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A Message from our CEO – We are ONE York

Dear Colleagues,

The employees of York share many things – a commitment to delivering service that exceeds expectations, pride in our work, and a passion for continually improving. Our growth and success as individuals drives the growth and success of our Company.

Each year we welcome new colleagues into the York Family of Companies – we are One York. As we learn from each other and share ideas and best practices, we use that information to update various processes and guidelines. Our 2015 Employee Resource Guide represents our most current policies and practices providing a shared understanding of how the York Family of Companies operates. We each have responsibilities to the overall enterprise as well as to each other.

At York, we strive to create a work environment and culture that is supportive and challenging, while encouraging each of us to develop our knowledge and skills. We will make every effort to help you develop during your career with York.

Our goal is to make all of you, our team members, feel like owners. We endeavor to create an organization that lives up to your aspirations, an environment that inspires you to achieve your goals, and an organization from which you could ultimately retire.

I am confident that your employment with York will both challenge and reward you.

Regards,

Rick

Rick Taketa
President and CEO
WHO WE ARE ...

As an employee at York Risk Services Group, Inc. you are an important part of the company! Whether you joined the company as a new hire or through an acquisition, we are all “ONE” company. No matter for what specific company, affiliate or division you may work, “York” or the “Company” is the name that we use in this resource guide. This guide is designed to acquaint you with the policies and practices that govern our everyday life at York.

So, how do we define ourselves, how do we conduct ourselves and how do treat our customers? Our vision, mission and values provide the framework for all of us and we are expected to live up to these standards. Throughout the resource guide, we will share more about what those values mean, what they look like, and how we should be integrating them in our daily work lives.

Vision Statement

• Be the preeminent provider of specialized risk services in the markets we serve.

Mission Statement

• Provide our customers the best solutions uniquely developed for their industries to lower their cost of risk, enabling them to reach their goals.
• Focus on and excel in specialized areas of the market where expertise, quality, communication and experience are valued.
• Achieve excellence through innovation and continuous improvement.
• Attract and retain outstanding employees, motivated by the opportunity to provide meaningful and valuable solutions to our customers.

Values

• Customer Focus
• Ownership
• Integrity
• Communication
• Respect/Dignity
• Performance
• Teamwork
• Continuous Improvement
• Embracing Change
• Data Driven Decision making

This resource guide does not cover every situation that might come up – common sense and good business judgment should prevail in most circumstances. You have an obligation to ask if you are unsure and we will also do our part to provide guidance or give you a decision when needed.
Take the time as you begin your career with us to read the resource guide and review it often. Each of us has the responsibility to comply with these polices. An up-to-date version will be maintained on-line on the York Central Human Resources web site.

York reserves the right to revise, supplement, or rescind any policies or portion of the resource guide at its discretion with or without notice based on ever-changing business needs.

You are required to sign and return to Human Resources an “Acknowledgment Form” indicating that you have been provided with either the electronic version or a physical copy of the resource guide. If you have questions or concerns with any of the policies, please discuss your questions with your manager or your Human Resources Business Partner.

**NOTE: The policies contained in this resource guide are not conditions of employment intended to create a contract between York and its employees. Nothing in this resource guide constitutes a promise or guarantee of continuing employment or benefits.**

**Customer Focus**
Our customers are our life blood. We do not make widgets nor will anyone see our name across the side of an 18 wheeler driving down the highway. Our customers know us because of the relationships we build and the expertise we deliver. What is customer focus? It is the attention to our customers delivering best in class service. We focus on what we do, what we say, how we say it, and what it does to help our customers in their business.

We all are responsible for delivering great customer service. While we may have our core standards and expectations on what that is, we have a responsibility to listen and respond to what our customers are telling us that they expect.

The core value of customer focus makes us stand apart from our competition.

**Recognition**
You deserve a pat on the back! Recognition is an important part of who we are and we are always looking for new ways to say we value you.

To congratulate our employees who reach anniversary milestones and thank them for their years of service, we have established a Service Award Recognition Program.

Employees who reach an anniversary milestone (starting with five years and going up from there in five-year increments) will be recognized in a variety of ways.

You will also participate in our Customer Service program recognizing great customer service and providing rewards. We look forward to celebrating with you!
Employment at Will
We are glad you are a member of the York team; however, employment with York is at the mutual consent of York and the employee, and either party can terminate that relationship at any time, with or without advance notice, with or without cause. This resource manual is not intended in any way to be an employment contract of any kind and we have no legal commitment or obligation to any specific employee or group of employees.

Only the Chairman and CEO can change this relationship and only in writing specific to an employee.

Business Ethics and Code of Conduct
Our reputation for integrity and excellence requires that we adhere to the spirit and letter of all applicable laws and regulations, as well as conduct ourselves with the highest standards of conduct and personal integrity.

The continued success of York depends on customer trust, and we are dedicated to preserving that trust. A Code of Conduct is distributed annually. All employees are required to answer a Code of Conduct questionnaire annually or, at the Company’s sole discretion, more frequently and completing it is a condition of continued employment. Disregarding or failing to comply with this policy could lead to disciplinary action, up to and including possible termination of employment.

If a situation arises where it is difficult to determine the proper course of action, talk to your manager immediately. If you would like additional guidance or have questions, contact any member of the Human Resources Department.

Personal Standards and Dress Code
Nothing creates more conversation and discussion than a dress code policy. It is impossible to outline a policy that means the same thing to every person. The only option to avoid the ongoing debate would be a uniform. No one wants that!!! We also have differences by office location based on our different businesses and client presence.

Dress Code: Dress in manner that clearly shows you are a professional at work and not going out after work to a nightclub, going to the beach or going to the gym.

Jeans are considered “casual wear” and not Monday through Thursday “professional wear” so save jeans and all forms of denim for Friday only.

Your manager is responsible for insuring that the team projects the right professional image for their location and will make the determination if what you may be wearing is appropriate or not. More details about “what not to wear” may be found in the following link: Dress Code Policy
Accommodations
If you believe you have a disability that, under federal or state law entitles you to a reasonable accommodation in terms of the dress code, or if you believe that you need an accommodation for your religious beliefs, please contact Human Resources.

Pride in Our Workplace
York maintains various communication methods to share Company information with our employees. These systems are also used to communicate or post notices required by law. Our bulletin boards, electronic mail, voice mail, fax machines, and personal computers are all designated for business use only and may not be used for employee solicitation or distribution of information.

Bulletin boards or company fixtures that are in view of visiting customers (including: external pod walls, elevators, lobbies, entrances, exits and other locations), are designated for posting Company information only.

We encourage you to make your internal team and individual work areas reflect your team spirit, pride in your family, etc., if you so choose.

Entertaining Public and Private Clients
Entertaining clients and prospective clients is a valuable and common practice in the private sector; however, many states have guidelines about entertaining public clients and we need to ensure that we follow the letter of the law. It is critical that you understand what those guidelines are for your business and for your state by talking with your manager.

With respect to private clients, you may only accept or offer normal business courtesies, such as meals, that facilitate the discussion of business, advance good business relations or serve some other demonstrable business purpose.

Soliciting, demanding or accepting, either directly or indirectly, anything of value in connection with any business transaction or relationship involving the Company (or creating the appearance thereof) is prohibited. In addition, accepting or offering anything of value with the intent to be influenced or rewarded, or with the intent to influence another, in connection with any business transaction or relationship involving the Company is prohibited.
HOW DO WE WORK TOGETHER?

Open-Door Policy
At York, we believe in open and honest communication. Employees should share their concerns and be an active participant in resolving work-related issues. In any situation you may not get the results that you had wanted, but we are committed to open dialogue and resolution that is best for all involved.

Regardless of the situation, you should be able to openly discuss any work-related problems and concerns without fear of retaliation. In some cases working towards a resolution may involve other members of the team or additional management assistance, so please understand if this process takes some time. If you would rather discuss a concern with Human Resources or any other member of the management team, please feel free to do so at any time.

If an employee has a concern about discrimination or harassment, there are special procedures to report and address those issues. You should immediately advise the Human Resources Department so it can be investigated in a timely manner.

Respect for Each Other
We expect every employee to conduct themselves in a professional manner. Unfortunately, it is necessary to outline some behaviors and conduct that are considered unacceptable if exhibited in the workplace.

While it is not possible to list all the conduct that may be considered unacceptable, the following are examples that may result in corrective action, up to and including termination of employment with no notice:

- Unsatisfactory job performance including unacceptable customer service
- Violation of Company policies
- Providing false or misleading information or omission of facts in the preparation of any records or document or in an investigation. Records and documents include, but are not limited to, claim files, time keeping records, financial reports or other written documentation used in support of the Company’s business.
- Insubordination or other disrespectful conduct
- Excessive absenteeism or any absence without notice
- Unauthorized absence from a work station during the workday
- Engaging in physical violence, horseplay, or other forms of boisterous or disruptive conduct including threats that may endanger the safety or well-being of our employees or damage to company or client property
- Violation of the Equal Employment Opportunity or Harassment policy
- Theft or inappropriate removal or possession of Company property
- Violation of the Company’s Drug and Alcohol policy which includes, but is not limited to possession, manufacturing, dispensation, distribution or use of alcohol or chemical substance on Company or client property or while operating
company-owned or company-provided vehicles while working in a capacity as an employee

- Abuse of legal prescription drugs resulting in the inability to function competently at work
- Illegal gambling on the Company’s premises or while conducting Company business
- Conviction of a crime, whether following trial or a plea of guilty or “no contest”, that indicates unfitness for the job or a risk to the safety or well-being of the Company, its employees, clients or property
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace or on company or client property
- Unauthorized use of telephones, mail system or other company equipment
- Unauthorized disclosure of business "secrets" or confidential information

**Equal Employment Opportunity**

Our value of mutual respect and dignity in all business practices underlies our commitment to non-discrimination and equal opportunity for all employees in York. York policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, national origin or ancestry, physical or intellectual disability, medical condition, sexual orientation, gender identity, military and veteran status or any other consideration made unlawful by federal, state or local laws. We make employment decisions on the basis of merit and strive to have the best available person in every job.

York is committed to complying with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in the operations of York and prohibits unlawful discrimination by any employees of York including managers and co-workers. This commitment extends to recruiting and hiring practices, training and development, promotions, wage and salary administration, benefits administration, company sponsored or company supported employee activities, disciplinary actions and any other policies and procedures.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, York will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless an undue burden or a fundamental alteration to our business would result.

If you believe you have been subjected to any form of unlawful discrimination, contact Human Resources. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. We will immediately undertake a thorough and objective investigation and attempt to resolve the situation. If it is determined that unlawful discrimination has occurred, effective remedial action will be taken based on the severity of the offense. Appropriate action also will be taken to deter any future discrimination.
York will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management, employees or your co-workers. You should report any possible retaliation to Human Resources. Any report will be immediately, objectively and thoroughly investigated. If a report of retaliation is substantiated, York will take appropriate disciplinary action, up to and including possible termination of employment.

Your cooperation and wholehearted support of our equal opportunity employment policy is essential.

**Americans with Disabilities Act (and Fair Employment and Housing Act for California Employees)**

The Americans with Disabilities Act (ADA) provides certain rights to employees with disabilities as defined in the law, in regulations and in court cases interpreting the law and regulations. Other state laws, such as the California Fair Employment and Housing Act, may also apply.

If an employee with a disability requests a reasonable accommodation, York will provide one if this can be accomplished without an undue hardship.

A reasonable accommodation may include job restructuring, physical reconfiguration of a work place, changes in schedule or leave without pay or benefits. The reasonable accommodation offered by York may differ from the one requested by the employee. In addition, medical verification may be required.

**Procedure for Requesting an Accommodation**

Individuals with disabilities may make requests for reasonable accommodation by contacting a member of the Human Resources Department. A member of the Human Resources team will meet with the requesting individual to discuss and identify the precise limitations and the potential accommodation that might be made to help overcome the limitation(s).

Human Resources, appropriate management representatives and those individuals with a need-to-know, such as the employee’s manager, will determine the feasibility of the requested accommodation. They will consider various factors including, but not limited to, the nature and cost of the accommodation, the Company's overall financial resources, and the accommodation’s impact on the ability of other employees to perform their duties or the Company's ability to conduct business.

**Discrimination and Harassment**

York is committed to providing a work environment that is free from all forms of discrimination and harassment based on protected categories. The Company will not tolerate harassment by any employee at any level within the organization, and will endeavor to also protect employees from harassment by visitors to the workplace, customers, contractors or suppliers who do business with the Company.
Actions, words, jokes or comments based on an individual's race, color, creed, sex, religion, marital status, age, national origin or ancestry, physical or intellectual disability, medical condition, sexual orientation, gender identity, military and veteran status or any other legally protected characteristic will not be tolerated. York provides ongoing sexual harassment training to assure you the opportunity to work in an environment free of sexual and other unlawful harassment.

Legitimate criticisms of job performance are not harassment or bullying.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. This definition includes many forms of subtle and not so subtle offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. We expect every employee to act in a professional manner and not conduct themselves in a way that can be construed as inappropriate. It is not acceptable to think that “it is only a joke or I didn’t mean it that way”. We take complaints of this nature seriously and will hold you accountable for your actions.

Should you experience or witness sexual or other unlawful harassment or inappropriate conduct in the workplace, report it immediately to your manager. If the manager is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or any other member of management. York expressly prohibits any form of retaliatory action against any employee for submitting a good faith complaint under this policy or for assisting in a complaint investigation. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of harassment or discrimination will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser or person accused of discrimination will be protected against unnecessary disclosure. When the investigation is completed, you will be informed that the investigation is closed and will be updated on the outcome of the investigation if deemed appropriate.

Any manager who becomes aware of possible sexual or other unlawful harassment or discrimination must immediately advise the Human Resources Department so it can be investigated in a timely and confidential manner to the maximum extent possible. Anyone engaging in sexual or other unlawful harassment or discrimination will be subject to corrective action, up to and including termination of employment.

**Workplace Violence Prevention**

York is committed to preventing workplace violence and to maintaining a safe work environment. The company has adopted the following guidelines to deal with intimidation, harassment or other threats of (or actual) violence that may occur during business hours or on its premises.
All employees should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to themselves or others. Firearms, weapons and other dangerous or hazardous devices or substances are prohibited on York or client premises.

Conduct that threatens, intimidates, or coerces another employee, a client or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's race, color, creed, sex, religion, marital status, age, national origin or ancestry, physical or intellectual disability, medical condition, sexual orientation, gender identity, military and veteran status or any other legally protected category protected by federal, state or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate manager, a member of the Human Resources Department or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a manager.

York will promptly and thoroughly investigate all reports of threats of (or actual) violence and suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, York may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment. York strongly encourages employees to bring any disputes to the attention of their manager or the Human Resources Department before the situation escalates into potential violence. York is eager to assist in the resolution of employee disputes, and will not retaliate against employees for raising such concerns.

**Lactation Breaks**
We recognize that new moms require a reasonable amount of break time to accommodate their personal need. If possible, the break time should be taken concurrently with other rest periods (breaks) already provided. If additional time is needed, your manager can help coordinate. The Company will make a reasonable effort to provide you with the use of a room or other location in close proximity to the work area for privacy.
Photo Release Policy
The Company, its affiliates and representatives have the right to take photographs of any employee and his/her property in connection with the business and/or operations of the Company and/or any affiliates. This policy authorizes the company to assign, copyright, use and publish the same in print and/or electronically without permission. We may use the photographs for internal purposes such as in the telephone database or the internal HRIS system.

Social Media Policy
York has no position on an employee’s decision to start and maintain a blog, or participate in other social networking activities. However, it is the right and duty of the company to protect its brand, mission and public image, as well as that of its partners, customers and claimants.

So while the company respects the right of employees to express themselves on social networking sites, you are expected to read, acknowledge and follow these guidelines, which are intended to provide a clear line between your social media activities as an individual and as an employee.

When we refer to ‘social media’ in these guidelines, we are referring to any tool, service or platform that facilitates communication or conversations on the internet. Some well-known examples are Facebook, Twitter, LinkedIn, YouTube, Instagram, Reddit, and all types of blogs and wikis.

1. York does not permit access to social networking sites from company equipment or during normal working hours on personal equipment, unless expressly permitted for work-related purposes.
2. Employees are not allowed to post or comment on social media on the company’s behalf without the express permission of the Chief Marketing Officer or his designee.
3. If you comment on, recommend or provide an opinion that is in any way related to York, please post clearly that you are doing so as an individual and not as a representative of the company.
4. Employees can’t open a social media account or blog using their York email address.
5. Please don’t use branding elements (such as logos, trademarks, etc.) from York, our clients, partners, vendors or claimants on any social media site or blog.
6. Employees are expected to protect the privacy of the company, its employees, clients and claimants and are prohibited from disclosing proprietary, sensitive or non-public information anywhere on the web, including social media sites. This includes, but is not limited to customer or claimant information, trade secrets, financial information and business plans.
7. You cannot partake in social media behavior that in any way harms the company, its customers or claimants. Examples include, but are not limited to reckless or malicious comments, threatening violence, spreading lies about products or services.
8. Using social media in a way that violates any company policy and is directed toward another employee, customer, claimant, vendor or other party associated with York is strictly prohibited. This includes but is not limited to discrimination, harassment, bullying, defamatory comments or profanity. If any employee knows of or witnesses this type of behavior on social media or otherwise, they are to immediately report the matter to a manager. If a manager is involved, please report directly the Human Resources department.

Due to the nature of the internet, you should not have any expectation of privacy when using social media sites. York investigates and responds to all reports of violation to this social media policy, and other related policies, so please know that violations will result in disciplinary action up to and including immediate termination. The company also reserves the right to take legal action as necessary against any employee who engages in prohibited or unlawful conduct.

If you have any questions regarding York’s social media policy, please speak with your manager or a Human Resources representative.

**Solicitation and Distribution**

While you are at work, York does not allow external people to ask for your support for their service or cause. This request is generally referred to as solicitation. For example, this request could be for money, enrollment in a membership campaign, an offer to sell merchandise or provide a service. We also will not allow any type of printed materials such as brochures or pamphlets to be handed out or distributed to our employees; distribution of any material that creates litter on our company property is not allowed. These activities can interfere with our normal operation, reduce our level of excellent customer service, and raise concerns for your safety or security.

The Company may authorize, on a limited basis, a number of activities that support charitable organizations. You are invited to participate in these activities, but your participation is entirely voluntary. We support our local community as part of our Core Values and encourage each employee to learn more about our support to the communities in which we live.

For our internal employees, we also ask that any requests for causes that are for your personal benefit such as cookie, cosmetic or merchandise sales are limited to non-working time. This means that you should only ask your friend when both of you are on lunch or break time. While we enjoy supporting activities for each other, we need to recognize that these requests may create uncomfortable situations between employees and affect our overall business operation.

**All in the Family**

It is great to have family members also work for the company but we do have clear guidelines to avoid any conflict. Family members cannot work where there is a direct or indirect supervisory relationship or in a job position where we believe a conflict of interest could arise. Although this policy does not prevent the development of
friendships or romance, there are boundaries and acceptable conduct. At a minimum during working or non-working time, please conduct yourselves in a professional manner making sure you do not do anything that might make others uncomfortable or create gossip. It is also important to note that romantic or sexual relationships between supervisors and subordinates are prohibited.

Make sure you share with us any change in family status or relationships so we can make reasonable efforts to assign job duties that would not create a problem for you, your family member or your co-workers and team. You also have a responsibility to ensure that there is no conflict of interest as you both continue your careers at York.

The definition of a family member includes but is not limited to spouses, children, parents, siblings, aunts, uncles, nieces, nephews, and in-laws (brothers, sisters, mother, father, sons, daughters) or others family members’ sharing an employee’s household. Any question or concerns should be addressed with your Human Resources Business Partner.
HOW DO I GROW?

My Career

**Performance Standards**
You should be proud of your work and accomplishments and we want to make sure we
talk about your performance on an ongoing basis. Annually, we conduct performance
evaluations and that process may review factors such as your achievements as
compared to your performance goals, the quality and quantity of the work you perform,
your knowledge of the job, your initiative, and your behavior toward others. The
performance evaluations should help you be aware of your progress, areas for
improvement and objectives or goals for future work performance. Positive
performance evaluations do not guarantee increases in salary or promotions.

After the evaluation, you will be asked to sign the evaluation report simply to
acknowledge that it has been presented to you and discussed with you by your
manager. Your evaluation is considered confidential and is retained in your personnel
file. You may add comments to your performance review and request that they be
added to your personnel file. We encourage you to seek regular feedback from your
manager outside the formal performance evaluation process.

**Job Duties**
Your manager will explain your job responsibilities and your expected performance
standards. Be aware that your job responsibilities may change at any time during your
employment. From time to time, you may be asked to work on special projects or to
assist with other work necessary or important to the operation of your department or
York. Your cooperation and assistance in performing such additional work is expected.

York reserves the right at any time, with or without notice, to alter or change job
responsibilities, reassign or transfer job positions, or assign additional job
responsibilities.

**Employee Records**
The Human Resources Department maintains employment records for all employees.
Your file may contain such items as your original employment application and other
performance documentation throughout your career at York. All information retained in
the employment records is confidential, maintained in accordance with all applicable
legal requirements. In accordance with the Americans with Disabilities Act (ADA), all
medical information and disability forms are maintained in a separate file.

You or an authorized representative may request to review and copy documents in your
personnel file by completing a request form which is found on the employee portal. You
must authorize in writing if you choose to have a representative inspect, or receive a
copy of, your personnel records and the file review must be done in the presence of a
representative of York at a mutually convenient time. Human Resources will respond to requests for a review of personnel files within 30 days of the request being made. If you would like to have copies of anything in your file, there is a nominal charge per page and you will be notified at the time of the request. At any time, you may add your comments regarding any disputed item to the file.

Generally, access to employment records is limited to Human Resources; however, there may be a business related need for others within the Company to review relevant job performance information in the personnel file. With respect to reference requests, it is company policy that Human Resources verify only employment dates and position held. No other officer, manager, or employee is authorized to release references, nor any other information concerning current or former employees.

Inquiries from financial or lending institutions concerning employment and salary information should be directed to the Payroll Department or Human Resources. These inquiries will be answered only upon the employee’s written request and signed authorization to release such information. The Company also answers any inquiries required by law.

**Employees are responsible to notify Human Resources of any changes in:**
- Name, home address or telephone number
- Emergency contact information
- Any other pertinent information

**Recommendations**
Reference checks may seem like a simple issue, but we have certain guidelines that we ask everyone to follow. If you are ever in a situation where a prospective employer calls you as an employment reference, you must forward the call to Human Resources. We will in turn provide information regarding dates of employment and last position held within the Company. Under no circumstances should you answer any questions either verbally or in writing concerning either a current or former employee of York.

**Attendance**
It is the policy of York to establish reasonable and necessary controls to ensure adequate attendance to meet business needs.

Working schedules and starting times will be established by the manager based upon business needs. In the event of absence or tardiness from an agreed upon work schedule, the employee is required to report the absence to the Company by contacting his or her manager, or other designated individual as specified by management. The employee must contact the manager prior to his or her scheduled start time. In the event the employee cannot reach a manager, the absence should be reported to the Human Resources Department.
The company reserves the right to require an employee to submit a physician’s certificate in the event of repeated absences for medical reasons or in the event of medical absences exceeding three days.

An employee’s absence will be considered scheduled if it is covered by policy and the employee provides proper and timely notification deemed satisfactory to the manager. The manager will define the timely notification for his or her team.

An employee’s absence will be deemed unscheduled when an employee fails to call in, gives a late notice, or neglects to give advance notice for an absence that could be anticipated or could have been authorized in advance by the manager. Any type of “call in” is considered unscheduled.

Excessive absenteeism and/or instances of lateness may be subject to corrective action. With the exception of state or federally required leaves of absence and company provided time off for bereavement and jury duty, three (3) or more instances of unscheduled absence and/or instances of lateness of a non-exempt employee in a calendar month or any twelve (12) instances in a rolling calendar year may be considered grounds for corrective action up to and including termination. Concurrent days of absenteeism will be considered one unscheduled absence if the employee calls in daily to report their continued absence.

In the event an employee is absent for three (3) days or more without prior notice or approval as stated above, such absence would be viewed as job abandonment and will be processed as a voluntary resignation.

In the event a non-exempt employee reports to work late and does not make up the time within the same workweek, the time missed would be unpaid.

**Learning Philosophy**

York offers a wide variety of opportunities to participate in skill development, technical, and leadership training courses. In fact, the results-oriented training begins in your orientation and continues throughout your career. We strongly believe that ongoing learning is critical to our success. If you feel that there may be a certification, a degree program, or a seminar that would benefit you in your career at York, talk with your manager about your interests. There may be an opportunity to participate in this learning based on business need.

**Conferences or Seminars**

You may be eligible to attend a conference or seminar as part of your work week. In the interest of staff development, leave with pay for attendance at professional conferences or seminars may be granted. These conferences or seminars must be related to the business of the Company and employee’s current job duties and be approved by your manager and business head.
The general objectives of a conference or seminar include:
- Enhancing professional knowledge
- Developing leadership skills

The attendance to a conference or seminar is a privilege and not a right or guarantee and is subject to approval by the employee’s manager.

**Continuing Education Units (CEU)**

Each year York provides continuing education training opportunities. To support this practice, the company may at their discretion pay the costs of certain classes or certifications in advance.

If your position requires a specific license or certification, the company may pay the required fees. Once you are licensed, you may have specific credentialing responsibility that you must maintain. It is business critical that you maintain your required certifications and licenses, and provide the information to Human Resources as needed. If you are unable to meet or maintain the required professional development goals or certifications, you may be subject to corrective action up to and including termination.

In order to be eligible to apply, you must be in an active, (21 hours minimum) status at the time of application with no corrective action the six months before your request. Only one course will be prepaid at any given time and future approvals will take into consideration successful completion of any prior course. Any course, seminar, workshop or other educational sessions not required due to regulation, or licensing will require the use of PTO and will not be considered “company time” (i.e. 16 week certificate courses). These courses should be taken during non-business hours and not impede business operations.

In some cases, we may pay for the course but ask that you sign a promissory note that says you would agree to pay the company back if you resign within a certain period of time after completing the course. This depends on the cost of class and the long term value we place on this education. It is important that you talk with your manager about your interest so that we can plan for your growth and development.

**Tuition Reimbursement**

At this time we do not have a tuition reimbursement policy.

**Professional Organizations**

York supports professional development and will pay annual dues for job specific organizations such as CPCU, SHRM or Financial Professional Organizations among others. Employees must obtain management approval to be reimbursed for participation in such organizations.
New Challenges, New Job, New Location within York
You are encouraged to grow and learn in your career at York. The Company believes in promoting employees from within and recognizes the benefits of promoting you to positions requiring different skills and/or greater responsibility. This may be a transfer to a similar position but in a new location or on a new team or a new opportunity altogether. If you are interested in a vacant position, talk with your manager and then apply by following the internal application process.

Your manager may offer you great advice in the process and may help you learn more about the position in which you are interested. Management approval will be required in order to ensure that the interests of the employee are balanced with the needs of the company. Managers are encouraged to support moves that offer promotional opportunities or other forms of development. Once you have received your manager’s support, follow the procedures described on the HR portal to apply for the new position. Your HR Business Partner can also be a resource to guide you in this process.

If you were not selected for the position for which you interviewed, work with your manager to get feedback and continue to do your best in your current role. The right opportunity will happen at the right time!

The Recruiting Team has established a self-referral system to give all employees an opportunity to apply for available positions in which they are interested and for which they qualify. If new positions are created or existing positions become available, then a job posting will be generated and communicated to employees.

Copies of the relevant job descriptions may be obtained from Human Resources or managers for the positions.

To apply for an open position, an employee should apply online indicating that they are an internal candidate at:

https://myyorksgcareers.silkroad.com/yorkint/EmploymentListings.html

Resignation Guidelines
Our goal is to develop long-term relationships with our employees. In the event you decide to pursue opportunities outside of the York Family of Companies, a written two-week notice of resignation is requested and should include the current date, the expected last date of employment, the reason for resigning and your signature. At its discretion, the Company reserves the right to make the resignation effective immediately. There may be circumstances when we may ask an employee to leave immediately and not work the remainder of the resignation notice period. If that is the Company’s decision, you will be paid wages for the remainder of the notice period or two weeks, whichever is less.

Occasionally an employee may reconsider their decision to leave the Company. Once a resignation is accepted the Company reserves the right to uphold the resignation.
Your feedback about your experience at York is important and you will be asked to complete an exit survey. This information as well as information on your benefits and how they are affected by your resignation will be discussed during your exit interview.

**Paid Time Off (PTO)**
Upon termination, except where otherwise required by state or federal law, employees will be paid up to five accrued unused PTO days. **PTO may not be used during your notice period.**

**Medical Benefits**
If you are enrolled in the Company’s Medical Insurance plans, your benefit coverage will end on your termination date. In accordance with applicable law under COBRA (Consolidated Omnibus Budget Reconciliation Act), you are eligible to continue the same medical coverage under the Company’s Plan and you will be provided with the information and costs.

**Return of Company Property**
When you leave York for any reason, all of the Company’s property must be returned. This property may include, but is not limited to, cell phones, laptops, cameras, keys or access badges, and any Company information and documentation. The Company will take any action necessary to recover company property that has not been returned.

**Outside Employment**
We want you to be at your best every day and devote your energy to your job. If you wish to pursue additional employment outside of your York position, it must be authorized to avoid a conflict of interest. Please refer to the Code of Conduct for further information.

**MY BENEFITS**

**Refer Friends and Family to our York Family!**
Know someone great who might be a perfect fit for one of our job openings? You may receive a cash award if your referral is successfully hired as a full-time regular employee. This award is for referrals of new external candidates only.

**There are a few guidelines that govern this policy:**
- Any current York employee is eligible to participate in the Friends and Family Referral Program with the exception of Assistant Vice Presidents and above as well as members of the Human Resources Team. Managers may not receive a referral award if the candidate hired is within their area of responsibility.
- A referral bonus will not be paid for any current temp offered a regular position in any York company.
- Prior employees of York and predecessor companies or acquired companies who have been gone less than a year will not be considered a “referral candidate.”
- Employees are not eligible to receive a referral bonus for temporary positions.
• Award amounts vary based on market conditions, difficulty in recruiting for various positions and position level. Occasionally, certain positions may be deemed “top priority” resulting in an increased award payment for a defined period of time and this is at the discretion of the Company. Please talk with your HR Business partner or a member of the Recruiting Team to learn more about any enhanced referral awards.

Referral awards will be paid after the referral candidate has successfully completed three months of service, or in some cases half of the referral bonus will be paid after three months and the remainder after six months of the new employee’s start date. Employees making the referral must also be employed by York at that time. Referral awards are treated as income and subject to taxes and withholding.

See the online Friends and Family Referral policy for further details at:

https://myyorkrsgcareers.silkroad.com/yorkint/EmploymentListings.html

Benefits Package

We are pleased to offer a comprehensive employee benefits package to our employees that is competitive with the industry. Each year we review our plans and policies to provide the best options available. New employees who work at least 21 hours per week are eligible to participate in the medical, dental, life and disability benefit plans on the first day of the month after thirty (30) days of employment at York. Part-time employees whose hours are increased on a regular basis to 21 hours or more per week are eligible immediately. Because each of us has different needs, you may select the type of plan and level of coverage that is appropriate for you and your family.

The benefit plans that are offered to York employees include:

• Medical Insurance Plan
• Flexible Spending Accounts
• Dental Insurance Plan
• Vision Insurance Plan
• Employee Assistance Program
• Basic Life Insurance Plan
• Supplemental Life Insurance Plan
• Personal Accident Insurance Plan
• Short Term Disability Insurance Plan (for non-work related illness or injury)
• Long Term Disability Insurance Plan
• 401k Retirement Savings Plans
• Business Travel Accident Insurance

The medical, dental and vision plans require you to participate in the cost of the coverage selected via pre-tax payroll contributions.

The Company pays 100% of the cost for Basic Life and Accidental Death & Dismemberment Insurance Plan, Basic Short Term Disability, Basic Long Term Disability
Insurance Plan, Employee Assistance Program, and Business Travel Accident Insurance. The cost of the Supplemental Life, Personal Accident and Supplemental Long Term Disability Insurance Plans are paid completely by the employee at this time.

If you have been enrolled in any of the medical benefits and terminate from the Company, coverage will end on the last day of your employment with the Company. In accordance with applicable law under a federal law commonly referred to as COBRA, each employee is eligible to continue his or her medical coverage under the Company’s Plan provided he or she pays the cost of the premium plus an administrative fee.

**Workers’ Compensation**

All employees are covered for medical expenses or loss of income due to a work-related illness or injury under the applicable Workers’ Compensation Law.

Any work-related injury or illness incurred by an employee should be reported to the employee’s manager and Human Resources immediately, but not later than twenty-four (24) hours after the illness or injury, no matter how small or insignificant it may seem.

An incident report will be filed and on behalf of the employee. Any employee who needs to seek medical attention for a work-related illness or injury must notify his or her manager and Human Resources immediately.

Workers’ Compensation benefits may vary by state. You are eligible for the compensation benefits under Workers Compensation programs, not under the Company’s Short-Term Disability plan.

**401(k)**

All new hires are immediately eligible to participate in the 401(k) program and will be automatically enrolled at a designated percent deferral with an opt-out option. The 401(k) Plan is funded by employee pre-tax and employer-match contributions. Upon joining the Company, new employees will receive additional information regarding this program.

**Benefits Eligibility for Rehires**

The grass is not always greener and we are happy to consider for re-employment an employee who voluntarily terminated their previous employment with York and whose prior performance was satisfactory.

The service and seniority date will be adjusted to account for the break in service immediately upon rehire. Special break in service rules apply for the purposes of the Company’s 401(k) and Savings Plan. Please review the Summary Plan Description or contact your Human Resources Representative for details.
MY PAY

Work Schedules

Our clients and customers are our primary concern so schedules may vary from location to location. You are an important part of the effective operation of this business so when you are not here at expected times or expected days, someone else must do your job or delay doing his or her own job while waiting for you to arrive. If you work with customers, this can be frustrating to them if they can’t reach you during expected times. As a result, you must maintain regular attendance and be on time and ready to work at the beginning of each scheduled work day.

Our workweek runs from Sunday to Saturday, and the workday is defined as a 24-hour period from 12:01 a.m. to midnight. Work schedules may vary throughout our organization and your manager will talk with you about your schedule. It may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible schedules are available in some cases to allow you to vary your starting and ending times each day within established limits. This isn’t a guarantee and you need to talk about this with your manager and see if you can reach a mutually workable schedule. However, such issues as staffing needs, your performance and the nature of the job will be considered before approval. The Company may alter or stop any non-standard work schedule at any time.

If you are a full-time, non-exempt employee, you are provided with one (1) meal break of a minimum of thirty (30) minutes in a workday. This meal period will be scheduled based on the operational needs of the department. You must take a minimum 30-minute lunch break for your well-being. “Working through lunch” may not be used to make up missed time or alter regularly scheduled start and end times. Employees are relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time. If you are unable to take an uninterrupted 30 minute break, you should let your manager know and note it in the time and attendance system.

All meal periods are taken off the clock unless the meal is a mandatory business-related or company-sponsored event. Social events such as department luncheons, celebrations of employee special events (e.g. birthdays, baby or bridal showers) are not considered mandatory business related events. Participants in these events should clock out while in attendance.

You will also be provided two (2) breaks of ten (10) minutes in length each if you are a full-time, non-exempt employee. Since this time is counted and paid as time worked, employees must not be absent from their workstations beyond the allotted rest period time. Your manager will do their best to provide break periods in the middle of the work periods.

York may require employees to remain on the premises during the ten-minute rest period.
Rest and Meal Periods for California Employees
Based upon the current California Labor Code, every non-exempt, full-time and part-time, California-based, employee is required to take a **minimum of a 30-minute meal break when working more than five (5) hours in any given work day.** An employee can forgo the meal period for a work day that doesn’t exceed six hours. The meal breaks should be taken near the mid-way point of the workday but no later than the 5th hour of work.

All meal periods are taken **off the clock** unless the meal is a **mandatory** business-related or company-sponsored event. Social events such as department luncheons, celebrations of employee special events (e.g. birthdays, baby or bridal showers) are **not considered mandatory business related events.** Participants in these events should clock out while in attendance.

- **Shortened work day** – If six (6) hours of work will complete the day’s work, the employee may voluntarily elect to forego the meal period for that shortened workday. However, if a non-exempt employee works at least three and one-half hours (3.5) in a day, a mandatory ten (10) minute rest period is required by the fourth hour of work by law.
- **Part-time employees** – A minimum, one-half hour meal period must be provided for every 5-hour work period unless six (6) hours of work will complete the day’s work and the employee voluntarily elects to forego the meal period. Managers should either schedule meal periods for part-time employees or have them sign a waiver and place it in their personnel file.
- **Extended workday** – A meal period must be provided for every five (5) hours of work. If a non-exempt employee works over ten (10) hours in any given workday, a second meal break of a minimum of thirty (30) minutes must be provided. The second meal period may be waived with written authorization if no more than twelve (12) hours are worked and the first meal period was taken.

Please coordinate your meal period schedule with your manager. The Company expects you to observe your assigned working hours and the time allowed for meal and break periods. Authorized meal periods cannot be used to shorten your workday or be accumulated for any other purpose. Additionally, rest periods (breaks) may not be combined with a meal period.

**Using Meal Periods to Make-Up for Lost Time**
For those employees who choose to take a regular, daily, meal period of thirty (30) minutes:

- **The meal period may NOT be used to make up for lost time.** Make-up time must occur at times other than the meal period and must be worked within the same workweek as the absence. The employee is responsible to coordinate the make-up time schedule with his or her manager.
For those employees who choose to take a regular, daily, meal period longer than thirty (30) minutes:

- Only that portion of the meal break that exceeds the initial 30-minute mandatory meal break may be used to make up time. The make-up time must be worked within the same workweek as the absence. The employee is responsible to coordinate the make-up time schedule with his or her manager.

Regular Daily Breaks
According to the California Labor Code “rest periods or breaks must be provided at the rate of ten (10) consecutive minutes for each four (4) hours worked (or major portion thereof) and which, insofar as practicable, shall be in the middle of each work period.” Rest periods are paid as time worked and may be controlled by York. York may require employees to remain on the premises during the ten-minute rest period.

Time Keeping Policy
Employees shall never:

- Attempt to alter in any way, their personal time record or the time record of any other employee for their own or someone else’s benefit
- Provide their log in information to another employee or accept knowledge of the log in information of another employee

Under no circumstances shall any non-exempt employee falsely report hours worked including:

- Working off the clock
- Remaining clocked in when no work is accomplished for long periods of time outside of normal 10-minute break periods
- Clocking in or out under the login of any other employee.

Participating in any of these actions constitutes fraud and may be grounds for termination for all persons involved in the fraudulent behavior.

Hard copies of a time record may be made for personal records and removed from York property. If you forget to punch or electronically record time in or out, please inform your manager immediately. Your time record will be properly adjusted.

Salary Information
Salary increases are solely within the discretion of York. Salary increases are based on individual performance, market conditions and the financial position of York. We place a high value on managing the confidentiality of your salary and hope that you will also bring any questions directly to your manager or Human Resources.

Payment of Wages
All employees of York are paid bi-weekly. The payroll period begins Sunday (12:01 a.m.) of one week and ends Saturday (12:00 midnight) of the following week with payment being made every other Friday. Most employees are paid “current” which means that the pay you receive on a payday is pay through that date, and adjustments such as time
off or overtime from the prior pay period will be reflected on your next paycheck. If the pay date falls on a holiday, we are paid on the preceding Thursday.

You are encouraged to have your paycheck funds deposited directly into your bank account. If you prefer, you can have a manual check mailed to your office site where you may pick it up at the designated time and place.

York does not permit advances against future payment of wages.

We make every effort to ensure that you receive the correct amount of pay in each paycheck and that you are paid promptly on the scheduled payday. Your paycheck reflects your total earnings for the pay period, as well as any mandatory or voluntary deductions from your paycheck. Mandatory deductions include those that we are required to take such as federal withholding or other applicable taxes. If you wish to change your deductions, or have any questions, please contact the Payroll Department.

If you feel that there is an error in your paycheck, contact the Payroll Department immediately so that the situation can be discussed and resolved with you. Corrections are typically made on the following pay date.

We make every effort to start new employees in the first week of the pay cycle. However, there may be occasions when payroll processing has already begun and your first pay check will arrive the following full pay period. This may also happen if you have been on leave of absence for any reason and are returning to work any time after the first day of a new pay period. In order for us to verify work hours, if you are on a current pay cycle, we have the right to not pay you current but in arrears for the first pay cycle you return.

**Employment Categories**

It is important that you understand the definitions of employment classifications and how they affect employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Both you and the Company have the right to end your employment relationship at any time and with no notice.

Each employee is designated as either non-exempt or exempt based on federal and state wage and hour laws. An employee’s exempt or non-exempt classification may be changed only upon written notification by Human Resources.

**Non-exempt Status**

Non-exempt employees are eligible for overtime pay in accordance with state and federal law.

- Non-worked hours such as PTO, jury duty, holiday, and bereavement leave will not be included for purposes of calculating overtime hours.
- A non-exempt employee will be paid one and one-half times the employee’s regular calculated hourly rate of pay for time that exceeds forty (40) hours in a
workweek. (California-based employees should refer to the “Overtime Pay for Employees in California” below.)

- Payment of overtime wages is included in the pay period following the period during which overtime was actually worked. Before a non-exempt employee works any extra time or overtime, he or she must have **advanced written authorization** from his or her manager. Non-exempt employees who work unauthorized overtime may be subject to disciplinary action up to and including termination of employment.
- If you are non-exempt, you must have a supervisor on-site if you are working outside normal business hours and this must be pre-approved.

**Make-up Time**

We understand that you have responsibilities outside of work and, in some circumstances, must schedule appointments during normally scheduled work hours. To accommodate these situations, send an email to your manager for each occasion of make-up time and your manager will provide written approval for you to "make up" a maximum of two hours missed during a workweek. The time must be "made up" within the same work week in which the time is missed and while supervisory coverage is available. Your manager can deny this benefit at their discretion at any time.

**Overtime Pay for Employees in California**

*Exempt employees are not eligible for overtime pay.*

A California-based, non-exempt employee will be paid **one-and-one-half times the employee’s hourly rate of pay for hours worked over eight (8) hours in one work day or over forty (40) hours in a work week and the first eight (8) hours worked on the seventh consecutive day worked in a single workweek.**

A California-based non-exempt employee will be paid double the employee’s regular rate of pay for:

- **Any hours worked over twelve (12) hours in a workday AND/OR**
- **The hours worked beyond eight (8) on the seventh consecutive day worked in a single workweek**

**Undertime is defined as follows:**

A non-exempt employee will have his or her pay adjusted for any time worked under the minimum required hours for a workweek. The undertime deduction will be taken from the paycheck unless PTO has been requested and approved by the Manager. Deduction of undertime is taken in the pay period following the pay period the undertime actually occurred. Undertime will be monitored by the manager. Frequent employee undertime will be considered a performance issue and dealt with accordingly.

**Exempt Status**

Exempt employees are not eligible for overtime pay. Generally, exempt positions are limited to outside sales, professional, and managerial positions and are paid on a salary basis.
• If an employee is classified as exempt, his or her salary is intended to serve as compensation for all actual hours that services are performed.
• Being paid on a salary basis means that you regularly receive a predetermined amount of compensation for each applicable pay period and that amount cannot be reduced because of variations in the quality or quantity of work.
• With a few exceptions, an exempt employee must receive full salary for any workweek in which he or she performs any work, regardless of the number of days or hours worked.
• Exempt employees do not need to be paid for any workweek in which they perform no work.
• Managers are prohibited from making any improper deductions from an exempt employee’s salary and should discuss any questions directly with the HR Business Partner before any action is considered.
• Exempt status employees who work less than a full-time work schedule shall be paid a prorated salary based on their regularly scheduled hours per week. This prorated salary is intended to serve as compensation for all actual hours that services are performed.

Under applicable federal and state wage and hour laws, however, an exempt employee’s salary can be reduced for:
• Absence from work for one or more full days for personal reasons other than sickness or disability when PTO is exhausted
• Unpaid disciplinary suspensions for one or more full days for violations of workplace conduct policies
• The first or last week of employment if less than a full workweek
• Deductions for unpaid leave taken under the Family and Medical Leave Act (covering full or partial day absences)

In addition to the above classifications, each employee will belong to one of the following employment categories:

• Regular Full-Time – You are regularly scheduled to work York’s full-time schedule and are not in a temporary status. Generally, you are eligible for York’s benefit package, subject to the terms, conditions and limitations of each benefit program.
• Regular Part-Time - You are regularly scheduled to work less than the full-time work schedule but at least twenty-one (21) hours per week. Generally, you are eligible for York’s benefit package, subject to the terms, conditions and limitations of each benefit program.
• Part-Time employees are those individuals who are not assigned to a temporary status and who are regularly scheduled to work less than twenty-one (21) hours per week. While they do receive all federal and state mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for most all of York’s other benefit programs.
• Contingent employees are those who are scheduled based on business need. This schedule can vary from week to week. While they do receive all legally
mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for most all of York's other benefit programs.

- **Inactive Status** employees are those individuals who are on any type of leave of absence, work-related or non-work-related. When you are on inactive status, PTO will not be earned. This restriction does not apply when employees are using PTO.
How Do I Balance My Work and My Life?

**Paid Time Off**

We realize you need time away from the office to enjoy or attend to other aspects of your life. The purpose of Paid Time Off (PTO) is to provide employees with flexible paid time off from work that can be used for vacation, personal or family illness, doctor appointments, school, volunteerism and other activities of the employee's choice. Eligible employees will accrue PTO weekly in hourly increments based on their length of service as defined below.

Exempt employees who take a full day off are to claim a full day of PTO on their timesheet; exempt employees who work a partial day consisting of a half day or more do not have to claim PTO hours. A partial workday of any amount less than a half a day should be recorded as a half a day of PTO.

Non-exempt employees should record PTO taken in fifteen (15) minute increments (e.g., 15 minutes, 30 minutes, 45 minutes, etc.) and exempt associates must use time in 4 hour or 3.75 hour increments.

Eligibility to accrue PTO is contingent on the employee either working or utilizing accrued PTO during the pay period. PTO is not earned in pay periods during which unpaid leave, short or long term disability leave or workers' compensation leave is taken. No payments will be made in lieu of taking PTO except for accrued unused time at the time of an employee's voluntary or involuntary termination of employment up to the limit.

Time that is not covered by the PTO policy, and for which separate guidelines and policies exist, include company paid holidays, bereavement leave, jury duty and military service leave.

Time off should be coordinated so that our clients do not experience any decline in quality of service. PTO will be scheduled with the approval of the manager. Except in the case of an emergency, all requests for PTO should be made well in advance, and in accordance with the manager’s direction.

With the exception of certain senior management positions, all regular full-time and regular part-time employees scheduled to work at least twenty-one (21) hours per week are eligible to participate in PTO. Regular part-time employees who work a minimum of twenty-one (21) hours per week and new hires accrue paid leave time at a prorated rate based upon their regular work schedule. Because the accrual rates may be shown as decimals or hours and minutes depending on which time and attendance system you are using and where you live, there are three charts to provide guidance.
“Service years” means completed year for each employee’s corresponding years of service. For example, if you were hired on March 1, 2010, you are eligible for an increased accrual rate on March 1, 2015.

Please note, in certain cases, recent York acquisitions may adhere to a different time-off policy (vacation and sick policies in place prior to the acquisition.) If that is the case for your organization, you will receive additional information on the provisions surrounding those time-off policies (PTO, vacation and/or sick). Except where otherwise prohibited by state law, at the end of each calendar year, the maximum amount of PTO that can be carried over from year to year is ten days (75 or 80 hours).

### PTO Accrual Schedule For Employees on ADP E Time

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<th>Years of Service</th>
<th>7.5 Hours/Day Schedule</th>
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### PTO Accrual for Employees on StratusTime

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California employees accrue at the same rate as non-California employees; however, there is no maximum carry-over. Instead, accruals are capped when one reaches the number specified in the table below. When the cap is reached, no additional PTO is accrued until some PTO time is taken, and the balance drops below the cap.

PTO Accrual Schedule for California Employees

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Holidays
We close the office for a total of ten (10) holidays per year for full-time staff and regular part-time staff who work more than twenty-one hours (21) per week. For part-time employees, the holiday must fall on a scheduled day in order to be paid. All other classifications, including contingent staff, will not be paid for the time missed during the office closure.

The number and dates of particular holiday observances may be changed from time to time and may differ among offices. Holidays that fall on a Saturday are typically observed the previous Friday. Holidays that fall on Sunday are typically observed the following Monday.

Holiday pay will be calculated based on your straight-time pay rate (as of the date of the holiday) times the number of hours you would otherwise have worked on that day.

If you are on vacation or paid time off when a holiday is observed, you will be paid holiday pay instead of PTO pay. Please be considerate of your coworkers and request time off particularly around holidays in advance. Your department might have distinct guidelines about scheduling time off.

Holidays will not be paid if you are on any type of unpaid leave unless it is required to be paid by a specific federal or state law.

Employees who are required to work on a paid holiday will be paid their straight-time pay rate for all hours worked, unless the total hours worked within the week (or day, for
CA employees) necessitate the payment of overtime, plus holiday pay. Exceptions may be made in special circumstances.

If you are an off-site employee assigned to a client site, there may be a difference in their holiday schedule and the York paid holidays. If a client site is closed for whatever reason and York is open, you will be required to take a PTO day unless you are scheduled to be at the York office for assigned work at that time. You will not be eligible for regular pay or holiday pay due to a client’s work schedule. There may be a different practice for your location so check with your manager or HR Business partner.

If you would like to observe a non-Company holiday, please use vacation or PTO if you have an available balance.

**Early Closure Days**
Our offices occasionally close at 3:00 p.m. on workdays preceding a holiday. These early closure days are announced early in the year and posted on the portal. Early closure may not be possible for all businesses or departments. If you are scheduled to work on an Early Closure Day, you will be paid up to one full day of pay for that day based upon your standard schedule and standard work hours. You are expected to begin work at your regularly scheduled time on an Early Closure Day and not alter your schedule unless permitted by your manager. If you have requested PTO on an early closure day, you will have a full day of PTO deducted from your PTO bank.

Our primary responsibility is to our customers and due to customer commitments, project deadlines or other business requirements, some employees are expected to remain in the office on early closure days and follow our normal work hours. You should consult with your manager who will make the decision for your department.

**Bereavement Leave**
York full-time and regular part-time employees are eligible to receive up to five (5) scheduled workdays of paid bereavement leave for immediate family members. Bereavement leave is available for employees who require time off during the workweek due to the death of or to attend a funeral of a family member.

An employee who is notified of the death of a family member while at work and leaves for the day will be paid for the remainder of the scheduled hours that day.

**An immediate family member is defined as:**
- Spouse, spousal equivalent (to include domestic partner)
- Siblings* of Employee
- Children*
- Parents*
- Mother/Father-in-law
- Grandparents* of Employee
- Grandchildren* of Employee
- Legal guardians
includes step relatives and in-laws

Other family members for whom you may request a two day bereavement leave are:

- Aunt
- Uncles
- Nieces
- Nephews
- Cousins

In the event of the death of other family members not listed above, or friends, you may request the time off using any available paid time. If no benefit time is available, your absence is subject to approval and will be unpaid. Bereavement leave will be calculated based on your straight-time pay rate (as of the date of the bereavement) times the number of hours you would otherwise have worked on that day.

To request bereavement leave, contact your manager immediately to make the arrangements.

Jury Duty
Let’s hope you are not scheduled for the trial of the century and need to be sequestered in a hotel for weeks. If you are a regular full-time or regular part-time employee, you may request paid jury duty leave and will receive full wages. Jury duty time is not part of PTO and will not impact the PTO balance.

If you are involved in any legal procedure as a witness, defendant, or other role, you are not eligible for jury duty pay. This is reserved only for court-mandated jury obligations.

Jury duty pay will be calculated based upon on your base pay rate times the number of hours you would otherwise have worked on the day of absence.

Make sure you show the jury duty summons to your manager as soon as possible so that the manager may make arrangements to accommodate your absence and cover the work. If you are released early on any day or court is not in session, you are expected to report for work.

On occasion, the company may request that an employee request a postponement of jury duty, if in York’s judgment, the employee’s absence would create serious operational difficulties.

York will continue to provide or subsidize health insurance benefits and PTO accrual for the full time you are absent on jury duty. If a holiday falls while serving on jury duty, you will be paid for the holiday.

Medically-Related Leaves of Absence - General Information
York may grant leaves of absence to employees in certain circumstances. It is important to request any leave in writing as far in advance as possible, to keep in touch with your
manager and the Human Resources Department during your leave and to give prompt notice if there is any change in your return date. If your leave expires, you do not return to work and you have not contacted your manager, it will be assumed that you do not plan to return to work and that you have voluntarily terminated your employment. Should an immediate leave be required due to an emergency circumstance, call your Human Resources Business partner and your manager to discuss this request.

York will continue to pay for its portion of health and dental insurance for employees on approved leaves of absence up to a maximum of six (6) months after which you may pay the entire premiums under the provisions of COBRA. A member of the Human Resources team can give you additional information.

You will be responsible for paying the premium for any voluntary benefits such as medical, dental, vision, supplemental life insurance, long-term disability that is regularly deducted from your paycheck during employment. While on a leave, you will be required to meet the payment schedule of the premiums. A schedule of payments will be calculated prior to your departure on leave and if you do not pay the premiums as outlined, coverage for those plans may be terminated. You would only be able to re-apply for these benefits at the next open enrollment period.

You will be required to use any accrued Paid Time Off (PTO) hours during the course of an unpaid leave of absence unless you are receiving benefits through a paid disability plan though accrued PTO will be applied against the waiting period for STD. Once the accrued PTO hours have been exhausted, no additional compensation from the Company will be forthcoming unless you are qualified and approved for Short Term Disability. You may ask York to integrate any insured benefits (like disability insurance) that you receive with your accrued PTO. The use of PTO or such insurance benefits will not extend the length of a family and medical leave, and you will not be entitled to receive more than 100% of your pay during a family and medical leave.

The Company is also committed to return injured or ill employees to work as quickly as possible after recovery. Various light duty positions exist or may be created to accommodate some injuries. Such positions will be utilized as often as appropriate conditions allow.

While on a leave of absence, you do not earn holiday pay, nor accrue any PTO. The accrual of PTO will resume upon return to work.

If you are absent for more than three (3) days for your own health condition, you must provide Human Resources with a release to return to work from your health care provider stating that you are able to resume work.

**Family & Medical Leave Act (FMLA)**

**Rights and Responsibilities**

FMLA is intended to allow employees to balance their work and family life by taking authorized unpaid leave for medical reasons, for the birth or adoption of a child, for the
care of a child, spouse, or parent who has a serious health condition, for the care of a covered service member with a serious injury or illness, or because of a qualifying exigency arising out of the fact that the employee’s spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status. FMLA is intended to balance the demands of the workplace with the needs of families, to promote the stability and economic security of families, and to promote national interests in preserving family integrity.

We recognize that you may need to be absent from work for your own serious health condition or that of a family member. Under the Family & Medical Leave Act of 1993 (FMLA), employees who meet certain criteria will be eligible to take up to 12 work weeks of unpaid, job-protected leave in a 12-month period for their own serious health condition or to care for a specified family member. York uses a “rolling” 12-month period measured backward from the date an employee uses leave.

**Employee Eligibility**
To be eligible for FMLA leave, you must meet the following criteria:
- Employed by York for at least twelve (12) months; and,
- Worked at least 1250 hours during the 12-month period immediately preceding the date of the leave.

**Qualified Leave Reasons**
If you meet the FMLA eligibility, FMLA leave may be taken for any one or for a combination of the following reasons:
- The employee’s own serious health condition that makes the employee unable to perform one or more of the essential functions of his or her job
- The birth of a son or daughter or to care for the newborn child
- The placement of a child with the employee for adoption or foster care or to care for the newly placed child.
- To care for an employee’s spouse, child, or parent (not in-law) with a serious health condition
- Any qualifying exigency arising out of the fact that the employee’s spouse, son, daughter or parent is a military member on covered active duty (or has been notified of an impending call or order to covered active duty status)
- To care for a covered service member with a serious injury or illness if the employee is the spouse, son, daughter, parent or next of kin of the covered service member

Employees requesting this type of FMLA leave must provide certification of the family member or next-of-kin’s injury, recovery or need for care. This certification is not tied to a serious health condition as for other types of FMLA leave. This is the only type of FMLA leave that may extend a team member’s leave entitlement beyond 12 weeks to 26 weeks. Other types of FMLA leave are included with this type of leave totaling the 26 weeks.
Advance Notice

An employee must provide at least 30 days advance notice before FMLA leave is to begin if the need for the leave is foreseeable based on an expected birth, placement for adoption or foster care, planned medical treatment for a serious health condition of the employee or a family member, or the planned medical treatment for a serious injury or illness of a covered service member. If 30 days’ notice is not practicable, such as because of a lack of knowledge of approximately when leave will be required to begin, a change in circumstances, or a medical emergency, notice must be given as soon as practicable.

When planning medical treatment, the employee must consult with Human Resources and their manager and make a reasonable effort to schedule the treatment so as not to unduly disrupt York's operations, subject to the approval of the health care provider. Employees are ordinarily expected to consult with Human Resources and your manager prior to the scheduling of treatment in order to work out a treatment schedule which best suits the needs of both York and the employee. For example, if an employee who provides notice of the need to take FMLA leave on an intermittent basis for planned medical treatment neglects to consult with Human Resources and your manager to make a reasonable effort to arrange the schedule of treatments so as not to unduly disrupt York's operations, your manager may initiate discussions with the employee and require the employee to attempt to make such arrangements, subject to the approval of the health care provider.

Intermittent leave or leave on a reduced leave schedule must be medically necessary due to a serious health condition or a serious injury or illness. An employee shall advise Human Resources and your manager, upon request, of the reasons why the intermittent/reduced leave schedule is necessary and of the schedule for treatment, if applicable. You and your manager shall attempt to work out a schedule for such leave that meets the employee's needs without unduly disrupting York's operations, subject to the approval of the health care provider.
Designation of Leave
Once the completed FMLA leave request has been received, you will be notified in writing within 2 business days the final determination of eligibility and status of the leave request. Up until this point, you should not assume that you are eligible or that the leave has been approved. If we learn the reason for the absence after your return or during the leave, your leave can be designated as FMLA retroactively if it is done within two days of your return. You also have an obligation to notify Human Resources and your manager within two days of return if you want FMLA protections for an absence.

Certification/Recertification
- If the planned absence is for your own serious health condition, submission of medical certification forms from the healthcare provider is required.
- To care for a family member, you are required to provide documentation or a statement of family relationship (e.g. birth certificate or court document) as well as the medical certification form from the family member’s healthcare provider.
- York may request you provide re-certification of a serious health condition at intervals in accordance with the FMLA.
- York may require second or third medical opinions at its own expense.
- While you are obtaining the medical certification or other documentation, your leave will be conditionally designated as FMLA leave. “Conditionally designated” does not mean that you are eligible for the leave or that the leave has been approved.

*****Once you have received the medical certification forms, you and your health care provider must complete and return the forms to Human Resources or the designated representative within 15 days or your request for FMLA leave may be denied and any absence will be subject to the company disciplinary policy. Please work within these guidelines to avoid any delay or denial of your benefit.

In addition, during FMLA leave, please let us know how you are doing and provide us with frequent updates regarding your status your intent to return to work. If your anticipated return to work date changes and it becomes necessary to take more or less leave than originally anticipated, please provide your manager and Human Resources with reasonable notice (i.e. within 2 business days) of the changed circumstances and new return to work date. If you decide for whatever reason, that you do not intend to return to work, York will consider you to have voluntarily resigned. This decision can be made anytime during the scheduled leave without affecting your FMLA benefit.

Returning From Leave
Once you are ready to return to work, you need to provide a “release for return to work” from your health care provider if your absence was related to your own serious health condition.

You must provide a return to work slip prior to returning to work from a leave due to your serious health condition of more than three consecutive days.
FMLA and Company Benefits
FMLA leave will run concurrently with any other Company benefits should the situation meet the guidelines of FMLA (i.e., short or long term disability, workers’ compensation). We may request that a Medical Certification (Certificate of Healthcare Provider Form) be completed for any type of FMLA leave. Once the company is aware of an absence that may qualify under FMLA, you are required to complete the documentation. If you are off work due to an FMLA related condition, you are required to use all available vacation or sick time, as applicable, for any unpaid FMLA leave. The use of PTO is not required if you are eligible for and receiving other wage replacement benefits, such as SDI (State Disability Insurance).

Group medical, dental and vision benefits will continue during your FMLA leave provided you continue payment of your portion of the premium, either through a lump sum deduction from the final pay before the leave or through bi-weekly payments during the leave. Failure to pay premium contributions may result in benefit coverage termination. Continuation of other benefits, such as 401(k), life insurance and disability policies will be based on the terms of the respective contract/plan document.

Maintenance of Health Benefits/Benefit Protection
During FMLA leave you are entitled to continue group health plan coverage under the same conditions as if you had continued work.

- You can choose not to continue health insurance during FMLA.
- If you choose to continue with health care, you and the company must continue to contribute their respective portions of premium as if you were not on leave.
- You must make arrangements in advance how you will pay your premium share premium during FMLA leave.
- Failure to provide premium payments during FMLA leave may result in cancellation of group health benefit coverage during your leave.
- For any approved STD leave of 25 weeks or less, all full-time regular status employees will continue group health plan coverage under the same conditions as if the employee had continued work. If your absence extends beyond STD or if you leave the company, your health benefits will end and you will be notified of your rights under COBRA. COBRA allows you to continue the same health care benefits, but you will pay the full premium costs, plus a 2% administrative fee. You will be notified in writing of your rights under COBRA, but please don’t hesitate to ask questions prior to this event.
- Employees on STD are responsible for their respective portions of group health care premiums during any leave. Failure to provide premium payments during the scheduled leave may result in cancellation of group health benefit coverage.
- York may recover health insurance premiums that York paid on behalf of the employee during any unapproved STD absences.

Length of Leave
You can take up to 12 work-weeks of unpaid leave in any 12 month rolling calendar. This is calculated on a “rolling backward calendar” from the first day an employee is scheduled for a leave. This leave can be all at once, intermittent, or on a reduced schedule basis.
Example:

- Jane takes a four-week leave of absence for her own serious health condition beginning May 1, 2013 and returns June 1, 2013.
- A review of the 12-month period prior to May 1, 2013 (May 1, 2012 - May 1, 2013) shows no FMLA leave has been taken. Jane now has eight weeks available.
- On October 1, 2013, Jane takes an eight-week leave of absence for the serious health condition of her spouse.
- She will return to work on December 1, 2013.
- Jane now has used twelve (12) weeks of FMLA leave.
- On June 1, 2014, Jane will have regained four (4) weeks of FMLA leave.

Intermittent or Reduced Work Schedule Leave

Intermittent leave is leave taken in separate blocks of time due to a single qualifying reason. A reduced work schedule leave is a leave schedule that reduces an employee’s usual number of hours per workweek or hours per workday.

For example, leave taken because of your own serious health condition or to care for your spouse, child or parent with a serious health condition may be taken all at once or, where medically necessary, intermittently or on a reduced work schedule.

If you take leave intermittently or on a reduced work schedule basis, you must, when requested, attempt to schedule the leave so as not to disrupt business operations. When you take leave on an intermittent or reduced work schedule for foreseeable planned medical treatment, York may temporarily transfer you to an alternative position with equivalent pay and benefits for which you are qualified and which better accommodates a recurring period of leave.

When you are on an intermittent or reduced work schedule for FMLA, it is up to the discretion of the supervisor based on business need to allow you to make up time for pay for hours that you missed. The hours missed will be counted towards your FMLA benefit even if you are granted make-up time for pay.

Limitations on FMLA Leave

- Employees eligible for FMLA may take up to twelve (12) weeks of unpaid leave during a leave year. We will require you to exhaust all paid time available prior to the absence being considered unpaid.
- A holiday occurring during a full week of FMLA is still counted as FMLA time.
- York uses a “backward” measurement for calculating the leave year. The 12-month period is measured backward from the day the employee’s first FMLA leave begins.
- Employees on a leave of absence will not accrue any PTO. Vacation time will continue to accrue during a paid leave, but will not accrue during any unpaid portion of either STD or FMLA leave. You will be notified of any adjustments to your vacation accrual upon your return.
- You may be eligible to apply for short-term disability benefits if your absence relates to your own serious health condition.
• Leaves for short or long-term disability or worker’s compensation/illness are charged against the FMLA 12-week entitlement for FMLA eligible employees. Thus, the substitution of paid leave for unpaid leave does not extend the 12 week leave period.

• Leave for the birth and care, or placement and care of a child must conclude within 12 months of the birth or placement of the child.

• When both spouses are employed by York, they are together entitled to a combined total of 12 work weeks of FMLA leave within the designated 12 month period for the birth, adoption or foster-care placement of a child with the employees, for aftercare of the newborn or newly placed child and to care for a parent with a serious health condition.

• Each spouse may be entitled to additional FMLA leave for other FMLA qualifying reasons (i.e. the difference between the leave taken individually for any of the above reasons and 12 work weeks, but not more than a total of 12 work weeks per person).

Return from FMLA Leave
Upon return from FMLA leave, York will place you in the same position you held before the leave or an equivalent position with equivalent pay, benefits and other employment terms. If you have exhausted your FMLA leave and your position has been filled, you may apply for open positions for which you are qualified. If there is not a position available, your employment with York will be terminated.

Limitations on Reinstatement
You are entitled to reinstatement only if you would have continued to be employed had FMLA leave not been taken.

Return to Work Following FMLA Leave Exhaustion
If you use all 12 weeks of FMLA leave, your position will no longer be protected and the company has the right to move forward to fill or eliminate your position, however, you may still be eligible for benefits through the York STD plan if your leave is deemed medically necessary. If you use all 12 weeks of FMLA leave and do not return to work and are not approved for continued absence under the STD plan, you may still be eligible for an accommodation under the Americans with Disabilities Act. Once your FMLA leave exhausts, you will be notified through a letter that no further FMLA protection is available for you at this time. Included with that letter will be an ADA accommodation request form. It is up to you to apply for an accommodation. You will have 15 days from the date of the FMLA exhaustion letter to return the accommodation request. If an accommodation request is not received, you will be considered to have voluntarily resigned and company group health benefits will be terminated. You may reapply for employment when your attending physician releases you to return to work. The Company reserves the right to consider extenuating circumstances and business need in making these decisions.

• If you choose not to return or return for less than 30 calendar days, any premium contributions paid by the company on your behalf during any unpaid portion of the leave may be recovered by the company.
• Any premium contributions paid by York may not be recovered if the employee did not return due to his/her own serious health condition, circumstances beyond his/her control or denial of restoration due to key employee status. In such cases, York may require the employee to provide medical certification of the employee’s or family member’s serious health condition.

It is the company’s intention that this policy fully complies with the Family and Medical Leave Act as it may be amended from time to time. Several states have also enacted family leave acts. If you reside and work in a state which has its own leave act and if that state’s act is in conflict with this policy, please bring it to the attention of the Human Resources Department. In such cases, if the state law has provisions not included in this policy, the state law will prevail.

Remember that both you, as the employee, as well as the company, have the responsibility to maintain communication during any leave. It is important to ask any questions early in the process so you can plan accordingly and the company can ensure that you have the information you need.

FMLA for California Employees
California law provides for various leaves, described below. FMLA leave runs concurrently with the California Family Rights Act (CFRA), Pregnancy Disability Leave (PDL) and workers’ compensation leave, except as described below.

Pregnancy Disability Leave for California Employees
Under the California Fair Employment and Housing Act (FEHA), even if you are not eligible to take an FMLA leave, if you are disabled by pregnancy, childbirth or related medical conditions, you are eligible to take a pregnancy disability leave (PDL). If you are affected by pregnancy or a related medical condition, you also are eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if this transfer is medically advisable.

• The PDL is for any period(s) of actual disability caused by your pregnancy, childbirth or related medical conditions up to four (4) months (or eighty-eight (88) workdays for a full-time employee) per pregnancy.
• The PDL does not need to be taken in one (1) continuous period of time but can be taken on an as-needed basis.
• Time off needed for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth and recovery from childbirth all would be covered by your PDL.
• Generally, we are required to treat your pregnancy disability the same as we treat other disabilities of similarly situated employees. This provision affects whether your leave will be paid or unpaid.

You will be required to obtain a certification from your health care provider of your pregnancy disability or the medical advisability for a transfer.

The certification should include:
• The date on which you became disabled due to your pregnancy or the date of the medical advisability for the transfer
• The probable duration of the period(s) of disability or the period(s) for the advisability of the transfer and
• A statement that, due to the disability, you are unable to work at all or to perform one or more of the essential functions of your position without undue risk to yourself, the successful completion of your pregnancy, or to the other persons, or a statement that, due to your pregnancy, the transfer is medically advisable.

Your medical benefits will continue while you are on PDL. If you want more information regarding your eligibility for a leave or the impact of the leave on your seniority and benefits, please contact Human Resources.

California Family Rights Act (CFRA) Related to Pregnancy Disability (PDL) for California Employees
If you are CFRA-eligible, you have certain rights to take BOTH a pregnancy disability leave and a CFRA leave for reason of the birth of your child. Both leaves contain a guarantee of reinstatement to the same or to a comparable position at the end of the leave, subject to any defense allowed under the law. Both leaves of absence are unpaid.

If you are taking a CFRA leave for the birth, adoption or foster care placement of a child, the basic minimum duration of the leave is two (2) weeks and you must conclude the leave within one (1) year of the birth or placement for adoption or foster care. However, York shall grant a request for CFRA leave of less than two weeks on any two occasions.

See below for more information regarding CFRA leaves.

California Family Rights Act (CFRA) Leave General Guidelines
To be eligible for CFRA leave of up to twelve (12) weeks in a rolling 12-month calendar period, an employee must have more than twelve (12) months of service with the employer and have worked at least 1,250 hours for that employer in the 12-month period before the leave begins.

An eligible employee may take an unpaid leave for the following reasons:
1) To bond with an adopted or foster child or to bond with a newborn
2) To care for a parent, spouse or child with a serious health condition
3) To care for the employee’s own serious health condition (Pregnancy disability is not included in this definition, but PDL is available.)
4)
If possible, you must provide at least thirty (30) days advance notice for foreseeable events such as the expected birth of a child or a planned medical treatment for yourself or of a family member. For events that are unforeseeable, you will need to notify us, at least verbally, as soon as you learn of the need for the leave.

Failure to comply with these notice rules is grounds for, and may result in, deferral of the requested leave until you comply with the notice policy.
We require certification from your health care provider before granting a leave for pregnancy or your own serious health condition or certification from the health care provider of your child, parent or spouse who has a serious health condition before approving a leave to take care of that family member. When medically necessary, a leave may be taken on an intermittent or reduced work schedule.

If you are taking a leave for the birth, adoption or foster care placement of a child, the basic minimum duration of the leave is two (2) weeks, and you must conclude the leave within one (1) year of the birth or placement for adoption or foster care.

Taking a family care or pregnancy disability leave may impact certain benefits. If you want more information regarding your eligibility for a leave or the impact of the leave on your seniority and benefits, please contact Human Resources.

York will continue to pay its portion of the employee’s benefits for up to a period totaling twelve (12) weeks.

More information regarding CFRA leaves is available from the Human Resources Department.

**Paid Family Leave (PFL)**
PFL is not a leave of absence in spite of its name, but rather a state-sponsored insurance program within California’s State Disability Insurance (SDI) program. PFL covers employees at organizations of any size. PFL provides employees with partial wage replacement for up to six (6) weeks in any 12-month period while absent from work to care for a seriously ill or injured family member or bonding with a minor child within one (1) year of the child’s birth or placement in connection with foster care or adoption. The leave may be taken in full or in minimum two-week increments.

Like SDI, PFL does not create the right to a leave of absence. There are no guaranteed employment reinstatement rights other than those already mandated by law pertaining to FMLA and CFRA.

As with SDI, PFL is administered by the Employment Development Department (EDD) of the State of California, and employees will apply directly to EDD for benefits. The EDD is also responsible for the process of confirming if the absence qualifies for benefits. The EDD can require medical and other documentation in support of the claim.

**Military/Exigency Leaves**
You may also qualify for leave if the absence is due is to an employee’s spouse, son, daughter or parent notification of an impending call or order to active duty or who is already on active duty; employee may take up to 12 weeks of leave for reasons related to or affected by the family member’s call up or service. Reasons related to the call-up or service includes helping the family member prepare for the departure or caring for children of the service member. The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave, except that the person does not have to
be a minor.) This type of leave would be counted toward the team member’s 12-week maximum of FMLA leave in a 12-month period.

For service member leave only, the 12-month period is measured on the first day of leave.

Employees requesting this type of FMLA leave must provide proof of the qualifying family member’s call-up or active military service before leave is granted.

To care for an injured or ill service member: This leave may extend to up to 26 weeks in a single 12-month period for a team member whose spouse, son, daughter, parent or next of kin is injured or recovering from an injury suffered while on active military duty and who is next of kin to perform the duties of the service member’s office, grade, rank or rating. The 12-month period for purpose of service member family leave is measured forward from the first day the team member takes leave for this purpose. Next-of-kin is defined as the closest blood relative of the injured or recovering service member. An employee is also eligible for this type of leave when the family service member is receiving medical treatment, recuperation or therapy, even if the service member is on the temporary disability retired list.

Employees requesting this type of FMLA leave must provide certification of the family member or next-of-kin’s injury, recovery or need for care. This certification is not tied to a serious health condition as for other types of FMLA leave. This is the only type of FMLA leave that may extend a team member’s leave entitlement beyond 12 weeks to 26 weeks. Other types of FMLA leave are included with this type of leave totaling the 26 weeks.

**Medical Leave (Non-FMLA)**

Full-time regular and part-time regular employees who do not qualify for the leave policies above may request a medical leave of absence. There are certain guidelines that will apply.

If possible, you must provide at least (thirty) 30 days advance notice for medical related events that you know will occur such as planned surgery. For unplanned events, you must notify the company, at least verbally, as soon as you learn of the need for the leave so that the company can determine how long the leave can be approved. We will take into consideration your needs and the business needs of the organization. If approved, leave can be for no more than six (6) months in length.

You will need to supply documentation for review from your health care provider before allowing you to take a medical leave. Once you are ready to return, you will be required to submit a fitness for duty form.

If you fail to follow these guidelines, the Company has the right to deny or defer a decision on your leave until the proper documentation has been received and reviewed.
You will be required to use all accrued unused PTO hours during the course of your medical leave of absence before any unpaid leave is approved, unless you are covered by a paid disability plan. If necessary, an employee can apply for Short Term Disability if their leave requires more than a seven (7) day absence.

If returning from a non-work-related medical leave, you will be offered the same position held at the time of leaving, if it is available. If this position is not available, a comparable position will be offered. If neither the same nor a comparable position is available, you may apply for an open position for which you are qualified. This position may be of a different salary, schedule, or status and there is no guarantee of reinstatement. If there is not a position available or if you decline a position offered, this will be considered a voluntary resignation.

**Military Leave**

We are proud of our employees who choose to serve in the military either in active duty or in the reserves. The Company provides unpaid military leaves of absence to employees who serve in the uniformed services as required by the Uniformed Services Employment and Reemployment Act of 1994 (USERRA) and applicable state laws. Leave is available for the active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty and for examinations to determine fitness for any such duty.

You should notify your immediate manager and Human Resources as far in advance as possible and present a copy of your official call to duty orders.

**Personal Leave**

There may be a time when you need a personal leave of absence. This request must be for a minimum of two (2) weeks and a maximum of twelve (12) weeks. To be eligible to apply, you must be in good standing, and be meeting performance expectations. You will be required to use accrued unused PTO hours during the course of the personal leave of absence. Once the accrued unused PTO hours have been exhausted, no additional compensation from the Company will be forthcoming. Employees will be provided additional leave if required by any applicable law.

A personal leave of absence without pay may be granted subject to approval by the Regional Vice President of Human Resources, upon recommendation of the immediate manager. Approved personal absences of shorter duration are not typically treated as leaves but rather as PTO time or excused absences without pay.

You are required to continue to pay your portion of benefit expenses while on a leave of absence so please make sure you have made appropriate arrangements with Benefits/Payroll.
**Other California Leaves**

**Military Spouse Leave**

Qualified California employees will be given up to ten (10) days leave during the time in which the employee’s spouse or domestic partner is on leave from deployment in a combat zone with an active duty or reserve military or National Guard during a period of military conflict. Employees may use accrued and unused PTO time to cover this absence. If the employee has no accrued and unused PTO, the employee must request time off without pay.

Qualifying employees are employees who work an average of twenty (20) hours per week and have a spouse or domestic partner who is serving as:

- A member of the U.S. Armed Forces and who has been deployed during a period of military conflict to an area designated as a combat theater or combat zone by the President of the United States; or
- A member of the Armed Forces Reserve Components or the National Guard and has been deployed during a period of military conflict.

Qualifying employees who wish to request this leave must provide York with a written request for such leave within two (2) business days of receiving official notice that the military spouse or domestic partner will be on leave from deployment. The employee must also provide written documentation to the Company certifying that the qualified member will be on leave from deployment during the time the leave is requested.

**Civil Service Personnel Leave**

An employee may take unpaid time off to perform emergency duty as a firefighter, peace officer or emergency rescue personnel. You are also eligible for a limited amount of unpaid leave for required training. If you are an official or volunteer firefighter, official emergency rescue personnel or an official reserve peace officer, please alert the Human Resources Department that you may have to take time off for emergency duty and or training. When taking time off under this leave provision for emergency duty, please alert the Human Resources Department before doing so when possible. All such time off is unpaid, but you may use your accrued and unused PTO.

**Victims of Domestic Violence and Sexual Assault Leave**

An employee who is a victim of domestic violence or sexual assault may take unpaid time off from work for the purpose of appearing in court to obtain legal relief; seeking medical attention; obtaining services from a domestic violence shelter, program or rape crisis center; obtaining psychological counseling or participating in safety planning. Victims of domestic violence or sexual assault should provide reasonable advance notice when possible. Otherwise, they must provide, within a reasonable time, evidence from the court, prosecuting attorney, police or medical professional, domestic violence advocate or advocate for victims of sexual assault, health care provider or counselor as appropriate. You may use your accrued and unused PTO for such leave.
Crime Victims Leave
An employee who is a victim or who is the family member of a victim of a violent felony or serious felony may take time off from work in order to attend judicial proceedings related to such a crime. Before you are absent for such a reason, you must provide documentation of the scheduled proceeding. Such notice is typically given to the victim of the crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney’s office or a victim or witness office. If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence. You may use your accrued and unused PTO for such leave.

Organ Donor and Bone Marrow Donor Leave
An employee who requires a leave of absence for the purpose of making an organ donation may take up to thirty (30) paid days off from work in a year. Such leave does not run concurrently with either Family Medical Leave Act or California Family Rights Act leave.

After using two (2) weeks of PTO for such purpose, if available, the employee will receive up to an additional twenty (20) days off with pay. An employee who requires a leave of absence for the purpose of making a bone marrow donation may take up to five (5) days off in a year. PTO must be used for such a leave, if available.

If no accrued PTO is available for either type of leave, the employee still will receive the time off with pay. Leave for either organ or bone marrow donation may be taken in one (1) or more segments during the applicable year. In order to qualify for such a leave, the employee must provide written verification that the employee is an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow. If you participate in the Company’s health insurance plan at the time you begin an organ or bone marrow donor leave, the Company will maintain your group health coverage as if you were continuously employed for the full duration of such leave.

Under most circumstances, when your health care provider certifies that you can return from a bone marrow or organ donor leave, you will be returned to the same position you held at the time of the leave or to a similar position with equivalent pay, benefits and other employment terms and conditions. However, you have no greater right to reinstatement than if you had been continuously employed rather than on leave. For example, if you would have been laid off had you not gone on leave, or if your position had been eliminated during the leave, then you will not be entitled to reinstatement.

Time Off to Vote
If you do not have sufficient time outside your working hours within which to vote in a statewide public election, you may take off so much working time as will, when added to the voting time outside your working hours, enable you to vote. The Company will provide you up to two (2) hours off with pay. Time off for voting should be taken only at the beginning or end of your scheduled work day, whichever allows the most free time for voting and the least time off from the regular work shift, unless your manager agrees otherwise. When possible, you must give at least two (2) working days’ notice of the
need to take time off to vote. Employees are reminded of the availability of voting by mail.

**Time Off for Parents' School or Day Care Activities**
If you are a parent, guardian or grandparent with custody of a child in a licensed day care center or in kindergarten through grade 12, you may take up to eight (8) hours each month (up to a maximum of forty (40) hours each school year) to attend an activity at your child’s school or day care center, provided you give your supervisor reasonable advance notice of your planned absence. Such time off is unpaid, but you may use your accrued and unused PTO. Non-exempt employees may request to use make-up time to avoid loss of pay.

*If both parents of a child work for the Company, the first to provide notice may take the time off, unless the Company approves both parents taking time off simultaneously. You also may be granted time off without pay to attend a school conference involving the possible suspension of your child. Please contact your supervisor if time off is needed for this reason.*

**Telecommuting**
Telecommuting is an alternative method of meeting the needs of the organization and is not a universal employee benefit. Only certain positions may qualify for telecommuting and specific criteria may apply to be considered. The ability to telecommute will be based principally on business and client needs and can be terminated by the Company at any time. York also has the right to refuse to make telecommuting available to an employee.
What Responsibilities Do We Have?

Computer, Internet and Email Usage
Because technology is part of the workplace today, York supplies employees with the equipment (computers, mobile devices, etc.), applications and internet access and email systems necessary to perform their jobs. The company does so, however, with the expectation that it will be used for business purpose only.

Expectation of Privacy
To insure compliance with this policy, and because all equipment, applications, internet access and email are owned or provided by York, usage may be monitored. Employees should have no expectation of privacy when using them. York reserves the right to monitor internet traffic, and retrieve and read any data composed, sent or received via company internet networks or stored in computer systems.

If you require privacy for personal digital communication, please use a personal device such as your personal mobile phone, tablet, netbook or other device.

Using Email Appropriately
York strives to maintain a workplace free from harassment and sensitive to the diversity of its employees. Therefore, the company prohibits the use of email in ways that are disruptive, offensive to others or harmful to morale:
- Off-color jokes, ethnic slurs, racial comments or anything that may be construed as harassment or exhibits disrespect for others is strictly prohibited.
- Chain letters, sexually explicit material or other disruptive or offensive content is also forbidden.
- In addition, company email systems may not be used for solicitation for commercial purposes, political, religious or other outside cause or organization that is not related to York business.

Internet Access
Internet access is provided by York to assist employees in obtaining work-related data and information, and they are expected to use the internet responsibly and productively. In addition:
- To protect from viruses and other malware, no files may be downloaded from the internet without prior authorization.
- Employees using York’s computer equipment and systems are prohibited from any unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material on the internet.
- Employees are forbidden to access personal social networking sites, blog or wikis on company-owned computer equipment or networks, or on personal devices during regular work hours. Please see the full Social Media Policy for a more information.
In General
All content composed, transmitted or received through York’s digital communications systems are considered official records of the company, and, as such, subject to disclosure to law enforcement or other 3rd parties. Consequently, employees should ensure that the business information contained in email messages and other digital transmissions is accurate, appropriate, ethical and lawful.

Employees are responsible for promptly reporting the theft, loss or unauthorized use of York-owned computers and electronic devices.

York monitors, investigates and responds to all reports of violation to this policy, and other related policies, so please know that violations will result in disciplinary action up to and including immediate termination. The company also reserves the right to take legal action as necessary against any employee who engages in prohibited or unlawful conduct.

Examples of what not to do
The following behaviors are examples of activities that violate the York computer and email policies and can result in disciplinary action:

- Copying, pirating or downloading software without permission
- Using the company’s resources or time for personal gain
- Intentionally sabotaging or destroying company equipment
- Sending or posting confidential, proprietary or sensitive information to anyone outside the company when you are not authorized to do so
- Using copyrighted information you found on the internet in a presentation without giving attribution
- Using company systems to view or exchange obscene materials
- Sending or posting messages or comments that defame other individuals
- Send or post communication that exhibits reckless or malicious behavior toward the company or another individual, such as threatening violence or spreading lies about a product or service.

Confidentiality
We are responsible for making sure information that is confidential to us as a company, our clients, and our fellow employees remains confidential.

This information can be in a variety of forms including:

- Data pertaining to clients, claimants and business relations
- Personnel and salary data
- Computer system access, protocol and codes
- Business plans
- Financial methods and plans
- Claims handling practices and procedures
- Proprietary software
We take this policy very seriously and it is your responsibility not to reveal or divulge any such information unless it is necessary to perform your job duties. If needed, you will be given access to confidential information by your manager. If you do not follow this policy during employment or after you leave York and we determine you have shared information that is confidential, we may end your employment immediately and/or take legal action to protect the Company, our clients or our other employees.

Building and Property Security
In an effort to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives or other improper materials, York prohibits the possession, transfer, sale or use of such materials on its premises or client premises. York requires the cooperation of all us as employees to comply with this policy.

Desks, lockers and other storage devices may be provided for your convenience, but remain the sole property of York. Accordingly, we have the right to inspect any storage item or desk at any time and any material or article found within them can be inspected is also subject to search or inspection by any agent or representative of York at any time, either with or without prior notice. Anything uncovered in a search and suspected of being a drug or alcohol substance may be confiscated until ownership and/or composition is determined. When appropriate, confiscated items may be turned over to appropriate law enforcement authorities.

We also have the right to inspect any person, packages or belongings or vehicles entering or leaving any company premises. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto York's premises.

Document Security
Confidential information should not be left in open view when not in use. When information is to be discarded, it should be shredded or deposited in a confidential bin. If there is a question about the confidentiality of information, discuss the issue with your manager.

The following policy applies to all employees:

- Removal of any business information in any form (i.e., original document, copy, diskette, electronic transmission, telephone transmission) from any Company premises is prohibited, except for purposes related to legitimate Company business.
- Forwarding business information via mail, fax, E-mail or any other communication method to anyone who does not have a legitimate business need for receiving such information is prohibited.
- Client information that is faxed to the Company is to be distributed to the appropriate party as soon as practical. Fax machines and E-mail must be checked throughout the day, removing and placing any client/customer/injured worker/provider forms or other customer/client/injured worker/provider information in a secure location immediately.
• Discussing any aspect of a customer/client’s medical or financial information with any person who does not have a legitimate business need for said information is prohibited.

• Forwarding confidential information via mail, fax, E-mail or any other communication method to any entity or individual who has not signed a Company Confidentiality Statement with the Company is prohibited.

Employees should notify their immediate manager, the Information Technology Department or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to corrective action, up to and including termination of employment.

**Visitors in the Workplace**

To provide for the safety and security of employees and the facilities at York, only authorized visitors are permitted in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare and avoids potential distractions and disturbances.

All visitors should enter York through the reception area. Authorized visitors must sign in and should be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on York’s premises, employees should immediately notify their manager, or if necessary, direct the individual to the reception area.

**Building Access**

Building access cards, key fobs or keys may be used in some locations to provide access to the building and move between floors. Lost access cards or key fobs may be replaced for a fee determined by location that will be deducted from your paycheck. You should not give your card to anyone else in order for them to gain access or let someone “piggyback” on to your access. We want this to be a secure working environment and require that these policies be followed.

**Drug and Alcohol Use**

In an effort to provide a drug-free, healthful and safe workplace, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on York premises and while conducting business-related activities off York premises such as on a client site, no employee may use, possess, distribute, sell, or be under the influence of alcohol (unless Company authorized) or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to safely and effectively perform the essential functions of the job and does not endanger other individuals in the workplace. If alcohol is served at Company-sponsored
or sanctioned event, or is served on Company time or on Company property, consumption should not exceed a moderate level.

Specifically, the Company prohibits the following:

- Possessing, using, consuming or being under the influence of an illegal drug during working hours or while on Company business or Company property. No employee may report to work with illegal drugs (or their metabolites) or alcohol in his or her bodily system.
- Operating at any time a vehicle owned or leased by the Company while under the influence of alcohol or an illegal drug.
- Actual or attempted distribution, sale, manufacture, purchase or transfer of an illegal drug during working hours, or while on Company business or Company property.
- Abuse of legal/prescription drugs that cause impaired function and interfere with effectively performing essential job functions and/or endangers others in the workplace.

Violations of this policy may lead to corrective action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program (EAP). They may also wish to discuss these matters with their manager or the Human Resources Department to receive assistance or referrals to appropriate resources in the community.

EAP provides confidential counseling and referral services to employees for assistance with problems such as drug or alcohol abuse or addiction. It is the employee's responsibility to seek assistance from the EAP prior to reaching a point at which his or her judgment, performance or behavior has led to imminent disciplinary action. Any employee who feels he or she has developed an addiction to, dependence on or problem with alcohol or drugs, whether legal or illegal, is strongly encouraged to seek assistance before a violation of this policy occurs. The Company will reasonably accommodate employees with chemical dependencies (alcohol or drugs), if they voluntarily wish to seek treatment and/or rehabilitation. However participation in the EAP after the disciplinary process has begun may not preclude disciplinary action, up to and including termination of employment.

Employees with drug or alcohol problems may participate in a rehabilitation or treatment program through York's health insurance benefit coverage.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify York of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five (5) days of the conviction.
Employees with questions about this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their manager or the Human Resources Department without fear of reprisal.

**Drug Testing**
York is committed to providing a safe, efficient and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants will be required to pass a pre-employment drug test and employees may be asked to provide body substance samples such as urine, blood or both if the Company has a reasonable suspicion of illicit or illegal use of drugs and alcohol. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment.

Questions concerning this policy or its administration should be directed to a member of the Human Resources team.

**No Smoking Policy**
For reasons of safety, health and comfort, all offices of the Company observe a smoke-free environment at all times. This includes tobacco products and all types of smoking or smoking simulation (e.g. electronic cigarettes). Smoking is prohibited indoors including private offices. When smoking outside, a minimum 25-foot smoke-free radius near all doorways is required (or a distance required by local law or regulation). Smoking breaks during work hours are to take place during regular ten (10) minutes rest periods or lunch breaks. No additional paid breaks for the purpose of smoking will be authorized.

**Inclement Weather**
It doesn’t matter if you live in the snowy Northeast, the cold Midwest, the humid South or windy West, you are expected to make a reasonable effort to come to work during bad weather. Under certain circumstances, severe weather or the threat of dangerous weather conditions may cause the Company to curtail or cancel normal daily operations to ensure our safety.

Weather emergencies are reported differently in every state. During inclement weather, each office manager will determine daily operations on a case-by-case basis. As a standard guideline, office managers will refer to the National Weather Service (NWS, [http://www.weather.gov](http://www.weather.gov)) to determine whether their respective office is under a weather alert that may change the hours of operations. Your office may have a special notification practice to stay updated on office hours.

If weather or traveling conditions delay or prevent you from coming to work, please call your manager as soon as possible. Unless the office is officially closed, if you are unable to come to work, you will be required to use Paid Time Off (PTO) for that day. If a non-exempt employee has no PTO, the hours will be unpaid.
If we announce that we will close the office close prior to the beginning of the normal workday, all employees who were scheduled to work that day will be paid as normal for the hours they were expected to work. If your office opens as scheduled but the decision is made during the day to close early due to weather, all employees who came to work will be paid as normal for their scheduled hours for the closure day. Employees who did not report to work must use PTO in order to be paid for the day. If a non-exempt employee does not report to work and does not have any PTO, the day will be unpaid.

Protection and Use of Company Assets
Safeguarding the Company’s assets and the assets of others entrusted to the Company is the responsibility of all employees. Theft, carelessness and waste have a direct impact on the Company’s profitability. The use of Company time, materials, assets, or facilities for purposes unrelated to the Company’s business, or the removal or borrowing of Company property, is prohibited, except where specifically approved in writing by the most senior executive for that business. The Company’s assets include but are not limited to client information, cash, inventory, equipment, computers, computer software, computer data, records or reports, non-public information, intellectual property, and telephone, voice-mail and e-mail communications.

Cell Phone Usage
If you need to use a mobile phone to assist in the performance of your job duties, you may be granted approval to use your own personal mobile phone for business purposes or the company will provide a cellular telephone. Those who participate in the ‘Bring Your Own Device’ program will receive a flat reimbursement amount toward phone costs. Our reimbursement levels are based on access to company systems, such as working in the office or in the field, job responsibilities, and business need. If your expense exceeds your reimbursement, please let us know.

Company mobile phones should be used in the same manner as all other Company phones. Emergency phone calls are permitted at any time on Company mobile phones. All other personal mobile phone calls made or received are to be kept to a minimum. If traveling out-of-state, Company mobile phones may be used to place or receive business-related long distance calls. Company mobile phones should not be used for either business or personal calls during travel outside of the United States.

Employees who have access to a cell phone while driving to or from a business appointment should remember that their primary responsibility is safety and compliance with the rules of the road. The use of cellular telephones while driving on company business is prohibited unless a hands-free device is used. The Company also prohibits writing, sending or reading text-based communication of any kind, including text messaging, instant messaging and e-mailing on a wireless device or cellular telephone, while an employee is driving on company business.
As a representative of York, please remember that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

**Business Travel Expenses**

**Reimbursable Expenses**
Employees will be reimbursed for reasonable and necessary expenses incurred while on Company business. All employees requesting reimbursement of business related expenses must submit a detailed expense report with receipts through the reimbursement process approved by The Finance Team.

**Purchases**
If you need to make a purchase using cash, requests for reimbursement must also be processed through the guidelines provided by Finance. Any purchase that you think is needed for company use should be discussed and pre-approved with the senior manager of your division.

All expenses must be accompanied by a receipt of purchase and will be reviewed for approval. Expenses that are not approved will not be reimbursed.

Questions about the reimbursement process may be sent to accountspayable@yorkrs.com.

**Use of Personal Automobile for Company Business**
Employees who use their personal automobile for company business will be reimbursed for mileage costs incurred in accordance with current IRS allowance. Costs incurred for parking will also be reimbursed; however, expenses incurred for moving or parking violations will be the employee’s responsibility.

If you are authorized to use your personal automobile for company business, you must maintain and submit proof of a valid driver’s license and automobile insurance that includes mandated minimum liability coverage or $100,000.00/$300,000.00 limits of coverage, whichever is larger.