



# Employee Handbook

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## **IMPORTANT NOTICE**

**AT NORTHERN ARIZONA INTERGOVERNMENTAL PUBLIC TRANSPORTATION AUTHORITY (NAIPTA, MOUNTAIN LINE, THE COMPANY), NEITHER THE EMPLOYEE NOR MOUNTAIN LINE IS COMMITTED TO AN EMPLOYMENT RELATIONSHIP FOR A FIXED PERIOD OF TIME. EMPLOYMENT WITH NAIPTA IS AT WILL. EITHER THE EMPLOYEE OR THE MANAGEMENT HAS THE RIGHT TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON.**

**THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR IS THERE A GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC DURATION. NO REPRESENTATIVE OF NAIPTA, OTHER THAN THE CEO AND GENERAL MANAGER, HAS AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE CEO AND GENERAL MANAGER, AND THE EMPLOYEE.**

**THE CONTENTS OF THIS HANDBOOK ARE SUMMARY GUIDELINES FOR EMPLOYEES AND THEREFORE ARE NOT ALL INCLUSIVE.**

**THIS HANDBOOK SUPERSEDES ALL PREVIOUSLY ISSUED EDITIONS. EXCEPT FOR THE AT-WILL NATURE OF THE EMPLOYMENT, MOUNTAIN LINE RESERVES THE RIGHT TO SUSPEND, TERMINATE, INTERPRET, OR CHANGE ANY OR ALL OF THE GUIDELINES MENTIONED, ALONG WITH ANY OTHER PROCEDURES, PRACTICES, BENEFITS, OR OTHER PROGRAMS OF NAIPTA. THESE CHANGES MAY OCCUR AT ANY TIME, WITH OR WITHOUT NOTICE.**

## **About Mountain Line**

We hope that you will find your employment at the Northern Arizona Intergovernmental Public Transportation Authority (“NAIPTA”)-Mountain Line satisfying and successful.

Mountain Line is a regional transportation organization serving Coconino County, the City of Flagstaff and Northern Arizona University. Mountain Line was formed to coordinate the planning of public transportation services of the region’s growing population.

Our motto is “Getting You Where You Want To Go.” In accomplishing our goal, Mountain Line prides itself on cutting edge innovation. We have been nationally recognized in our industry for our innovation, effectiveness, and efficiency.

The heart of our business and the key to our success is our employees. Through you and your high-quality work we present our best efforts to the public we serve. When you enjoy your work and get along with your fellow employees it shows in the quality services we provide.

This Employee Handbook and the Personnel Policy Manual are written to familiarize you with the Policies and Procedures of your company and to let you know what some of our expectations are.

We hope that you will have a satisfying, challenging, and enjoyable work experience with Mountain Line.

**Heather Dalmolin**  
**CEO and General Manager**

# Employment

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## EQUAL EMPLOYMENT OPPORTUNITY/UNLAWFUL HARASSMENT

Mountain Line is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex (including because of or on the basis of pregnancy or childbirth or related medical conditions), color, religion, national origin, disability, military status, genetic information (including results of genetic testing), status as a registered medical marijuana cardholder, or any other status protected by applicable state or local law.

This prohibition includes unlawful harassment based on any of these protected classes. Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. This policy applies to all employees, including managers, supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, etc.

- **ADA AND RELIGIOUS ACCOMMODATION**

Mountain Line will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to Mountain Line or cause a direct threat to health or safety. Mountain Line will make reasonable accommodations for employees whose work requirements interfere with a religious belief, unless doing so poses undue hardship on Mountain Line. Employees needing such accommodation are instructed to contact their supervisor or the EEO Officer immediately.

- **SEXUAL HARASSMENT**

Mountain Line strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

All employees are expected to always conduct themselves in a professional and businesslike manner. Conduct which may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mails.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

- **COMPLAINT PROCEDURE**

If you believe there has been a violation of the EEO policy or harassment based on the protected classes outlined above, including sexual harassment, please use the following complaint procedure. Mountain Line expects employees to make a timely complaint to enable Mountain Line to investigate and correct any behavior that may be in violation of this policy.

Report the incident to the EEO Officer, who will investigate the matter and take corrective action. Your complaint will be kept as confidential as practicable. If you prefer not to go to EEO Officer with your complaint, you should report the incident to the CEO and General Manager.

Mountain Line prohibits retaliation against any employee for filing a complaint under this policy or for assisting in a complaint investigation. If you believe there has been a violation of our EEO or retaliation standard, please follow the complaint procedure outlined above.

If Mountain Line determines that an employee's behavior is in violation of this policy, disciplinary action will be taken, up to and including termination of employment.

## EMPLOYEE STATUS

Employees are classified in the following categories:

- **FULL-TIME EMPLOYEE**

An employee normally scheduled to work at least 40 hours per week. Full-time employees are currently eligible for Company benefits.

- **PART-TIME 20+ EMPLOYEE**

An employee normally scheduled to work at least 20 hours and less than a 40-hour workweek. Part-time 20+ employees are currently eligible for Company benefits.

- **PART-TIME 20- EMPLOYEE**

An employee normally scheduled less than 20 hours per week. Part-time 20-employees are currently eligible for some Company benefits.

- **TEMPORARY EMPLOYEE**

An employee who is hired in a job established for a temporary period or for a specific assignment. Temporary employees are currently eligible for some Company benefits.

- **EXEMPT EMPLOYEE**

An employee who is paid a predetermined weekly salary and is not eligible for overtime pay.

- **NONEXEMPT EMPLOYEE**

Nonexempt employees are paid an hourly pay rate and are eligible to be paid overtime at one and one-half times their regular rate of pay for all hours worked more than 40 hours per workweek.

## Employee Benefits

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## INSURANCE BENEFIT PLANS

Mountain Line's comprehensive benefits package includes a number of different plans for staff members. For more information about these Plans, please contact the Human Resources Department. In the event any information conflicts with the actual terms and conditions of coverage, the plan documents govern.

Mountain Line currently offers these plans:

- **MEDICAL INSURANCE PLAN –**

Helps pay covered medical expenses for you and your family.

- **LIFE INSURANCE PLAN –**

Provides term insurance coverage at group rates.

- **SHORT-TERM DISABILITY (STD) PLAN**

Helps replace your salary if you suffer a covered disability for a limited period of time.

- **LONG-TERM DISABILITY (LTD) PLAN**

Helps replace your salary if you suffer a covered disability for an indefinite period of time.

- **DENTAL INSURANCE PLAN**

Provides dental coverage at group rates to you and your eligible dependents.

- **VISION INSURANCE PLAN**

Provides vision coverage at group rates to you and your eligible dependents.

## HOLIDAYS

Mountain Line currently observes the following holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Friday after Thanksgiving



- Christmas Eve
- Christmas Day

When a holiday falls on a Saturday, it is observed on the preceding Friday. When the holiday falls on a Sunday, the following Monday is observed. Should any of the observed holidays occur during an employee's vacation period, an additional day of vacation may be granted, but is not guaranteed.

Holiday time is not counted as hours worked in the computation of overtime. Full-time employees receive eight hours of holiday pay at their regular rate of pay. Holiday pay for part-time employees is prorated based on their regularly scheduled work hours.

## PAID SICK LEAVE

Upon hire, all employees (including full-time, part-time, temporary, and seasonal employees) for Mountain Line will begin to accrue one hour of paid sick leave for every 30 hours worked. Full-time employees accrue at a higher level per the applicable policy.

Unused, accrued sick leave carries over from year to year.

Employees are eligible to begin using their accrued sick leave after 90 days of employment. On the 91st day, paid sick leave may be used as it is accrued.

Employees may use sick leave for any of the following reasons:

- An employee's mental or physical illness, injury, or health condition; an employee's need for medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; an employee's need for preventive medical care.
- Care of a family member with a mental or physical illness, injury, or health condition; care of a family member who needs medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; care of a family member who needs preventive care.
- Closure of the employee's place of business by order of a public health official due to a public health emergency or need to care for a child whose school or place of care has been closed by order of a public health official due to a public health emergency.
- Care for oneself or family member when it has been determined by health authorities or a health care provider that the employee's or family member's presence in the community may jeopardize the health of others because of their exposure to a communicable disease.
- Absence due to domestic violence, sexual violence, abuse, or stalking, provided the leave is to allow the employee to obtain for the employee or the employee's family member:
  - Medical attention needed to recover from injury or disability caused by domestic violence, sexual violence, abuse, or stalking;
  - Services from a domestic or sexual violence program or victim services organization;
  - Psychological or other counseling;
  - Relocation or taking steps to secure an existing home due to the domestic violence, sexual violence, abuse, or stalking; or
  - Legal services related to the domestic violence, sexual violence, abuse, or stalking.

Family member means the following for purposes of this policy:

- Biological, adopted, or foster child, stepchild or legal ward, a child of domestic partner, a child to whom the employee stands *in loco parentis*, or an individual to whom the employee stood *in loco parentis* when the individual was a minor;
- Biological, foster, stepparent or adoptive parent or legal guardian of an employee or an employee's spouse or domestic partner or a person who stood *in loco parentis* when the employee or employee's spouse or domestic partner was a minor child;
- Spouse or a registered domestic partner;
- Grandparent, grandchild, or sibling (whether biological, foster, adoptive or step) of the employee or the employee's spouse or domestic partner; or
- Any other individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship.

When unable to report to work due to illness or for one of the reasons listed above, employees must give their supervisor reasonable advance notice of the need to use paid sick leave and shall make a reasonable effort to schedule the use of the paid sick leave in a manner that does not unduly disrupt Mountain Line's operations. If reasonable advance notice is not possible, contact your supervisor as soon as practically possible and prior to the beginning of your shift, if possible. Notification should include the expected duration of your absence, if known.

Your supervisor may require reasonable documentation that the earned paid sick time has been used for the purposes outlined above if you use paid sick leave for three or more consecutive days.

Paid sick leave will not be used in the calculation of overtime. Accrued, unused paid sick leave is not paid upon separation of employment, except for employees with service of over 20 years. If you separate from Mountain Line and are rehired within 9 months, your previously accrued, unused paid sick leave will be reinstated, and you will be able to use it immediately upon rehire.

Paid sick leave under this policy may run concurrently with leave taken under other applicable policies, including leave taken under the Family and Medical Leave Act (FMLA).

Employees who are denied needed paid sick leave for one of the purposes listed in this section may contact Human Resources for an individualized review.

## VACATION

Full-time employees are currently granted paid vacation per the applicable policy.

Employees are responsible for scheduling their vacation, in advance, with their supervisor and must receive their supervisor's approval. Vacations are scheduled in a manner that minimizes interruptions to Company operations.

When a paid holiday falls within the employee's vacation period, the employee is paid for the holiday instead of using a vacation day. Vacation time will not be counted in the computation of overtime.

Upon separation of employment, employees will receive pay for earned, unused vacation.

We encourage employees to use all of their earned vacation each year. Employees may carry over unused vacation into the next anniversary year. However, the maximum vacation that employees may accumulate is explained in the applicable policy.

## LEAVES OF ABSENCE

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## CRIME VICTIM LEAVE

Certain employees are allowed time off to be present at a court-related proceeding associated with being a crime victim pursuant to State law unless the time off creates an undue hardship on Mountain Line.

To qualify for crime victim leave, you must submit a copy of the form provided to you by the law enforcement agency involved in the proceedings to HR each time you request leave.

You will be required to use any paid time off that is available to you in conjunction with the leave. If paid time off is not available, the leave time will be unpaid. Exempt staff members will be paid their normal salary during any workweek in which they utilize crime victim leave and also perform services for Mountain Line, regardless of the amount of time spent performing those services.

Any questions regarding this leave should be directed to Human Resources.

## BEREAVEMENT AND FUNERAL LEAVE

Full-time employees are currently eligible for paid leave of up to five days to attend the funeral of an immediate family member. Immediate family is defined as the employee's spouse, siblings, spouse's siblings, parents, spouse's parents, children, grandchildren, spouse's grandchildren, grandparents, and spouse's grandparents.

In the event of a death of other relatives or friends, employees may take vacation or unpaid leave upon the approval of their manager.

If more time off is needed than provided above, other leave may be granted upon the approval of the manager.

## JURY AND WITNESS DUTY

Mountain Line encourages all employees to fulfill their civic responsibilities and to respond to jury service summons or subpoenas, attend court for prospective jury service, as a witness or serve as a juror. Under no circumstances will employees be terminated, threatened, coerced, or penalized because they request or take leave in accordance with this policy. Employees are expected to return to work if they are excused from jury duty during regular working hours.

Mountain Line may require that employees submit a copy of the summons to serve on the jury and/or proof of service upon completion of jury duty.

Time spent engaged in attending court for prospective jury service or for serving as a juror is compensable and exempt employees will not incur any reduction in pay for a partial week's absence due to jury duty. Please refer to the jury duty policy for more information.

## FAMILY AND MEDICAL LEAVE

Mountain Line provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or childbirth.
- To care for the employee's child after birth, or placement for adoption, or foster care.
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition.
- Serious health condition that makes the employee unable to perform the employee's job.

- **MILITARY FAMILY LEAVE ENTITLEMENTS**

Eligible employees with a spouse, son, daughter, or parent on active duty or called to active-duty status in the Armed Forces, National Guard, or Reserves may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness\*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.\*

\*The FMLA definitions of “serious injury or illness” for current servicemembers and veterans are distinct from the FMLA definition of “serious health condition.”

- **BENEFITS AND PROTECTIONS**

During FMLA leave, Mountain Line maintains the employee’s health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse Mountain Line for payment of insurance premiums during leave.

Upon return from FMLA leave, most employees are restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Certain highly compensated employees (key employees) may have limited reinstatement rights.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee’s leave. As with other types of unpaid leaves, paid leave will not accrue during the unpaid leave. Holidays, funeral leave, or employer’s jury duty pay are not granted on unpaid leave.

- **ELIGIBILITY REQUIREMENTS**

Employees are eligible if they have worked for this Company for at least 12 months, for 1,250 hours over the previous 12 months, and if they work at a work site with at least 50 employees within 75 miles.

- **DEFINITION OF SERIOUS HEALTH CONDITION**

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job, or prevents a qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive full calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

- **USE OF LEAVE**

The maximum time allowed for FMLA leave is either 12 weeks in the 12-month period as defined by Mountain Line, or 26 weeks as explained above. Mountain Line uses a 12-month period measured forward from the first day of an employee's leave.

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt Mountain Line's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employees taking intermittent or reduced schedule leave based on planned medical treatment and those taking intermittent or reduced schedule family leave with Mountain Line's agreement may be required to temporarily transfer to another job with equivalent pay and benefits that better accommodates that type of leave.

- **SUBSTITUTION OF PAID LEAVE FOR UNPAID LEAVE**

Mountain Line requires employees to use accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with Mountain Line's normal paid leave policies. If an employee fails to follow Mountain Line's policies, the employee cannot use accrued paid leave, but can take unpaid leave. FMLA leave is without pay when paid leave benefits are exhausted.

- **EMPLOYEE RESPONSIBILITIES**

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with Mountain Line's normal call-in procedures.

Employees must provide sufficient information for Mountain Line to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform Mountain Line if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Employees also may be required to provide a certification and periodic recertification supporting the need for leave. Mountain Line may require second and third medical opinions at Mountain Line's expense. Documentation confirming family relationship, adoption, or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with Mountain Line's attendance guidelines. Employees on leave must contact the Human Resources Director at least two days before their first day of return.

- **MOUNTAIN LINE'S RESPONSIBILITIES**

Mountain Line will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. Mountain Line will provide a reason for the ineligibility if they are not eligible.

Mountain Line will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If Mountain Line determines that the leave is not FMLA-protected, Mountain Line will notify the employee.

- **UNLAWFUL ACTS**

FMLA makes it unlawful for Mountain Line to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA.
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

- **ENFORCEMENT**

An employee may file a complaint with the U. S. Department of Labor or may bring a private lawsuit against Mountain Line.

FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

## **MEDICAL LEAVE FOR EMPLOYEES PRE- AND POST-FMLA**

A medical leave of absence may be granted to employees for absences arising from the employee's illness, injury, or pregnancy. This leave may be approved under the following circumstances:

- The employee is not eligible for FMLA leave, or
- Has exhausted all available FMLA leave.

The following conditions must be met for a medical leave to be granted:

- The employee has completed six months of employment unless leave is needed as a reasonable accommodation for a disability.
- The employee notifies their immediate manager as soon as possible of the need for medical leave.
- All available sick leave and earned vacation are used at the beginning of the leave of absence.
- The employee submits to the Administrative Services Division a written doctor's note outlining the reason for leave and the estimated time needed.
- The immediate manager, director, HR Manager and CEO and General Manager approve the leave before the leave is taken.

Medical leaves, and any extension of leaves, will generally be limited to no longer than six weeks. An employee ready to return to work from leave must present a doctor's note indicating ability to return to work. If an employee is unable to return to work at the end of FMLA/extended leave, the employee may be entitled to additional accommodation under the Americans with Disabilities Act (ADA) or other law. The employee must supply sufficient information from their medical provider indicating that they are unable to return due to a disability and the likely date the employee will be able to return to work with or without reasonable accommodation. The employee must qualify for coverage under the Act and any accommodation provided must be reasonable and not result in any undue hardship to the employer. The scope and duration of the potential accommodation will be determined after an interactive dialogue between the employee and the Company.

The Company may reinstate an employee ready to return from a medical leave of absence, when in the opinion of the Company, it is practical to do so or as a reasonable accommodation under the ADA.

The Company currently continues medical and life insurance benefits for an employee on leave for a maximum of six weeks as long as the employee continues to pay the employee's portion of the premium.

Vacation and sick leave will not accrue during a medical leave of absence. Holidays, funeral pay, or employer's jury duty pay will not be granted during the leave. Part-time employees are not eligible for a leave of absence under these guidelines except as may be required by the ADA. Also see guidelines for Family and Medical Leave (FMLA Leave.)

Part-time employees are not eligible for leave under these guidelines except as required for a disability.

## MILITARY LEAVE

Employees granted a military leave of absence are re-instated and paid in accordance with the laws governing veterans' re-employment rights. Mountain Line pays for up to 30 days of military leave every two years. After that time, military leave is without pay.

## PERSONAL LEAVE

Personal leaves of absence may be granted per the applicable policy. If, on rare occasions, management deems the circumstances warrant approval, an unpaid leave for non-medical reasons would be granted for not more than six months.

## VOTING

Voting is an important responsibility we all assume as citizens. We encourage employees to exercise their voting rights in all municipal, state, and federal elections.

Under most circumstances, it is possible for employees to vote either before or after work. If it is necessary for employees to arrive late or leave work early to vote in any election, employees should arrange with their supervisor no later than the day prior to Election Day.

## Pay

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### OVERTIME

From time to time, employees may be required to work overtime. In these instances, employees are given as much advance notice as practical. Nonexempt employees are paid at the rate of one and one-half times their regular hourly rate for hours worked in excess of 40 during the established workweek. The established workweek begins at 12:01 a.m. on Sunday and ends at 12:00 p.m. midnight on Saturday.

For purposes of calculating overtime payments, only hours actually worked are counted.

### PAYDAYS

Employees are paid every two weeks on Thursday. If the regular payday occurs on a holiday, the payday is the last working day prior to the holiday.

On each payday, employees receive a statement showing gross pay, deductions, and net pay.

Automatic deductions such as additional tax withholding, contributions to voluntary benefit plans, and individual savings plans may be arranged through Human Resources.

For the employees' convenience, we offer the option of having their paycheck automatically deposited to their bank account, or a prepaid debit card.

## **PAY FOR EXEMPT EMPLOYEES**

Exempt employees must be paid on a salary basis. This means exempt employees will regularly receive a predetermined amount of compensation each pay period on a weekly basis. Mountain Line is committed to complying with salary basis requirements which allows properly authorized deductions.

If you believe an improper deduction has been made to your salary, you should immediately report this information to Human Resources. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed.

## **TIME REPORTING**

Nonexempt employees are required to complete a timecard daily. At the conclusion of each pay period employees must sign the timecard and submit it to their immediate supervisor for signature and approval. It is necessary for employees to indicate whether the recorded hours are for time worked, or for time off.

Nonexempt employees must take a full 30-minute lunch period. Notify your supervisor immediately, if your lunch is shorter than 30 minutes or if your lunch is interrupted by work.

Exempt employees are required to report monthly to their department manager only time off from their regular work schedule.

These records are the only ones used by Mountain Line to calculate employee pay and paid time off balances. It is very important that they are accurate and complete. Nonexempt employees are expected to submit accurate and complete time records reflecting all hours worked. Employees who also chose to keep their own personal time records must provide them to Mountain Line if they find a discrepancy between Mountain Line's records and their records.

Employees should contact their supervisors or Human Resources with any questions about how their pay is calculated. Employees must promptly notify their supervisors or Human Resources of any mistakes in their time records or pay. Employees also must notify one of these individuals if they perceive that anyone is interfering with their ability to record their time accurately and completely. All reports will be investigated, and appropriate corrective action will be taken. Mountain Line will not tolerate retaliation against employees for making a report or participating in an investigation.

## **Work Environment**

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### **ALCOHOL AND DRUGS**

To ensure a safe and productive work environment Mountain Line prohibits the use, sale, dispensing, manufacture, distribution or possession of alcohol, drugs, controlled substances, medical marijuana, or drug paraphernalia on any company premises or work sites. This prohibition includes company-owned vehicles, or personal vehicles being used for company business or parked on company property.

Additionally, Mountain Line may take disciplinary action, including discharge, for the illegal (under federal or state law) off-duty use, sale, dispensing, manufacture, distribution or possession of drugs and controlled substances and the illegal use or distribution of alcohol.

No employee shall report to work or be at work with alcohol or with any detectable amount of prohibited drugs in the employee's system. A detectable amount refers to the standards generally used in workplace drug and alcohol testing.

An Arizona medical marijuana registered cardholder may not possess or ingest medical marijuana while at work or work while impaired by medical marijuana. Additionally, if Mountain Line would lose a monetary



or licensing benefit under federal law or regulation, Mountain Line will refuse to hire or keep employed an Arizona medical marijuana registered cardholder.

When an employee must take prescription or over-the counter drugs, the employee must ask the medical professional or pharmacist if the drug has any side effects which may impair the employee's ability to perform the employee's job duties safely or productively. If there is potential impairment of the employee's ability to work safely or productively, the employee must report this information to the supervisor. With input from the employee, Mountain Line will determine if the employee should work in his regular job, be temporarily assigned to another job, or placed off work.

Testing is an important element in Mountain Line's efforts to ensure a safe and productive work environment. Mountain Line has issued a separate statement for this testing program. Please refer to this separate statement, the Human Resources Department, or your supervisor if you have specific questions.

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

## **ANTI-VIOLENCE**

Any action, which in management's opinion, is inappropriate to the workplace, will not be tolerated. Such behaviors may include, but are not limited to, physical and/or verbal intimidating, threatening, or violent conduct, vandalism, sabotage, arson, use of weapons, and bullying. Also prohibited is the carrying of weapons onto Company property, regardless of whether the employee possesses a concealed carry permit.

Employees should immediately report any such occurrences to their supervisor or to the Human Resources Department. We will investigate complaints. When employees are found to have engaged in the above conduct, management will take action that it believes is appropriate.

Employees should directly contact law enforcement, security, and/or emergency services if they believe there is an imminent threat to the safety and health of themselves or co-workers.

If you are a victim of domestic violence, please contact Human Resources for assistance.

Workplace bullying is repeated mistreatment through verbal abuse, offensive conduct/behaviors, and work interference. If you feel you are subjected to workplace bullying, please contact Human Resources.

## **APPEARANCE, ATTIRE, AND HYGIENE**

Our work environment encourages employees to dress comfortably for work. Good judgment is the main guideline to follow. This includes being clean and neat, with attire that meets reasonable grooming standards. So long as clothing does not conflict with the dress code, employees' attire may be based on their gender identity.

## **ATTENDANCE AND PUNCTUALITY**

All employees are expected to be on time and punctual when showing up to work. In addition, regular attendance is considered an essential function and is necessary for the efficient operation of the business.

Employees who are going to be absent or late must contact their supervisor as soon as possible prior to the start of their shift. Leaving messages with other employees or on voice mail is not acceptable.

Failure to call in when absent for three consecutive workdays will result in employment termination for job abandonment.

## COMMUNICATION SYSTEMS

Mountain Line's computer network, access to Internet, Wi-Fi, e-mail, and voice mail systems are business tools intended for employees to use in performing their job duties. Therefore, all documents and files are the property of Mountain Line. All information regarding access to Mountain Line's computer resources, such as user identifications, access codes, and passwords are confidential Company information and may not be disclosed to non-Company personnel.

All computer files, documents, and software created or stored on Mountain Line's computer systems are subject to review and inspection at any time. This includes web-based email employees may access through Company systems, whether password protected or not. Employees should not assume that any such information is confidential, including e-mail either sent or received.

Computer equipment should not be removed from Mountain Line premises without written approval from the department head. Upon separation of employment, all communication tools should be returned to Mountain Line.

- **PERSONAL USE OF THE INTERNET**

Some employees need to access information through the Internet in order to do their job. The use of the Internet is for business purposes during the time employees are working. Personal use of the Internet should not be on business time, but rather before or after work or during breaks or lunch period. Regardless, Mountain Line prohibits the display, transmittal, or downloading of material that in violation of Company guidelines, or otherwise is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time.

- **SOFTWARE AND COPYRIGHT**

Mountain Line fully supports copyright laws. Employees may not copy or use any software, images, music, or other intellectual property (such as books or videos) unless the employee has the legal right to do so. Employees must comply with all licenses regulating the use of any software and may not disseminate or copy any such software without authorization. Employees may not use unauthorized copies of software on personal computers housed in Company facilities.

- **UNAUTHORIZED USE**

Employees may not attempt to gain access to another employee's personal file of e-mail messages or send a message under someone else's name without the latter's express permission. Employees are strictly prohibited from using Mountain Line communication systems in ways that management deems to be inappropriate. If you have any question whether your behavior would constitute unauthorized use, contact your immediate supervisor before engaging in such conduct.

- **E-MAIL**

E-mail is to be used for business purposes only during working times. While personal e-mail is permitted, it is to be kept to a minimum. Personal e-mail should be brief and sent or received as seldom as possible. Mountain Line prohibits the display, transmittal, or downloading of material that is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time. No one may solicit, promote, or advertise any outside organization, product, or service through the use of e-mail or anywhere else on Company premises during working time. Working time does not include breaks or meal periods. Management may monitor e-mail from time to time.

Employees are prohibited from unauthorized use of encryption keys or the passwords of other employees to gain access to another employee's e-mail messages.

- **VOICE MAIL**

Mountain Line voice mail system is intended for transmitting business-related information. Mountain Line reserves the right to access and disclose all messages sent over the voice mail systems for any purpose. Employees must use judgment and discretion in their personal use of voice mail and must keep such use to a minimum.

- **TELEPHONES/CELL PHONES/MOBILE DEVICES**

Employee work hours are valuable and should be used for business. Excessive personal phone calls can significantly disrupt business operations. Employees should use their break or lunch period for personal phone calls.

Confidential information should not be discussed on a cell phone or via any mobile device. Phones and mobile devices with cameras should not be used in a way that violates other Company guidelines such as, but not limited to, EEO/Sexual Harassment and Confidential Information. Employees' use of a cell phone or mobile device to access company systems is restricted/prohibited without prior authorization. Such access, once authorized, may subject the employee's personal device to discovery requests or Company action. Employees authorized to access Company systems and information using a personal device must immediately inform Mountain Line if the device is lost or stolen.

For safety reasons, employees are prohibited from using cell phones and mobile devices to make calls while driving. Employees must park whenever they need to use a cell phone. Generally, stopping on the shoulder of the road is not acceptable. Employees are prohibited from using a cell phone or other device to text while operating a motor vehicle. Texting is permitted only where the vehicle is at rest lawfully parked.

## **CONFIDENTIAL INFORMATION**

Employees of Mountain Line will have access to confidential information about Mountain Line and our clients. Confidential information includes, but is not limited to, information concerning financial records, personnel records, administrative/legal opinions, software programs, and non-public and similar subjects.

Disclosure of confidential information might seriously damage Mountain Line's or our client's competitive position and therefore, such action will not be tolerated. This non-disclosure applies during and after an employee's employment. Any copying, reproducing, or distributing of confidential information in any manner must be authorized by management. Confidential information remains the property of the employer and must be returned to Mountain Line on demand.

In addition, employees are prohibited from purchasing or selling securities based on information not generally available to the public.

## **CONFLICT OF INTEREST**

Mountain Line requires that employees protect Company information and avoid outside activities or relationships, which do or could adversely influence their decisions or actions on the job.

Conflict of interest situations, which could arise while moonlighting for a competitor of ours, should also be avoided.

Other examples of conflict of interest could be serving as a board member or director of a competing firm, holding financial interest in a competing company, or being self-employed in an occupation which competes with Mountain Line, or ownership, partnership, or personal involvement in supplier companies or distribution outlets related to Company business.

If employees have any question whether a situation is a conflict of interest, employees should discuss the matter with their supervisor. If it remains unresolved, refer the matter to the Human Resources Manager for a final determination.

## CONSTRUCTIVE DISCHARGE

Employees are encouraged to communicate with Mountain Line whenever they believe working conditions may become intolerable to them and may cause them to resign. Under Section 23-1502, Arizona Revised Statutes, an employee may be required to notify an appropriate representative of Mountain Line in writing that a working condition exists that the employee believes is intolerable, that will compel the employee to resign, or that constitutes a constructive discharge, if the employee wants to preserve the right to bring a claim against Mountain Line alleging that the working condition forced the employee to resign.

Under the law, an employee may be required to wait for 15 calendar days after providing written notice before the employee may resign if the employee desires to preserve the right to bring a constructive discharge claim against Mountain Line. An employee may be entitled to unpaid leave of absence of up to 15 calendar days while waiting for Mountain Line's response to the employee's written communication about the employee's working condition.

## DISCIPLINE

Occasionally performance or other behavior falls short of our standards and/or expectations. When this occurs, management takes action, which in its opinion, seems appropriate.

Disciplinary actions can range from a formal discussion with the employee about the matter to immediate discharge. Action taken by management in an individual case does not establish a precedent in other circumstances.

## SEARCHES AND INSPECTIONS

We may conduct searches and inspections of any employee or Company-owned property, including an employee's personal vehicle on Company property, without notice. Any employee who refuses to submit to a search and/or inspection will be subject to disciplinary action up to and including employment termination.

## JOB-RELATED PROBLEM RESOLUTION

Employees who disagree or are dissatisfied with a Company practice should promptly discuss the matter with their immediate supervisor, where appropriate. Normally, this discussion should be held within three to five days of the incident, or in a timely manner. Discussions held in a timely manner will enhance our ability to resolve concerns while it is fresh in everyone's mind. The majority of misunderstandings can be resolved at this level.

If the solution offered is not satisfactory, or if it is inappropriate to go to the supervisor, employees are encouraged to take the problem to their manager or Human Resources. If the problem still cannot be resolved, employees may submit a written complaint to the CEO and General Manager for review and final decision about the situation.

## REFERENCES

Mountain Line does not furnish open letters of recommendation addressed “To Whom It May Concern.”

If employees receive a call inquiring about a former employee, please refer the call to the Human Resources Department. Only Human Resources has the authority to respond to such inquiries. This restriction includes recommendations on social media sites.

## SAFETY/REPORTING OF INJURY

Mountain Line is committed to a safe work environment for employees. Employees should report any unsafe practices or conditions to their supervisor.

If employees are injured on the job, no matter how minor, they must immediately report this fact to their supervisor.

**If medical treatment for an on-the-job injury is needed, you may be asked to obtain from one of Mountain Line’s designated medical providers. Please review the Workers Compensation Policy for more information.**

## SMOKING

In keeping with our Company's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace. Smoking is prohibited in Company buildings and in Company vehicles. This prohibition includes all forms of tobacco and e-cigarettes. This restriction applies to all employees and visitors.

## SEPARATION OF EMPLOYMENT

We request that employees who wish to resign their positions notify Mountain Line of their anticipated departure date and go over the “check out” procedures at separation (conversion of insurance, return of property, delivery of final paycheck, etc.) with the Human Resources Department.

Employees may be considered for re-employment provided they qualify for the position of interest and while they were employed with Mountain Line maintained satisfactory performance and attendance.

## WEAPONS

Mountain Line strictly prohibits weapons of any type in its facilities, and at any Company-sponsored events. This includes visible and concealed weapons, even those for which the owner has obtained the necessary permits. This policy does not include firearms that are locked in your personal vehicle on Company property and not visible from the outside of the vehicle.

While this list is not all-inclusive, “weapons” includes firearms, knives, any explosive materials, and any other objects that could be used to harass, intimidate, or injure another individual.

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

Mountain Line reserves the right at any time and at its discretion to search all vehicles, packages, containers, briefcases, purses, lockers, desks, enclosures, and persons entering its property for the purpose of determining whether any weapon has been brought into its facilities in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including employment termination.



# **ACKNOWLEDGMENT OF RECEIPT**

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**I HAVE RECEIVED A COPY OF THE EMPLOYEE HANDBOOK DATED JULY 1, 2023. I UNDERSTAND THAT I AM TO BECOME FAMILIAR WITH ITS CONTENTS. FURTHER, I UNDERSTAND:**

- EMPLOYMENT WITH NORTHERN ARIZONA INTERGOVERNMENTAL PUBLIC TRANSPORTATION AUTHORITY (NAIPTA, MOUNTAIN LINE) IS AT WILL. I HAVE THE RIGHT TO END MY WORK RELATIONSHIP WITH MOUNTAIN LINE, WITH OR WITHOUT ADVANCE NOTICE FOR ANY REASON. MOUNTAIN LINE HAS THE SAME RIGHT.**
- THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS OF MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION.**
- THE HANDBOOK IS NOT ALL INCLUSIVE BUT IS INTENDED TO PROVIDE ME WITH A SUMMARY OF SOME OF MOUNTAIN LINE'S GUIDELINES.**
- THIS EDITION REPLACES ALL PREVIOUSLY ISSUED HANDBOOKS. THE NEED MAY ARISE TO CHANGE THE GUIDELINES DESCRIBED IN THE HANDBOOK, EXCEPT FOR THE AT-WILL NATURE OF EMPLOYMENT. MOUNTAIN LINE THEREFORE RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.**
- NO REPRESENTATIVE OF MOUNTAIN LINE, OTHER THAN THE CEO AND GENERAL MANAGER OF MOUNTAIN LINE, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE CEO AND GENERAL MANAGER AND ME. WE HAVE NOT ENTERED INTO SUCH AN AGREEMENT.**

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Employee Signature

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Date

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Employee Name