



JANUARY 2019
**EMPLOYEE
HANDBOOK**

Welcome From the CEO



Welcome to MTM!

We are excited to have you on board our team of dedicated employees. We are pleased you have chosen to work with us and hope you will find your career with us both fulfilling and rewarding.

Goal Oriented

Our goal is to maintain an excellent reputation of providing safe, reliable, high quality, and customer focused service to our clients and the communities we serve. We are confident our collective efforts will enable us to achieve this.

Employee Handbook

We encourage you to familiarize yourself with the contents of this Handbook. Its purpose is to provide you with an overview of MTM's philosophy, employment practices, work rules, policies, and procedures that govern the workplace, as well as the benefits and privileges provided to you as a valued employee.

Questions

Any questions pertaining to the information in this Handbook should be directed to your Supervisor or your Employee Relations Specialist ("ERS") via HR IssueTrak. We're always happy to answer questions. Your input is important to us and you are vital to our success.

We wish you success in your new position and look forward to working with you.

Best Regards,

Alaina Macia
President and CEO

“Our continued success is based on the dedication and significant contributions each and every employee brings to their job.”

Alaina Maciá, President & CEO

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Mission Statement

MTM's mission is to partner with our clients in developing innovative solutions for accessing healthcare, increasing independence, and connecting community resources in the most cost-effective manner. To achieve this, we leverage our core competencies in managing customer service operations and building provider networks.

Vision Statement

Communities without barriers



Code of Conduct

MTM prides itself on high standards of excellence embodied by our operating principles. We expect our employees to represent those ideals when dealing with individuals inside and outside of MTM.

It is impossible for this Code to cover every situation that may arise. The intent is to set basic principles to guide all employees on the professional, ethical, legal, and socially responsible behavior we expect of our employees. For areas not specifically outlined in this Code, employees should use these guiding principles and their best judgment and seek direction from their Supervisor and the People & Culture department for any questionable matters.

On a Corporate level, MTM takes its responsibility to its contracted clients very seriously. We are committed to providing the highest levels of service in all of our delegated functions, and doing so with the utmost integrity, understanding that we are a representation of our clients. Because MTM frequently contracts with Federal and State governments, we understand and honor our fiduciary responsibility to efficiently and responsibly use these funds.

As a government contractor, MTM expects the highest level of integrity and ethics, not only of its employees, but also our sub-contractors and their affiliates. MTM's sub-contractors are considered "Downstream and Related Entities" by the Centers for Medicaid and Medicare Services (CMS) and, for that reason, are held to the same requirements as internal staff in relation to the Code of Conduct.

The basic principles discussed in this Code are subject to any MTM policies covering the same issues. Particular topics highlighted here may also be found in more detail throughout the Employee Handbook.

Professional Integrity

Consistent with our operating principles, employees should strive to conduct all business dealings and relationships with integrity, honesty, and respect for others and should always deal fairly and honestly with clients, customers, and others with whom we do business. No employee should knowingly permit any transaction to occur that is not fair to our principals, clients, and customers alike.

Conflict of Interest

Conflict of interest is defined as any situation in which any employee's personal interests (including the interests of an employee's friend or family member) interfere with or potentially interfere with, MTM's business interests. Along with adherence to clear Corporate Policies and Procedures, every MTM employee should operate with a sense of professional objectivity in order to remove the potential for unethical decisions. No employee should use any position within the company, or information acquired during employment, in a manner that may create a conflict, or the appearance of a conflict, between an employee's personal interest and those of the company. All activities conducted as an employee of MTM should always place the lawful and legitimate interests of the company over personal gain.

Appropriate Business Partnerships

MTM, as a manager of delegated services, primarily operates in a series of partnerships. Business partnerships refer to both external and internal relationships. Internal relationships include employees and employers; external business relationships include, but are not limited to the following:

Clients

Business Associates

Third Party Vendors

MTM must manage all of its business relationships in a fair, legal, and objective manner. MTM does not permit or condone bribes, kickbacks, or any other illegal, secret, or improper payments, transfers, or receipts. This applies both to the giving and receiving of payments or gifts. No employee shall offer, give, or transfer any money or anything else of value for the personal benefits of any employee or agent of another business entity for the purpose of:

- Obtaining or retaining any business
- Receiving any kind of favored treatment
- Inducing or assisting such employee or agent to violate any duty to his/her employer or to violate any law

Employees should also see the importance of perception in the giving and receiving of payments or gifts. This means that even if an employee gives or receives a gift with complete objectivity, the giver or receiver may have the perception that the action will have an unethical influence. Gifts are considered acceptable when they fall within generally accepted business etiquette, are not excessive, could be shared with a group of employees, and when the giving or receiving does not give the appearance of favoritism.

Confidentiality

One of MTM's most valuable assets is its proprietary information. Except as properly authorized by a member of executive management, it is the responsibility of all employees to maintain the confidentiality of proprietary information of the company and any information entrusted to MTM that is otherwise not readily available to the public. Employees must refrain from discussing confidential company business with parties outside of MTM employees and business partners, and should only release confidential information on a need-to-know basis. Though this list is not exhaustive, confidential information may include proprietary, financial, strategic, and protected information relating to employees, members, subcontractors, and clients. Confidentiality rules apply to all methods of communication including, but not limited to verbal, written, and electronic.

Record-Keeping, Financial Controls, and Disclosures

MTM requires honest, accurate, and timely recording and reporting of information in order to make responsible business decisions. All business expense accounts must be documented and recorded accurately in a timely manner and all books, records, accounts, and financial statements must be maintained in appropriate detail and conform both to applicable law and to MTM's internal controls. Other non-financial records should be documented and maintained with accuracy as the goal and be free of exaggeration, embellishments, or guesswork. The same principles apply to all business communications including e-mails, memos, and reports. Records should always be retained or destroyed according to MTM's record retention policies.

Protection and Proper Use of Company Assets

All employees should protect MTM's assets and ensure their proper and efficient use. These assets include, but are not limited to, time, materials, supplies, equipment, and facilities. Theft, carelessness, and waste have a direct impact on profitability. As a standard, all assets are to be used for legitimate business purposes and any suspected incident of fraud or theft should be immediately reported to an employee's immediate Supervisor or the People & Culture department for further investigation. Limited and reasonable use of MTM's assets, such as computers and telephones, where the cost to MTM is insignificant, is permissible, but only with prior approval from the employee's Supervisor. The use of MTM assets, especially technology, should be done with the knowledge that usage will be monitored to ensure compliance. Upon separation of employment, all MTM company assets must be returned within three business days. Failure to return assets/equipment may result in criminal action. Deduction for cost of assets/equipment may be withheld from the employee's final paycheck in accordance with applicable State law.

Discrimination, Bullying, and Harassment

MTM understands the diversity of its workforce is a tremendous asset and is firmly committed to providing equal opportunity in all aspects of employment and will not practice or tolerate discrimination on the basis of race, color, ethnicity, citizenship status, religion, genetic information, age, national origin, ancestry, veteran status, medical condition, disability, marital status, political affiliation, protected activity (such as opposition to or reporting of prohibited discrimination or harassment), economic status, religious creed or belief, familial status, sex (including pregnancy, childbirth, breastfeeding, or related medical condition), gender (including gender identity and sexual orientation), any other status or classification protected by applicable Federal, State, and/or local laws. MTM's diversity principles will also extend into populations of individuals with disabilities. MTM will make reasonable accommodations to the known physical and mental limitations of otherwise qualified individuals.

MTM's goal is to treat all people with respect and to foster a productive environment free of bullying, harassment, intimidation, and discrimination. Humiliating jokes, slurs, intimidation, and other harassing conduct will not be tolerated. Along with this, any form of sexual harassment is strictly prohibited; this includes unwelcome sexual advances or sexual favors connected to employment or business decisions.

Harassment and bullying also includes any form of workplace violence such as robbery, physical altercations, terrorism, and stalking. In order to protect a positive environment, MTM prohibits firearms, other weapons, explosive devices, or other dangerous materials on company premises.

MTM's anti-discrimination, bullying, and harassment policy will be enforced in all employee relations including hiring, terminations, evaluations, compensation, discipline, promotions, transfers, and other operational interactions.

Healthy, Safety, and Wellness

MTM strives to provide all employees with a safe and healthy work environment. We are all responsible for following environmental, safety, and health rules and practices and for immediately reporting accidents, injuries, and unsafe equipment, practices, or conditions to a Supervisor and to the #Risk Management e-mail burst.

In tandem with environmental health and safety, MTM greatly values the health and wellness of its employees. MTM abides by the principle that a healthy workforce is a productive and dependable workforce. Along with voluntary wellness initiatives, employees are expected to perform work in a safe manner, free of the influences of alcohol, illegal drugs, or controlled substances. The use or possession of illegal drugs and controlled substances in the workplace will not be tolerated.

Fair and Legal Competition

MTM values fair, ethical, and legal competition for itself and its subcontractors. While MTM holds expansion in high regard, any new business should be recruited and retained using the highest levels of honesty and transparency. It is very common to obtain information about other organizations, including competitors, through legal and ethical channels; however, MTM will never use illegal or dishonest methods to obtain this information.

Because MTM understands the value of fair competition for itself, MTM will also treat all subcontractors with professional objectivity and will give all qualified subcontractors a level playing field in their selection and treatment. This will include recruitment, delegation of services, credentialing, corrective action, and termination.

Administration of Code

All employees who suspect violations of the letter or spirit of this Code have an obligation to report their concerns to their immediate Supervisor or the People & Culture department. Reports may be made anonymously via the Compliance Hotline at 855-847-0262, if desired, and all reports will remain as confidential as possible to allow a thorough investigation.

Matters of concern include pressure exerted by clients, customers, company personnel, or others to utilize accounts in an unauthorized manner or to take or enable other actions inconsistent with authorized company policies and procedures or this Code.

Violations of the Code of Conduct are taken seriously. In the event of a violation, MTM will review each instance on a case-by-case basis, and if necessary, take swift and immediate action to ensure continuity and integrity of all aspects of our business. The investigation shall remain as confidential as practicable and those conducting the investigation shall respect the privacy of all persons involved. Corrective measures may include formal disciplinary action, up to and including termination.

No adverse action shall be taken or permitted against any employee for communicating legitimate concerns. Any retaliation or retribution should be immediately reported to the People & Culture department.

This Code is subject to amendment and may be reviewed and updated periodically.

Employee Handbook

This Employee Handbook has been designed to provide employees with information and guidelines about the policies, practices, responsibilities, and benefits that are part of working for MTM. While it covers many of our policies and procedures, it is not intended to cover every possible question or situation that may arise. Additionally, this Handbook is not intended as a legal document. Further, it should not be deemed to constitute an express or implied employment contract.

Breach of any of the policies contained in the Handbook can result in disciplinary and/or legal action, including separation of employment. Exceptions to this would include any stipulations agreed upon in a Collective Bargaining Agreement.

MTM encourages an open-door policy and believes all employees should have reasonable access to management. An employee's Supervisor should be the first point of contact for any questions or concerns. If the Supervisor can't resolve the issue then it should escalate through the employee's departmental chain of command. If, after following these steps, the issue remains unresolved, it can be escalated to a member of the People & Culture department.

Changes in business occur constantly, and we all occasionally have to alter policies and procedures in order to keep pace. Therefore, MTM reserves the right to change, eliminate, or supplement the policies and provisions contained in this Handbook at its sole discretion. These changes may be implemented even if they have not been communicated, reprinted, or substituted in this Handbook. MTM can deviate from the Handbook's guidelines as circumstances warrant. To ensure the most current version of the Handbook is accessed, employees should always refer to the Handbook located in the employee's Workday profile.

If an employee has ideas on how to make MTM a better place to work, we encourage notification to Supervisors or a member of the People & Culture department. We value input from all employees!



Employment

101.0 AT WILL EMPLOYMENT

SECTION: 101.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 06/01/2018

Positive Work Environment

MTM strives to provide a positive work environment and solid economic foundation upon which all employees may build a future. However, MTM is also aware personnel changes are sometimes initiated by employees and management alike.

Employment at MTM

Unless otherwise covered under a Collective Bargaining Agreement, it is expressly understood employment at MTM is for no specific duration and shall continue as it is mutually agreeable to employees and MTM. Employment may be terminated by either the employee or MTM at any time and for any reason, with or without a cause, and with or without notice.

No section of this Handbook should be construed as establishing anything other than an employment-at-will relationship, nor does it limit management's discretion to make personnel decisions such as reassignment, change of wages and benefits, demotion, etc.

No one in the organization other than the President & CEO is authorized to modify the at-will nature of the employment relationship. Such agreement must be in writing and signed by both the President & CEO and the employee.



102.0 EQUAL EMPLOYMENT OPPORTUNITY

SECTION: 102.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 06/01/2018

MTM is committed to providing equal employment opportunity (EEO) to all qualified persons and in compliance with all Federal, State, and local laws prohibiting workplace discrimination and unlawful retaliation. This commitment to EEO extends not only to employees and applicants of MTM but also to independent contractors, trainees, or any paid or unpaid interns.

MTM strictly prohibits all discrimination against any employee or applicant for employment because of:

- ✓ **Race**
- ✓ **Citizenship Status**
- ✓ **Age**
- ✓ **Veteran Status**
- ✓ **Marital Status**
- ✓ **Political Affiliation**
- ✓ **Protected activity** *(such as opposition to or reporting of prohibited discrimination or harassment)*
- ✓ **Color**
- ✓ **Religion**
- ✓ **National Origin**
- ✓ **Medical Condition**
- ✓ **Economic Status**
- ✓ **Religious creed or belief**
- ✓ **Any other status or classification protected by applicable federal, state, and/or local laws.**
- ✓ **Ethnicity**
- ✓ **Genetic Information**
- ✓ **Ancestry**
- ✓ **Disability**
- ✓ **Familial Status**
- ✓ **Sex** *(including pregnancy, childbirth, breastfeeding, or related medical condition)*
- ✓ **Gender** *(including gender identity and sexual orientation)*

This commitment to EEO extends not only to employees and applicants of MTM but also to independent contractors, trainees, or any paid or unpaid interns. This commitment also extends to all areas of personnel actions including but not limited to advertising, recruitment and placement, promotion, training, transfer, evaluation, compensation, benefits, disciplinary actions, accommodation requests, terminations, layoffs and discharges, participation in company activities, programs or events, accommodation requests, work assignments, and all other terms, conditions and privileges of employment.

MTM will also make reasonable accommodations for disabled applicants and employees and for the sincerely held religious beliefs of applicants and employees depending upon individual circumstances.



103.0 RECRUITMENT

SECTION: 103.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

Goal

Our goal is to hire the best and most qualified people to fill job openings. Sometimes this means cultivating talent/skills from within the organization, and sometimes this means bringing in talent/skills from outside the organization or based on right to hire contracts.

Open positions below the executive level are posted internally and externally at the same time.



Applications

- Applications will be reviewed by a Talent Acquisition Specialist (TAS) and qualified candidates may be phone screened
- Following the phone screen, qualified candidates will be submitted to the Hiring Manager for review and may be interviewed
- The TAS may begin conducting reference checks, assessments, and any necessary testing required by the candidate at any point during the recruiting process
- Once a contingent offer of employment has been made, background checks will be conducted in accordance with State and Federal regulations

All qualified internal applications will be reviewed by the appropriate TAS and/or Hiring Manager for that position and things such as performance, attendance, and behavior will be considered when making any hiring decision.

104.0 INTRODUCTORY PERIOD

SECTION: 104.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/08/2017

Introductory Period

There is a three calendar month introductory period for all new hires. This time allows employees to decide if MTM is the right employment choice, and for us to decide if the employee is suited for continued employment with MTM.

During the introductory period, Supervisors should inform employees of their progress and discuss any issues. Comments and suggestions are welcomed and encouraged.

It is important that during this time any concerns should be communicated to the employee's Supervisor so they can be resolved as quickly as possible in an effort to assist in successfully completing the introductory period.



Attendance

Attendance and adherence to shift times is especially critical during the introductory period to ensure all employees receive the best training and introduction to their position. Failure to maintain a good attendance record, for both salaried and hourly employees, during the introductory period may result in termination prior to completion of the Introductory Period. It is the Supervisor's responsibility to address attendance issues.

All employees have a right to work in an environment free of:

Discrimination Threats**Violence Intimidation****Bullying Harassment**

based on:

- | | | |
|---|--|---|
| ✓ Race | ✓ Color | ✓ Ethnicity |
| ✓ Citizenship Status | ✓ Religion | ✓ Genetic Information |
| ✓ Age | ✓ National Origin | ✓ Ancestry |
| ✓ Veteran Status | ✓ Medical Condition | ✓ Disability |
| ✓ Marital Status | ✓ Economic Status | ✓ Familial Status |
| ✓ Political Affiliation | ✓ Religious creed or belief | ✓ Sex (including pregnancy, childbirth, breastfeeding, or related medical condition) |
| ✓ Protected activity (such as opposition to or reporting of prohibited discrimination or harassment) | ✓ Any other status or classification protected by applicable federal, state, and/or local laws. | ✓ Gender (including gender identity and sexual orientation) |

MTM is committed to a workplace free of threats, intimidation, violence, and bullying.

***Bullying** is considered to be any repeated, unreasonable behavior directed toward an employee, client or customer that is intended to intimidate, create a risk to health and safety, or results in threatened or actual harm.*

Discrimination, bullying, harassment and/or retaliation towards an employee in any form (including social media) by Supervisors, co-workers, or clients is strictly prohibited. MTM also prohibits any oral or written expression or gesture that could be interpreted by a reasonable person as conveying intent to cause physical harm to persons or property.

Steps to Resolution

If an employee feels they have been discriminated against, bullied, or harassed in any way, it is important to let the person know:

1. **You find the behavior offensive**
2. **It is against company policy**
3. **You want him/her to immediately stop**

If uncomfortable taking action, or, if the conduct does not stop following a request:

1. Employees should discuss the situation with their **Supervisor** and allow the Supervisor time to correct the issue;
 - a. If employees feel they cannot discuss the situation with their Supervisor, the issue should be escalated to the next level in the employee's chain of command;
2. If the issue is not resolved, the employee should address the situation with his/her **Employee Relation Specialist (ERS)**;

3. Employees may also report information through the **MTM Compliance Hotline** by calling 855-847-0262 or visiting www.mtm-inc.ethicspoint.com

While intake calls to the Compliance Hotline are handled by a Third Party Administrator unaffiliated with MTM, any investigation and follow-up process is handled by members of the People & Culture department.

Investigation and Conclusion

- ✓ Every complaint will be investigated as promptly, thoroughly, and as impartially as possible and every effort will be made to protect the confidentiality of complaints, bearing in mind that some discussions must occur during the investigation process. In order to fully investigate reported allegations, it may be necessary to contact anyone who may have knowledge of the incident.
- ✓ The identity of other persons subject to, or participating in, any investigation must be kept confidential and disclosure to other parties will result in disciplinary action.
- ✓ The results or actions taken following an investigation will only be shared with the appropriate parties. Employees will not be made aware of corrective actions taken against another employee.
- ✓ Managers, Supervisors, and all other employees are required to cooperate fully with the investigation and resolution of all complaints. Failure to cooperate, withholding information, and/or making false reports will result in disciplinary action.
- ✓ MTM will not retaliate against any employee for making a good-faith complaint about discrimination or harassment and participating in an investigation

Reminder

- ✓ Employees are reminded about the availability of the Employee Assistance Program (EAP). The EAP is available to employees and members of their household who may need assistance in resolving both work related and non-work related issues. Please reference Section 202 for more information on the EAP.
- ✓ Individuals in a leadership role have the added responsibility of ensuring the workplace remains free of any form of harassment. Supervisors and Managers must report any concerns regarding misconduct to the People & Culture department.

106.0 DIVERSITY AND INCLUSION

SECTION: 106.0

EFFECTIVE DATE: 01/01/2019

LAST REVISED: N/A



MTM embraces the advantages that come with having a diverse staff; most importantly, our own diversity allows us to have a greater understanding of the populations we serve - populations that come from backgrounds of varying cultures, ethnicities, religions, ages, genders, and abilities. By ensuring an inclusive employment culture, MTM is able to develop a workplace that is reflective of our customer base while empowering disabled populations in the communities we serve – putting us one step closer to achieving our vision of communities without barriers.

MTM embraces and encourages our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

MTM's diversity initiatives are integrated in our practices and policies on recruitment and selection; compensation and benefits, talent development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.

All employees have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.

Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action, up to and including termination.

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor, the People & Culture department, or through the compliance hotline.

107.0 NON-FRATERNIZATION

SECTION: 107.0

EFFECTIVE DATE: 02/08/2010

LAST REVISED: 08/01/2015

MTM does not prohibit dating between employees; however, this can be perceived as unprofessional behavior by co-workers and may lead to awkward situations in the workplace. Romantic workplace relationships can be difficult to manage and could potentially lead to complaints of sexual harassment.

MTM has established the following policy provisions to avoid actual or potential conflicts of interest, complaints of favoritism, possible sexual harassment, and dissension caused by romantic relationships between employees, especially when Supervisors are involved:



- » Employees are not permitted to engage in physical contact that would in any way be considered inappropriate by a reasonable person while anywhere on company premises, during working hours or not.
- » Off-duty conduct is generally deemed private, as long as it is not detrimental to employee performance or the workplace environment. Exceptions to this are romantic or close relationships between Supervisors and subordinates, which may constitute a conflict of interest and are expressly forbidden.

If potential issues are identified, consideration will be given to options for resolving the conflict, which may include reassignment and/or disciplinary action up to and including termination of employment.

108.0 GRIEVANCE/COMPLAINT PROCEDURE

SECTION: 108.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 06/01/2018

Grievance/Complaint

A Grievance/Complaint is a formal report by an employee who has already tried to resolve an issue through the normal departmental chain of command without success and chooses to escalate the situation to the People & Culture department, or as directed by a Collective Bargaining Agreement (CBA).

Employees should always utilize the proper chain of command before escalating their grievances to the People & Culture department.

A formal grievance/complaint should not be used to address day-to-day issues. Such issues should first be handled through the following chain of command. If the situation involves the direct Supervisor then every effort should be made to resolve through the normal chain of command as outlined below, although not all levels may be present in all departments. The normal chain of command would be:



Please allow each level sufficient time for review and response to concerns – generally five business days.

If all attempts to resolve this issue fail, employees should report the situation to People & Culture through an Employee Relations Specialist or by calling the Confidential Compliance Hotline at 855-847-0262 or filing a report online at www.mtm-inc.ethicspoint.com. While intake calls to the Compliance Hotline are handled by a Third Party Administrator unaffiliated with MTM, any investigation and follow-up process is handled by members of the People & Culture department.

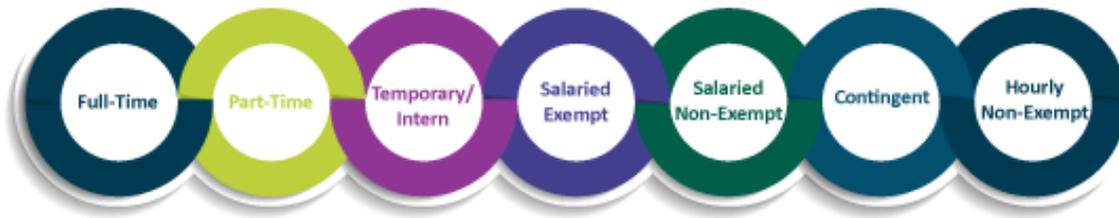
The employee filing the grievance will be notified when the case is closed and that appropriate action, if any, has been taken. The employee will not be made aware of any corrective actions taken against another employee. A determination by People & Culture is final.

109.0 EMPLOYMENT CLASSIFICATIONS

SECTION: 109.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019



Full-Time: An employee who works a minimum of 40 hours per week.

Part-Time: An employee who regularly works less than 40 hours per week.

Temporary/Intern: Occasionally, employees may be hired for specific periods of time or to complete a project. An employee hired under these conditions will be considered a temporary employee and is not eligible for benefits, except those provided for by State and Federal laws.

Salaried Exempt: Exempt employees are salaried employees who generally meet Federal Wage and Hour Guidelines. Exempt employees are not eligible for overtime pay.

Salaried Non-Exempt: Non-exempt employees who are paid on a salaried basis but eligible for overtime for each hour of daily or weekly overtime they work, as requested and approved in advance by their Supervisor.

Contingent: Those hired under contract are paid on the basis of a binding agreement and are not eligible for benefits.

Hourly Non-Exempt: Non-Exempt employees who are compensated by hourly pay and are eligible for overtime pay for each hour of daily or weekly overtime they work, as requested and approved in advance by their Supervisor.

110.0 CONFIDENTIALITY AND NON-DISCLOSURE

SECTION: 110.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

Employees of MTM are often exposed to information and records of a confidential nature and such information must never be discussed or released to anyone unless necessary to conduct business. Non-disclosure also includes posting of any confidential information on social media sites, accidentally or on purpose

Employees should maintain the confidentiality of proprietary and confidential information entrusted to them by MTM, its clients, vendors, subcontractors, and other parties doing business with MTM.

Confidential and proprietary information includes, but is not limited to, the following information MTM employees are often exposed to during their employment:

- ✓ Non-public information that might be useful to competitors or otherwise harmful to MTM or its clients, vendors, subcontractors or other parties doing business with MTM if disclosed;
- ✓ Information that is not generally known by non-Company personnel, concerning the finances, operations, business practices, contract performance, customers and clients, strategies, and other private and protected information relating to employees, members, subcontracts, and clients.



The reasons for sharing must comply with the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and expanded in the American Recovery and Reinvestment Act of 2009 (ARRA) to include security provisions for electronic personal health information (PHI) under the Health Information Technology for Economic and Clinical Health (HITECH).

ARRA

American Recovery and Reinvestment Act of 2009: is an economic stimulus package enacted by the 111th United States Congress and signed into law by President Barack Obama.

HIPAA

Health Insurance Portability and Accountability Act of 1996: is United States legislation that provides data privacy and security provisions for safeguarding medical information. Employees should reference MTM's SharePoint Policy and Procedure Library in place addressing HIPAA compliance.

HITECH

Health Information Technology for Economic and Clinical Health Act: enacted as part of the American Recovery and Reinvestment Act of 2009, was signed into law to promote the adoption and meaningful use of health information technology.

PHI

Protected Health Information: Generally referring to demographic information, medical history, test and laboratory results, insurance information, and other data that a healthcare professional collects to identify an individual and determine appropriate care.

111.0 CONFLICT OF INTEREST

SECTION: 111.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

MTM is committed to achieving the highest standards of professionalism, integrity and ethical conduct in its operations and activities. MTM requires every employee maintain the highest level of business ethics and that employees respect the rights of, and deal fairly and professionally with, clients, vendors, subcontractors, competitors, members, employees and all other businesses and their employees.

All employees are expected to comply with the letter and spirit of all laws, rules and regulations applicable to the business and operations of MTM at all times. Although not all employees are expected to know the details of all applicable laws, rules, and regulations, employees are expected to know enough to determine when to seek advice from management or the People & Culture department and do so in a timely manner when questions arise or clarity is needed.

Conflict of Interest is defined as any situation in which an employee's personal interests (including the interests of an employee's friend or family member) interfere with, or potentially interfere with, MTM's business interests.

Potential Conflict of Interest includes an employee (or his/her friend or family member):

- ✓ Receiving a gift, favor, or benefit from any client, vendor, subcontractor or other party doing business with MTM, specifically, outside of the occasional gift of nominal value that is ordinarily and customarily given in the usual course of business.
- ✓ Having a significant ownership interest in, or having a consulting or employment relationship with, any client, vendor, subcontractor, competitor, or other party doing business with MTM.
- ✓ Competing in any manner with MTM.
- ✓ Having an outside business activity that detracts from the employee's ability to devote appropriate time and attention to his/her responsibilities at MTM.
- ✓ Having influence over the hiring, promotion, pay, or performance evolution of a family member or another employee with whom a romantic relationship exists.
- ✓ Taking advantage of an opportunity for personal gain that is discovered or obtained through the use of MTM property, information, or the employee's position.
- ✓ Providing gifts, favors, payment, loans, special benefits, or other items or services of value to any actual or potential client, vendor, subcontractor, or other party (or its employees) doing business with MTM.

MTM expects its employees to avoid and properly report potential conflicts of interest. Any employee who becomes aware of an actual or potential conflict of interest should immediately disclose it to the People & Culture department.

Gifts

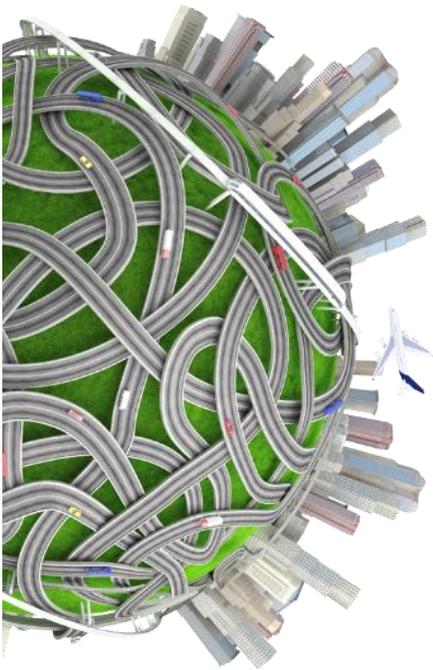
Holiday gifts from outside businesses can be accepted if they can be shared, and should not exceed \$75.

Employees must not accept gifts that cannot be shared. If an employee is given or offered such items, it must immediately be reported to the employee's Supervisor, who is responsible for notifying a member of People & Culture.



Scheduling

Scheduling of trips or other services for self, family members, or friends is strictly prohibited and must be referred to immediate Supervisors. Employees that wish to utilize MTM's services should call the Contact Center and speak with a Customer Care Representative. Employees who do not utilize the proper process for scheduling trips are subject to discipline up to and including termination.



Supervisors

Those employed in a Supervisory role are not permitted to directly supervise family members, and/or those with whom a romantic or close personal relationships exist. Not only would this be a conflict of interest, it could lead to complaints of favoritism, harassment, and cause morale issues within the departments.

Reference Checks

All employment reference check inquiries from current or former employees, prospective employers of current or former employees, or other organizations should be directed to People & Culture for an official company response. Under no circumstances is any other employee authorized to provide a written or official employment reference for the company.

112.0 WORKERS' COMPENSATION

SECTION: 112.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

Eligibility

Workers' Compensation laws differ from state to state, but all offer medical benefits, rehabilitations, and wage loss recovery for workers who are injured on the job. This does not include injuries, which do not occur out of and in the course of employment. Coverage begins on the date of hire and continues through the end of employment. Based on State requirements, an employee may be required to wait a specified amount of time before compensation for time off begins. The Risk Management department has additional information regarding this if the need arises.



Injuries

All injuries, no matter how slight, must be reported immediately to assure consideration under Workers' Compensation coverage. An injured employee and his/her Supervisor must complete an Accident/Injury form (located on SharePoint) and submit it directly to the Risk Management e-mail burst within 12 hours of the incident.

Medical Facility



Once the incident has been reported, referral to the appropriate medical facility should be discussed if treatment is needed with the

Risk Management department by the head of each location (refer to the list on SharePoint for each location's main point of contact). In some states, if an employee chooses to go to an alternative physician it will be at the employee's expense.

113.0 COBRA

SECTION: 113.0

EFFECTIVE DATE: 01/01/2014

LAST REVISED: 06/01/2018

COBRA provides eligible employees, spouses, and dependent children the right to temporarily continue health coverage at group rates when coverage is lost due to specific events.

Events that trigger COBRA include the following qualifying events:

- ✓ **Separation of employment**
- ✓ **Reduction in hours worked**
- ✓ **Death of an employee**
- ✓ **Divorce or legal separation from a spouse**
- ✓ **Losing status as a dependent under a group health plan**

A COBRA packet will be sent to all eligible employees following separation of employment or qualifying event usually within 15 business days. It is important to ensure an accurate mailing address is listed in Workday as all information will be sent to the address on file.



Notice of your rights
under COBRA
is provided to you
during onboarding.



Fair and Equal Employment

MTM is committed to fair and equal employment of individuals with disabilities. It is MTM's policy to reasonably accommodate qualified individuals with disabilities unless the accommodation would impose an undue hardship on the organization.

In accordance with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) reasonable accommodations will be provided to qualified individuals with disabilities when such accommodations are necessary to enable them to perform the essential functions of their job, or to enjoy the equal benefits and privileges of employment. This policy applies to all applicants for employment and all employees.

Disability: Refers to a physical or mental impairment that substantially limits one or more of the major life activities of an individual, or a record of such impairment. An individual with a disability is qualified if he or she can perform the essential functions of the job, with or without reasonable accommodation.

Reasonable Accommodation: Any change or adjustment to the job applications process, work environment, or work processes that would make it possible for the individual with a disability to perform the essential functions of the job. MTM will seek to provide reasonable accommodation for a known disability or at the request of an individual with a disability. Many individuals with disabilities can apply for and perform the essential functions of their job without reasonable accommodations. However, there are situations where a workplace barrier may interfere.

Examples of reasonable accommodations that may be considered:

1. Changes to the job application so qualified applicant with disability will receive equal consideration for the job opportunity.
2. Modifications to the work environment so qualified individual with disability can perform the essential function of the job.
3. Adjustments that allow a qualified individual with a disability to enjoy benefits and privileges of employment.

Essential Job Functions: Job descriptions provide essential job functions and are reviewed on a periodic basis. Employees with questions regarding job requirements should contact their Supervisor, Manager, or the People & Culture department.

Requesting a Reasonable Accommodation: An employee with a disability is responsible for requesting an accommodation from the People & Culture department by submitting the Request for Accommodation Form, located on SharePoint, to #Accommodation Requests. Once documentation is received, the People & Culture department will work with the employee to identify reasonable accommodations and to assess the effectiveness of each. Based on this interactive process, an appropriate reasonable accommodation will be selected. While an individual's preference will be considered, MTM is free to choose between equally effective accommodations with consideration towards expense and impact on the rest of the organization. Employees approved for leave as a reasonable accommodation are required to first exhaust all available PTO hours.

A request for reasonable accommodation may be denied if it would create an undue hardship for MTM. Factors to be considered:

- ✓ **Number of employees at the facility**
- ✓ **Total number of employees**
- ✓ **Financial resources of the particular facility at which the accommodation is to be made**
- ✓ **Type of operational functions at the site**
- ✓ **Cost of accommodation**
- ✓ **Company's overall financial resources**

Pregnancy Rights

Employees who are pregnant, recovering from childbirth, or have a medical or common condition related to pregnancy have the right to:

- ✓ Request a reasonable accommodation for their pregnancy, such as more frequent bathroom breaks, assistance with heavy work, a private space for expressing milk, or time off to recover from their pregnancy;
- ✓ Reject an accommodation offered by the Company for their pregnancy that they do not desire; and
- ✓ Continue working during their pregnancy if a reasonable accommodation is available that would allow them to continue performing their job.

MTM will not discriminate against employees because of their pregnancy and will not retaliate against employees because they requested a reasonable accommodation. MTM will not fire, refuse to hire, or refuse to provide employees with reasonable accommodations because of their pregnancy.

Safety: All employees are expected to comply with applicable safety procedures. MTM will not place qualified individuals with disabilities in positions posing a direct threat to the health or safety of others or themselves. A direct threat is a significant risk to the health or safety of one's self or others that cannot be eliminated by reasonable accommodation. The determination that an individual with a disability poses a direct threat will be made by People & Culture and will be based on factual, objective evidence. A written copy of the determination will be given to the employee so that he or she may submit additional information and/or challenge the determination that he or she poses a direct threat.

Confidentiality: Information concerning medical condition or history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

Complaint Procedure: It is MTM's policy to prohibit any harassment or discriminatory treatment of employees on the basis of a disability or because an employee has requested a reasonable accommodation. If any employee feels he or she has been subject to, or witnessed such treatment, the situation should be reported to the employee's Supervisor, the Confidential Compliance Hotline, or People & Culture. Following an investigation by People & Culture, any employee found to have engaged in retaliation against an employee for making a reasonable accommodation request under this policy, registering a complaint, or for assisting in the investigation of any registered complaint will be subject to immediate disciplinary action up to and including termination.

115.0 SEPARATION OF EMPLOYMENT

SECTION: 115.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

In the unfortunate event employment with MTM ends for any reason employees will be paid for all hours worked through the last day, along with payment at base rate of pay for any PTO accrued but not used.

If possible, employees are asked to give their Supervisor at least two weeks' notice, in writing, of the intent to leave so workload can be assigned and a replacement for the position can be found. Those in management positions should provide four weeks' notice whenever possible. Failure to give adequate notice may be a factor in whether an employee is recommended for re-hire. Once notice has been given, accrued PTO cannot be used to complete the notice period. Any employee who is a no call/no show for three business days will be considered to have voluntarily resigned from his/her position.



Those in management positions should provide four weeks' notice whenever possible. Failure to give adequate notice may be a factor in whether an employee is recommended for re-hire. Once notice has been given, accrued PTO cannot be used to complete the notice period. Any employee who is a no call/no show for three business days will be considered to have voluntarily resigned from his/her position.

Final paychecks will be issued based on the laws within the state of employment and submitted via direct deposit. A check will be mailed to the address listed on file in Workday if direct deposit is unavailable. Notify your Supervisor of a forwarding address so your check, W-2 statements, and COBRA information (if applicable) will reach you. Upon separation of employment, all MTM company assets must be returned. Employees working remotely will be provided with a return label and must send back their equipment within three business days from receipt of the return label. The employee is responsible for supplying the appropriate mailing box to ship the equipment back to MTM. Failure to return assets/equipment may be withheld from final paycheck based on applicable state law.

To maintain compliance with HIPAA, HITRUST, and to protect the safety of MTM employees, equipment and policies, access will no longer be allowed to MTM property once employment is terminated, unless the former employee is accompanied by a member of management or People & Culture. Any perceived threats made against MTM during or following employment may be reported to local law enforcement.

Determination on recommendation for re-hire will be made by the employee's Supervisor and noted in the employee's personnel file.

Employees separating from MTM with an active Final warning on their file may not be eligible for rehire for a minimum of six months regardless of when the Final warning is set to expire.

Benefits

201.0 MEDICAL | DENTAL | VISION | FLEXIBLE SPENDING ACCOUNTS (FSA) | HEALTH SAVINGS ACCOUNT (HSA) | LIFE | DISABILITY | VOLUNTARY BENEFITS

SECTION: 201.0

EFFECTIVE DATE: 01/01/2018

LAST REVISED: 01/01/2019

Employees classified as permanent, full-time (working 30 hours minimum per week for medical only) will be eligible for the following benefits:

Medical
Flexible Spending Account (FSA)
Disability

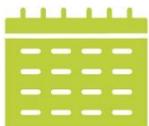
Dental
Health Savings Account (HSA)
Voluntary Benefits

Vision
Life Insurance

Further details on plan eligibility can be found in each plan's Summary Plan Description located in Workday and in the Benefits Learning Site at <https://flimp.me/MTMBenefits-2019>. The selection of plans and coverage are determined by executive management and are subject to periodic change. Employees may elect any of MTM's plans independently of each other with the exception of spouse and child life insurance, which requires enrollment in employee optional life coverage and the HSA which requires enrollment in the Premier CDHP medical plan.

Details of benefits available are explained as part of new hire orientation and copies of all Summary Plan Description documents can also be found in Workday. It is the employee's responsibility to thoroughly understand their benefits and to contact the Benefits Team at BenefitsHelpDesk@mtm-inc.net if they have questions.

Although employees can review their benefit elections at any time in Workday, it is a good idea to print the confirmation page once the enrollment process is finished. This will confirm the process and help the employee remember what benefits they have elected.



Enrollment

All eligible employees, regardless of level, must enroll within 30 days of hire or wait until the next Open Enrollment period for each plan or qualifying life event such as marriage, divorce, loss or gain of other coverage, birth or adoption of a child, and death of a dependent. See the Summary Plan Description document in Workday for complete details on what is considered a qualified event and the required timeline in which to make election changes.

The level and date when benefits will be effective depend upon the employee's classification:

All Full-Time Salaried Employees | Exempt and Non-Exempt

- ✓ Eligibility for medical, dental, vision, flexible spending accounts, health savings account, short and long term disability, life, and voluntary benefits will be effective date of hire.

All Full-Time Hourly Employees | Non-Exempt

- ✓ Eligibility for medical, dental, vision, flexible spending accounts, health savings account, life, short and long term disability, and voluntary benefits will be effective on the first of the month following two months of employment.
- ✓ Note, our short term disability, optional life, and some voluntary benefit plans state if you decline enrollment into plans during your initial enrollment period, an Evidence of Insurability (EOI) will be required for enrollment at a later date.

Our plans require employees enrolled in benefits pay the employee portion of the premium during every pay period in which there is coverage. A full premium payment is taken regardless if the coverage starts or stops any day during the pay period. No proration of benefits premiums applies; a full premium is taken each pay period. The premium for your benefits will continue to be taken from the employee's paycheck during periods paid as PTO. During unpaid periods, all benefit premiums will go into arrears. When the employee returns to work, the amount due for their benefits previously not paid will be divided into five equal amounts, up to the maximum allowable per state regulations (this is in addition to your normal benefit deductions). Employees should be aware this may result in a reduced paycheck. If employees do not return to work, where state law allows, the company will take premiums due from accrued PTO payment due to the employee.

Benefits coverage ends on the date of separation or transition from full-time to part-time. An employee enrolled in benefits will be responsible for the entire portion of payments through the end of the payroll period in which separation takes place. Due to the Affordable Care Act (ACA), employees transitioning to part-time may be eligible to continue enrollment in the medical plan. Employees will receive notification in their Workday inbox if they are eligible to continue in medical coverage under the ACA requirements. Employees may elect to continue their coverage or decline coverage.

Flexible Spending Account Plans (FSA)

All full-time employees are eligible to enroll in either of the two plans, the Healthcare FSA or the Dependent Care FSA Plan. The Limited Healthcare FSA plan is available to employees enrolling in Premier CDHP in addition to the Health Savings Account.

Flexible spending account plans allow employees to set a certain amount of their paycheck into an account before paying income taxes. During the year employees have access to this account for reimbursement of expenses they regularly pay for, such as healthcare or dependent daycare. The Limited FSA plan reimburses for only qualified dental and vision expenses. When employees use tax-free dollars to pay for these expenses they realize an increase in their spending power and substantial tax savings.

Further information on the Healthcare and Dependent Care FSA plans can be found in Workday.



Health Savings Account (HSA)

All full-time employees are eligible to enroll in the HSA plan as long as enrollment in the Premier CDHP is made. HSAs allow employees to save pre-tax for qualified healthcare expenses in an account that is owned by the employee as long as the account is used to pay for qualified healthcare expenses, there are no taxes paid on those payments. HSAs roll over from year to year, allowing employees to build their balance to pay for qualified health expenses in future years. The company will make a contribution in the HSA plan based on the enrollment tier the employee elects in the qualified high-deductible health plan. More details can be found in Workday on the HSA account.

Short-Term Disability

Short-term disability pay provides the employee 66 and two-thirds percent of the employee's weekly base salary up to a maximum of \$2,000 per week, minus appropriate taxes, when the employee is out due to an approved reason. The benefit is reduced by other income sources as defined in the plan document.

Approval of STD is made by the insurance carrier, Lincoln Financial Group, based on information received by the employee's physician. All approved periods of STD will run concurrently with leave eligible under the Family and Medical Leave Act (FMLA). Coverage provides STD payment to qualified employees who are unable to work due to injury or illness, including pregnancy.

Maternity leave under STD is generally up to six or eight weeks unless medical documentation has been provided to and approved by the insurance carrier. An employee that wants to extend time off above and beyond what is approved under STD by utilizing FMLA, may use Paid Time Off (PTO) as part of the leave in order to receive pay.

There is a 14 day Qualifying Period for all STD claims. This means the employee must be off work for a minimum of 14 consecutive days (including weekends) before becoming eligible to receive payment under STD. This 14 day period will be without pay unless the employee requests to use accrued PTO.

At the end of the STD period, an employee failing to advise management of the availability to return to work, failure to return to work when notified, or the continued absence from work beyond the time approved will be considered a voluntary resignation of employment.

Long-Term Disability

Long-term disability (LTD) pay provides an employee with 60% of their monthly base salary; or the maximum monthly benefit of \$10,000, minus appropriate taxes. This benefit is reduced by other income sources as defined in the plan document. Pre-existing condition exclusions may apply.

Approval of LTD is made by the insurance carrier, Lincoln Financial Group, based on information received by the employee's physician. LTD coverage provides payment for employees unable to work for an extended period of time due to injury or illness.

There is a 90 calendar day elimination period for all LTD claims. This means the employee must be considered “disabled” for a period of 90 calendar days (including weekends) before becoming eligible to receive payment under LTD. This elimination period will be without pay unless the employee requests to use accrued PTO.

Employment with MTM will end for an employee eligible for LTD pay with no definite return date. The employee may apply for future employment if circumstances change and the individual is able to once again seek employment.

To apply for the above benefits, employees should contact Lincoln Financial Group to begin the process.

202.0 EMPLOYEE ASSISTANCE PROGRAM (EAP)

SECTION: 202.0

EFFECTIVE DATE: 01/01/2018

LAST REVISED: 06/01/2018

MTM has put in place an Employee Assistance Program, free of charge and available to all employees effective date of hire. This program is available to help employees and their families deal with issues such as:

Parenting &
Childcare

Eldercare

Relationships

Work & Career

Financials

This service is provided by a third party and all information is strictly confidential and shared only with the employee and the EAP representative. MTM is never notified of who accessed the service or for what reason(s). For additional information, please refer to Workday or contact a member of the People & Culture team.

To learn more about the Lincoln Financial Employee Connect program visit:



www.Lincoln4Benefits.com | www.GuidanceResources.com

- Username: LFGsupport
- Password: LFGsupport1

or talk with a specialist at: **888-628-4824**



203.0 PAID HOLIDAYS

SECTION: 203.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

To be eligible for MTM observed holidays, an employee must be classified as permanent full-time.

- ✓ Salaried employees are eligible at date of hire
 - Employee may not receive payment for days missed if days are taken off without approved PTO, before or after a holiday for personal reasons
- ✓ Hourly, non-exempt, employees are eligible following completion of 90 calendar days from date of hire
 - Employees must complete their last scheduled shift before and after the holiday in order to be paid for the holiday unless pre-approved PTO is being used
 - Such absences will also be covered under the corporate attendance policy
 - Employees will not be eligible for holiday pay if they are out on any type of unpaid leave

A holiday is considered eight hours at regular base pay whether the employee works a normal eight hour shift or a ten hour shift. Employees working four, ten hour shifts, can choose to use accrued PTO to make up for the other two hours, or can take the time off without pay as an excused absence, providing Workforce Management has been notified. Hourly employees working on an MTM observed holiday will be paid for the holiday in addition to being paid at base rate of pay for all hours worked. Part-time employees working on a holiday will be paid only their base rate of pay for all hours worked.

If a holiday falls on a Saturday, it will most likely be observed on the preceding Friday. If a holiday falls on a Sunday, it will most likely be observed on the following Monday. If payday falls on a bank holiday, employees will be paid the day prior to the holiday.



Eligibility and Exceptions

While some departments may remain open for business on holidays, MTM considers the following days to be eligible for holiday pay. Exceptions to the following may apply based on work location and/or contract requirements. Employees should contact their direct Supervisor for more details.

Religious Request Accommodation

Special consideration will be given for one alternate religious holiday for employees of another faith. Hourly employees must submit a Religious Request Accommodation Form (located on SharePoint) to #Accommodation Requests. MTM will do the very best to accommodate the request. The request

form must be submitted at least two weeks prior to the holiday in order to be considered. For salaried employees, Managers are responsible for updating the employee's time card accordingly.

204.0 BIRTHDAY HOLIDAY

SECTION: 204.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

All full and part-time employees are granted a paid day off for their birthday.

- ✓ **Salaried employees** are eligible at date of hire
 - The birthday must fall after this date and will be available for use on the second day of the month of the employee's birthday
- ✓ **Hourly employees** are eligible following completion of 90 days from date of hire
 - The birthday must fall after that time period and will be available on the second day of the month of the employee's birthday



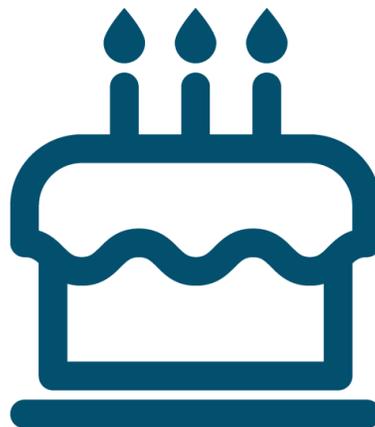
Birthday hours must be used prior to the employee's birthday month the following year. Employees may use these hours at once or in two, four hour, increments. Birthday days are not retroactive. Birthday hours must be requested in Workday for approval.



If an employee's birthday falls on a weekend or holiday, or if there is reason to deny the requested day, the employee should contact their Supervisor and/or Workforce Management to agree on another day.



Payment will be made at the employee's regular base rate of pay for up to eight hours. Employees working four, ten hour, shifts must use accrued PTO or time without pay for the additional two hours. Part-time employees will receive payment for their normal part-time shift. Unused birthday hours will be lost and no payment will be made for employees separating from MTM for any reason.



HAPPY BIRTHDAY FROM MTM!

205.0 PAID TIME OFF (PTO)

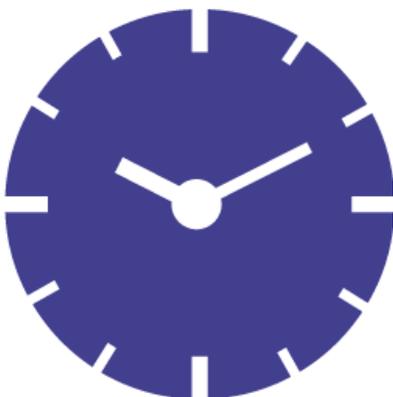
SECTION: 205.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

The purpose of a Paid Time Off (PTO) policy as opposed to separate sick and vacation policies is to allow employees flexibility in the way they use the paid time off earned rather than being limited under separate policies. Although employees can use their accrued PTO for any reason, employees are encouraged to keep some PTO reserved for emergencies such as illness, daycare issues, and bad weather.

- ✓ PTO is vacation, sick, and personal time all rolled into one whether the employee is full-time or part-time, exempt or non-exempt
- ✓ PTO is accrued on a per hour worked basis
- ✓ Accrual begins on date of hire for all employees
- ✓ It will not accrue on any unpaid hours and no advances will be made on PTO not yet accrued
- ✓ Based on calendar year: January 1 – December 31
- ✓ Employees are eligible to carry over up to 80 hours into the next year
 - Except where prohibited by State law, anything over 80 will be forfeited
- ✓ As appropriate, based on State law or a Collective Bargaining Agreement, separate sick and vacation policies may apply
- ✓ Negative PTO balance are not permitted
- ✓ Incentive PTO (IPTO) must be scheduled the same as regular PTO. Any IPTO that is not used within 12 months will expire and will not be paid out upon separation.
- ✓ Requests to use PTO can be made following completion of the training period (for CCR employees this includes the two week nesting period) and can be utilized in one hour increments
- ✓ The amount of PTO being requested must be available at the time the request is made and when it is used
- ✓ Employees and Supervisors are responsible for ensuring PTO time is available for use at the date and time taken
- ✓ Time off that has been pre-approved but is not available at the time taken due to already being used will be subject to the attendance policy
- ✓ To be considered “scheduled time off” the time must be requested in the system prior to the end of the employee’s shift on the day before the time off, otherwise it will be considered “unscheduled time off”
- ✓ Employees are not permitted to “cash out” or transfer accrued PTO to another employee
- ✓ Employees leaving MTM, for any reason, will be paid out the PTO hours available at the time of separation



Requests must be made online through Workday and approved by your Supervisor before you take the time off. Although everything possible will be done to accommodate your request, please understand there may be times requests must be declined due to business needs.

It is extremely important for all employees to verify any PTO taken is accounted for on timecards. Failure to accurately document time is considered falsification of records and subject to disciplinary action up to and including termination of employment.

Employees leaving MTM for any reason will be paid at their base hourly rate for all PTO hours accrued but not yet used.

In accordance with the Fair Labor Standards Act (FLSA) pay deductions for salaried employees may be made when an employee has exhausted all PTO and other salary replacement leave allowances such as short/long-term disability, unpaid leave under the Family Medical Leave Act (FMLA), unpaid disciplinary suspension, etc.

The amount of PTO employees can earn per hour and the maximum yearly amounts employees can accrue are based on tenure and level:

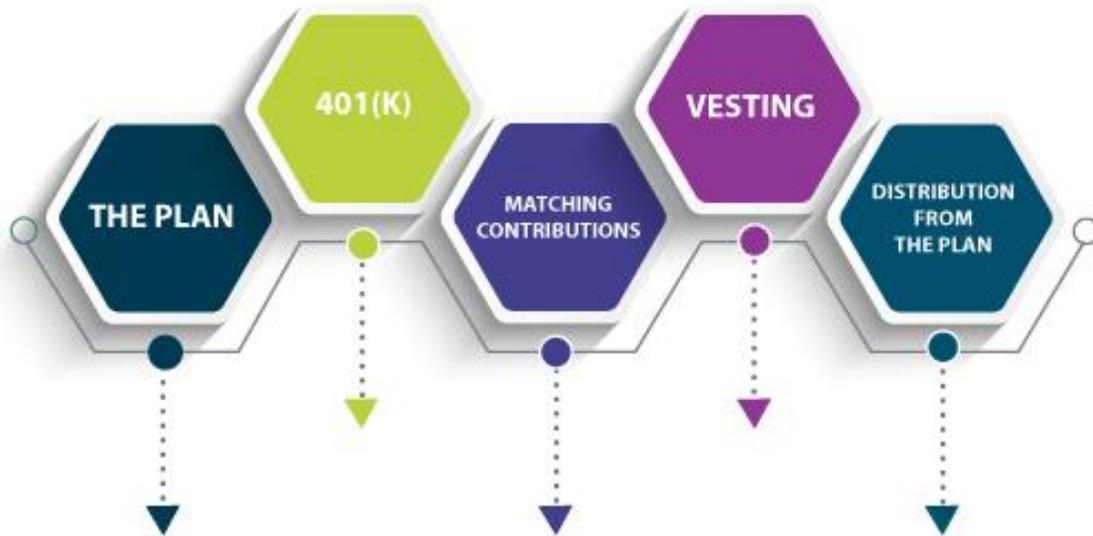
Below Director Level for all employees:

Years of Service (Based on continuous service date)	Accrual Rate	Yearly Maximum
0 through 3	.058 per hour worked	120 hours (15 days) – based on MTM anniversary date
4 through 8	.077 per hour worked	160 hours (20 days) – based on MTM anniversary date
9 through remainder of employment	.096 per hour worked	200 hours (25 days) – based on MTM anniversary date

Director and Executive Level:

Employees at this level will utilize a Flexible Time Off (FTO) policy and will not accrue PTO. Employees are expected to set an example for their staff and use time off wisely to refresh and recharge. All time off must be requested and approved through Workday using the FTO code so usage can be monitored and measured. Employees are expected to consider business needs before deciding to utilize FTO. While employees are encouraged to request and take the time needed, the following should be used as a guideline based on the employee’s tenure with MTM. As FTO is not accrued, there will be no payout at time of separation.

Years of Service	Amount
Years 0 – 3	4 weeks
Years 4 – 8	5 weeks
Year 9 – remainder of employment	6 weeks



The Plan

A Safe Harbor Profit Sharing Plan structured to benefit all eligible employees. See “Summary Plan Description” in Workday for details. You are eligible to participate in the Plan on the first day of the month following:

- ✓ Attaining the age of 21
- ✓ Completing three calendar months of employment

The Plan accepts rollover contributions from other qualified retirement plans, even if employees haven’t met the participation requirements to defer into the plan. For further details on how to rollover money into the plan, please contact Securian Retirement at 1-800-233-2881.

Employee Contributions

As a participants under the Plan, employees may elect to reduce compensation by a specific percentage or dollar amount and have that amount contributed to the Plan as a salary deferral, not to exceed the dollar limit set by law. The Plan allows for catch-up contributions for Participants who are age 50 or will attain age 50 before the end of the calendar year. There are two types of salary deferrals:

1. Pre-tax 401(k)
2. Roth 401(k)

Vesting

Employees are 100% vested at all times in their salary deferrals and in safe-harbor employment matching contributions. Vesting for any other employer discretionary or profit sharing contribution follows a vesting schedule, which can be found in the Summary Plan Description in Workday.

Distribution from the Plan

Normal distributions are made at the time of termination of employment or attainment of the Plan’s retirement age of 60. In-service withdrawals are available from the Plan in the form of loans, hardships, or age 59^{1/2} withdrawals. Further details on distributions can be found in the Summary Plan Description in Workday.

401(k) Deferrals

Pre-Tax 401(k) deferrals means taxable income is reduced by the deferral contributions, resulting in the employee ultimately paying less in federal income taxes. When The Plan distributes the deferrals and earnings, taxes will be due on those deferrals and earnings. Therefore, with a Pre-Tax 401(k) deferral, Federal income taxed on the deferral contributions and on the earnings are only postponed. Eventually, tax will have to be paid on these amounts.

Roth 401(k) Deferrals

Roth 401(k) deferrals are subject to Federal income taxes in the year of deferral. In most cases, the deferrals and earnings are not subject to Federal income taxes when distributed. For the earnings to be tax free an employee must meet certain conditions. For additional information on tax info, visit the Summary Plan Description in Workday.

Matching Contributions

As a safe harbor plan, MTM will match 100% of employee contributions up to the first 3%, and 50% for additional contributions, up to a maximum of 5% per pay period. Additional employer contributions are optional at the discretion of the shareholders.

The Plan is administered by Securian Retirement. For additional details on administration of the Plan, the Plan's investment options, qualified distributions, and other important information regarding employee rights under this plan, please contact Securian: 1-800-233-2881 or visit the Securian Retirement Center website at www.SecurianRetirementCenter.com.

The Plan will be reviewed and updated annually. Additional questions or concerns should be addressed to the Benefits Team at BenefitsHelpDesk@mtm-inc.net.

Leaves of Absence

301.0 LEAVES OF ABSENCE

SECTION: 301.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED:
01/01/2019

All requests for leave of absence (paid or unpaid) must be made in writing and approved prior to taking any leave. Non-medical related leaves must be approved by the employee's Supervisor and/or Workforce Management. Medical related leaves must be requested and approved through Lincoln Financial Group (LFG) and include:

FMLA

State Leave

STD/LTD

Military Leave

Parental Leave

Prior to beginning a continuous leave of absence, all employees are required to turn in their company laptops to their Supervisor. During the period of leave, access to MTM systems and buildings will be deactivated.

For medical related leaves for the employee, a formal Return to Work notice signed by the employee's physician, along with any restrictions, must be submitted to the LOA Administrator at LOA@mtm-inc.net preferably two business days prior to the employee's return date to work. Further information can be obtained on the process from LFG and in the leave packet from LFG. Failure to advise management of the availability to return to work, failure to return to work when notified, or the continued absence from work beyond the time approved will be considered a voluntary resignation of employment.

Unless otherwise required by applicable Federal or State law, the following guidelines apply:

Bereavement (Funeral Leave)

MTM understands this can be a difficult time. This time is provided to those employees who need it. If the full amount of time is not needed, employees are asked not to request it. It is the Supervisor's responsibility to discuss circumstances with the employee to determine the appropriate amount of time needed.

Effective upon hire, paid time off of up to three business days (maximum of eight hours per day based on shift times and leave status) may be granted for the death of immediate family members of both full-time and part-time employees to attend services, make arrangements, and grieve. Additional, approved, time will be unpaid unless supplemented with available PTO. Immediate family includes those listed in this section.

Time off for family members other than those listed must be taken using accrued PTO, or as excused time off without pay.

- ✓ Salaried employees must have approval from their Supervisor
- ✓ Hourly employees must have approval from Workforce Management and/or their Supervisor.

All time must be correctly coded on time cards after approval. Employees must provide their Supervisor with documentation showing the dates of services and the employee's relationship to the deceased, such as the obituary. If the employee's relationship to the deceased cannot be verified, time off may be denied. Supplying falsified or altered documentation is immediate grounds for termination.

- ✓ **Legal spouse**
- ✓ **Child & unborn child**
- ✓ **Step-children**
- ✓ **Siblings**
- ✓ **Step-siblings**
- ✓ **Parents**
- ✓ **Step-parents**
- ✓ **Grandparents**
- ✓ **Step-grandparents**
- ✓ **Grandchildren**
- ✓ **In-laws (father, mother, sister, brother, daughter, son, and grandparent in-law)**



Court Appearance

Salaried employees will be paid for time when absent for one week or less for non-personal court appearances. Payment for absences in excess of this time may not be paid.

For personal court appearances, salaried employees must use PTO. Supporting documentation must be submitted prior to taking time off.

For hourly employees the attendance policy guidelines apply.

Jury Duty

Employees are encouraged to report for jury duty when called upon to do so. Prior to taking time off employees must provide their Supervisor with a copy of their Jury Summons within five business days of their court date and must also submit appropriate documentation. If subsequently the employee is notified there is not a need to serve, the employee is required to follow his/her normal work schedule.

Salaried employees will be paid for time when absent for up to ten business days. Payment for absences of full weeks in excess of this time may not be paid unless the employee chooses to use accrued PTO. Time off without PTO will be considered an unpaid excused absence.

Hourly employees will be paid for up to 80 hours per calendar year based on actual hours served. Time off in excess of 80 hours will not be paid unless the employee chooses to use accrued PTO. If, following release from jury duty the employee has two or more hours remaining on their shift, the employee is required to return to work.





Voting

Time off to vote will be in accordance with the regulations in your state of your employment. Depending upon those regulations, time off may be paid or considered an unpaid excused absence.

Family and Medical Leave Act (FMLA)

FMLA is administered by Lincoln Financial Group (LFG). All FMLA leaves must be requested and approved through LFG by contacting their customer service number at 1-800-423-2765 or online at www.lfg.com. LFG will not approve the requested FMLA until all required documentation is received from the employee and the employee's physician within the required timelines set out by LFG.

The Family Medical Leave Act of 1993 provides up to 12 weeks of unpaid, job-protected, leave to eligible employees for certain family and medical reasons during a 12-month period.



This applies to all employees who work within a 75 mile radius of their work site and whose work site has 50 or more employees.



Guidelines

A complete copy of the provisions of this Act may be seen in the People & Culture department.

- ✓ MTM calculates this period on a rolling back 12 months from the date of the first absence, meaning it will be tracked backwards from the date of each absence to ensure the 12 week maximum has not been met.
- ✓ To be eligible, the employee must have worked at MTM for at least 12 months and worked at least 1,250 hours in the 12 months preceding the leave. Hours not worked, whether paid or unpaid, do not count toward the 1,250 minimum.
- ✓ The employee must notify his/her Supervisor and/or Workforce Management, as well as LFG, of the need for leave.
- ✓ If the leave is foreseeable, such as leave for the expected birth or adoption of a child, the employee must provide at least 30 days' notice.
- ✓ In most cases, requests for the need for FMLA leave should be made immediately to LFG after the employee gives notice to their Supervisor or within five business days thereafter, or in the case of unforeseen leave, within five business days after the leave begins. LFG may request certification at some later date, if there is reason to question the appropriateness of the leave or its duration. Recertification may be requested sooner if the employee exceeds the approved time and duration their doctor stated in the initial certification.

- ✓ The employee must provide the requested documentation within 15 calendar days after LFG's request is received, unless it is not practicable under the particular circumstances to do so despite diligent, good faith efforts, or unless LFG allows an extension.
- ✓ When a leave is required for a serious health condition with planned medical treatments, the employee is required to make a reasonable effort to schedule treatment so that disruption to MTM's operations is minimized.
- ✓ A legally married couple eligible for FMLA leave and employed by MTM may be limited to a combined total of 12 weeks of leave during any 12 month period if the leave is taken for the birth of a child, to care for the child after birth, for placement of a child with the employee for adoption or foster care, to care for the child after placement, to care for the employee's parent with a serious health condition, or leave for a qualifying exigency.
- ✓ LFG requires a request for leave be supported by a physician's certification of the medical condition, to include the date on which the serious health condition began, the probable duration of the condition, and other appropriate medical facts.
- ✓ If the employee's physician certifies the need for treatment can best be accommodated through intermittent leave, not to exceed a total of 12 weeks, MTM will strive to provide such accommodation.
- ✓ If intermittent leave is requested on the basis of planned medical treatments, MTM may require the employee be transferred temporarily to another position, with equivalent pay and benefits, which better accommodates the need for recurring periods of leave.
- ✓ At the end of the approved leave period, the employee is required to return to work. If the employee is unable to return to work, the employee must contact LFG to request recertification of the leave. Failure to advise management of the availability to return to work, failure to return to work when notified, or the continued absence from work beyond the time approved will be considered a voluntary resignation of employment.
- ✓ Upon returning to work, if the employee was enrolled in benefits that required a premium payment, the missed premiums will be put in arrears and will be payable upon return to active work. The amount of the payment will be 20% of the total due for each of the first five consecutive pay periods. This is in addition to the normal benefit premium due for that pay period.
- ✓ If the employee fraudulently obtains leave under the FMLA the employee is not protected under the reinstatement provisions of the Act.
- ✓ If the employee is the spouse, son, daughter, parent, or next of kin of a covered service member who is recovering from a serious illness or injury sustained in the line of active duty the employee is entitled to up to 26 weeks of leave in a single 12 month period to care for the service member. This provision becomes effective immediately upon enactment. This military caregiver leave is available during "a single 12 month period" during which an eligible employee is entitled to a combined total of 26 weeks of all types of FMLA leave.
- ✓ At the end of the approved leave period, if the leave was for the employee's own serious health condition, the employee must provide the MTM LOA Administrator a release from their physician which must include any accommodations and/or work restrictions preferably two business days prior to the return date.

Military Leave

Leave will be granted as provided for under the Uniformed Services Employment and Reemployment Rights Act (USERRA) of 1994.



Milestone Paid Leave

To further celebrate our employee's milestone anniversaries at 10, 15, 20, and 25 years, eligible full-time, permanent, employees are offered a four week paid time off benefit (at base rate of pay). This paid time off must be used concurrently (all time used at once) within one year of the service anniversary milestone. It may not be carried over and will not be paid out upon separation. This time off must be requested through Workday using the appropriate code and be approved in advance by the employee's Manager.



Parental Leave

Full-time employees, except those in a collective bargaining unit, employed for a minimum of one continuous year at the time their child is born or adopted are eligible for up to eight consecutive weeks of leave at their base pay per 12 month period. The policy is limited to one paid parental leave request per 12 month period. Paid parental leave will run concurrently with leave under the Family Medical and Leave Act (FMLA), and it must be paid out within a maximum of 16 weeks of the birth or adoption of the child. Unused paid parental leave will be forfeited at the end of 16 weeks and is not paid out upon separation. When both parents are employed by the MTM, they will combine their paid leaves not to exceed eight weeks per 12 month period.

Employees must contact Lincoln Financial Group (LFG) to request and receive approval for FMLA and short-term disability (STD), if applicable. Paid parental leave/pay is requested by contacting the LOA Administrator at LOA@mtm-inc.net and providing either (1) the crib card from the hospital, including baby's date of birth and employee's name, or (2) documentation of the finalized adoption. The paid parental leave period will begin either on the date of birth/adoption of the baby/minor child or at the end of the STD period. Please note the date of approval by LFG does not necessarily reflect the date the period of paid parental leave begins. Any benefits payable under the Parental Leave policy by MTM are considered other income sources by the STD plan. This means employees cannot be paid both Parental Leave pay and STD pay by the insurance carrier. Employees who elect STD will need to exhaust their six or eight week STD period first before receiving paid parental leave from MTM (see examples below). The Payroll Department will be responsible for payment of the eight weeks of parental leave. Payment will be made on normal pay dates.

Example 1 (with STD coverage)

Jane Doe, who elected STD coverage, delivers her baby via C-section on 01/07/19. Jane's normal workweek is Monday through Friday, 8:00AM to 4:30PM. At the time the leave began she had her full 12 week FMLA period available. Her sixteen weeks of leave will look like:

- 01/07/2019 - 01/20/2019 = Two weeks of unpaid FMLA and STD wait period (can use PTO)
- 01/21/19 - 03/03/2019 = Six weeks of unpaid FMLA and STD pay from LFG (with approval)
- 03/04/2019 - 03/31/2019 = Four weeks of unpaid FMLA and pay from MTM under the Parental Leave Policy
- 04/01/2019 - 04/28/2019 = Four weeks of paid parental leave from MTM
- 04/31/2019 = Return to work

Jane's leave was from 01/07/2019 through 04/28/2019. Her FMLA period began on 01/07/2019 and exhausted on 03/31/2019. Jane had her full 12 weeks FMLA available which runs concurrent with both STD and paid Parental Leave periods. Since Jane elected STD and delivered as a C-Section, she is qualified for an eight week STD period from Lincoln Financial Group (LFG) which includes a two week unpaid waiting period plus six weeks STD pay at 66 2/3% base pay after which she will receive eight weeks parental leave pay from MTM at 100% of her base pay rate giving her a total leave period of 16 weeks.

Example 2 (without STD coverage)

Jane Doe delivers her baby on 01/07/2019. Jane's normal workweek is Monday through Friday, 8:00AM to 4:30PM. At the time the leave began she had her full 12 week FMLA period available. Her 12 weeks of leave will look like:

- 01/04/2019 – 03/03/2019 = Eight full weeks FMLA and pay under the Parental Leave policy from MTM
- 03/04/2019 – 03/31/2019 = Four weeks unpaid FMLA (can use PTO)
- 04/01/2019 = Return to work

Jane's leave was from 01/07/2019 through 03/31/2019. Her FMLA period began on 01/07/2019 and exhausted on 03/31/2019. Jane had her full 12 weeks FMLA available which runs concurrent with paid Parental Leave. During her FMLA leave period, she received eight weeks of pay at 100% of her base pay under MTM's Parental Leave policy beginning on the date of delivery. The last four weeks of her leave under FMLA were unpaid. Jane remained out on FMLA leave through 03/31/19. She returned to work on 04/01/2019.

Personal Leave of Absence (PLOA)

MTM recognizes there are times when it may be necessary for an employee to take extended time away from work for emergency personal reasons. A Personal Leave of Absence (PLOA) is available to eligible employees who have completed the three calendar month introductory period. PLOA is not granted for engaging in employment outside of MTM, for pursuing an independent business venture, or as additional medical leave after FMLA for the employee's own serious health condition has been exhausted. PLOA should be requested for extreme emergency situations that are not normally covered under another type of leave, such as FMLA. PLOA is available to employees who are currently not on a Final Warning or Corrective Action Plan (CAP). If an employee is approved for PLOA, but prior to taking this leave receives a Final Warning or is placed on a CAP the PLOA approval will be revoked.

The PLOA policy generally provides up to a maximum of 80 hours (the equivalent of two workweeks) of unpaid leave for a PLOA reason in a rolling 12 month period unless otherwise required by law, including the Americans with Disabilities Act Amendments Act (ADAAA) and the Family and Medical Leave Act (FMLA). PLOA will be tracked on a rolling-back calendar year to ensure the 80 hour maximum has not been exceeded.

During a PLOA period, any accrued PTO hours must be used. All PTO hours will run concurrent with the PLOA period. Employees will not accrue PTO for any unpaid time while on PLOA. Accrued PTO will restart upon the employee's return to paid status. Absences covered under PLOA will not be counted as occurrences of absenteeism under the attendance policy.

Hourly employees on an approved PLOA do not qualify for the Incentive Award under the Attendance Policy.

Holidays that fall in an approved PLOA period do not qualify for holiday pay.

Employees who take PLOA do not have job restoration rights. However, MTM will endeavor to reinstate the employee to the same position or a position with equivalent pay and benefits upon the employee's return before or at the end of the approved leave period.

Upon returning to work, if the employee was enrolled in benefits that required a premium payment, the missed premiums will be put in arrears and will be payable upon return to active status. The amount of the payment will be 20% of the total due for each of the first five consecutive pay periods. This is in addition to the normal benefit premium due for that pay period. If the employee fails to return to work after a PLOA period with a balance due for benefit premiums, normal collection procedures will be followed.

Misrepresentations, abuse or any act of dishonesty related to PLOA will be grounds for disciplinary action up to and including termination of employment.

There is a five business day minimum requirement for PLOA. This means employees must request at minimum five business days to qualify for PLOA for reasons other than the employee's own serious health condition. If an employee returns to work before the minimum five business day PLOA period is exhausted, previously approved PLOA will be revoked and all missed time will be subject to the normal attendance policy. This is to avoid the benefit being used for non-urgent needs.

Requests will be reviewed and approved by the employee's Manager and Workforce Management (hourly) and Direct Supervisor/Department Head (salaried). It is important to note that approval is not guaranteed and PLOA should not be taken until approved. Normal attendance policy will apply until the date the approved leave begins. The urgency and need for leave, management of accrued PTO, and business needs will all be factors in the approval process.

At the end of the approved leave period, the employee is required to return to work. Any employee who fails to return to work as scheduled after leave may be subject to termination of employment. An employee's continued absence from work without proper approval of leave extensions according to this policy will be considered a voluntary resignation of employment.

To request a PLOA employees should complete the PLOA request form (located on SharePoint) and submit to their direct Supervisor at least one week prior to the start date of my requested leave.

The Manager must submit a Simplify ticket to IT to restore system and location access at least two business days prior to the return date.

Employees interested in requesting a leave of absence for medical reasons should first contact Lincoln Financial Group at 1-800-423-2765 or online at www.lfg.com to begin the process.

Compensation & Performance

401.0 WAGE AND SALARY POLICIES

SECTION: 401.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 06/01/2018

MTM is required by law to make deductions from each employee's paycheck. Deduction amount varies on earnings and information provided by employees on their W-4 form.

Deductions include

- ✓ Taxes: State, Federal, and Local Income
- ✓ Contribution to Social Security

Any other mandatory deductions will be made and explained to an employee whenever MTM is ordered to do so – these may include **garnishments** or **court-ordered deductions**.



Any changes to tax exemptions and/or direct deposits can be made in Workday. W-2 forms will be distributed each January to the address in Workday. Copies of W-2 forms are available in Workday and can be printed. It is the employee's responsibility to review their paycheck each pay period for accuracy. This includes reviewing state and benefit deductions. Doing so now will ensure W-2s are accurate and a W-2C (correction) will not be required.

Changes regarding name, address, telephone number or marital status must be updated in Workday. If changes occur after leaving the company, please contact People & Culture. Failure to provide updated information may result in documentation, such as tax and benefit forms, being sent to the incorrect address.

Every effort is made to avoid payroll errors, but if an employee believes an error has been made the employee should contact their Supervisor immediately, and no later than two days from issuance of payment, so the issue can be resolved.

Questions

All questions regarding payroll, taxes, or PTO accruals should be directed to the Payroll Helpdesk e-mail.

402.0 PAY PERIODS AND PAY DATES

SECTION: 402.0

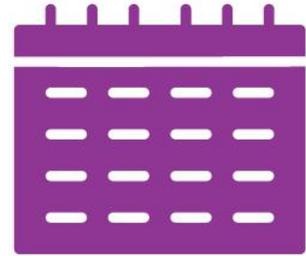
EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

Pay Periods

There are 26 payroll periods each year.

- ✓ Pay periods begin on Sundays and end on Saturdays.
- ✓ Employees are paid every other Friday. Direct deposit and pay cards are the two forms of payment. Visit Workday to enroll in direct deposit or to make changes.



Timecard Review

All employees must review and approve timecards at the end of each pay period.

- ✓ Non-exempt employees must review all clock in/out punches and address any issues with Supervisors or the Payroll Department before approving their timecard.
- ✓ Exempt employees must ensure any PTO/FTO taken for that pay period is documented. Please contact your Supervisor or the Payroll Department for questions. Failure to accurately document time off is considered falsification of records and can result in disciplinary action up to and including termination.

Payroll Helpdesk

Contact the Payroll Helpdesk at PayrollHelpdesk@mtm-inc.net regarding issues with pay.

- ✓ Missing hours should first be addressed with the employee's Supervisor and/or Workforce Management. Once any missing hours have been added, the adjustment will appear on the next paycheck.
- ✓ Timecard corrections must be submitted within two business days.
- ✓ Once payroll has been processed, any approved adjustments will be made the following pay period and appear on the next regularly scheduled paycheck.

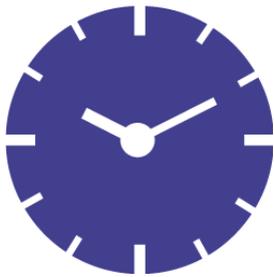
403.0 OVERTIME PAY

SECTION: 403.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

Overtime pay is issued to non-exempt employees working more than forty hours in any work week. Applicable state law may supersede this section. For state specific overtime pay information Supervisors should contact the Payroll Department. Compensation is calculated at 1.5 times the employee's regular hourly rate. This does not include hours for PTO, holidays, birthday day, or other absences. Non-exempt employees must never be offered or accept comp time in lieu of overtime pay.



Overtime

It is each department head's responsibility to manage their department's overtime. Overtime is unavoidable in certain circumstances and needs to be managed and monitored to ensure it is being used effectively. Employees should not work overtime unless approved by their Supervisor, however, any overtime worked must be paid in accordance with state payroll laws. Failure to obtain prior permission could result in disciplinary action. Each department should set the expectation for employee's start and end shift time.

Employees should not clock in more than three minutes before the start of their shift, or clock out more than three minutes following the end of their shift, unless approved to do so. A call that takes a Contact Center employee beyond the end of their shift does not require Supervisor approval. Exempt employees are not eligible for overtime pay

Guidelines

- Supervisors or Managers are responsible for contacting WFM by phone or email
- Overtime requests should not be given "blanket approval" for undetermined hours or timeframes, but set with start and end times for specific times.
- Approved overtime should be submitted to WFM for update into the timekeeping system prior to hours being worked

404.0 PERFORMANCE/COMPENSATION REVIEWS

SECTION: 404.0

EFFECTIVE DATE: 06/09/2009

LAST REVISED: 01/01/2019



The primary reason for ongoing review is to identify employee strengths and areas of opportunity in order to reinforce good habits and evaluate and develop areas where improvement is needed.

Supervisors will conduct and document monthly one-on-one meetings with each of their employees as defined in Workday. Both the employee and Supervisor are responsible for providing updates. An overall review of progress and any concerns will be conducted at the end of each year during the Year End Manager Meeting.

Annual reviews of compensation are conducted in December each year with any associated increases effective on January 1 of the following year. The Year End Manager Meeting is also the time when employees and Supervisors will discuss and establish future personal and work-related goals.

- ✓ Only employees who have completed a minimum of 90 days of employment prior to the end of the year are eligible for an annual salary increase.
- ✓ Any employee receiving an increase in Quarter 4 (October 1 – December 31) is not eligible for an annual merit increase the same year.
- ✓ Employees receiving a significant raise throughout the year may not be eligible for the annual increase.

405.0 PROMOTION/TRANSFER

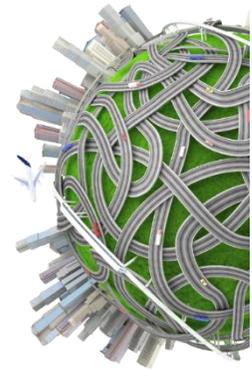
SECTION: 405.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

Promotion/Transfer

MTM encourages qualified applicants to apply for promotions/transfers within the organization. To be eligible employees must have completed at least six months in their current position; however, an employee may be promoted to a position within their own department at any time. Exceptions to the six month time frame will be made during new implementations or with executive approval.



Many factors are taken into account when being considered for a promotion or transfer:

ATTENDANCE



BEHAVIOR

JOB PERFORMANCE

SKILL LEVEL

Increases for internal promotions range from **0% to 15%** depending upon the new position and considerations outlined above. Anything above a 7.5% increase will be reviewed and determined by management and/or executive leadership.

Eligible employees who wish to apply for an open position must complete an Internal Application. Their immediate Supervisor must complete the Internal Transfer form in order to be considered. Additionally, application for the job posting must be submitted online through the internal link supplied in the job posting. If accommodations are needed in the application or recruiting process, applicants should contact the Talent Acquisition Team at talent@mtm-inc.net.

Employees being considered for a supervisory position may be required to complete assessments, testing, and additional background testing and additional training.

Safety

501.0 ACCIDENT/INJURY

SECTION: 501.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019



Employees who are injured or experience an at-risk occurrence on the job must report it immediately to their Supervisor. The employee and Supervisor must complete and submit a signed Accident/Injury form within 12 hours of the incident. This form can be found under Leadership Resources in SharePoint. The completed form must be forwarded to the Risk Management e-mail burst and the head of the location where the accident/injury took place. The list of each location's main contact is also located under Leadership Resources in SharePoint. It is the responsibility of the head of each location to immediately contact the Workers' Compensation carrier (Interstate Insurance) at xxx-xxx-xxxx to make a report of the accident/injury.

If needed, the Risk Management department will provide the employee with physician information and necessary documentation for an MTM Workers' Compensation facility. A second opinion may be obtained at the employee's expense.

Circumstances surrounding an injury will be investigated to determine the root causes of injury.

- ✓ If an employee does not seek medical attention within three business days of the incident, MTM may refuse the request to seek medical attention later.
- ✓ An employee refusing medical treatment must complete a Declination of Treatment available on SharePoint. The employee's Supervisor must send a completed copy to Risk Management and save a copy in the employee's file in Workday.

All employees must have a signed Wellness Waiver prior to using any on-site MTM fitness equipment.

502.0 WEAPONS FREE WORKPLACE

SECTION: 502.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 06/01/2018



MTM strives to provide a safe work environment for all employees.

Dangerous weapons of any kind, including, but not limited to guns, knives, explosives, and hazardous devices are prohibited from Company premises including parking lots, Company sponsored events, and while on Company business, regardless of a conceal and carry permit.

Violators of this policy will be subject to disciplinary action, up to and including termination.

503.0 CONTROLLED SUBSTANCE AND ALCOHOL ABUSE

SECTION: 503.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

One of MTM's goals is to provide a safe, healthy, and satisfying working environment for our employees. In a commitment to meeting these goals, it is our policy to:

- ✓ Ensure employees are not impaired in their ability to perform assigned duties
- ✓ Create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse
- ✓ Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances on or off company property
- ✓ Encourage employees to seek professional assistance when substance or alcohol abuse adversely affects their ability to perform their job



MTM understands employee and applicants under a physician's care are required to use prescription drugs. Abuse of prescribed medications will be dealt with in the same manner as the abuse of illegal substances. Supervisors should contact People & Culture to address any employee issues relating to this policy before proceeding with action.

Definitions

Legal Drug or Prescription Drug

Prescribed drug or over-the-counter drug that has been legally obtained and is being used solely for the purpose for which it was prescribed or manufactured.

Controlled Substance/Alcohol

Any drug that is not legally obtained, may be legally obtainable, but has not been legally obtained, or is being used in a manner or for a purpose other than as prescribed or manufactured.

Company Premises or Company Property

Includes all property owned, leased, used or under the control of MTM, including but not limited to MTM offices, facilities, parking areas, land, buildings, structures, all work locations, and equipment.

Drug Testing

Any employee deemed to be violent is subject to disciplinary action, up to and including termination. No employee may report to work, or work, with the presence of illegal drugs or alcohol in his or her body. In order to maintain this standard, the company must establish and maintain the program and rules below. MTM maintains screening practices to identify employees who uses or abuse drugs or alcohol. MTM may request current employees to submit a drug/alcohol/controlled substance test in certain circumstances.

1. **Reasonable Suspicion:** When there is reasonable suspicion to believe that an employee is using or has used or abused drugs or alcohol. Indicators of a substance abuse problem are:
 - Observable phenomena while at work, such as direct observation of drug use or of the physical symptoms or manifestations of being under the influence of a drug.

- Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance.
 - A report of drug use provided by a reliable and credible source and independently corroborated.
 - Evidence that an individual has tampered with a drug test during his or her employment
 - Evidence that an employee has used, possessed, sold, solicited or transferred drugs while working or while on company premises or while operating a company vehicle, machinery or equipment.
2. **Post-Accident:** When an employee has experienced an on-the-job injury, accident, or involved in an accident that MTM believes may have resulted from impairment due to drug use.
 3. **Fitness-for-Duty/Return-to-Duty:** When the test is conducted as part of a routinely scheduled employee fitness-for-duty/return-to-duty medical examination that is part of MTM’s established policy or that is scheduled routinely.

Collection and Testing Procedures

Employees subject to drug/alcohol/controlled substance testing should be driven to a designated laboratory to be tested by trained technicians using federally approved testing devices. For alcohol testing, if an employee’s alcohol concentration is .04 or more the employee will be in violation of this policy. All positive screens will be confirmed by secondary check. Employees with positive test results will be offered an opportunity to rebut or explain results within seventy-two hours of notice of test results. Employees will receive a copy of their test results.

An employee who tests positive on a test pursuant to this policy and who is not terminated may be tested sporadically for up to twelve months. If a retest is positive or refused, the employee may be subject to termination.

MTM will endeavor to keep test results confidential. Test results and voluntary reports of drug and alcohol problems will not be revealed by MTM to any person except those MTM deem necessary.

MTM may test for substances including:

Amphetamine

Cocaine

Meth

Opiate

Phencyclidine

Grounds for Discipline

Listed below are violations of the MTM Controlled Substance and Alcohol Abuse policy and are subject to discipline including discharge or suspension from employment without pay and loss of worker’s compensation benefits, beginning with first offense.

- Refusing to submit to a company required drug/alcohol test
- Failing a company required drug/alcohol test
- Bringing illegal drugs onto the company premises or property
- Processing illegal drugs or drug paraphernalia
- Using, consuming, transferring, selling, or attempting to sell or transfer any form of illegal drug while on company business or at any time during work hours, whether on company property or not

Voluntarily Reporting An Issue

- If a substance or alcohol abuse issue is voluntarily reported, the employee may request PTO or a leave of absence, not to exceed twelve weeks
- An extension may be granted at the discretion of MTM
- Cost of treatment is employees responsibility, subject to benefits available
- MTM may request certification during time of leave
- If treatment is not continued during granted leave, the employee will be subject to disciplinary action, including termination
- Any employee who does not comply with MTM requirements may be subject to immediate termination
- Employees returning to work following treatment may be tested periodically by MTM



Positive results for controlled substances will result in termination

Use of Legal Drugs Authorized by a Physician

There are some prescription drugs that result in a failed drug screening. Employees are able to work while taking medication prescribed by a physician, as long as the medication does not negatively affect their ability to work. Employees are responsible for being educated on the side effects of medication. If possible side effects occur, the employee must notify their Supervisor. MTM has the right to determine whether a medicated employee is allowed to continue working.

Off the Job Illegal, Possession, Sale or Other Activity

Off-the-job illegal drug use, possession, sale or other activity could adversely affect an employee's job performance. This type of activity could be deemed a violation and result in disciplinary action against the employee by MTM, up to and including discharge.

Conviction or Probation Under a Criminal Drug Law

Employees must notify MTM within five days of any conviction or entry of a guilty plea resulting in incarceration or probation under any criminal drug statute, law, regulation, or ordinance. Failure to report a conviction or guilty plea may result in termination of employment.

The term "conviction" used herein shall also include any plea of guilty, finding of guilty, plea of "nolo contendere," or similar disposition, whether or not such disposition results in a sentence or conviction under applicable State or local law.

504.0 FACILITY SECURITY

SECTION: 504.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

Only authorized employees of MTM are permitted to access MTM buildings and work space. This ensures employee safety, protection of equipment and property, and compliance with HIPAA/HITRUST standards. Employees are issued an ID badge and/or keys to access necessary work areas. Access space is determined by your Supervisor. Friends and family not employed by MTM are not permitted in lunch and break areas.



A lost/stolen ID badge or keys must be reported to your Supervisor and IT/Security. There is a \$5.00 charge for a replacement ID badge or key.

Multiple losses/replacements may result in disciplinary action. Access to MTM is no longer allowed once employment ends, unless with a member of management or People & Culture. Badges are deactivated while out on any leave of 14 or more days.



Visitors

All visitors to MTM facilities must sign in and out using the visitor log in and complete a HIPAA Confidentiality Agreement at reception. If needed, visitors will be issued a visitor badge that must be returned at the end of the visit. Visitors are strictly prohibited from being unsupervised while visiting MTM.

Safety

Employees are asked to observe the following regulations:

- ✓ Park in employee designated parking lot(s)
- ✓ Do not park in visitor spaces
- ✓ Do not park in handicap spaces unless vehicle is identified as such
- ✓ Do not exceed 5 mph in parking lot
- ✓ Weapons, liquor, or other contraband are not allowed in vehicles at work
- ✓ MTM is not responsible for damage to vehicle(s) on company property
- ✓ MTM will not release copies of videos unless court ordered

Anti-Theft Measures

- ✓ MTM will not tolerate internal theft, destruction, or inappropriate use of any company assets, resources, and personal property
- ✓ Employees are responsible for reporting incidents of theft, misuse, or destruction of property immediately to their Supervisor
- ✓ MTM is not responsible for the personal property of employees – Employees are responsible for safeguarding any personal property brought and kept on company property



Evacuation

Detailed evacuation instructions are posted throughout MTM. Familiarize yourself with plans so you are aware of how to approach possible evacuations.



Fire

If you discover a fire, pull the nearest fire alarm and exit the building. If you encounter smoke or flames during your escape, use an alternative exit. Once you are safe, dial 911.

Do not re-enter the building until emergency officials have declared the building safe.

Attendance

601.0 ATTENDANCE: SALARIED EXEMPT AND SALARIED NON-EXEMPT

SECTION: 601.0

EFFECTIVE DATE: 05/18/2008

LAST REVISED: 01/01/2019

All employees are required to adhere to their normal schedules as assigned by their Supervisor. Supervisors are responsible of notifying their employees of the expectations regarding schedule and breaks. Employees may have flexible shift times and are responsible for notifying their Supervisor of any changes prior to the start of their normal schedule. Any employee displaying a disregard for their schedule will be subject to corrective action at the Supervisor's discretion. Full-time employees must work at least 40 hours per week to be eligible for benefits. Working less than 40 hours per week may result in loss of benefits and reclassifications to a part-time status.

Salaried Non-Exempt

Salaried non-exempt employees are eligible for overtime on hours worked in excess of 40 hours in a work week. Overtime should be worked only with approval from the employee's Supervisor or Workforce Management. Time Made Up (TMU) must be approved and completed within the same work week. To ensure accurate compensation, salaried non-exempt employees are required to clock in and out for shifts and lunch breaks in Workday. If Workday cannot be accessed because of travel or other business needs, employees must complete a timesheet allowing Supervisors to upload information into Workday.



Salaried Exempt employees are not eligible for overtime, however, employees are still required to adhere to any schedule requirements established by their Supervisor.

602.0 ATTENDANCE: HOURLY NON-EXEMPT EMPLOYEES

SECTION: 602.0

EFFECTIVE DATE:
05/18/2008

LAST REVISED: 01/01/2019

Teamwork is a key element of MTM's success. Each of us relies on the performance and support of co-workers so it is essential regular and timely attendance is followed. Regular attendance is an expectation of performance for all MTM employees. To ensure adequate staffing, coverage, productivity, and all contractual requirements are met, employees will be held accountable for adhering to their workplace schedule requirements issued by the employee's Supervisor or Workforce Management (WFM).



If breaks and lunches are scheduled, they must be taken as close to the scheduled time as possible. Employees returning late from a lunch break are subject to this attendance policy and will receive applicable points. Employees returning late from a paid break are subject to schedule adherence guidelines.

A shift lasting 6 or more hours
= 30 minute unpaid lunch break



A shift lasting 8 or more hours
= 30 minute unpaid lunch break
and

Two 15 minute paid breaks

*unless otherwise directed by state or federal law

*These cannot be combined and cannot be used to lengthen a lunch break or leave early.

When an employee with a disability needs an accommodation to meet these requirements, the employee should notify their Supervisor to begin the application process. Supporting documentation from the employee's physician may be required.

Absenteeism is defined as missing any part of a scheduled shift or deviating from the set schedule that is not approved prior to the date of occurrence. This includes:

Missing a shift
Arriving late or leaving early
Taking a long lunch

MTM provides allowances within its attendance policy to account for situations that may occur, understanding that "life happens." Because of this an absence will rarely be excused, but may be done at MTM's sole discretion in extreme situations (i.e., overnight hospital stays, natural disasters, and inclement weather).

The first few times absenteeism occurs, the event will be considered as "Life Happens" and no action will be taken.

Each employee will be given five “Life Happens” events accompanied by five points utilized for attendance. Each event that occurs will be assessed points based on the table below.

Absence Level	Points Received
8 MINUTES – 30 MINUTES	.25
31 MINUTES – 4:00 HOURS	.5
4:01 HOURS – 6:00 HOURS	.75
> 6 HOURS OR MISSED ENTIRE SHIFT	1

Note: an employee will receive 1 point if the employee fails to work the remainder of their shift after any PTO hours. For example, Employee A is scheduled to work an 8 hour shift from 8AM to 4PM. Employee A requests and is approved for 4 hours of PTO. This makes Employee A’s new shift from 12PM to 4PM. If Employee A misses this shift, the employee will receive one full point because their entire new shift as scheduled from 12PM to 4PM was missed.

Employees who receive points will be subject to corrective action in the following manner:

Points	Action	Introductory Period < 90 Days
1	LIFE HAPPENS	LIFE HAPPENS
2	LIFE HAPPENS	LIFE HAPPENS
3	LIFE HAPPENS	LIFE HAPPENS
4	LIFE HAPPENS	WRITTEN DOCUMENTATION REPORT
5	LIFE HAPPENS	TERMINATION
6	VERBAL WARNING	
7	NO NEW ACTION	
8	WRITTEN WARNING	
9	NO NEW ACTION	
10	FINAL WARNING	
11	TERMINATION	

PTO will automatically be applied for any individual absence in one hour increments rounded down.

Total points will be calculated on a twelve month rolling calendar.

Reporting Absenteeism

- Workforce managed employees must call 1-888-513-1611 prior to the start of their shift and leave a voicemail if they will miss their shift. All other hourly employees must contact their immediate Supervisor.
- All employees must provide a reason for their absence. It is the immediate Supervisor’s responsibility to follow-up with their direct report to obtain a reason if none is provided at the time of the call out.
- All employees are encouraged to notify their immediate Supervisor prior to the start of their shift if the employee will be arriving late.

Incentive Points: For every calendar month (measured from the 1st to the 31st) an employee with Perfect Attendance will earn back one point to their record.

The following events do not qualify for perfect attendance:

- **Unscheduled PTO**
- **Bereavement Leave**
- **Jury Duty**
- **PLOA (non-medical)**
- **Milestone Leave**
- **Scheduled PTO & Approved Leave of Absence that runs a full calendar month**

Consecutive absences: Up to three calendar days, may be counted as one point if accompanied by a doctor's note.

- The doctor's note is due on the same day the employee returns to the office and must be submitted to the employee's Supervisor.
- The doctor's note must include all days the employee was absent in order to be counted as consecutive absences.

A doctor's note is required for any employee absent more than three consecutive days due to illness in order to return to work and must be submitted to the employee's Supervisor immediately upon return to work.

Excessive Absenteeism

Any pattern of abuse, manipulation of the system, pattern of absenteeism, frequent use of the grace period, or frequently issued corrective actions in a twelve month period may result in further disciplinary action at MTM's discretion. This includes any form of manipulation of the phone system to avoid calls, or excessive time spent offline on non-work matters during company time.

An employee absent more than sixteen days in a year or ten consecutive days may be terminated for demonstrating a pattern of abuse under this policy. **Note:** This does not apply to employees who are on approved leave.

No Call/No Show (NCNS)

The following events will result in a Final Warning for behavior as a NCNS in addition to applicable points under the attendance policy:

- An employee failing to notify WFM within one hour of the start of his/her shift if they will miss their shift or be more than one hour late
- An employee that misses their entire shift
- An employee that leaves their shift early without notifying their Supervisor.

Example 1: Suzy is scheduled to work from 8AM-4PM. She does not notify WFM of her late arrival until 9:30AM when she arrives at work. Suzy will receive a Final Warning for behavior as well as 0.5 points under the attendance policy.

Example 2: Suzy is scheduled to work from 8AM-4PM. Suzy does not notify WFM she will miss her shift that day and she does not arrive to work until her scheduled shift the following day. Suzy will receive a Final Warning for behavior and 1 point for her absence under the attendance policy.

Introductory Period

Regular, reliable attendance is critical for new employees especially during the first 90 days while training continues. During the classroom training period (first two weeks of employment) the following events will result in termination:

- ✓ An employee tardy eight or more minutes more than once, OR
- ✓ An employee absent or tardy for a time period greater than 30 minutes.

During the 90 day introductory period, any employee who reaches four points will be issued a Written Documentation. Any employee who reaches five points will be terminated.

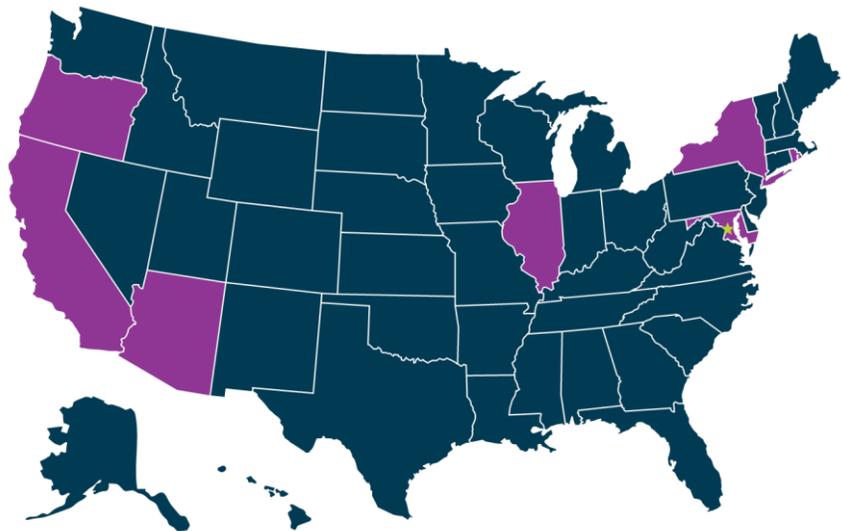
Paid Sick Leave

MTM satisfies the Paid Sick Leave requirements in applicable locations through the Paid Time Off (PTO) employees accrue. Both the number of hours employees accrue under this PTO policy and the rate of accrual satisfies the requirements for all MTM locations subject to a Paid SickLeave law. Furthermore, the PTO is all inclusive and can be used for any reason.

Employees working in a location with a Paid Sick Leave law will receive a bank of unpaid hours annually that represents the minimum number of sick leave hours required. As PTO hours accrue, employees are able to use this bank of unpaid hours to ensure (1) sick leave is paid and (2) employees receive the required number of sick leave hours each year.

At the time of this revision date, the following applicable locations have enacted a Paid Sick Leave law. MTM will continue to comply with the requirements of paid sick leave as future locations enact this benefit:

Arizona
California
City of Los Angeles, CA
San Diego, CA
Cook County, IL
Chicago, IL
Maryland
New York Cty, NY
Oregon
Rhode Island
Washington D.C.



The following attendance tables apply to employees working in a location with a Paid Sick Leave law: Employees absent for any part of a shift may utilize available paid sick leave hours to avoid receiving any points under the attendance policy. All sick leave must be utilized in conjunction with accrued PTO.

- ✓ Sick leave/PTO is utilized in one hour increments
- ✓ If there is enough sick leave available to cover the event, no points will be assessed

If no paid sick leave is available, points will be assessed in the following way:

Absence Level	Points Received
8-30 Minutes	.25
31 Minutes to 4 Hours	.5
4.01 Hours to 6 Hours	.75
> 6 Hours or Missed Shift	1

Note: an employee will receive one point if the employee fails to work the remainder of their shift after any PTO hours are utilized. For example, Employee A is scheduled to work an 8 hour shift from 8AM to 4PM. Employee A requests and is approved for 4 hours of PTO. This makes Employee A’s new shift from 12PM to 4PM. If Employee A misses this shift, the employee will receive one full point because their entire new shift as scheduled from 12PM to 4PM was missed.

Employees who received points will be subject to corrective action in the following manner:

Points	Action	Introductory Period
1	Life Happens	Life Happens
2	Life Happens	Life Happens
3	Verbal Warning	Written Documentation
4	No New Action	Termination
5	Written Warning	
6	No New Action	
7	Final Warning	
8	Termination	

Supervisors are required to submit a corrective action within two business days of the event. If not completed within this timeframe, the employee remains subject to the corrective action event applied retro-actively to the day it occurred.

Confidentiality and Nondisclosure

MTM will not require the disclosure of details relating to an employee’s or his or her family member’s medical condition or require the disclosure of details relating to an employee’s or his or her family member’s status as a victim of family offenses, sexual offenses, stalking, or human trafficking as a condition of providing safe or sick time under this policy. Health information about an employee or an employee’s family member, and information concerning an employee’s or his or her family member’s status or perceived status as a victim of family offenses, sexual offenses, stalking or human trafficking provided for the purposes of utilizing safe or sick time pursuant to this policy shall be treated as confidential and shall not be disclosed except with the written permission of the employee or as required by law.

Flex Schedule

This applies to salaried non-exempt employees approved for a flexible shift. Utilization of a flex schedule requires the approval from a department manager. Employees working flexible shifts are not subject to the standard attendance policy. Employees are still required to work their full scheduled hours for a week (generally 40 hours with the exception of applicable holidays) and are required to follow any shift times set by their Supervisor. Supervisors are required to monitor and approve employee time cards at the end of the week.

Timecards with less than the scheduled hours for the week (generally 40 hours), require the Supervisor to add PTO in one hour increments to cover any deficit (round down).

- ✓ Overtime should be completed only with approval from the employee's Supervisor or Workforce Management
- ✓ Supervisors are responsible for ensuring employees work 40 hours per week or PTO is applied to cover the difference
- ✓ Supervisors may set scheduling expectations for their team start/stop time depending on business needs. Any employee failing to abide by their schedule expectations will be subject to corrective action at the Supervisor's discretion
- ✓ In order to maintain full-time status, each employee is expected to work 40 hours per week
- ✓ Schedule adjustments or changes not expressly dictated by a Supervisor are required to be pre-approved



Incentive and Birthday PTO

Incentive and Birthday PTO can never be used the same day and must be scheduled and approved in advance before they can be utilized. Incentive PTO can be scheduled in one hour increments, and Birthday PTO can be used all at once or in two, four hour, increments.

Changes to Time Cards

The reasons for changes to time cards by a Supervisor, Manager, or Timekeeper must be noted in Workday. Employees should ensure accurate attendance comments are included on their time card before they are submitted for approval.

603.0 FLEXIBLE WORK SCHEDULE

SECTION: 603.0

EFFECTIVE DATE: 06/21/2018

LAST REVISED: N/A



Our organization is committed to helping employees face the demands of juggling work, family and life-related issues by offering a number of possible flexible work arrangements. These arrangements provide, as business needs allow, employees with increased flexibility with their work schedule while allowing our companies to maintain a progressive and productive work environment. Alternative work scheduling is an opportunity to maintain employee productivity through various forms of creative work scheduling.

Employees will be considered for alternative work scheduling on a case-by-case basis in situations where creative work schedules have shown to accomplish both work and personal goals, to provide coverage for individual department operations, and to serve the organization as a whole with increased productivity at no expense to quality output.

Several alternative work schedule options are available to employees:

- Flextime, in which an employee works eight hours per workday, but there is flexibility in an employee's set scheduled starting and ending times. Some employees, due to family or personal obligations or preferences, work very early in the morning and leave earlier in the afternoon. Other flextime employees may prefer or need to start later in the day and work into the evening.
- 10-hour day, four day workweek, in which an employee works ten hours per workday, reducing the workweek to four days a week.
- Nine hour day, half-day on Friday, in which an employee works nine hour workdays Monday through Thursday and four hours each Friday.

The department head is responsible for identifying if any of the above staffing options are workable within the department. This may include determining if the entire department or an entire shift must convert to one or more of the above alternative scheduling options. To determine whether a request for an individual alternative work schedule is appropriate, the department head must assess the impact and the outcome in terms of production, quality and absenteeism, and if one or a combination of the above arrangements is in the best interests of the department, company and employee.

Types of flexible work arrangements and potential schedules must be approved with consent of the People & Culture and Workforce Management (if applicable) prior to announcement and implementation.

The work arrangement will be reviewed at least annually thereafter to ensure continued success. The arrangement may be canceled for any reason by management. An employee wishing to change or cancel an

alternative work arrangement must obtain written approval from the department head with approval by People & Culture/Workforce Management.

Flexible work arrangements are not appropriate for all employees or positions and are not a universal employee benefit. The following conditions must be met for a flexible work schedule to be approved:

- The employee must have a satisfactory attendance record
- Meet all performance expectations in his or her current role
- Consistently demonstrate the ability to complete tasks and assignments on a timely basis
- The nature of the employee's work and responsibilities must be suitable to accommodate a flexible work schedule

604.0 OFFICE CLOSURE

SECTION: 604.0

EFFECTIVE DATE: 01/01/2019

LAST REVISED: N/A

If the office is closed due to inclement weather and/or unforeseen circumstances such as building repair or maintenance, hourly, non-exempt employees will not receive payment for any hours missed. Available PTO may be applied. Attendance points for hourly, non-exempt employees, for inclement weather may be excused on a case-by-case basis as approved by Workforce Management. Exempt employees will continue to receive payment for any portion of a week in which work hours were completed.



Standard of Conduct

701.0 DRESS CODE AND PERSONAL APPEARANCE

SECTION: 701.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 10/08/2017

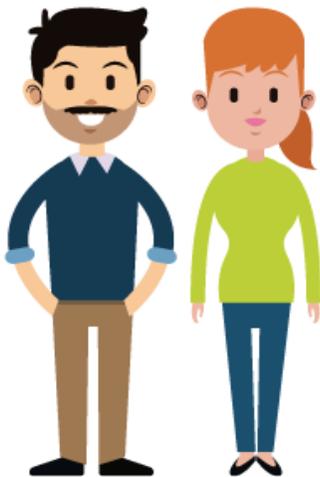
The way employees look, act, and dress is extremely important. Although most of us may not greet clients and customers personally, we do have visitors to our facilities, sometimes without notice, so we need to reflect our company's interest in projecting a comfortable, yet business-like image.

All employees are expected to dress, groom, maintain proper hygiene, and behave in accordance with accepted social and business standards. Creating a professional appearance also includes generating a professional and positive tone of voice on the phone and maintaining correct posture while seated at workstations. Slumping back in chairs, sitting with knees drawn up, or placing feet on desks or chairs displays an unprofessional image.



Presenting MTM and Employees In the Best Possible Professional Light

Casual dress is permitted unless requested otherwise and from time to time employees will be asked to dress business casual or in business attire if known guests will be visiting one of our facilities. In facilities with on-site fitness centers, appropriate workout gear is permitted while participating in Flex-for-Fitness activities.



Excessive or inappropriate tattoos and piercings are not appropriate for the work environment. Positions with direct client/customer contact should ensure that tattoos are not visible and that jewelry for piercings (other than earrings) is removed during business hours unless approved due to sincerely held religious beliefs.

Uniforms

If applicable, employees will be notified of uniform requirements and must comply with the dress code provided – unless participating in Flex-for-Fitness. Employees must follow specific contract requirements if work location is within client facility.

Violations

Minor Violations will first result in a notification from your Supervisor	Employees asked to go home to change are required to return to work immediately after, unless otherwise advised by your Supervisor	Failure to do so will result in disciplinary action	Employees are required to clock out before leaving and time gone will be without pay. The employee may be held liable to the normal attendance policy	Additional or repeated violations may result in behavioral disciplinary action
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Dress Code All items must be free and clean of holes, tears, and stains.



- T-shirts and sweatshirts
- Length must be at least below the bottom level of belt loops
- Hooded sweatshirts are permitted providing the hood is not worn over the head

- Jeans, cargo/carpenter, Capri/cropped, or khaki pants
- Sweat/gym/track pants
- Leggings or skin-tight pants must be worn under a long blouse or sweater

- Dress or khaki shorts
- Blue Jean shorts
- Basketball shorts
- Skorts
- Must be an appropriate length for the workplace

- Slips should be worn when needed
- Dresses with spaghetti straps can be worn with a jacket
- Must be an appropriate length for the workplace

- Sneakers/tennis shoes
- Open-toed shoes
- Sandals/flip-flops

- Headgear worn for sincerely held religious beliefs

SHIRTS



PANTS



SHORTS



DRESSES & SKIRTS



SHOES



HEADGEAR



- Halter or tube tops
- See-through tops
- Inappropriately tight shirts
- Inappropriately loose shirts
- Tops with inappropriate necklines
- Tops allowing visible midriff
- Spaghetti-strap tanks or tank tops -
- unless worn with sweater or jacket

- Spandex or bike pants
- Pajama bottoms
- Pants allowing visible undergarments

- Mid-thigh or higher
- Wrinkled or shorts with holes
- Inappropriately loose/tight shorts
- Spandex or bike shorts
- Rolled-up shorts

- Tight-fitting
- Short skirts (mid-thigh or higher)

- Shoes containing holes, tears, or excessive stains

- Bandanas, hats, caps, do-rags, or other non-religious headgear

702.0 SOCIAL MEDIA

SECTION: 702.0

EFFECTIVE DATE: 12/14/2011

LAST REVISED: 06/01/2018

All MTM employees should take appropriate precautions when communicating through social media or social network sites to insure confidential/proprietary information is not improperly disclosed or otherwise compromised. A fully detailed Social Media policy containing all applicable definitions and guidelines is located on MTM's SharePoint Policy & Procedure Library in the Information Technology department. Employees should familiarize themselves with the entire policy.

- ✓ Sender of any information to these sites is solely responsible for its contents and could be subject to disciplinary actions if it violates any MTM policy, procedure, or guidelines.
- ✓ Only employees who have been duly authorized by MTM may speak/write in the name of the company when making postings to Online Forums.

Questions/concerns related to any information posted to the Internet should be brought to the attention of the employee's Manager or Security Officer.

MTM recognizes the growing importance of online social media networks as a communication tool. MTM's Social Media policy addresses employees' use of such networks, including personal websites, web logs (blogs), wikis, social networks, online forums, virtual worlds, and any other kinds of social media in full detail.

- ✓ MTM respects the right of employees to use these mediums during their personal time.
- ✓ Use of these mediums for personal social media networks during working time of the organization or on equipment of the organization, however, is prohibited.

MTM takes no position on employees' decision to participate in the use of social media networks. In general, employees who participate in social media are free to publish personal information without censorship by MTM. Employees must avoid, however, posting information that could harm MTM using common sense and the procedures set forth below.



Social Media Network

If the employee chooses to identify him or herself as an MTM employee on any social media network, he or she must adhere to the



1. Employees are required to state in clear terms the views expressed on any social media network are the employee's alone, and they do not necessarily reflect the views of MTM.

2. Employees are prohibited from disclosing information on any social media network that is Confidential or Business Sensitive to MTM or to a third party that has disclosed information to MTM. For example, information about or identifying MTM's customers, co-workers, incidents that occur at MTM, or information that may be valuable to a competitor, including specific product information or pricing, is within this prohibition.

3. Employees are prohibited from displaying the MTM logo on any social media network without express prior written

permission from MTM. Also, employees should not post images of co-workers without the co-worker's express prior consent. Finally, employees are prohibited from posting any nonpublic images of MTM premises and property.

4. Employees are prohibited from making statements about MTM, their co-workers, our customers, competitors, agents, or partners that could be considered as harassing, threatening, libelous, or defamatory in any way.

5. Employees are prohibited from acting as a spokesperson for MTM or posting comments as a representative of MTM unless doing so with prior authorization from an appropriate resource in MTM management.

Employees are prohibited from sharing any communication that engages in personal or sexual harassment, unfounded accusations, or remarks that would contribute to a hostile work environment (racial, sexual, religious, etc.), as well as any behavior not in agreement with general behavior policies.

703.0 SMOKING

SECTION: 703.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

The Smoke-Free Workplace Policy Applies To

- ✓ All areas of buildings occupied by employees
- ✓ All vehicles parked on MTM owner and leased property
- ✓ All vehicles owned or leased by the company
- ✓ All visitors (customers and vendors) to company premises
- ✓ All contractors and consultants and/or their employees working on company premises
- ✓ All temporary employees
- ✓ All student interns



MTM is committed to providing a safe and healthy workplace and promoting the health and wellbeing of its employees. To this end, MTM prohibits smoking on all company premises and surrounding properties. MTM defines smoking as the “act of lighting, smoking, or carrying a lighted or smoldering cigar, cigarette pipe, chewing tobacco, e-cigarette, or nicotine of any kind.”

Resolving Complaints

- ✓ Complaints regarding the application of the policy to the workplace should be brought to the attention of People & Culture
- ✓ The complaint should be submitted in writing and identify specific objections
- ✓ MTM will investigate the complaint and resolve in accordance with the policy
- ✓ No employee shall suffer any form of retaliation for raising a complaint or asking a question regarding this policy

Designated Smoking Locations

- ✓ Smoking is only permitted in designated smoking areas at each location.
- ✓ Smoking is not permitted in vehicles parked on MTM property.
- ✓ MTM will not be held responsible for any citations issued by the local police department in your location for loitering, littering, or blocking walking paths.
- ✓ Do not discard cigarette butts on surrounding properties

704.0 CORRECTIVE ACTIONS

SECTION: 704.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 01/01/2019

Violations of company policies, poor job performance, attendance issues, and/or inappropriate behavior may be addressed through a progressive action process so employees can be made aware of issues and coached by Supervisors on ways to improve.

Level Description

- ✓ Issues will be documented via a formal corrective action notice in Workday and will be discussed in a private meeting between employee and Supervisor.
- ✓ Employees will have the opportunity to document any concerns before electronically acknowledging.
- ✓ Depending on the severity of the issue, Supervisors can choose to escalate the corrective action without going through each step, up to and including termination.
- ✓ If an employee shows a pattern of recurring actions, the Supervisor reserves the right to separate employment.
- ✓ A Written Documentation Report (other than for attendance during the introductory period for hourly, non-exempt employees) is considered non-disciplinary. Its purpose is to address any concerns in writing before reaching a discipline.
- ✓ At times, it may be necessary to issue a Corrective Action Plan (CAP). The purpose of a CAP is to address multiple areas requiring improvement in a set period of time. A CAP is not to be used in place of a discipline to address a single, specific topic. Typically, a CAP will not be the first step in the disciplinary process.



Disciplinary Period

- ✓ Corrective actions up to, and including, the level of Written Warning remain in effect for three calendar months.
- ✓ Final Warning remains in effect for six months.
- ✓ All notices will end at close of business on the date of expiration.
- ✓ If an employee is on a step of corrective action and out on any type of leave for one month or more (other than using accrued PTO) the corrective action plan will be extended by the length of absence.

Administrative Leave

An employee may be placed on administrative leave during the course of an investigation. An employee may be compensated for this unpaid leave if no fault on the employee's part is determined. During this time the employee's access to Workday and all other company programs and software will be suspended.

Expectation for Leadership

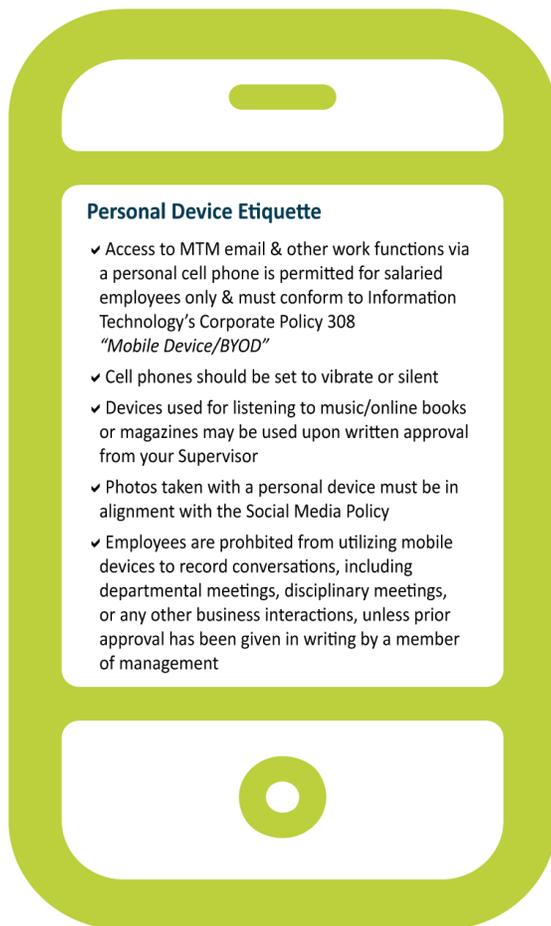
Individuals in a leadership position are expected to address behavioral and performance issues of their direct report in a timely manner. This includes both the submission of a corrective action for review and delivery of the approved corrective action to the employee. Leaders who fail to address issues in a timely manner or show a pattern of failure may be subject to discipline, at the discretion of the People & Culture department.

705.0 CELL PHONES AND PERSONAL ELECTRONIC DEVICES

SECTION: 705.0

EFFECTIVE DATE: 06/19/2016

LAST REVISED: 01/01/2019



» Personal Devices

A detailed Mobile Device/BYOD policy defining standards and rules of behavior for the use of personally-owned smartphones and tablets by company employees to access internal applications, e-mail, and other resources is located on MTM's SharePoint Policy and Procedure Library in the Information Technology department. Employees should familiarize themselves with the entire policy. Mobile devices may be used for business purposes. Personal texting and calls should be kept to a minimum and not interfere with work. Employees are able to have their mobile devices available, but should not be utilizing the device, unless approval has been provided. If an urgent need requires use of a cell phone outside of break times, employees must discuss the situation with their Supervisor. This includes use of cell phones for texting, calling, gaming, watching movies/TV, listening to music, etc.

Mobile devices may be kept on the employee's desk, face down set to vibrate or silent. The device may not be used while the employee is on an active call. If an employee is not a call, the device may be checked and if any action such as calling or texting needs to occur approval from the employee's Supervisor must first be given. Using a personal cell phone while on an active work related call will result in disciplinary action. A personal cell phone must never interrupt the employee's ability to handle MTM related phone calls. Continuous use of a personal cell phone during business hours will result in a corrective action.

MTM recognizes the need to protect its confidential, proprietary information from unauthorized disclosure, while also avoiding practices that do not promote honest, ethical standards of business conduct. Therefore, MTM prohibits the unauthorized or secret recording of confidential, proprietary, or personal information of its employees, customers or clients. Unauthorized means any purpose not approved by management. Recording is the use of any device to capture images or voices including all work and personal devices that can record images and voices. Some states permit audio recording by one party to a conversation. This policy prohibits recordings without the consent of all parties to the conversation, regardless of each party's location. If a meeting is being recorded, it is the facilitators' responsibility to notify all participants.

If a work location is within a client's building, if our contract with the client mandates, or if the building we occupy has a policy which prohibits the use of or having cell phones or personal mobile devices being available, these requirements will supersede MTM's cell phone policy.

Business Lines

There are circumstances when it is necessary to make or receive personal phone calls during business hours. It is important our business lines remain open, therefore if necessary, these calls may take place during break and lunch away from your workstation. Employees who take incoming que calls are prohibited from using the business lines during work hours. Any calls made through MTM phones may be recorded for quality purposes. Personal long distance phone calls and personal faxes cannot be made on company lines. Under no circumstances is the MTM toll free number to be used for personal calls, or given to anyone other than business clients. For emergency purposes, employees should family members the number to their direct Supervisor.

706.0 COMPANY TRAVEL AND ENTERTAINMENT

SECTION: 706.0

EFFECTIVE DATE: 01/01/2010

LAST REVISED: 01/01/2019

Employees represent MTM during all hours spent away from the office on business, including evenings, and are required to act in a professional and courteous manner at all times. Employees should be fiscally responsible when traveling on business and only incur reasonable and necessary expenses. All travel, hotel reservations, and car rentals required in order to conduct business must be approved by your Supervisor and booked in accordance with the guidelines outlined in this section.



- ✓ Itemized receipts are required for all company expenditures.
- ✓ If itemized receipts are not attached to expense reports, the amount of the expense will be deducted from the employee's next paycheck.
- ✓ If the receipt is lost and subsequently found later after the amount has already been payroll deducted, it must be submitted within 30 days of the expensed month for reimbursement to employee.
- ✓ During all full days of travel on company business, payment will be made for eight hours at the employee's regular base rate of pay for non-exempt employees.
- ✓ Please see hourly travel guidelines on CORE.
- ✓ Personal reimbursement for charges submitted outside of the reporting period may be denied.
- ✓ All expense reports submitted are subject to audit by the employee's Manager and the Accounting department.
- ✓ Expenses will not be reimbursed if they are not approved, reported, and documented in accordance with the guidelines in this section.
- ✓ Non-frequent travelers who do not have a Company credit card must have travel requests approved by the department head and requested through https://mtminc.formstack.com/forms/travel_request
- ✓ Submitting a travel request when you have a corporate credit card is strictly prohibited.
- ✓ All business travel arrangements are to be made by the employee using the most cost effective method. Employees requiring assistance with travel arrangements should ask their Supervisor for assistance and contact the Accounting department as needed for guidance.



Airfare

All **Southwest** travelers will need to create a login for SWABIZ.com. All travel through Southwest must be booked through the SWABIZ website using **MTM's SWABIZ ID: 99693355**. SWABIZ can be used in conjunction with the traveler's personal Rapids Reward account.

- ✓ Airline tickets should be purchased at least 14 days in advance to take advantage of discounted fares.
- ✓ Upsell features such as Early Bird Check In, Preferred Seating or Business Class are not reimbursable. Coach is the only class permitted for reimbursement.
- ✓ One personal checked bag is allowed per person per flight. If an employee chooses to check an additional bag for personal items, the cost will be at the employee's expense.
- ✓ In the event of a personal emergency, accident, or illness while traveling, employees should contact their immediate supervisor. Any personal emergency travel undertaken without approval becomes the responsibility of the employee.



All **American Airlines** travelers are required to use **MTM's Business Extra account, ID: 754645**. Booking can be done directly at AA.com. The ID can be added in the Promo code and Accounts section on AA.com. Booking via third party intermediaries or Online Travel Agencies such as Expedia, Hotels.com, Trivago, etc. is not permitted. Current AAdvantage members can add the Business Extra account number to their profile and it will automatically attach to all future bookings with American. AA Business Extra is used in conjunction with traveler's personal AAdvantage account.

- ✓ Reasonable internet access fees will be considered a reimbursable travel expense for flights over two hours in length. Monthly memberships to gogo or other similar internet services are not reimbursable.
- ✓ Rebooking or change fees will be reimbursed for EMERGENCY SITUATIONS ONLY. If a cancellation is required, airfare is to be refunded to the employee's corporate credit card whenever possible. Travel funds/credits are NOT to be rolled over for future use if there is a refundable fare, funds are to be returned to the employee's corporate credit card unless travel funds are the only option.
- ✓ Rewards or points offered by airlines may be retained by the traveler; however they will not influence the choice of air carriers. Trips are to be planned and scheduled to take advantage of the most economical fares.



Ground Transportation

Public transportation should be used in urban areas when it is more economical than renting a car. Renting a car should only be selected when other suitable and less expensive means are not practical or available. Trips involving travel only from the airport to a single destination and back seldom necessitate rental of a vehicle. Rental cars should only be utilized when Taxi/Uber/Lyft charges are expected to exceed the cost of a rental car, parking and valet services.

National Car Rental and **Enterprise Rent-A-Car** have been selected as MTM's primary vendor(s) for car rental services. All travelers are required to enroll in Emerald Club and book all car rentals with **National** or **Enterprise** only, using their Emerald Club number. Without Emerald Club enrollment travelers will not have access to MTM's preferred terms and conditions with **Enterprise** and **National**. Individuals who already have an Emerald Club membership do not need to re-enroll. The website to access the online application and complete the enrollment process is: www.nationalcar.com/offer/XZ01R32. Employees should contact the Accounting department with their Emerald Club number and name and their Emerald Club profile will be updated for them.

Parking

- ✓ Employees should use the most economical means of parking and transportation to and from the airport.
- ✓ Valet parking is not permitted at the airport and/or hotel.
- ✓ Short term parking is not permitted at the airport.

It is the responsibility of the traveler to uncover which option is more effective for their trip. Travelers are expected to obtain the most economical option between Enterprise and National that reasonably meets business travel needs. Always shop both brands for the best rate. To reduce cost, employees should obtain the rental from a non-airport location, share rental cars, and always select intermediate class vehicles. Fuel Service Fees for returning a vehicle without refueling are not reimbursable and are the sole responsibility of the traveler.

Upsell features are not approved expenses which include, but are not limited to, prepay fueling, collision damage waiver (CDW) insurance, or any other additional coverage offered. Additional insurance is only needed in the event of the rental of a cargo van or other larger vehicle for the purpose of transporting MTM equipment. Prior approval is required by department Director or VP. All potential drivers in the group must be listed on the rental agreement and no one should be permitted to operate a rental vehicle unless his/her name appears on the agreement. Prior to the date of travel, potential drivers must have a DMV background check completed and submitted to the People & Culture department.



- ✓ Airport parking for a stay exceeding seven days is not reimbursable.
- ✓ A cab or other transportation must be taken to the airport.

Lodging



Marriott, Hilton, and IHG are preferred hotel partners and corporate rates have been negotiated at nearly all company locations (MTM, RR, and Reveal). There is one preferred hotel per office location. A master list of preferred hotels by office location as well as instructions and additional information for booking online is located on the Leadership drive and on CORE.

Preferred Rate Codes when booking online:

Marriott – OMM (zeroMM)

Hilton – 2749789

IHG – 100243012

- ✓ All hotel accommodations are to be booked directly with the hotel. Third party intermediaries or Online Travel Agencies such as Expedia, Hotels.com, and Trivago are not permitted.
- ✓ If a preferred hotel is not available, travelers must obtain an economical lodging that reasonably meets business travel needs. The reason for choosing a non-preferred hotel must be clearly documented in the Memo Section of the expense line item.
- ✓ Travelers may retain rewards or points offered by hotel brands, however, this cannot influence the choice of lodging. Trips must be planned and scheduled to take advantage of the most economical hotel rates.
- ✓ Hotel gym fees are reimbursable.
- ✓ Room service for meals is permitted, but the amount is included in the daily meal limit of \$50
- ✓ In-room services, such as movies, are not reimbursable

Company Vehicles



Drivers of company vehicles must pass an annual MVR check. Normal auto maintenance is required of all company owned vehicles. Evidence of maintenance must be appropriately maintained. All company vehicles are to be clean and free from damage. Valet car washes and other valet services are not reimbursable. Licensing costs for company vehicles is reimbursable. Fuel costs for company vehicles is reimbursable only when the vehicle is being used for company business.

Meals and Incidental Expenses (M&IE)

Employees traveling on company business that requires an overnight stay are eligible for reimbursement at the rates listed below for travel related meal and incidental expenses. Receipts are not required for reimbursement of travel meals using per diem rates. The maximum daily per diem rate allowed is \$50.

- ✓ On the first and last day of travel, employees will receive a partial M&IE reimbursement of \$35.
- ✓ When meals are provided as a hospitality, part of a conference or covered by another source, employees will receive the partial M&IE reimbursement rate of \$35 for that day.
- ✓ For any travel that exceeds seven or more consecutive days, employees will receive the partial M&IE reimbursement rate of \$35 per day during the entire length of their stay beginning with the first day of travel.

The M&IE rates include:

- ✓ Meals, tax & tip

Incidentals – e.g., gratuities for baggage carriers, bellhops and hotel maids, ATM/bank fees and parking meters

Claiming Per Diem via Expense Report

Meals which employees receive per diem for should not be charged on the company credit card. These should be paid out of pocket and submitted for reimbursement via an expense report. The expense report should include proof of an overnight stay to verify the Per Diem reimbursement was calculated accurately.

Extended Day Travel

"Extended Day Travel" is travel that is at least 12 hours and does not require an overnight stay. In these circumstances, the traveler may receive the partial M&IE reimbursement rate of \$35.00. Travelers will not receive reimbursement when travel is less than 12 hours.

Business Meals

Business meals are expenses incurred when a specific business discussion takes place. Per the IRS, a business meal must directly precede, include, or follow a substantial and bona fide business discussion for the purpose of obtaining income or other business benefit. In these situations, employees may request reimbursement for the full amount of the meal. Employees must provide an itemized receipt, names of individuals in attendance, and the business purpose of the meeting. For business meals that involve MTM employees only, alcohol expenses will not be reimbursed.



Non-Business Meals & Entertainment

Non-business meal and entertainment expenses include: social occasions, employee morale events or holiday parties. These meals require approval from department leadership and must be within budget. Reimbursement of these expenses requires a detailed receipt, list of attendees and a purpose for the expense.

Mileage Reimbursement



Mileage for the use of a personal automobile while on company business will be reimbursed at a rate consistent with the standard mileage rate allowed by the IRS. The mileage reimbursement rate is intended to cover all the costs associated with operating a vehicle for business purposes. This includes wear and tear on the car as well as gasoline expenses. Requests for fuel reimbursement in addition to mileage reimbursement will be denied. Each day's mileage should be reduced by the normal daily commute to and from the MTM office. If the mileage is less than your normal commute, the claim will be denied. Mileage Reimbursement requests for 10 miles or less are not permitted. All mileage reimbursement requests must include the appropriate to/from address and support from an online mileage calculator. Remote employees who work from home are not permitted to submit mileage reimbursement for travel to/from the airport. Any travel over 150 miles in one day needs to be determined as to whether a rental car is more cost effective.

Traffic Violations

Traffic or parking violations incurred while using a personal/rental car on MTM business is the driver's responsibility. Violations must be reported to People & Culture.

Other

Departmental flowers given to employees or customers for births, illnesses, and funerals are reimbursable within budget. Purchases of personal items are not.

707.0 EXPENSE REPORTS AND CORPORATE CREDIT CARD

SECTION: 707.0

EFFECTIVE DATE: 01/01/2000

LAST REVISED: 01/01/2017



Corporate Credit Card

All requests for a corporate credit card must be approved by the department Director and requested through the Accounting Department Issue Trak. Once issued a corporate credit card, you will be required to sign copies of both the Travel and Expense Report policies.

Expense Reports For Corporate Credit Card Transactions

- ✓ Expense Reports must be created weekly within Workday for each business trip or for individual business purchases
- ✓ All credit card transactions must be associated to an expense report
- ✓ A business purpose must be used when submitting expenses. Expense reports can be created containing multiple expense line items that relate to the same business purpose
- ✓ All expense line items will require original itemized receipts to be considered eligible for approval. Failure to produce an itemized receipt will result in denial of that item on the expense report and reimbursement to MTM through payroll deduction
- ✓ Coding of the expenses will default to the employee's cost center within Workday. This should not be changed. If an expense directly relates to a specific plan, code it to that plan, otherwise use "0000000"
- ✓ Supervisors will receive notifications within Workday when they have an expense report to approve. Timely approval of expense reports is required to ensure appropriate recording in the general ledger for monthly department financial reviews

Expense Reports For Personal Reimbursement



Personal reimbursement for travel related items need to follow the requirements outlined in the Company Travel and Entertainment policy. When submitting expenses for personal reimbursement the same rules noted above should be followed. All personal expense reimbursements will need to be submitted in Workday. Personal reimbursements will occur on scheduled pay dates. Requests for early payment via check will be denied. Personal reimbursement for charges submitted outside of the reporting period may be denied.

Delays caused by incomplete expense reports will result in an inconvenience to the employee and will not be considered eligible for emergency payment.

Expense Report Audits

Everyday 10th expense report submitted company-wide will be audited in Workday. Accounting will be responsible for completing the audit and will notify the employee and their supervisor if issues are identified. Failure to correct issues in the audit on future expense reports will result in a suspension of card privileges. Continued failure to correct issues may result in permanent cancellation.



MTM COMPUTER SYSTEMS
ARE THE PROPERTY OF
MTM & ARE TO BE USED
FOR COMPANY BUSINESS
OR OTHER AUTHORIZED
PURPOSES ONLY.

Computer Use

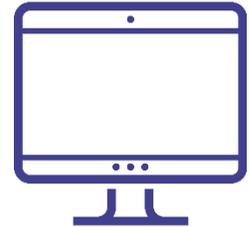
MTM has adopted an Acceptable Use Policy/Access Agreement to outline and ensure uniform and appropriate use of its network, computer, information assets, and other electronic resources. The full policy containing the rules, obligations, and standards applicable to all electronic users is located on MTM's SharePoint Policy and Procedure Library in the Information Technology department. Employees should familiarize themselves with the entire policy.

Computer systems may also consist of all computer related peripheral components, including external media, monitor, mouse, keyboard, and docking station. MTM retains ownership of all materials possessed or generated on MTM computer systems. This includes, but is not limited to, documents, programs, email, and voice messages that pass through MTM's computer network.

Acceptable Use Guidelines

Responsibilities of MTM Computer Resource User

- Respect the intellectual property rights of authors, contributors and publishers in all media.
- Protect user ID, password and system from unauthorized use.
- Adhere to the terms of software licenses and other contracts. Persons loading software on any MTM computer must adhere to all licensing requirements for the software. Except where allowed by MTM site licenses, copying software licensed for MTM use for personal use is a violation of this policy.
- Adhere to other MTM policies, including MTM Personnel Policies and policies established for a specific resource.
- Adhere to data access policies of MTM or those established by law.
- Use MTM computer resources in a manner that is compliant with MTM policies and State and Federal law.



Prohibited Uses of MTM Computer Resources

- Unauthorized or excessive personal use. Use may be excessive if it conflicts with company resource requirements, overburdens the network, results in substantial use of system capacity, or otherwise subjects the company to increased costs or risks (employees additionally may be subject to discipline for unauthorized or excessive personal use of computer resources.)
- Uses that interfere with the proper function of the MTM's information technology resources.
- Uses that unreasonably interfere with the ability of others to make use of MTM computer resources.
- Attempting to gain or gaining unauthorized access to the computer system, or files of another.
- Use of MTM computer resources to infringe the intellectual property rights of others.
- Use of MTM computer resources for personal profit.

709.0 OFFICE SUPPLIES, POSTAGE METER AND COPY MACHINES

SECTION: 709.0

EFFECTIVE DATE: 01/01/2004

LAST REVISED: 04/01/2013

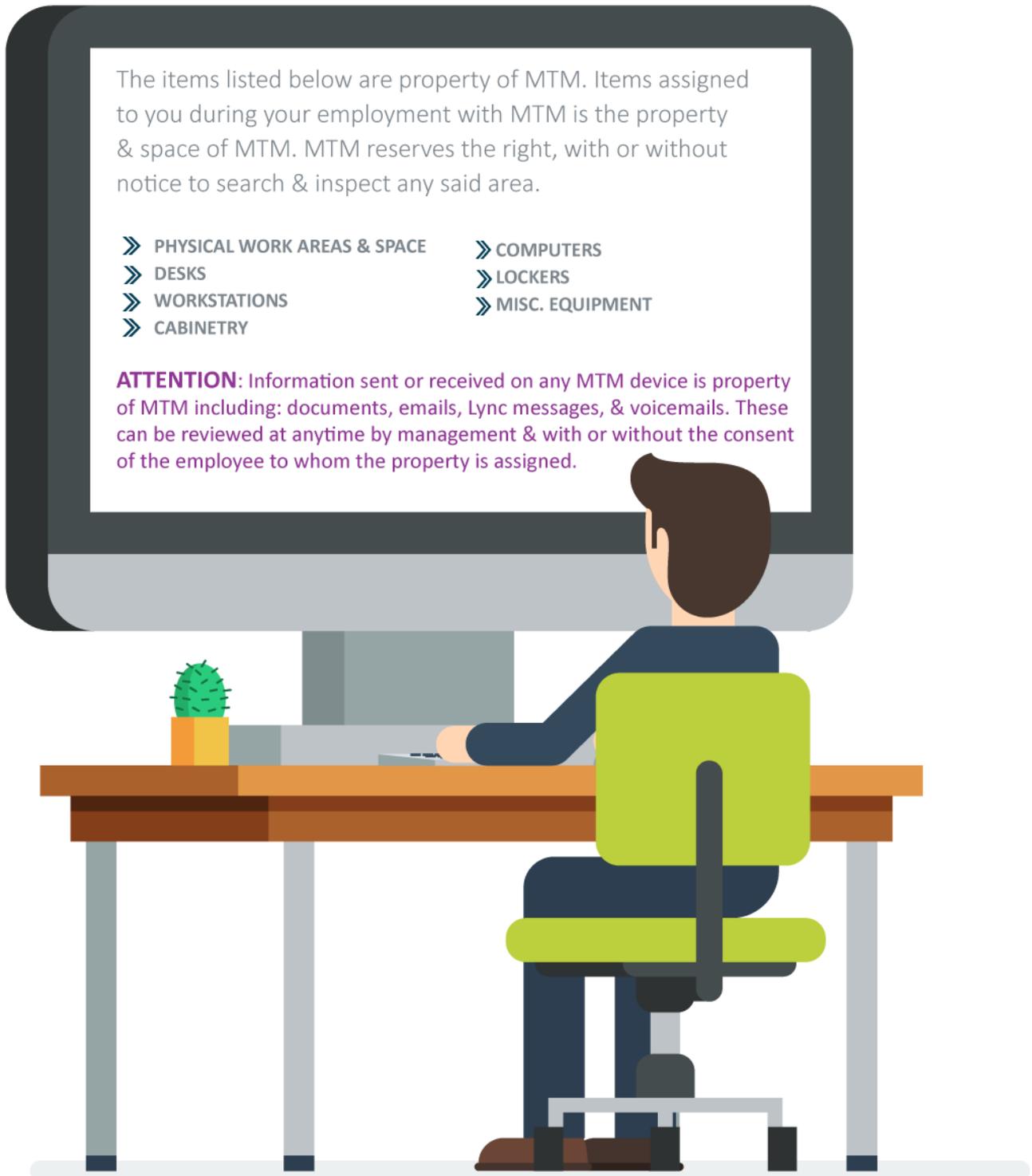


710.0 PROPERTY SEARCHES

SECTION: 710.0

EFFECTIVE DATE: 12/01/2004

LAST REVISED: 06/01/2018



711.0 FALSE CLAIMS REPORTING

SECTION: 711.0

EFFECTIVE DATE: 01/01/2007

LAST REVISED: 01/01/2019

The Federal Deficit Reduction Act of 2005 (DRA) establishes a requirement for entities making or receiving annual Medicaid payments of at least \$5 million to educate employees, contractors, and agents on procedures relating to detection and prevention of waste, fraud, and abuse as determined under the Federal False Claims Act. To comply with the above requirements, MTM provides education through this policy as well as during the employee orientation process and has policies and procedures in place to assist in the prevention and detection of fraud and abuse.



Fraud, Waste, and Abuse

All employees have a responsibility to report suspected or actual violations of waste, fraud, and abuse. Employees are encouraged to report such instances to one of the following, available to employees on a 24/7 basis:

Supervisor

People & Culture department
compliance hotline | 855-847-0262

Online:
www.mtm-inc-ethicspoint.com



Definitions

Civil Penalties

Range from \$10,957 to \$21,916

Claim

Any request or demand, whether under a contract or otherwise, for money or property which is made to the contractor or grantee, or other recipient if the United States Government provides any portion of the money or property which is requested or demanded, or if the Government will reimburse such contractor, grantee, or other recipient for any portion of the money or property which is requested or demanded.

False Claims Act (31 USC Sections 3729-3733)

Prohibits knowingly presenting, or causing to be presented, to the Government a false claim for payment. Provisions of the Act allow citizens, whether affiliated with the government or not, to file actions against federal contractors claiming fraud against the Government.

Knowing or Knowingly

A person, with respect to information, either has actual or suspected knowledge of the information, acts in deliberate ignorance of the truth or falsity of the information, or acts in reckless disregard of the truth or falsity of the information.

Qui Tam

An action filed by a private citizen and is commonly known as a “whistleblower” lawsuit.

Unlawful Acts

Knowingly presenting, or causing to be presented, to an officer or employee of the United States Government or a member of the Armed Forces of the United States, a false or fraudulent claim for payment or approval.

Knowingly making, using, or causing to be made or used, a false record or statement to get a false or fraudulent claim paid or approved by the Government. Conspiring to defraud the Government by getting a false or fraudulent claim allowed or paid.

Having possession, custody, or control of property or money used, or to be used, by the Government and intending to defraud the Government or willfully concealing the property, delivery, or causing to be delivered, less property than the amount for which the person receives a certificate or receipt. Authorizing to make or deliver a document certifying receipt of property used, or to be used, by the Government and intending to defraud the Government by making or delivering the receipt without completely knowing that the information on the receipt is true. Knowingly buying or receiving as a pledge of obligation or debt, public property from an officer or employee of the Government, or a member of the Armed Forces who lawfully may not sell or pledge the property. Knowingly making, using, or causing to be made or used, a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the Government.

Whistleblower

A citizen filing a report with the Government regarding his or her suspected or actual knowledge of waste, fraud, or abuse, as determined by the False Claims Act. The Government may award a whistleblower a percentage of the amount of the false claims it recovers.

712.0 CORPORATE CONSISTENCY

SECTION: 712.0

EFFECTIVE DATE: 09/01/2008

LAST REVISED: 04/01/2013

Corporate Consistency refers to the protection of MTM's image in all printed materials, including proposals, presentations, manuals, Marketing materials, forms, letters, reports, websites, and anything that is external.

Email Signature

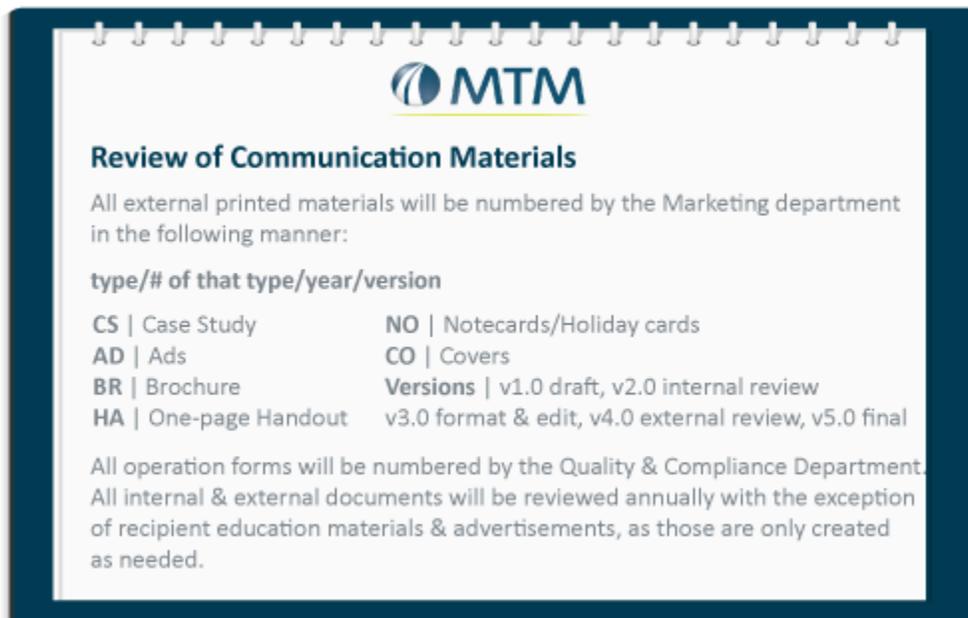
All employees are required to adhere to the following standards for their e-mail signature block and the corporate confidentiality statement attached to e-mails. The proper verbiage, font, size, and color of the signature block, and confidentiality statement as well as stationary and logos for all e-mail are as follows:

Name, *Job Title*, MTM, Inc.

ph. 636.695.#### | toll free. 888.561.8747 ext. #### | fax. 636.###.####
16 Hawk Ridge Drive, Lake Saint Louis, MO 63367

» The toll free number is optional. The fax number should only be included if it is necessary for completing job duties. There should not be anything else added to the e-mail signature block, including, but not limited to things like pictures,

quotes, etc. The Marketing Department will ensure the most recent and approved signature block is available on The Core. A Confidentially Statement will be automatically inserted on all e-mail leaving the MTM Network.



» Internal Printed Communication Materials

Internal printed materials include:

- ✓ Newsletters
- ✓ Websites
- ✓ Intranet
- ✓ Corporate brochures
- ✓ Corporate press releases or case studies, etc. (all items that do not require client approval).

Each department may create the required document and get their department's approval prior to sending to Marketing. All materials must be prior approved by MTM's Corporate Marketing department prior to releasing any information to the public. All materials must be reviewed on an annual basis, or as needed, with the exception of MTM's website, and that shall be reviewed quarterly. Approvals at a minimum will include the department head and Marketing; all other approvals will be as deemed necessary. All forms must be numbered and approved by the Quality and Compliance department.

» External Printed Communication Materials

- ✓ External printed materials include:
- ✓ State-specific websites
- ✓ Recipient/member brochures
- ✓ Client manuals or handbooks (requiring approval)
- ✓ Client protocols
- ✓ Specific press releases and/or case studies

Marketing will create the specific websites, recipient/member brochures, press releases and case studies with the assistance of the program manager and in keeping with the individual client's standards for communicating information. All manuals will be created by the appropriate department with Marketing's assistance and final approval. All materials created for a specific client must be approved by the client prior to the release of any documents to the public.

713.0 TELEWORKING

SECTION: 713.0

EFFECTIVE DATE: 06/19/2016

LAST REVISED: 01/01/2019



Working Remote | Certain positions may be designated to Telework with advance approval from management. Remote access is not a universal benefit available for every job or every employee.

Employees working remotely must have a separate work area within their home. This area shall be considered an extension of the employee's usual work site. It should be maintained by the employee to be safe, professional, and secure. Aside from emergency situations, telecommuters shall not invite third parties into their homes to conduct company business.

» **Security** | Teleworking employees are obligated to protect confidentiality and security of information deemed sensitive or considered protected by health information. This information must not be disclosed or viewed by family members or visitors. All related information Security Policies and Procedures must be adhered to by teleworking employee. Other security arrangements for teleworking activities may be necessary. All teleworking activities will occur through encrypted remote access communications requiring identification/authentication of remote access sessions. If the teleworking employee utilizes a home wireless network, the wireless access points must be securely configured utilizing strong encryption (i.e. WPA2 with a strong pre-shared key).

» **Equipment** | Equipment should be installed with anti-virus/malware, firewalls, and application/OS patches should be updated when necessary. MTM has the right to inspect and audit virtual offices to ensure information is properly secured and controlled. Teleworking sites may be evaluated for physical security, such as the building itself or the local environment to address any threats or issues identified.

» **Schedule** | Employee and Manager will agree upon the work schedule and any changes must be pre-approved by the manager. Employees are responsible for maintaining performance requirements. Employee must notify their Manager if an outage occurs that is projected to last for a period of time that will affect the employee's job requirements. Work from home Contact Center employees should reference the applicable policy/procedure for instructions in case of an outage. Alternative work locations should be determined, if there is one within 30 miles of the employee's location. Employees may also clock out for the day with Manager approval.

» **Environment** | Employees should establish a secure work environment and are expected to minimize distractions from work areas. Face-to-face meetings are prohibited, unless pre-approved in writing. MTM will not be held responsible for liabilities arising out of face-to-face meeting that was not approved. Employees may not provide primary care during working hours



MTM provides suitable equipment for teleworkers to utilize for business purposes. Use of MTM issued equipment must comply with policies and standards at all times. Company provided equipment must be maintained. Employees must protect the equipment from damage and theft. Upon separation of employment, all MTM company assets must be returned. Employees working remotely will be provided with a return label and must send back their equipment within three business days from receipt of the return label. The employee is responsible for supplying the appropriate mailing box to ship the equipment back to MTM. Failure to return assets/equipment may be withheld from final paycheck based on applicable state law. Failure to follow these instructions may result in MTM reporting loss of equipment to local authorities.



to a child or adult who may be required to have supervision. If necessary, a caregiver must be present and responsible for care. Employees will be trained on the risk and their responsibilities over teleworking activities. MTM may be required to provide additional insurance to address teleworking risks as needed.

» **Reporting and Documentation** | A Customer Care Representative (CCR) working from home is subject to random unannounced audits via Skype, webcam, screen sharing, or home visits within designated work hours.

Policy and Procedure Responsibility and Acknowledgement

According to the compliance program and in compliance with URAC regulation it is required all employees acknowledge their responsibility to understand and be familiar with policies and procedures related to their individual job responsibilities.

All policies and procedures are developed under the direction of department heads and follow an established approval process as detailed within the Policy and Procedure approval policy.

Ongoing educations and communications are distributed to all individuals who are affected by new or revised policies or procedures. Additionally, compliance policy and procedure training is administered to all personnel annually or as needed.

It is MTM's expectation each employee recognize their responsibility to understand and be familiar with any and all policies and procedures related to their role. This includes, but is not limited to the following topics:

HIPAA and PHI (including security and compliance related policies)

Fraud, Waste, and Abuse

Compliance

Department specific policies and procedures

Corporate operations policies and procedures are available to all employees via the Policy and Procedure SharePoint Site at <https://intranet.mtm-inc.net/>.

By acknowledging the Employee Handbook it is understood each employee is acknowledging this policy and procedure process and the tools available to them on MTM's SharePoint Policy and Procedure Library.