, an employee must work the regularly scheduled workday before and after the holiday, unless an exception is approved in writing by the HR Administrator. A paid holiday does not count as a day worked in calculating overtime for the week.

Beginning Fiscal Year 2010 the following holidays are observed by UT Physicians:

- New Year's Day - January 1<sup>st</sup>
- Martin Luther King Day – Third Monday of January
- President's Day – Third Monday of February
- Memorial Day - Last Monday of May
- Independence Day - July 4<sup>th</sup>
- Labor Day - First Monday of September
- Thanksgiving Day - Fourth Thursday of November
- Day after Thanksgiving - Fourth Friday of November
- Christmas Eve - December 24<sup>th</sup>
- Christmas Day - December 25<sup>th</sup>

Any holiday that falls on Saturday will be recognized on the preceding Friday and those holidays that fall on Sunday will be recognized on the following Monday.

In the event that an employee is required to work on a day which is scheduled as a holiday, the employee will be provided an alternative day off with pay within 30 days. This alternative day will be arranged by the employee's supervisor. If not taken the day will be forfeited and no payments will be made at the end of any calendar year or in the event of termination.

In the event that an employee is working a reduced schedule and the regular day off falls on a holiday, the employee will be provided an alternative day off with pay within 30 days or may work a reduced schedule the week of the holiday (32 hours) and be paid for the holiday. This must be arranged with the employee's supervisor before the week of the holiday. If the time is

Formatted: Normal, Justified

not taken within 30 days it will be forfeited and no payments will be made at the end of any calendar year or in the event of termination.

The alternative holiday time must be taken in 8 hour increments.

Formatted: Normal, Justified

## PAID TIME OFF, PERSONAL DAYS AND HOLIDAYS FOR PART-TIME EMPLOYEES

### PAID TIME OFF

The Company recognizes the value of paid time off (PTO), both to the employee and the Company. It is important for employees to enjoy relaxation and recreation periodically in order to return to work in a revitalized condition. In order to provide for such absence without concern to pay continuation, the Company grants PTO with pay to regular part-time employees in accordance with the guidelines established below:

1. The established PTO accrual period is the period beginning with the employee's date of employment with the Company to the employee's **first anniversary** date. Thereafter, the PTO period will be from anniversary date to anniversary date. PTO will continue to accrue after the anniversary date and regular full-time employees will continue to accrue PTO at their established rate after reaching 160 hours; however only a maximum of 160 hours will be carried thru the end of the calendar year to December.
2. Regular part-time employees shall earn PTO according to the following schedule:

Employees With Total <u>Employment Of:</u>	PTO Hours Accrued <u>Per Hour Worked</u>	Maximum Annual PTO <u>Hours which can be Accrued</u>
Start of 1st year-end of 2nd year	.079 hrs	160 hrs
Start of 3rd year-end of 5th year	.085 hrs	176 hrs
Start 6th year end of 10th year	.092 hrs	192 hrs
11th year and thereafter	.111 hrs	232 hrs

3. Eligible employees will earn PTO only for each full 2-week pay period in which the employee is actively employed. PTO will not be earned for partial pay periods of service.
4. Employees are eligible to use accrued PTO after satisfactory completion of their initial orientation period as described in the Initial Orientation Period policy located elsewhere in this handbook addendum.
5. Employees will not earn PTO while on any type of leave of absence.
6. So that we may schedule work and plan for business requirements, employees should give as much notice as possible in scheduling PTO time. Under circumstances in which there is not adequate staff coverage, UT Physicians reserves the right to deny an employee's vacation request for a particular period in time, or to rescind approval of an employee's scheduled vacation.
7. Employees that resign with notice will be paid for unused PTO hours accrued through their last day of employment. Employees that are involuntarily terminated will not be paid their accrued PTO.

8. The Company intends for employees to take their PTO each year in order to accomplish the objective of this policy. A maximum of 160 hours may be carried over each year. Any overage of PTO should be used before December 31<sup>st</sup> to avoid it being forfeited.
9. Employees will be required to use any PTO available to them prior to taking unpaid leave.
10. PTO is not used in calculation of overtime hours.

## PERSONAL DAYS

Part-time regular employees are not eligible for personal days.

## HOLIDAYS

**Regular part-time employees** are eligible for paid holidays during each calendar year. To receive holiday pay, an employee must work the regularly scheduled workday before and after the holiday, unless an exception is approved in writing by the HR Administrator. Regular part-time employees will be paid holiday pay for the number of hours the employee would have otherwise been scheduled to work. A paid holiday will not be counted as time worked for the purpose of calculating overtime.

Beginning Fiscal Year 2010 the following holidays are observed by UT Physicians:

- New Year's Day - January 1<sup>st</sup>
- Martin Luther King Day – Third Monday of January
- President's Day – Third Monday of February
- Memorial Day - Last Monday of May
- Independence Day - July 4<sup>th</sup>
- Labor Day - First Monday of September
- Thanksgiving Day - Fourth Thursday of November
- Day after Thanksgiving - Fourth Friday of November
- Christmas Eve - December 24<sup>th</sup>
- Christmas Day - December 25<sup>th</sup>

Any holiday that falls on Saturday will be recognized on the preceding Friday and those holidays that fall on Sunday will be recognized on the following Monday.

In the event that an employee is required to work on a day which is scheduled as a holiday, the employee will be provided an alternative day off with pay (for those hours worked) within 30 days. This alternate day will be arranged by the employee's supervisor. If not taken the day will be forfeited and no payments will be made at the end of any calendar year or in the event of termination.

## PAID TIME OFF PROCEDURES

Paid Time Off (PTO) is time provided for employees to be away from work due to illness, personal requirements, vacation, or other reasons. All UT Physicians employees are eligible to use accrued PTO after satisfactory completion of their initial orientation period as described in the Initial Orientation Period policy located in the employee handbook. **Non-exempt employees may use their accrued PTO in increments of 2 hours or more.**

### *Pre-planning of PTO*

In an attempt to accommodate all PTO requests of all employees, UT Physicians asks all employees to submit requests in six month increments.

A memo will be sent out to all employees each December asking that all employees submit requests for PTO for the time period of January through June. A memo will also be sent out to all employees in June asking that all employees submit requests for PTO for the time period of July through December.

All requests will be compiled by the Supervisors and scheduled accordingly. Should there be a conflict with regard to time off (such as leave requests for the days surrounding a scheduled holiday); resolution will take place within each team. If an agreement cannot be reached, the appropriate manager will determine the PTO schedule.

### *Requesting Paid Time Off*

The following procedure should be used by employees requesting time off:

- ◆ A Time Off Request Report must be completed and submitted for approval to your supervisor, along with your PTO balance report. The Time Off Request Report and PTO balance report can be found on the Administaff Employee Service Center (ESC). To access the Time Off Request form, you will go to the Employee Service Center Web Site and access it at the following location: *My Work/Forms Center/Payroll/Time Off Request Report*. There is also a copy of this form in the employee handbook which you may make a copy of. If you do not have access to the ESC Forms Option and do not have your employee handbook readily available you may request the form from your supervisor. To access your PTO balance report, you will go to the Employee Service Center (ESC) web site and access it at the following location: *View MY Paid Time Off*.
- ◆ Once he/she has received a Time Off Request Report and PTO balance, the supervisor/POA will review the PTO report for their department which is sent by the payroll department monthly. In deciding whether or not to approve the request the supervisor/POA will consider the following:
  - Business/Operational Demands.
  - The already approved and scheduled PTO of the requesting employee.
  - The already approved PTO of other employees.
- ◆ If the PTO request is approved, the supervisor/POA will sign the Time Off Request Report. The supervisor/POA should keep a copy of all requested Time Off Request Reports (whether approved or not) for his/her own reference in future.

- ◆ If the PTO request is not approved, the supervisor will return the form to the employee with the reason for decline written on the form.

So that we may schedule work and plan for business requirements, employees should give thirty (30) days notice whenever possible in scheduling PTO time. Under circumstances in which there is not adequate staff coverage, UT Physicians reserves the right to deny an employee's vacation request for a particular period in time, or to rescind approval of an employee's scheduled vacation.

#### ***Unplanned Paid Time Off***

Situations may arise that require an employee to take unplanned paid time off. Whether due to personal or family illness, or unexpected personal business, it is necessary for you to notify your supervisor and/or team leader at least one hour prior to your scheduled start time by calling their personal number or paging them. Taking excessive unplanned paid time off is considered abuse of the Paid Time Off benefit and will lead to disciplinary action.

#### ***Unpaid Time Off***

There are some situations that may require an employee to take an extended *unpaid leave*. Whether for personal reasons, Family and Medical Leave, or required military service, a long term absence requires thirty (30) days notice whenever possible. Again, the Absence Request Form must be completed and submitted to your supervisor for approval.

#### ***Entering Paid Time Off in the Time and Attendance System***

All employees should enter all paid time off taken in the comments section. The employee should list the number of hours missed and designate that time as PTO. The time keepers will enter time off in the system based on employee comments.

All exempt employees are also required to enter paid time off taken on their bi-weekly timesheet. This time off should be listed as tracking PTO.

Failure to submit PTO taken on the comments section or your timesheet is considered abuse of the Paid Time Off Benefit and will result in disciplinary action up to and including termination.

#### ***PTO Administration***

Administaff will be responsible for maintaining the PTO database for all employees. As such, PTO information, including balance and amount used will appear on paychecks. If an employee has an inquiry regarding PTO information as reflected on the paycheck, the following process is to be followed:

1. Contact immediate supervisors or time sheet manager with the inquiry. Validate that PTO was recorded and submitted correctly to the HR Department on the timesheet in question. If the difference cannot be reconciled or if a change is required, go to the next step.
2. The employee's supervisor should contact the HR Department with the inquiry. The time sheet will be reconciled to the entry made into the Administaff database.
3. A course of action will be determined by the employee's supervisor and the HR Department. The HR Department will initiate any required contact with Administaff and request changes.

4. The HR Department will notify the employee of the PTO determination via email or via the supervisor's email.



# TIME OFF REQUEST REPORT

Employee Name \_\_\_\_\_ Last Four Digits of SS Number \_\_\_\_\_

Job Title \_\_\_\_\_ Department \_\_\_\_\_

### **TO BE COMPLETED BY EMPLOYEE**

Type of time off requested:

- PTO     Vacation     Sick     Personal     Bereavement     Jury Duty
- Other \_\_\_\_\_

If unpaid time off, briefly state reason:

---



---



---

### **DATES INVOLVED**

**(Indicate below the number of regularly scheduled hours you will be absent and the appropriate code)**

**Codes: P – paid time off    U – unpaid time off**

Week Beginning (Month/Day/Year)	Monday (Hours/Code)	Tuesday (Hours/Code)	Wednesday (Hours/Code)	Thursday (Hours/Code)	Friday (Hours/Code)

Total number of hours: \_\_\_\_\_ Current rate of pay: \_\_\_\_\_

Total number of paid days: \_\_\_\_\_ Total number of unpaid days: \_\_\_\_\_

I understand that any wages advanced to me by Administaff and/or Client Company in the form of PTO which has not accrued at the time of my termination from Administaff and/or Client Company may be reduced from the gross wages on my final paycheck and may reduce my final rate of pay below minimum wage.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

### **TO BE COMPLETED BY SUPERVISOR**

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Department Manager \_\_\_\_\_ Date \_\_\_\_\_

## HANDBOOK ACKNOWLEDGMENT

I acknowledge that I have received the Company's Employee Handbook ("the Handbook"), dated **January 1, 2009**, and understand that violations of the policies contained in the Handbook, including the anti-harassment policy, could result in disciplinary action, up to and including termination.

I further understand that the information contained in the Handbook represents guidelines for the Company and that the Company reserves the right to modify the Handbook or amend or terminate any policy, procedure, or employee benefit program at any time.

I further understand that the contents of the Handbook do not form a written employment contract. Either the Company or I have the right to terminate my employment at any time.

I further understand that no manager, supervisor or representative of the Company, other than the President or Vice President, has any authority to enter into any agreement guaranteeing employment for any specific period of time. I also understand that any such agreement, if made, will not be enforceable unless it is in writing and signed by both parties. I also understand that an agreement made by the President or Vice President of UT Physicians is not binding on Administaff unless it is agreed to in writing by the President or Vice President of Administaff.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to the HR Administrator.

\_\_\_\_\_  
*Employee Signature*

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

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Social Security Number  
(Last Four Digits Only)  
or Employee ID Number

**Please sign and keep this acknowledgment for your records.**

## HANDBOOK ACKNOWLEDGMENT

I acknowledge that I have received the Company's Employee Handbook ("the Handbook"), dated **January 1, 2009**, and understand that violations of the policies contained in the Handbook, including the anti-harassment policy, could result in disciplinary action, up to and including termination.

I further understand that the information contained in the Handbook represents guidelines for the Company and that the Company reserves the right to modify the Handbook or amend or terminate any policy, procedure, or employee benefit program at any time.

I further understand that the contents of the Handbook do not form a written employment contract. Either the Company or I have the right to terminate my employment at any time.

I further understand that no manager, supervisor or representative of the Company, other than the President or Vice President, has any authority to enter into any agreement guaranteeing employment for any specific period of time. I also understand that any such agreement, if made, will not be enforceable unless it is in writing and signed by both parties. I also understand that an agreement made by the President or Vice President of UT Physicians is not binding on Administaff unless it is agreed to in writing by the President or Vice President of Administaff.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to the HR Administrator.

\_\_\_\_\_  
*Employee Signature*

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

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Social Security Number  
(Last Four Digits Only)  
or Employee ID Number

**Please sign and give this copy of the acknowledgment to your Manager.**