



# **Employee Handbook**

**November 2022**

## TABLE of CONTENTS

### Table of Contents

<b>WELCOME .....</b>	<b>4</b>
WELCOME TO THE NORTHEAST TEXAS REGIONAL MOBILITY AUTHORITY (NET RMA)! .....	4
<b>CORE POLICIES.....</b>	<b>6</b>
EMPLOYMENT AT-WILL .....	6
INTRODUCTION .....	6
ABOUT THE AGENCY .....	6
MISSION.....	6
HANDBOOK GUIDELINES .....	7
ETHICS CODE .....	7
<b>EMPLOYMENT PRACTICES.....</b>	<b>7</b>
ACCOMMODATIONS FOR NURSING MOTHERS .....	7
CODE OF CONDUCT .....	8
CONFLICTS OF INTEREST .....	10
EMPLOYMENT AUTHORIZATION VERIFICATION.....	10
EMPLOYMENT OF RELATIVES AND FRIENDS .....	11
EQUAL EMPLOYMENT OPPORTUNITY & NON-HARASSMENT POLICY .....	11
HIRING / PROMOTION PRACTICES .....	13
NEW HIRES AND INTRODUCTORY PERIODS .....	13
RELIGIOUS ACCOMMODATION .....	14
<b>WAGE AND HOUR POLICIES .....</b>	<b>14</b>
ATTENDANCE .....	14
DIRECT DEPOSIT .....	15
EMPLOYMENT CLASSIFICATION.....	16
EMPLOYMENT STATUS .....	16
FLEXIBLE WORK SCHEDULE AND TELECOMMUTING .....	17
JOB ABANDONMENT.....	18
MEAL AND REST PERIODS .....	18
OVERTIME .....	19
PAY PERIOD.....	19
PAYCHECK DEDUCTIONS .....	19
TRAVEL TIME PAY .....	20
USE OF EMPLOYER CREDIT CARDS .....	21
<b>PERFORMANCE, DISCIPLINE, LAYOFF, AND TERMINATION.....</b>	<b>21</b>
OPEN DOOR/CONFLICT RESOLUTION PROCESS .....	21
OUTSIDE EMPLOYMENT .....	23
POST-EMPLOYMENT REFERENCES.....	24
RESIGNATION POLICY.....	24
STANDARDS OF CONDUCT .....	24
<b>GENERAL POLICIES .....</b>	<b>26</b>
ACCESS TO PERSONNEL AND MEDICAL RECORDS FILES.....	26
AUTHORIZATION FOR USE OF PERSONAL VEHICLE.....	26
BUSINESS EXPENSES.....	26
COMPUTER SECURITY AND COPYING OF SOFTWARE.....	27
EMPLOYER PROVIDED CELL PHONES/MOBILE DEVICES.....	28
EMPLOYER SPONSORED SOCIAL EVENTS.....	28
NON-SOLICITATION/NON-DISTRIBUTION POLICY .....	28
<b>PERFORMANCE APPRAISAL &amp; SALARY ADMINISTRATION.....</b>	<b>29</b>
PERSONAL APPEARANCE .....	30
PERSONAL CELL PHONE/MOBILE DEVICE USE.....	31
PERSONAL DATA CHANGES.....	31
SECURITY.....	31
SOCIAL MEDIA .....	32

THIRD PARTY DISCLOSURES.....	33
TRAVEL POLICY .....	34
USE OF AGENCY TECHNOLOGY.....	35
USE OF EMPLOYER VEHICLES .....	36
WORKPLACE PRIVACY AND RIGHT TO INSPECT .....	37
<b>SAFETY, SECURITY &amp; EMERGENCY MANAGEMENT .....</b>	<b>37</b>
BUSINESS CLOSURE AND EMERGENCIES.....	38
DRUG AND ALCOHOL POLICY .....	40
WORKPLACE VIOLENCE .....	46
<b>BENEFITS .....</b>	<b>47</b>
BEREAVEMENT LEAVE.....	47
CONFIDENTIALITY AND NONDISCLOSURE OF TRADE SECRETS .....	48
CUSTOMER, CLIENT, AND VISITOR RELATIONS.....	48
HOLIDAYS.....	48
HOLIDAYS NOT SCHEDULED BY NET RMA .....	49
INSURANCE PROGRAMS .....	49
JURY DUTY LEAVE.....	50
MILITARY LEAVE .....	50
PAID TIME OFF (PTO).....	51
PERSONAL LEAVE OF ABSENCE .....	52
PROFESSIONAL DEVELOPMENT .....	53
PUBLIC PENSION PLAN .....	56
REGULAR FULL-TIME PERSONNEL .....	56
REGULAR PART-TIME PERSONNEL .....	56
TEMPORARY PERSONNEL.....	56
VOTING LEAVE .....	56
WITNESS LEAVE.....	57
WORKERS' COMPENSATION INSURANCE.....	57
<b>ACKNOWLEDGMENT OF RECEIPT AND REVIEW .....</b>	<b>59</b>

# **Welcome**

## **Welcome to the Northeast Texas Regional Mobility Authority (NET RMA)!**

We are happy that you are here! We hope that your employment with us will be rewarding and challenging. We take pride in our employees and in the services we provide our customers.

The Agency (NET RMA) complies with all federal and state employment laws, and this handbook generally reflects those laws. The Agency also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook.

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

If you have questions about your employment or any provisions in this handbook, contact the Director of Communications and Administration.

We wish you success in your employment here at NET RMA!

Thanks for being an important member of the team!

**Glenn H. Green, PE**  
Executive Director

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# **Core Policies**

## **Employment At-Will**

Your employment with NET RMA is on an "at-will" basis. This means that both the employee and the Agency have a voluntary employment relationship which exists for no certain period of time, and which may be terminated at will by either party with or without notice and with or without cause.

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

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

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

## **Introduction**

### **About the Agency**

The NET RMA, established in 2004, is an independent government agency created to accelerate the development of transportation projects in Northeast Texas. The NET RMA is governed by a 21-member board of directors that represent each of the member counties: Bowie, Camp, Cass, Cherokee, Gregg, Harrison, Kaufman, Panola, Rusk, Smith, Titus, Upshur, Wood, and Van Zandt.

### **Mission**

The mission of the NET RMA, in cooperation with its regional partners, is to provide solutions to expedite transportation and mobility projects that will improve the quality of life, enhance the regional economy, and assure efficient mobility in the East Texas Region.

### **Vision**

To deliver a high-quality, time-efficient, and enjoyable travel experience while providing exceptional customer service on and off NET RMA facilities in East Texas.

## **Handbook Guidelines**

This handbook is intended to outline basic Agency policies, practices, and procedures. The policies apply on an Agency-wide basis and supersedes and replaces all prior policies and procedures.

The Handbook contains general statements of Agency policy and provides general guidelines for procedures, conduct and performance. Since no set of policies can anticipate every possible circumstance or situation that may arise in the workplace, any interpretation or application of a policy, or any decision to deviate from a policy, will be made at the sole discretion and judgment of management, in consultation with the Executive Director.

## **Ethics Code**

NET RMA conducts business honestly and ethically at all times and in whatever actions we take. We strive to improve the quality of our services and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to the Agency.

We expect that directors and employees will not knowingly misrepresent the Agency and will not speak on behalf of the Agency unless specifically authorized.

Violation of the Code of Ethics can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

# **Employment Practices**

## **Accommodations for Nursing Mothers**

NET RMA will provide nursing mothers reasonable break time to express milk for their infant child(ren) for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from co-workers and the public.

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

Break time should, if possible, be taken concurrently with any other break time already provided. You must make reasonable efforts to not disrupt Agency operations.

You are encouraged to discuss the length and frequency of these breaks with your manager.

## **Code of Conduct**

### **Criminal Charges/Convictions**

The NET RMA must protect its reputation, credibility, and image. Therefore, it is important that each employee also protect his/her professional reputation and credibility in the community.

The Agency will perform background checks on all candidates after the job offer has been accepted and before the first day of employment. Negative background checks will be reviewed by Human Resources in consultation with the Executive Director and a candidate may be disqualified from employment if it is determined that justification for such disqualification exists.

If an employee has been charged with a felony or serious misdemeanor, or if an employee is convicted of a felony or serious misdemeanor (defined to include all misdemeanors other than traffic violations), the employee is required to immediately inform his/her manager. Failure to do so will lead to corrective action, up to and including termination of employment.

Employees who hold licenses or certifications that are required for their jobs must maintain active, current certification and/or licensure. If an employee's certification and/or license is suspended or revoked because of a pending legal charge(s) or conviction(s), or if an employee is being investigated for possible suspension or revocation of a required certification and/or license for any reason, then the employee is required to inform his/her manager immediately. Failure to do so will lead to corrective action, up to and including termination of employment.

Regardless of whether the employee holds any certification or license, if a situation arises in which an employee is charged with or convicted of a felony or serious misdemeanor, then the Agency's management will carefully consider the circumstances and facts of the situation, and will, in its sole discretion and judgment, decide on an appropriate course of action. Such courses of action may include but are not limited to:

- Suspension (with or without pay, depending on the circumstances).
- Termination of employment; or
- Other action as deemed appropriate by management

### **Employee Acts**

The Agency's insurance policies do not relieve an employee from personal and civil liability, criminal prosecution, and/or termination of employment if he/she commits a dishonest act. Discovery of a fraudulent act related to a person's employment or job responsibilities—whether such an act was committed on or off the job—may result in corrective action, up to and including termination of employment.

If an employee has a concern about the legitimacy or appropriateness of any employee act, he/she should promptly discuss the matter with his/her manager or with the Human Resources Representative.

### Agency Records

Successful management of the NET RMA requires the use of Agency business records, reports, and related documents. These records are of critical importance in meeting financial, customer and other business obligations. Therefore, Agency records must always be prepared accurately, reliably, and honestly.

Given the need for accurate and honest records, any false or misleading report or record, (including but not limited to financial documents; resumes; employment applications; contracts; membership reports and other customer-related reports; and timekeeping reports) will be taken very seriously and may lead to corrective action, up to and including termination of employment. Employees who become aware of any suspected falsification of Agency records must immediately report the concern to a manager, the Director of Communications and Administration or the Executive Director, who shall respond to the evidence by taking appropriate remedial action.

Employees must maintain all Agency records for at least the minimum amount of time prescribed by the records retention schedules applicable to local government entities adopted by the Texas State Library and Archives Commission. In the event that litigation is filed against the NET RMA or is reasonably anticipated to be filed, the Agency's Executive Director may determine that it is necessary to implement a litigation hold in order to ensure the preservation of all records related to the lawsuit. Employees must refrain from destroying any records that are the subject of a litigation hold. Additionally, Employees must comply with all records retention policies adopted by the Agency.

Members of the public may make written requests for records maintained by the NET RMA. In the event that an Employee receives a written request for information, the Employee must notify the Director of Communications and Administration immediately so that the Agency may respond to the request within the time frame prescribed by the Texas Public Information Act. Employees must refrain from destroying any records that are subject of a pending public information request.

### Gifts and Honoraria

Employees must not solicit or accept gifts, loans, other compensation, unusual favor, or hospitality which could ~~inure~~ or even have the appearance of influencing them in the performance of their duties.

Employees are permitted to accept a business meal, as well as nominal items which are customary in business relationships, provided that such items do not exceed \$100 in value. Gifts received over \$100 should be reported to the employee's manager or supervisor and the employee may be required to return the item if it is deemed a potential conflict.

Similarly, employees must not give gifts, loans, other compensation, unusual favor or hospitality to customers, prospective customers, vendors, or suppliers, with the exception of certain approved promotional items such as coffee mugs or t-shirts with The NET RMA logo that may be authorized by Agency management occasionally.

If in doubt about the appropriateness of any gift, hospitality or honorarium, a full disclosure of the facts should be made to the NET RMA's Executive Director before accepting/making such an offer.

### Sabotage/Espionage

Sabotage is defined for purposes of this policy as any employee act or failure to act which is willful and/or negligent and which has the effect of materially destroying, damaging, disrupting, or interfering with Agency operations, equipment, tools, or systems.

Espionage is defined for purposes of this policy as any employee act which is willful and/or negligent and which has the effect of providing to an unauthorized third party (usually but not always a competitor) any of the Agency's confidential and proprietary information, trade secrets, or its customers' or employees' financial or personal information and/or records.

Employees have a duty to protect the NET RMA's confidential and proprietary information from unauthorized disclosure and release to third parties. Because of the potential for great harm to the Agency and its customers, it will not tolerate sabotage or espionage of any kind.

Allegations of sabotage and/or espionage will be taken seriously and investigated fully. If an investigation reveals employee sabotage or espionage, the Agency will take aggressive steps, including but not limited to corrective action and termination of employment, criminal prosecution, and civil claims.

### **Conflicts of Interest**

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

### **Employment Authorization Verification**

New hires will be required to complete a federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with NET RMA.

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

## **Employment of Relatives and Friends**

We will not employ friends or relatives in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at NET RMA. It is your obligation to inform the Agency of any such potential conflict so the Agency can determine how best to respond to the particular situation.

## **Equal Employment Opportunity & Non-Harassment Policy**

### **Equal Opportunity Statement**

NET RMA is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race, religion, color, national origin, gender, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information, marital status, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws. The Agency is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

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

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your manager or any other designated member of management.

### **Policy Against Workplace Harassment**

NET RMA has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's age (40 and older), race, religion, color, national origin, gender, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information, marital status, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

### **Sexual Harassment**

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's

employment; (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

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

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

#### Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's age (40 and older), race, religion, color, national origin, gender, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information, marital status, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws.

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

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories.
- Written or graphic material that insults, stereotypes, or shows aversion or hostility towards an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

#### Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify Director of Communications and Administration or any member of management.

The Agency prohibits retaliation against employees who, based on a reasonable belief,

provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

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

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

### **Hiring / Promotion Practices**

The NET RMA is an equal opportunity employer. This means that decisions regarding the hiring, promotion and compensation of candidates and employees will be made without regard to race, color, religion, national origin, gender (including pregnancy), sexual orientation, age, disability, or any other status protected by law.

Management will make decisions regarding the hiring, promotion and compensation of a candidate and employee solely upon the basis of the individual's work record, performance history and qualifications for the job for which he/she is being considered.

With respect to vacancies and promotional opportunities, the Agency will generally first consider interested and qualified internal candidates.

In order to ensure that qualified candidates are selected for all positions, the Agency will utilize any and all available resources, as it deems appropriate.

Vacancies will be communicated via the NET RMA website ([www.netrma.org](http://www.netrma.org)). Applications/resumes received from employees in response to internally posted jobs will be retained until the position is filled. Applications/resumes received from candidates in response to externally posted vacancies will be retained for three (3) months from the date of posting.

### **New Hires and Introductory Periods**

The first 90 days worked of your employment is considered an introductory period. During this period, you will become familiar with NET RMA and your job responsibilities, and we will have the opportunity to observe the quality and value of your performance. Your introductory period with the Agency can be shortened or lengthened as deemed appropriate by management. Performance appraisals are not required during the introductory period.

Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

## Religious Accommodation

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

If you require a religious accommodation, speak with your manager or the Director of Communications and Administration.

## Wage and Hour Policies

### Attendance

Your attendance is very important to the success of the Agency. We expect employees to report to work on time and work the entire schedule with the mental and physical ability to perform the essential functions of the job. However, the Agency realizes that certain personal matters may occur on occasion that prevent you from fulfilling this requirement.

This policy addresses absences in excess of Paid Time Off. Employees are expected to report to work as scheduled, on time and be prepared to start work and remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided whenever possible. The purpose of this policy is to promote the efficient operation of the Agency and minimize unscheduled absences.

If you are unable to report for work because of illness or for any other reason, please call your supervisor as soon as possible before **your scheduled work time** unless there are extenuating circumstances. Explain the reason for the absence and tell him/her when you expect to return to work. If you are unable to return to work on the expected day, you must call your supervisor in advance to inform him/her of the status of your return. It is your responsibility to contact your supervisor. If you delegate this to another person and they do not notify the Agency according to Agency policy, your absence will be considered as a No Call / No Show.

### Absence Recordkeeping

It is the employees' responsibility to accurately record time off in the electronic timekeeping system each time she/he does not work their full schedule. Paid Time Off needs to be approved in advance except under conditions not within the control of the employee.

### Chronic Absences

If you are chronically absent from work, you will be counseled about your absences. If the problem continues, you will be subject to disciplinary action up to and including termination

of your employment.

### No Call/No Show

Any employee who fails to report to work without notification to his or her supervisor for a period of three consecutive days or more will be considered to have voluntarily resigned from the company and their employment may be terminated immediately. Any employee who fails to call or show up for work twice in any 12-month rolling period will be subject to discipline up to and including probable termination.

### Unexcused Absence Management

Once earned Paid Time Off is exhausted, any absence, with the exception of those reasons listed below will be considered "unexcused" time.

### Exceptions

Absences for any of the following reasons will not count against an employee's attendance record.

- Paid Time Off
- Jury duty
- Military duty
- Work-related occupational illness or injury
- Subpoenaed as a witness when not a party to the action
- Time off to vote

Progressive disciplinary action will be administered according to the guidelines below:

### Definitions and Expectations

Employees with unexcused absences in a rolling 12-month period will be subject to the following corrective action:

- 1st Occurrence – Verbal Warning
- 2nd Occurrence – Written Warning
- 3rd Occurrence – Possible Termination

Corrective action for absenteeism will remain on the employees' records for a rolling twelve (12) month period and any further discipline for attendance will be based upon the next step in the progressive disciplinary process.

### **Direct Deposit**

NET RMA requires all employees to enroll in direct deposit. You can make changes to your bank account information at any time directly through the Agency portal. You may view your paycheck details on paydays by accessing the online portal.

## **Employment Classification**

Each employee of the NET RMA will be classified according to the Wage and Hour provisions of the Fair Labor Standards Act (FLSA), which specifies that certain jobs are exempt from mandatory overtime payments.

Employees are reminded that exemption status is defined by the nature, type and scope of duties involved in the job, not by job title or by the individual.

The exemption status of each employee will be communicated to him/her at the time of hire, transfer and/or promotion.

### **Exempt Personnel**

If you are classified as exempt at the time of your hiring, you are not eligible for overtime pay as otherwise required by federal, state, or local laws. If you have a question regarding whether you are exempt or nonexempt, contact your manager for clarification.

### **Nonexempt Personnel**

If you are classified as nonexempt at the time of your hiring, you will be eligible for your base rate of pay and overtime pay for all hours worked over 40 hours in a workweek in accordance with federal, state, and local laws. If you have a question regarding whether you are exempt or nonexempt, contact your manager for clarification.

## **Employment Status**

The Agency defines employment status and classification for purposes of benefits administration, pay administration and compliance with the Fair Labor Standards Act (FLSA).

Employment status will be communicated at the time of hire or assignment. Status will be determined according to the following definitions:

### **Full-time regular employee**

A full-time regular employee is an employee who is regularly scheduled to work at least 30 hours per work week for an indefinite period of time. For purposes of benefits eligibility, a full-time employee must be regularly scheduled to work a minimum of 30 hours per workweek.

### **Part-time regular employee**

A part-time regular employee is an employee who: (1) is hired to work for an indefinite period of time; and (2) is scheduled to work less than 30 hours per work week on a regularly scheduled basis.

Part-time regular employees are not eligible for Agency benefits, other than Worker's Compensation Insurance.

### Intern

An intern is an employee who generally: (1) is hired to work for a defined period of time, usually coinciding with the college semester; and (2) may work from 10-40 hours per work week, depending on business needs, the intern's college schedule, and other relevant business factors.

Interns are not eligible for Agency benefits, other than Worker's Compensation Insurance and FICA (Social Security and Medicare tax).

### Temporaries and Independent Contractors

Temporaries are individuals paid on an hourly basis by a temporary services agency, consulting firm, or professional services firm, and are referred to the NET RMA to complete a specific task within a defined time period.

Independent contractors / consultants are individuals who possess specialized expertise and are retained by the Agency to complete a specific project within a defined time period.

Neither a temporary nor an independent contractor is considered an employee of The NET RMA. Because temporaries and independent contractors are not employees, they are not eligible for any Agency benefits.

### **Flexible Work Schedule and Telecommuting**

**Flexible work schedules and telecommuting are a management option, not an employee right.** The business needs of NET RMA take priority and the employee may be required to deviate from the flexible work schedule or telecommuting at any time. Flexible work schedules or telecommuting shall not adversely affect the productivity or performance of a Department or NET RMA. All employees must be working and available during their established workday. All Departments should have in-office representation during standard business hours.

Standard business hours are 8:00 am to 5:00 pm, Monday through Friday. Flexible work schedules and telecommuting require approval by the employee's manager and may be modified or cancelled by the manager or Executive Director with or without notice.

### **Telecommuting Procedures**

Employees may work remotely, including from their personal residence or other locations, when determined to be in the best interest of the NET RMA. Positions eligible for telecommuting are generally those where work performed from a remote location does not diminish the performance, productivity, or work quality. Telecommuting may be prohibited on days when the Board of Directors meet, and other days as determined by management.

The business needs of NET RMA take priority and telecommuters may be called into the office at any time. Employees may attend office meetings by conference call or video call on telecommuting days unless otherwise determined by management.

The home or remote work environment should be safe, quiet, and distraction free with reliable internet and phone service. The employee is responsible for all costs required to support remote telecommuting activities, such as those related to internet and phone. NET RMA issued computer should be used. Telecommuting employees must follow NET RMA computer and internet security policies and guidelines to ensure network and data security.

Telecommuting employees shall adhere to all NET RMA policies and practices when working remotely. Telecommuting requests are evaluated on a case-by-case basis, and the NET RMA neither guarantees nor automatically approves telecommuting requests.

### **Employee, Job, and Work Type Considerations**

Jobs and work generally suitable for telecommuting include but are not limited to telephone intensive tasks, computer-based tasks, and work that requires uninterrupted thought, writing, and analysis. Jobs that may be less suitable for telecommuting have tasks that demand the employee's physical presence, extensive face-to-face contact with your supervisor, other employees, clients, or the public, and security/technology/material preventing the work from being performed at an alternative worksite. Management shall also consider other aspects listed below.

- **Employee Considerations** – employee has good communications, planning, organizing, prioritization, problem solving, and time management skills; history and ability to meet or exceed job performance expectations, and ability to work independently without close supervision.
- **Job / Work Type Considerations** – work that is clearly defined and measurable performed effectively and efficiently; performed independent from others or collaboratively through web conferencing or other means.

Jobs not considered good candidates for telecommuting are those that require daily physical presence such significant one-on-one interaction, maintenance oversight, or as otherwise determined by management.

### **Job Abandonment**

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

### **Meal and Rest Periods**

NET RMA strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. Generally, employees will receive a 30-minute or one-hour unpaid rest/meal break each workday, depending on business and customer service needs.

Non-exempt employees are also reminded that unpaid meal/rest breaks must be spent free of work responsibilities such as paperwork, answering telephones, etc. **Therefore, non-**

**exempt employees should take unpaid breaks away from their general working areas and customer contact areas.**

Check with your Manager regarding procedures and schedules for rest and meal breaks. The Agency requests that employees accurately observe and record meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your manager know; in addition, notify your manager as soon as possible if you were unable to or prohibited from taking a meal or rest period.

## **Overtime**

If you are nonexempt, you may qualify for overtime pay. **All overtime must be approved in advance, in writing, by your manager.**

At certain times NET RMA may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including termination.

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

## **Pay Period**

At NET RMA, the standard pay period is biweekly for all employees. Review your paycheck for accuracy. If you find an issue, report it to your manager immediately. You will be reimbursed in full for any isolated, inadvertent, or improper deductions. If an error is found, you will receive an adjustment, which will be paid no later than your next regular payday.

## **Paycheck Deductions**

NET RMA is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4. You may also authorize certain voluntary deductions from your paycheck. Your deductions will be reflected in your online wage statement. If you have any questions about deductions from your pay, contact the Agency's Controller. You may change your deductions at any time by accessing your profile on the Agency portal.

## **Recording Time**

NET RMA is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that the Agency has complete and accurate time records and that employees are paid for all hours worked, nonexempt employees are required to record all working time and paid time off (PTO) using Agency automated system. Exempt employees are also required to use the automated system to request and record PTO. Speak with your Manager for specific instructions.

Non-exempt hourly employees must accurately record all of your time to ensure you are paid for all hours worked and must follow established Agency procedures for recording your hours worked. Time must be recorded as follows:

- Immediately before starting your shift.
- Immediately after finishing work.
- Immediately before and after any other time away from work.

Notify your manager of any pay discrepancies, unrecorded or mis-recorded work hours, or any involuntarily missed meal or break periods.

Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records, or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination.

### **Travel Time Pay**

Some nonexempt positions within NET RMA require travel. The Agency pays nonexempt employees for travel time in accordance with federal and state law. For purposes of this policy, the regular workday is 8:00 - 5:00 Monday - Friday.

#### **Home to Work Travel**

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

#### **Home to Work on a Special One-Day Assignment in Another City**

If you regularly work at a fixed location in one city and you are given a special one-day assignment in another city, but return home the same day, the time spent in traveling to and returning from the other city is work time, except that the Agency may deduct/not count that time you would normally spend commuting to the regular work site.

#### **Travel That Is All in a Day's Work**

Your time spent in travel as part of your principal activity, such as travel from job site to job site during the workday, is work time and must be counted as hours worked.

#### **Travel Away from Home Community**

Travel that keeps you away from home overnight is travel away from home. Travel away from home is clearly work time when it cuts across your workday. The time is not only hours worked on regular working days during normal working hours but also during corresponding hours on non-working days.

#### **Work Performed While Traveling**

Any work you perform while traveling must be counted as hours worked.

### Calculating and Reporting Travel Time

You are responsible for accurately tracking, calculating, and reporting your travel time.

### **Use of Employer Credit Cards**

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

All sales receipts generated by use of the Agency credit card must be submitted to your manager on a monthly basis. Your Agency credit card may not be used for personal reasons. Use of the Agency credit card is restricted to approved business-related expenses.

Any unauthorized purchases made with a credit card issued by the Agency will be the cardholder's responsibility. You must reimburse any such purchase to the Agency within 3 business days. Immediately report lost or stolen Agency cards to the issuing credit card company and Controller. Failure to follow this policy may result in disciplinary action up to and including termination of employment.

## **Performance, Discipline, Layoff, and Termination**

### **Open Door/Conflict Resolution Process**

NET RMA strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the workplace to the attention of your manager and, if necessary, to Director of Communications and Administration, manager, or Human Resources Representative. To help manage conflict resolution we have instituted the following problem-solving process:

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

### Open Door to Management

If an employee has a concern or question relating to a workplace issue; a management decision; or an Agency policy, procedure, method, or process; then the employee should use the following process:

- Discuss it openly—along with any suggestions he/she may have—with

his/her direct manager.

- If the employee has brought an issue to the attention of his/her direct manager but does not feel that an appropriate resolution has been reached, **OR** if the employee is uncomfortable discussing the matter with his/her manager, **THEN** The employee is encouraged to discuss it openly with another manager, Director of Communications and Administration, or Human Resources Representative.
- If the employee has brought an issue to the attention of his/her manager, another manager, Director of Communications and Administration, and/or Human Resources Manager but still does not feel that an appropriate resolution has been reached, then the employee is encouraged to discuss it openly with the Executive Director.
- It is inappropriate for an employee to bring an issue to anyone else associated with the Agency after discussing it with the Executive Director.

### Problem-Solving

If an employee experiences a problem, disagreement, or conflict with a co-worker, both parties are encouraged to work out the matter directly with one another, using the following guidelines.

- Ensure that both parties have “cooled off” before approaching one another. Engaging in a ~~conf~~ when angry usually doesn't produce good results.
- Treat one another with respect and courtesy.
- Allow each person to state his/her position and perspective and ideas, without interruption.
- Listen respectfully to and consider the other person's position and perspective.
- Explore possible solutions, considering the perspective of each person. Include the possibility of compromise. Consider asking a third-party employee to confidentially assist by offering his/her perspective or ideas.
- Make an agreement with one another on how to proceed.
- Follow up to see how the solution is working.

If, after using these guidelines, the employees are unable to resolve a conflict, then one or both of ~~the~~ employee(s) should bring the matter to the attention of the manager. At this point, both employees should be prepared for the manager to:

- Ask each employee to explain what steps or action he/she has taken in an attempt to resolve ~~the~~ conflict; and
- Facilitate the same process as outlined above, in order to guide the parties as they resolve the conflict and/or decide on a solution.

Because positive work relations and teamwork are critical to the success of the Agency, any employee who consistently fails to use the problem-solving guidelines (as outlined in this policy) in a good-faith effort to resolve workplace problems or interpersonal conflicts may be subject to corrective action, up to and including termination of employment.

If a reasonable effort has been made to resolve the problem, the employee should follow the chain-of-command and take up his/her concerns with higher management. If all remedies fail to resolve the issue, the Executive Director will make the final decision regarding a proper resolution to the issue.

### Feedback

The NET RMA believes that feedback—both positive and constructive—can be a powerful development tool for employees and managers. Therefore, we encourage employees at all levels in the Agency to offer sincere and appropriate feedback.

Employees are reminded that constructive feedback should be shared with another employee only in a confidential, respectful manner.

### Additional Information

Please note that while good communication and problem-solving processes should be used to address workplace problems between employees, it is not intended to address situations in which illegal or unethical activity or a breach of fiduciary duty is suspected, or where there may be imminent harm to persons or property. If an employee suspects any of these activities, he/she should immediately report the matter to the Executive Director. If the Executive Director becomes aware of a suspected legal or ethical violation or breach of fiduciary duty, he/she shall report evidence of the breach or violation to the Chair of the Personnel Committee and Legal Counsel.

The Executive Director shall respond to evidence of any suspected violation or breach by taking appropriate action, including adopting, or enforcing appropriate remedial measures or sanctions. If, in the judgment of the Executive Director or the employee reporting the suspected violation or breach, the Executive Director fails to respond appropriately to a suspected violation or breach, or if the suspected violation or breach involves the Executive Director, the Executive Director or employee shall report the matter to the Chair of the Personnel Committee.

Retaliation against an employee who reports a suspected legal or ethical violation or breach of fiduciary duty will not be tolerated.

Likewise, this policy is not intended to address illegal workplace discrimination and harassment. If an employee feels that he/she has been or is being subjected to unlawful discrimination or harassment of any kind, he/she should immediately report the matter to any manager, Human Resources Representative, or the Executive Director.

### **Outside Employment**

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at NET RMA is prohibited. The Agency recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform

your duties or in any way create a conflict of interest. Any outside employment should be reported to your manager. Failure to adhere to this policy may result in discipline up to and including termination.

### **Post-Employment References**

NET RMA policy is to confirm dates of employment and job title only. With written authorization, the Agency will confirm compensation. Forward any requests for employment verification to the Director of Communications and Administration.

### **Resignation Policy**

NET RMA hopes that your employment with the Agency will be a mutually rewarding experience; however, the Agency acknowledges that varying circumstances can cause you to resign employment. The Agency intends to handle any resignation in a professional manner with minimal disruption to the workplace.

#### *Notice*

The Agency requests that you provide a minimum of two weeks' notice of your resignation. Provide a written resignation letter to your manager. If you provide less notice than requested, the Agency may deem you to be ineligible for rehire, depending on the circumstances of the notice given.

The Agency reserves the right to accept your resignation immediately with no further compensation in situations where job or business needs warrant.

#### *Final Pay*

The Agency will pay separated employees in accordance with applicable laws and other sections of this handbook.

If your address changes during the calendar year in which resignation occurs, enter your new information in the Agency portal to ensure tax information is sent to the correct address.

#### *Return of Property*

Return all Agency property at the time of separation, including electronic equipment, credit cards, key cards, gas card, vehicle and vehicle keys, tools, etc. Failure to return some items may result in deductions from your final paycheck.

### **Standards of Conduct**

NET RMA has created a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, customers, and vendors and the public. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow the Agency's rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in

discipline, up to and including immediate termination of employment. This policy is not intended to, nor does it, limit the Agency's right to discipline or terminate employees for any reason permitted by law.

Examples of inappropriate conduct include:

- Being under the influence of alcohol during working hours on Agency property (including in Agency vehicles), or on Agency business.
- Chronic or excessive tardiness or absences.
- Unprofessional conduct that reflects negatively on the Agency.
- Disclosure of Agency trade secrets and proprietary and confidential commercially sensitive information i.e., financial or sales records/reports, marketing or business strategies/plans, customer lists, etc. of the Agency or its customers, contractors, suppliers, or vendors.
- Engaging in outside employment that interferes with your ability to perform your job.
- Failure to dress according to policy.
- Fighting with, or harassment of any fellow employee, vendor, consultant, or customer.
- Gambling on Agency premises.
- Inaccurate reporting of the hours worked by you or any other employee.
- Lending keys or keycards to Agency property to unauthorized persons.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Possession of potentially hazardous or dangerous property (where not permitted) such as weapons, chemicals, etc., without prior authorization.
- Posting negative or false information on social media sites that damage, or have the potential to damage, the Agency's reputation.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Agency or in the preparation of any employment-related documents including, but not limited to, job applications, resume, personnel files, employment review documents, Agency communications, or expense records.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Sleeping while on company time.
- Smoking in non-designated areas.
- Solicitation of fellow employees on Agency premises during working hours.
- Taking or destroying Agency property.
- Use of obscene or harassing language in the workplace.
- Violation of the policies and procedures set forth in this handbook.
- Working unauthorized overtime.

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

# General Policies

## Access to Personnel and Medical Records Files

NET RMA maintains separate medical records files and personnel files for all employees. Files containing medical records are stored separate and apart from any business-related records in a safe, locked, inaccessible location. The medical file is the repository for sensitive and confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage. Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. If you wish to review your personnel or medical records file, you must give the Agency reasonable notice. Inspection must occur in the presence of the Director of Communications and Administration.

All requests by an outside party for information contained in your personnel file will be directed to the Director of Communications and Administration department, which is the only department authorized to give out such information.

## Authorization for Use of Personal Vehicle

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. NET RMA will run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to the Agency.

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while:

- Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or
- Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

## Business Expenses

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

Approved business expenses are the reasonable and necessary expenses incurred by employees to achieve legitimate business purposes that are not covered by normal Agency procurement processes.

### Business Meetings (Employer-Sponsored Events and Meetings)

The Agency pays for expenses necessary to achieve a valid business purpose when meetings are held with customers, vendors, or other Agency employees. The most senior Agency individual present is to pay for and report all expenses.

The Agency will make every effort to have a direct-billed account set up for Agency and large group events. However, if you are at a small meeting or staying by yourself at a hotel, pay individually and submit for reimbursement accordingly.

### Entertainment

The Agency typically pays for entertainment expenses only when they clearly benefit the Agency and include customers and are promotional in nature.

### Technical and Training Seminars

The Agency pays for expenses associated with attendance at classes and seminars that enhance job-related skills. Prior approval must be obtained by your manager.

### Gifts

You may present gifts only under exceptional circumstances and with prior approval of the Executive Director or his/her designee. The Agency typically does not allow gifts valued over \$100 unless the gift is a consumable item to be shared by the entity's staff.

### Reporting

Report approved expenses on the standard expense report form and include a description of the expense, its business purpose, date, place, and the names of the participants.

## **Computer Security and Copying of Software**

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

All software acquired for or on behalf of the Agency or developed by Agency employees or contract personnel on behalf of the Agency, is and will be deemed Agency property. It is the policy of the Agency to respect all computer software rights and to adhere to the terms of all software licenses to which the Agency is a party. The Director of Communications and Administration is responsible for enforcing these guidelines.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the Agency to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain the Director of Communications and Administration's approval. All software acquired by the Agency must be purchased through the approved process.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, customers, and others. You may use software on local area networks or on

multiple machines only in accordance with applicable license agreements entered into by the Agency.

### **Employer Provided Cell Phones/Mobile Devices**

NET RMA may issue certain employees an Agency cell phone/mobile device for work-related communications and/or operations. If you drive a vehicle during your employment, you may not use any cell phone/mobile device or other communication device while driving unless the device is equipped or configured with a "hands-free" listening/speaking option, and you in fact utilize the hands-free device.

The Agency owns and remains entitled to all cell phone/mobile devices issued to employees, including all passwords controlling access to them. At the time of employment termination, all such equipment and passwords must be returned to the Agency in operable condition.

Violation of this policy may result in discipline, up to and including termination of employment.

### **Employer Sponsored Social Events**

NET RMA may hold periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a manager prior to the event.

Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive. Instead, please call a taxi or appoint a designated driver.

### **Non-solicitation/Non-distribution Policy**

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

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

To avoid inappropriate litter, clutter, and safety risks, you may not distribute literature or other items that are not work related in working areas at any time. Working areas do not include break/rest areas, lunchrooms, or parking lots. Electronic distribution of materials is prohibited during work time. Literature that violates the Agency's equal employment

opportunity (EEO) and non-harassment policies (including threats of violence), or is knowingly and recklessly false, is never permitted. Non-employees are not permitted to distribute materials on Agency premises at any time.

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

Violations of this policy should be reported to your manager or Human Resources Representative.

## **PERFORMANCE APPRAISAL & SALARY ADMINISTRATION**

### **Policy**

The NET RMA strives to regularly evaluate the job performance of each employee. Salary increases are generally provided on an annual basis if approved by the Board of Directors and will be given based on the merit of each individual and their contributions to the success of the Agency.

### **Procedures**

Performance management and appraisal is a formal system for aligning employee objectives with the Agency's goals, managing employee performance on an ongoing basis, and evaluating and developing an individual employees' skills, knowledge, and behaviors that support those objectives.

The NET RMA's performance management and appraisal system defines specific, measurable performance objectives for each job in the Agency. Employees are then evaluated against the objectives associated with their particular jobs.

The NET RMA's performance management and appraisal system has the following goals:

- To provide employees with a clear understanding of their performance objectives and how the objectives contribute to the Agency's business plans.
- To strive to conduct performance reviews and evaluations on a regular basis.
- To facilitate ongoing and candid feedback among employees and managers.
- To encourage and support employees in their efforts to continually improve and develop.

Employees may respond, in writing, to their written performance appraisal, at the time the performance appraisal is conducted, or within 30 (thirty) days thereafter. The employee's written response and comments will be added to his/her personnel file.

## **Personal Appearance**

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

Professional dress may be defined differently depending on many work-related factors. In addition, many positions at the Agency require the wearing of Agency-issued shirts. For this reason, employees should consult with their manager to learn the dress guidelines specific to their job.

### *Grooming*

No visible tattoos and facial or visible body piercing of any kind (other than piercing for earrings in the ear lobe) are prohibited in jobs that interact with members of the public, including customers. Hair must be of a natural color and natural status.

### *Prohibited Items*

Some items are not appropriate for the work environment in any circumstances. These include but are not limited to:

- Excessively soiled, worn, frayed, wrinkled, or faded clothing, clothing with obvious rips or holes.
- Excessively tight-fitting clothing; excessively short, sheer, low-cut, or other revealing clothing.
- Any clothing or accessories with slogans, photos or drawings which are obscene, defamatory, offensive, or inappropriate in a professional setting.
- Sweatpants, pajamas, sweatshirts, muscle shirts, mesh shirts, and track/athletic/jogging suits.
- Shirts with cut-off sleeves, visible midriff or open back, such as tank tops, halter tops, tubetops, etc.
- Visible under-garments.
- House slippers, flip-flops or running shoes.
- Pants with rips, holes, or tears.
- Any hairstyle, footwear, clothing, jewelry, or matter of personal grooming that is deemed to present a safety risk.

There may be times when more formal business attire will be appropriate, as when meeting with customers, applicants, or vendors, or attending formal business meetings such as Board meetings. Anyone traveling on Agency business should dress appropriately for that occasion.

An employee who does not comply with this policy may be asked to leave the workplace (with or without pay, depending on the circumstances) and return when

he/she is appropriately attired/groomed. Non-compliance may also lead to corrective action, up to and including termination of employment.

If an employee is unsure about what is considered appropriate professional attire at the NET RMA, he/she is advised to ask for guidance from his/her manager.

The Agency, in accordance with applicable law, will reasonably accommodate employees with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on the Agency. Contact the Director of Communications and Administration to request a reasonable accommodation.

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

### **Personal Cell Phone/Mobile Device Use**

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

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during non-working time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of non-working time, use of such devices should be minimal and limited to emergency use only.

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

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

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

### **Personal Data Changes**

It is your obligation to provide NET RMA with your current contact information. Inform the Agency of any changes to your marital or tax withholding status, emergency contacts, bank account for payroll deposits or mailing address. To make changes to this information, you may access the Agency portal and update your personal profile.

### **Security**

All employees are responsible for helping to make NET RMA a secure work environment. Upon leaving work, lock all desk and file drawers to protect valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your

manager immediately. Refrain from discussing specifics regarding Agency security systems, alarms, passwords, etc. with those outside of the Agency.

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

## **Social Media**

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

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

### **Guidelines**

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

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

### **Know and Follow the Rules**

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

### **Be Respectful**

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

### Maintain Accuracy and Confidentiality

When posting information:

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

### Using social media at Work

Do not use social media while on your work time, including listening to podcasts, unless it is work related as authorized by your manager or consistent with policies established by the Agency.

### Media Contacts

If you are not authorized to speak on behalf of the Agency, do not speak to the media on behalf of the Agency. Direct all media inquiries for official Agency responses to the Director of Communications and Administration or the Executive Director.

### Retaliation and Your Rights

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

Nothing in this policy is designed to interfere with, restrain, or prevent employees from communications regarding wages, hours, or other terms and conditions of employment, or to restrain employees in exercising any other right protected by law. All employees have the right to engage in or refrain from such activities.

### **Third Party Disclosures**

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

If you receive such a contact, do not speak on behalf of the Agency and instead, refer any call requesting the position of the Agency to the Director of Communications and

Administration. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the Director of Communications and Administration.

## **Travel Policy**

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

Travel expenses are the reasonable and necessary expenses incurred by employees when traveling on approved NET RMA business trips. Travel is limited to business activities for which other means of communication is inadequate and for which prior approval from your manager has been received.

### **Travel Expenses**

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

- Airline tickets.
- Meals and lodging.
- Car rental, bus, taxi, car service, parking.
- Telephone and fax.
- Laundry and dry cleaning (trips exceeding one week only, unless emergency).
- Business supplies and services.
- Associated gratuities.
- Other expenses necessary to achieve the business purposes.

### **Family Members**

The Agency will not pay the travel expenses of spouses or other family members. The agency may pay the travel expenses for spouses of Board Members when a board member travels on Agency Business in circumstances approved by the Chairman of the Board.

### **Air Travel**

Use economy or tourist class fares when traveling on Agency business unless the flight time is international or six (6) or more hours in the air. In that case, you may elect to use Business Class accommodations.

Frequent flyer or other types of rewards programs utilized with company cards are the property of the employee and may be used at their sole discretion.

### **Hotels**

Neither in-room movies nor refreshment bars are approved Agency expenses.

### **Insurance**

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

### *Rental Cars and For-Hire Transportation*

You are to use rental firms with reliable transportation and competitive rates. If you choose not to use a rental car, you may use Uber, Lyft or a similar service and be reimbursed.

### *Personal Vehicles*

When using your own vehicle for business purposes, you must have a current driver's license, maintain insurance coverage as required by law and may not have more than 3 points on your driving record. Travel between your home and primary office is not considered to be business travel. You will be reimbursed for vehicle use at the standard IRS mileage rate.

### *Reporting*

Report approved expenses and include a description of the expense, its business purpose, date, place, and the participants.

### *Travel Reservations*

Airline travel, rental cars, and hotels should be booked through online travel websites.

## **Use of Agency Technology**

This policy is intended to provide NET RMA employees with the guidelines associated with the use of the Agency information technology (IT) resources and communications systems. This policy governs the use of all IT resources and communications systems owned by or available at the Agency, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- Email systems and accounts.
- Internet and intranet access.
- Telephones and voicemail systems, including mobile phones.
- Printers, photocopiers, and scanners.
- E-fax systems and modems.
- All other associated computer, network, and communications systems, hardware, peripherals, and software, including access key cards, key fobs, and other devices.

### *General Provisions*

All content maintained in Agency IT resources and communications systems are the property of the Agency. Therefore, employees should have no expectation of privacy in any message, file, data, document, fax, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on Agency electronic information and communications systems.

The Agency reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over Agency IT resources and communications systems in

accordance with applicable law. Any individual who is given access to the system is hereby given notice that the Agency may exercise this right periodically, without prior notice and without prior consent.

The interests of the Agency in monitoring and intercepting data include, but are not limited to: protection of Agency trade secrets, proprietary information, and similar confidential information (i.e. salaries, business strategies/plans, customer information, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or expectation of privacy regarding the receipt, transmission, or storage of data on Agency IT resources and communications systems.

Do not use Agency IT resources and communications systems for any matter that you would like to be kept private or confidential.

### Violations

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

### **Use of Employer Vehicles**

Agency vehicles are to be used for NET RMA business only. An exception is when going to and from work, occasional stops are acceptable.

If you drive an Agency vehicle, all infractions or violations while driving the vehicle and all restrictions, suspensions, or revocations against your driver's license must be immediately reported to your manager. You will be responsible for paying traffic violation fines.

When an Agency vehicle cannot be operated, is unsafe for use, or has been damaged, notify your manager immediately.

As the driver of an Agency vehicle, you are responsible for the vehicle while in your charge and must not permit unauthorized persons to drive it. Non-employee passengers, excluding consultants, vendors, board members and public officials, are not allowed at any time. You are also responsible for the daily housekeeping of the vehicle inside and out; it is to remain clean and uncluttered.

You may not operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment. You may not operate a motor vehicle while texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

Multiple driving moving violations may result in suspension of rights to drive an Agency vehicle or drive a personal vehicle on Agency business. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, you may be terminated.

## **Workplace Privacy and Right to Inspect**

NET RMA property, including but not limited to phones, computers, tablets, desks, workplace areas, vehicles, or machinery, remains under the control of the Agency and is subject to inspection at any time, without notice to any employees, and without their presence.

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

## **Safety, Security & Emergency Management**

### **Policy**

The NET RMA is committed to the safety, health, and security of all employees in the workplace, and of all customers, including injury/accident prevention and security. The Agency complies with all regulations and rules of the Occupational Health and Safety Administration (OSHA) and other relevant government agencies. Maintaining a safe work environment, however, requires the continuous cooperation and effort of all employees.

Employees must immediately report any suspected unsafe conditions and all injuries that occur on the job. Employees will not be asked to perform any task which may present a health, safety, or security risk. However, if an employee feels that a task may be dangerous, or if an employee is unsure of the safe way to perform a task, the employee should consult his/her manager.

As a condition of initial and continuing employment, each employee agrees to abide by the safety regulations and procedures in this policy.

### **Agency Security**

The NET RMA's security program was developed to ensure the protection of customers and their information, Agency assets, employees, and visitors. Confidentiality and security are the main tenets of this program, and each has a significant impact in the planning of facilities and service operations.

Physical and electronic security measures are in place to control and monitor access to the Agency's premises. This includes but is not limited to electronic access controls.

For security reasons, persons other than employees, consultants and vendors are not allowed on the premises without permission of a manager or the Executive Director.

All employees serve an important role in ensuring effective security. If an employee notices any suspicious person or stranger on Agency premises, he/she should immediately notify the Executive Director or his/her designee. Similarly, violations of this policy or concerns about this policy should be reported immediately to a manager or to the Executive Director.

### ***Workplace Safety Responsibilities***

All employees have the following workplace safety responsibilities:

- To read and abide by all Agency safety policies and procedures.
- To perform job duties in a safe manner, using safe practices.
- To report any accidents to a manager, and to seek first aid, if necessary.
- To immediately report unsafe conditions, equipment, or practices to a manager.
- To use all OSHA- or state-required Personal Protective Equipment (PPE) as indicated.
- To observe all hazard, warning, and other posted signs.
- To keep aisles, walkways, hallways and working areas clear of slip and fall hazards.
- To operate only the equipment which the employee has been properly trained to use; and to observe safe operating procedures in the use of all equipment.
- To use proper lifting procedures at all times.

### ***Employee Workplace Injury or Illness***

If an employee is injured and needs medical attention beyond basic first aid, then either the injured employee or a co-worker should contact an emergency response unit by dialing 911 from any Agency telephone.

Regardless of whether an injured employee requires only basic first aid or more extensive medical attention, the employee should notify his/her manager as soon as possible following any injury. The Texas State Workers' Compensation Act requires the employee to report any workplace injury requiring medical attention beyond basic first aid. In this case, the employee and manager must complete an Employee Accident form.

### **Customer Injury or Illness**

If a customer experiences a minor illness or an injury, then the employee should help or support, such as a chair, towel, bandage, or glass of water. After first acknowledging the customer, the employee should contact a manager for assistance and for any decisions regarding contacting emergency services.

If a customer experiences a serious or life-threatening illness or injury, then the employee should dial 911 from any telephone, and then contact a manager for assistance.

The employee should **not** treat or clean a customer's wounds or apply bandages to a customer's wounds, as this may expose the employee to blood-borne pathogens. Instead, the customer should assist him/herself with the treatment of any minor wounds until trained medical professionals arrive.

In either case, the employee and the manager shall make the injured customer's safety and comfort their primary concern.

### **Business Closure and Emergencies**

NET RMA recognizes that inclement weather and other emergencies may affect your ability to get to work.

### Agency Closure

Examples of emergencies when the Agency may close include, but are not limited to, power outages, blizzard conditions, pandemic situations, etc.

### Inclement Weather

During inclement weather, the Agency follows TISD's lead regarding businesses being open or closed. Notifications are available through television, radio, and social media.

### Notification

In an emergency, the Agency will make every effort to notify you of the closing by calling or texting. These notification efforts assume that you have access to electricity and internet and/or phone service.

When the Agency is unable to notify you of the closure, use common sense to assess the safety and practicality of the situation. In a regional power outage, for example, the Agency is likely to have no power. If there is reported flash flooding, tornados and winter storm activity in your area, report to work only if you can make it safely.

### Partial-Day Closure

If an emergency event such as inclement weather or a power outage occurs, the Agency may decide to close mid-day. When the Agency closes mid-day, you will be instructed to leave immediately so that the conditions do not further deteriorate and affect your ability to travel safely.

If you are exempt and are working at home with prior permission, or at the office on the day of the partial day closure, you will be paid your normal salary for the week. If you are non-exempt, you will be paid for the hours you worked.

### Notified of Closure Prior to Reporting to Work

If you are non-exempt and the Agency has attempted to notify you of a closure prior to reporting to work, you will not be paid during the closure. If you are exempt, you will be paid your normal salary for the week.

### Benefits Coverage

Your health insurance coverage will be maintained by the Agency during the closure on the same basis as if you were still working.

### Extending Leave

When the Agency closure ends, you are expected to report to work. Contact your manager if you cannot return to work at the end of the closure. The Agency recognizes that you may need additional time off to repair extensive home damage or for other emergency situations. These will be assessed on a case-by-case basis.

### If You Cannot Get to Work

Unique circumstances may affect your ability to come to work even when the Agency is able to remain open. The Agency recognizes that in a severe national or regional disaster, all methods of communication may be unavailable; however, you should continue to try and contact your manager, by any method possible.

Time missed under circumstances where the Agency remains open, and you are unable to report to work is to be used as PTO or is unpaid.

## **Drug and Alcohol Policy**

NET RMA is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the Agency to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others and will not be tolerated.

This policy prohibits the illicit presence of unauthorized (non-prescribed) substances and the unauthorized use of alcohol in an employee's system while engaging in Company business or while on Company premises. The policy further prohibits the unauthorized manufacture, sale, distribution, purchase, possession, dispensing or use of alcohol and/or designated substances while engaging in Company business or while on Company premises.

### **Prohibited Conduct**

The Agency expressly prohibits employees from engaging in the following activities when they are on duty or conducting Agency business or on Agency premises (whether or not they are working):

- The use, abuse, or being under the influence of illegal drugs or other impairing substances.
- The use of alcohol unless authorized by the Executive Director for special events.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under Texas and federal law.

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform your manager if you believe the medication may impair your job performance, safety, or the safety of others or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication.

Drug testing will occur under the following circumstances:

- Pre-employment / post-employment offer
- Reasonable suspicion
- Post-accident
- Random for employees with a commercial driver's license as required by the Federal Motor Carrier Safety Administration (FMCSA)

#### *Pre-Employment / Post Employment Offer*

The Company will maintain pre-employment screening practices designed to prevent hiring individuals who use unauthorized / prohibited substances.

#### *Reasonable Suspicion*

The Company may require employees to be tested to determine the presence of illicit substances or alcohol in an employee's system when unusual behavior is observed by a manager.

#### *Post-Accident*

Post-accident testing may be performed if an employee is involved in a workplace incident or accident (near miss, recordable incident, or property damage) or suffers a workplace injury and there is evidence the employee was negligent in, caused or contributed to the incident. Post-accident in this context does not include "illnesses," such as those defined by OSHA e.g., dermatitis, permanent hearing threshold shifts and ergonomic events such as repetitive motion injuries.

#### *Non-Biased Random Drug/Alcohol Testing*

As required by federal law, employees holding a CDL will be placed in the federal Department of Transportation's random drug testing pool and will be selected by a third-party drug testing facility.

#### *Rehabilitation and Testing (Follow-Up Continued Employment Drug or Alcohol Testing)*

After the first occurrence in which an employee has tested positive for drugs or alcohol under the conditions of this policy, the employee may be offered rehabilitation, at the employees' expense, as a condition of continued employment. If rehabilitation services have been offered and implemented, the employee will be subject to a separate random testing protocol for up to two years thereafter.

### *Prescription Drugs and Over-the Counter Medications*

Prescription drugs are not subject to this policy when taken by the person for whom the prescription was written, for the reason intended by the physician and taken as directed by the physician. If the ingestion of a prescription drug results in a positive drug screen, and the prescription is in another's name (including a spouse) or illegally obtained, the result will be deemed positive and a violation of this policy. The use of "over-the-counter" drugs or herbal drinks legally obtained outside the US, but illegal in the U.S. are a violation of this policy. Legally obtained "over-the-counter" medications can also affect the ability to safely perform a task.

Medications that may affect the ability to safely perform job duties, with risk to self, others or property must be reported. Employees are expected to contact Director of Communications and Administration to discuss the potential work safety-related issues, not the medical condition or medication being taken. The employee will then be required to contact his/her prescribing physician or the company-designated physician so that a fit-for-duty determination can be made. Human Resources will provide the physician with the employees' job description and discuss any work options that may be available.

Absences that occur as a result of this reporting procedure will be handled in accordance with the attendance policy. However, if an employee provides more than 16 hours' notice prior to the start of his/her shift and is still required to remain off work until the company-designated physician can obtain clearance, such absence will not be subject to the attendance policy.

### **Administrative Guidelines**

#### *Screening*

A certified collection or medical facility determined by the company will conduct drug and alcohol testing in accordance with the generally accepted medical procedures.

Employees are advised that there will be complete confidentiality of the test results between the medical facility, employee, and management.

#### *Consequences*

Applicants who refuse to cooperate in or fail to pass a drug test will not be hired and may not be eligible for reconsideration.

Employees who refuse to cooperate in required tests, test positive for illegal drugs or use, possess, buy, sell, manufacture, or dispense illegal drugs or prescription drugs in a manner inconsistent with treatment protocol established by their personal health care provider may be subject to termination.

Employees who are terminated for a positive drug or alcohol test are eligible for consideration of re-employment as a new hire no less than one (1) year provided they

supply proof of completion of a substance abuse rehabilitation program and pass a new hire drug test as required of all employees.

Violation of this policy may result in disciplinary action up to and including termination. Nothing in this policy shall limit the Company's right to take disciplinary action for policy or work rule violations, which may have occurred in conjunction with violations of this policy. The submission of an adulterated or substituted specimen will be considered as a refusal to submit a specimen.

An employee will be subject to discipline up to and including termination based on the following:

a.) The employee refuses to provide blood, urine, breath, or other medically approved drug/alcohol testing samples when told to report immediately for such testing.

i. 1st Offense – Termination

b.) Positive Drug or Alcohol Test - Employee is found to have prohibited substances in his/her system, as defined in this policy.

ii. 1<sup>st</sup> Offense – With or without mitigating circumstances, actions may include referral to a substance abuse program, suspension and a Continuing Employment Agreement, or termination.

iii. 2<sup>nd</sup> Offense - Termination

c.) The employee fails to comply with the requirements of his/her Continuing Employment Agreement.

**Nothing in this policy limits the Company's right to determine what disciplinary action, including termination, is appropriate in the event any level of alcohol or illegal drugs is found after testing is conducted.**

#### Medical Review Officer (MRO)

The Medical Review Officer is a licensed physician who has knowledge in substance abuse and drug testing. The primary role of the MRO is to review all positive test results and investigate the data surrounding the results.

Drug test results for all D.O.T. employees (other than pre-employment) will be sent directly from the lab to the MRO. The MRO must exhaust all efforts to contact the employee within 72 hours from receipt of the drug test results before contacting the company for assistance in contacting the employee. The MRO is required to send the final verified test results to the Human Resources Director.

Non-D.O.T. drug screen results will be forwarded to the MRO for further review when the Drug Screen Confirmation Report indicates a positive drug test result.

Each testing facility will be responsible for the chain of custody of all samples. All screenings will be sent to the company MRO. The MRO officer will report to the company the results of all samples. A split sample is a procedure that divides an employee's urine sample into two separate specimen bottles (A and B). Both are sent to the lab, but the B bottle remains sealed in the instance that an employee finds it necessary to contest the lab result on the originally tested specimen. In these circumstances the employee may elect to send the "B" bottle to a Non-DOT, Company approved lab and will be required to pay for this additional testing and reporting.

### Employer-Sponsored Events

From time to time, the Agency may sponsor social or business-related events where alcohol may be served. This policy does not prohibit the use or consumption of alcohol at these events. However, if you choose to consume alcohol at such events, you must do so responsibly and maintain your obligation to conduct yourself properly and professionally at all times.

### Treatment and/or Rehabilitation

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

### Violations

Violation of this policy may result in disciplinary action, up to and including termination of employment.

## **Fire Prevention, Control and Safety**

- **Fire Extinguishers**

Employees should be familiar with the location of the fire extinguisher(s) on Agency premises and make sure they are kept clear at all times. ABC-rated fire extinguishers can be used for paper, wood, or electrical fires. Employees should immediately notify a manager if an extinguisher is used or if the seal is broken.

- **Fires**

If an employee is aware of a fire, he/she should:

- If the fire is small and contained, locate the nearest fire extinguisher. (This should only be attempted by employees who are knowledgeable in the correct use of fire extinguishers.)
  - Evacuate all employees and customers from the area.
  - If possible, immediately contact a member of management.

- If the fire is out of control, the employee should:
  - Dial 911 from any telephone.
  - Evacuate all personnel from the area.
  - If possible, contact a member of management.
  - Make no attempt to fight the fire.
  - When the fire department arrives, direct the crew to the fire.
  - Do not re-enter the building until directed to do so by the fire department.
- **Emergency Evacuation**

If employees are advised to evacuate the building or buildings, they should:

  - Stop all work immediately.
  - Contact 911 or other emergency response agencies, if needed.
  - Shut off all electrical equipment and machines, if possible.
  - Walk to the nearest exit, including emergency exit doors; exit quickly and orderly, but do not run.
  - Do not stop for personal belongings.
  - Proceed to the parking lot designated by management or emergency officials.
  - Do not re-enter the building(s) until instructed to do so.

## **Security - General Precautions**

All employees should take responsibility for their personal security. Additionally, employees should take responsibility for the security of property (including personal and Agency-owned property). The following are some helpful tips to ensure the security of persons and property.

- All employees are required to park in the area designated for employees. For safety reasons, employees should lock their cars every day and park within specified areas.
- If an employee should damage another car while parking or leaving, he/she should immediately report the incident to a manager, along with the license numbers of both vehicles and any other pertinent information.
- Please be advised that neither the NET RMA nor its management is responsible for any loss, or damage to employees' vehicles or vehicle contents.
- Employees should not bring to work large amounts of cash or other valuables or leave them on the NET RMA premises. The Agency is not responsible for lost items.
- Items found on Agency premises or parking lots should be immediately presented to the building management for safekeeping.
- All property should be properly secured. If an employee is aware of cash or other property that is not securely stored, he/she should immediately inform the manager.
- Employees should ensure that all appropriate doors and equipment are locked and secured.
- Employees who leave the work premises after dark are advised to assure their vehicle is parked in a well-lit, high traffic location.
- When employees leave the NET RMA's premises, they are advised to be aware of their surroundings and have their vehicle keys in hand.

- Employees should immediately report any unusual or suspicious activities or persons in parking lots, in the buildings, or on Agency premises.
- Employees should never confront or attempt to restrain an individual who appears to be engaging in illegal activity in parking lots, parking garages, or in other areas owned or leased by the NET RMA. Instead, employees are advised to return to the building or leave the premises immediately, and then report the activity to management and/or law enforcement.
- Security Checks
  - Because we are concerned about all employees' and customers' safety and security, NET RMA's management reserves the right to inspect all unusual packages and parcels entering and leaving our premises.
  - Management will not inspect an employee's person, lunch pail, purse, backpack, briefcase, attaché, or vehicle without the employee's consent. However, an employee's refusal to permit a search of his/her personal container(s) upon the request of management may result in corrective action, up to and including termination of employment.

## **Workplace Violence**

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

### **Zero Tolerance Policy**

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

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

### **Prohibited Conduct**

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on Agency property or while performing Agency business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

### Reporting Incidents of Violence

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

### Violations

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

### Retaliation

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

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

If you believe you have been wrongfully retaliated against, immediately report the matter to the Director of Communications and Administration and the Agency's Human Resources Representative.

## **Benefits**

### **Bereavement Leave**

In the event of the death of an immediate family member, full-time regular employees are eligible for up to three (3) days of paid bereavement leave to attend a funeral or other service. Additional time off may be approved for extenuating circumstances by the Executive Director.

For purposes of this policy, the term "immediate family member" means spouse, domestic partner, parent, person who legally served as parent, sibling, grandparent, grandchild (whether natural relative, step-relative or in-law relative), child (whether natural child, adopted child, foster child or step-child), aunt, uncle or other relative who lives in the employee's home.

If a full-time regular employee wants to use paid bereavement leave in the event of the death of someone other than an immediate family member, he or she must submit a request to the Executive Director or his/her designee. All such requests will be determined within the sole discretion of the Agency, and, if granted, shall be limited to a maximum of 3 days paid bereavement leave. Additional 2 days may be allowed in special circumstances with approval of Executive Director.

PTO or unpaid personal leave may also be used to supplement paid bereavement leave, subject to the prior approval of the Executive Director or his/her designee. Pay during

bereavement leave will be calculated at the employee's regular base rate of pay and does not count as hours worked for purposes of calculating overtime for non-exempt employees.

### **Confidentiality and Nondisclosure of Trade Secrets**

As a condition of employment, NET RMA employees are required to protect the confidentiality of Agency trade secrets, proprietary information, and confidential commercially sensitive information i.e., financial or sales records/reports, marketing, or business strategies/plans, etc. related to the Agency. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from the Executive Director or his/her designee.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your manager or the Director of Communications and Administration.

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.

### **Customer, Client, and Visitor Relations**

NET RMA strives to provide the best services possible to our customers and clients. Our customers and clients support this business and generate your wages. You are expected to treat every customer, client, or visitor with the utmost respect and courtesy during your working time.

You should never argue or act in a disrespectful manner towards a visitor or customer during your working time. If a customer is using profanity or aggressive behavior, notify the caller that if the behavior continues you will disconnect the call. If the behavior continues, let them know you are disconnecting the call and hang up. Make notes of the call and notify your manager immediately. If a customer, client, or visitor voices a suggestion, complaint, or concern regarding our services, inform your manager or a member of management. Lastly, make every effort to be prompt in following up on customer, client, or visitor requests or questions. Positive customer, client, and visitor relations will go a long way to establishing our Agency as a leader in its industry.

### **Holidays**

All full-time regular employees will receive holiday pay for the following holidays observed by the NET RMA:

Martin Luther King Day  
President's Day  
Good Friday  
Memorial Day  
Juneteenth Day  
Independence Day

Labor Day  
Veteran's Day  
Thanksgiving & Day after Thanksgiving  
Christmas Day & Christmas Eve  
New Year's Day

Additional Federal holidays and days between Christmas and New Year may be considered on a year-to-year basis by the Executive Director as business and board meeting schedule allows.

Employees working less than 40 hours per week will receive pro-rated holiday pay based on their regular scheduled hours. Part-time employees, temporary employees, and interns are not eligible to receive holiday pay.

Should a holiday fall on a Saturday or Sunday, it will normally be observed on either the Friday preceding or the Monday following. A schedule will be published prior to the beginning of each year indicating the exact date holidays will be observed.

Employees will receive two floating holidays in each calendar year. The floating holidays may be taken at the employee's discretion, subject to approval from the employee's manager and must be used prior to the end of each year.

Full-time regular employees will receive one (1) day's pay at their regular straight-time rate for holiday pay consistent with their normally scheduled workday.

If a holiday falls during any other paid leave of absence (e.g. jury/witness duty, bereavement, PTO), the employee will receive holiday pay in lieu of deducting time from the employees available paid leave.

If a non-exempt employee is required to work on a NET RMA observed day-off in recognition of the holiday, then s/he will be compensated at **one and one-half (1.5) times the employees normal hourly rate of pay for the actual hours worked in addition to holiday pay.**

Holiday pay will not be counted as time worked for the purpose of calculating overtime.

### **Holidays Not Scheduled by NET RMA**

Employees may wish to observe days of worship or commemoration other than those observed by the Agency. Employees wishing to take additional days off for this purpose may do so with their manager's approval, provided their absence will not seriously hinder the operation of their department. Employees should request PTO on such occasions, or they may take an unpaid, excused absence with the approval of their supervisor.

### **Insurance Programs**

All regular full-time employees at NET RMA are eligible for the following insurance plans. Regular, full-time is defined as employees who work 30 or more hours per week on a regularly scheduled basis. All plan benefits are described in detail in the individual Summary Plan Descriptions (SPD's).

- Accidental Death & Dismemberment
- Dental
- Life

- Long Term Disability
- Medical
- Short Term Disability
- Vision

Your group health benefits are paid in full by the Agency for the employee. Coverage for eligible dependents, if elected, is paid partially by you through deductions from your paycheck.

If you or a dependent become ineligible for benefits due to a change in work hours or through a life event, or you leave employment with us, you may have the right to continue your health benefits under federal or state law through the Health Insurance Marketplace.

### **Jury Duty Leave**

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

All regular full-time employees will be compensated for time spent on jury duty.

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

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

### **Military Leave**

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

You must submit documentation of the need for leave to the Director of Communications and Administration. When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your manager of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact the Director of Communications and Administration.

### **Administrative Separation**

If an employee is on an approved military leave of absence that exceeds twelve (12) months, the employee will be administratively separated from the Agency. In this event, the employee may also be entitled to continue employee benefits or exercise conversion rights in accordance with USERRA and/or the terms and provisions of the employee benefit plan documents.

Any employee of the Agency who has been on a non-military leave of absence and who has not performed any services for the Agency for any reason for a period of six (6) consecutive months shall be separated from active employment and considered administratively terminated. In this event, the employee may be entitled to continue employee benefits or exercise conversion rights in accordance with the terms and provisions of the employee benefit plan documents.

An employee who is separated from employment with the Agency pursuant to this policy shall be eligible for rehire with the Agency, although re-employment cannot be guaranteed. The employee must apply for employment at the time he or she seeks to be re-employed, and will be considered along with other applicants, for any available position for which he or she is qualified.

### **Paid Time Off (PTO)**

NET RMA provides employees with paid time off (PTO) which may be used for vacation, sick time or other personal matters that cannot be conducted during normal business hours.

#### **Eligibility**

All full-time regular employees are eligible to receive PTO after completing 6 months of employment. PTO is earned and accrued from the first day of employment.

#### **Deposits Into Your Leave Account**

PTO is calculated according to the calendar year which begins on January 1st and is prorated for the first year of employment.

The amount of PTO received each year is based on your completed length of service and is granted in a lump sum at the beginning of each year according to the following accrual schedule.

<b>Years of Service</b>	<b>Accrual Rate / Pay Period</b>	<b>Annual Accrual</b>	<b>Maximum Carry Over</b>
1 – 4	4.62 hours	120 hours	120 hours
5 - 9	6.77 hours	176 hours	240 hours
10 +	8.33 hours	217 hours	240 hours

Full-time regular employees working less than 40 hours per week receive PTO time prorated based on their regular scheduled hours.

#### **Leave Usage and Requests for Leave**

You accrue PTO leave from the first day of employment.

You must request PTO from your manager as far in advance as possible for planned absences. In the event of an unplanned absence, notify your manager as soon as possible. The Agency will generally grant requests for PTO when possible, taking business needs into consideration. When multiple employees request the same time off, the date of the

request and length of employment may determine priority in scheduling PTO times. You must take PTO in increments of at least 4 hours.

### *During a Leave of Absence*

Should you need a leave of absence, you must use any unused PTO prior to taking an unpaid leave of absence.

You will not accrue PTO during unpaid leaves of absence, or other periods of inactive service, unless required by applicable federal, state, or local law.

### *Carryover*

Unused PTO can be carried over to the following calendar year up to a maximum based on length of service.

### *Separation of Employment*

Upon separation of employment for any reason, you will be paid for all earned but unused PTO time. If you have used more PTO than accrued at the date of termination, the negative PTO balance will be deducted from your final paycheck.

## **Personal Leave of Absence**

NET RMA recognizes that you may need time off from work in special circumstances that other leave policies may not address. In such cases, you may request a personal leave of absence for a maximum of 30 days.

### *Eligibility*

All regular, full-time employees employed for at least one year are eligible to apply for an unpaid personal leave of absence.

### *Requesting Leave*

Requests for unpaid personal leave must be submitted to your manager in writing at least 7 days in advance unless emergency or extenuating circumstances exist. In situations where advance notice was not practical, written notice must be provided as soon as possible. The request should include the reason for the leave as well as the dates you expect to begin and end the leave.

Job performance, absenteeism, and departmental requirements will be taken into consideration before a request is approved. Requests for unpaid personal leave may be denied or granted for any reason and are within the sole discretion of the Agency.

You will be required to use all available paid leave balances prior to taking an unpaid personal leave of absence.

PTO, seniority or other benefits will not accrue during an unpaid personal leave of absence. Holidays that occur during an unpaid personal leave of absence will not be paid.

If you are granted a personal leave of absence, reinstatement to your position or any

position is not guaranteed.

### *Benefits While on Leave*

Your Agency-provided health benefits will be continued at the same level and under the same conditions as prior to the leave. You are responsible for payment of your portion of the insurance premium while on personal leave.

If you are on a personal leave of absence that exceeds the number of weeks / months as shown in the benefit plan document, or you fail to pay your premium payment in a timely manner, the insurance provider will provide you with information about your rights under applicable state continuation coverage policies.

### *Extension of Leave*

You are required to return from unpaid personal leave on the originally scheduled return date. If you are unable to return, you must request an extension of the leave in writing at least 10 business days in advance of the return date. Leave extensions will be considered on a case-by-case basis and approved by the Director of Communications and Administration. If the Agency denies the extension request, you must return to work on the originally scheduled return date or be considered to have voluntarily resigned from your employment.

### *Return to Work*

In advance of your scheduled return date, your manager will arrange for you to resume your previous position, if available. However, the Agency's need to fill a position may override the ability to hold a position open until your return. Therefore, we cannot assure the Agency's ability to reinstate you to any position after your leave. The Agency retains the discretion to determine the similarity of any available positions and your qualifications. If we are unable to reinstate you or you refuse the offer of reinstatement to a different position, your leave status will be changed to a voluntary termination.

### *Failure to Return from Leave*

If you fail to return to work after an unpaid leave of absence, you will be considered to have resigned your employment.

### *Alternative Employment*

While on an unpaid leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the Agency. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action up to and including termination.

## **Professional Development**

### **Objective**

The purpose of this policy is to provide employees with professional development opportunities that increase their skills and enhance their contributions to the organization. An employee's work performance is vital to the success of our organization. Providing professional development to our employees is an investment in their careers and the organization's future.

## **Eligibility**

Full-time regular employees are eligible for reimbursement for education costs that are approved by the organization.

## **Eligible Expenses**

It is the employee's responsibility to seek out the courses and other training mediums that will enhance his or her career development and are in line with the organization's mission. Professional development can be obtained through attendance at seminars, educational courses or webinars, and degree programs from an accredited college or university that will assist the employee in performing his or her essential job functions and increase the employee's contribution to the organization. Covered expenses include application fees, tuition, lab fees and required course textbooks.

Membership fees to professional organizations, subscriptions for scholarly journals, books and computer-based resources are also included.

## **Procedure**

Employees must request permission from their immediate supervisor and the Director of Communications & Administration for review and approval to attend and to receive reimbursement for a desired training and/or resource. The request must include applicable course of study, purpose, job relevance, cost, dates, times of coursework and the name of the institution or source of training.

All courses must be taken during non-working hours.

## **Reimbursement**

Upon satisfactory completion of the training and/or coursework, the employee must provide documentation to support completion and payment to receive reimbursement. Receipts for subscriptions, membership dues or other similar expenses must be submitted no later than 60 days after completion of the course.

For degree programs, the following criteria applies:

- Grade A or B = 100% reimbursement for graduate-level courses
- Grade A, B or C = 100% reimbursement for undergraduate courses

Any grade less than a "C" is not eligible for reimbursement.

A pass/fail course is 100% reimbursable if passed successfully.

Reimbursement will not be made to an employee who terminates employment before completion of the course.

## **Payback Requirements**

As a matter of record, employees accepting the terms of this policy will be required to sign a written agreement to remain with the organization for one year from the date of the educational reimbursement. If the employee voluntarily terminates or is terminated for gross

misconduct within that year, he or she will be required to pay a monthly prorated amount to the organization.

The Agency has full discretion and may modify, suspend, or end this policy. Employees currently enrolled in a class will be reimbursed based on the rules in place when the class was started.

### **Public Pension Plan**

All regular full-time employees at NET RMA are required to participate in the pension Plan in the pension plan. Employees contribute six (6) percent of their salary, and the Agency matches 200%. Employees may retire upon reaching age 60 with 8 years of service or at any age with 20 years of service or when you meet the Rule of 75 which is the total years of service plus your age is equal to or greater than 75.

Refer to the Summary Plan Description (SPD) provided by the benefits administrator for specifics or contact the Director of Communications and Administration or Human Resources Representative for more information.

### **Regular Full-Time Personnel**

Regular full-time employees are those who have completed their introductory period and are regularly scheduled to work 30 or more hours per week. Unless stated otherwise or specifically permitted by law, all the benefits provided to employees at NET RMA are for regular full-time employees only. This includes PTO, holiday pay, health insurance, and other benefits coverage.

### **Regular Part-Time Personnel**

All employees who work less than 30 hours per week are considered part time. Part-time employees are not eligible for NET RMA health and welfare benefits.

### **Temporary Personnel**

Temporary employees are hired for a specific period or specific work project, not to exceed 6 months in duration without approval by the Executive Director. NET RMA reserves the right to extend the duration of temporary employment where necessary. Temporary employees are not eligible for benefits.

### **Voting Leave**

Employees are encouraged to take advantage of early voting hours if at all possible. If your work schedule prevents you from voting on Election Day, NET RMA will allow you up to 2 hours of paid time off to vote. The time when you can go to vote will be at the discretion of your manager, consistent with applicable legal requirements.

## **Witness Leave**

NET RMA realizes that, on occasion, employees may be subpoenaed to appear in a civil, criminal, legislative, or administrative proceeding as a witness. In such cases, you will be provided up to three (3) days of paid leave to attend. Notify your manager as soon as possible to make scheduling arrangements.

The Agency reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

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

## **Workers' Compensation Insurance**

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working at NET RMA, no matter how slightly, you are to report the incident immediately to your manager. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

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

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## Acknowledgment of Receipt and Review

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

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

If I am covered by a written employment agreement (signed by an authorized Agency representative) that conflicts with the terms of this handbook, I understand that the terms of the employment agreement will be the controlling document.

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

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

If I have any questions about the content or interpretation of this handbook, I will contact the Director of Communications and Administration.

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Name of Employee (Please Print)

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Signature of Employee

Date: \_\_\_\_\_