



PERSONNEL POLICY MANUAL

Updated: July 1, 2023

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1 EQUAL EMPLOYMENT OPPORTUNITY

1.1 EQUAL EMPLOYMENT OPPORTUNITY AND 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 pregnancy and breastfeeding), color, religion, national origin, disability, military status, genetic information (including results of genetic testing), status as a registered medical marijuana cardholder, sexual orientation, gender identity and expression, or any other status protected by applicable federal, state, or local law.

Religious Accommodation

Mountain Line will make reasonable accommodation for qualified individuals with known disabilities unless doing so would result in undue hardship to the Company or cause a direct threat to health or safety. The Company will provide reasonable accommodation for employees whose work requirements interfere with a religious belief, unless doing so would result in undue hardship to Mountain Line. Employees needing such accommodation are instructed to contact their manager or Human Resources.

Harassment

Mountain Line strives to maintain a work environment free of unlawful harassment. In doing so, Mountain Line prohibits unlawful harassment because of age 40 and over, race, sex, color, religion, national origin, disability, military status, genetic information, sexual orientation, gender identity and expression, or any other status protected by applicable federal, federal, state, or local law.

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. Actions based on an individual's age 40 and over, race, sex, color, religion, national origin, disability, military status, genetic information, sexual orientation, gender identity and expression, or any other status protected by applicable state or local law will not be tolerated. Prohibited behavior may include but is not limited to the following:

- Written form such as cartoons, e-mails, posters, drawings, or photographs.
- Verbal conduct such as epithets, derogatory comments, slurs, or jokes.
- Physical conduct such as assault or blocking an individual's movements.

This policy applies to all employees including managers, operations supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, or other individuals who come into Mountain Line's workplace.

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; and
- 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, emails.
- 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.

EEO / Harassment Complaint Procedure

If you believe there has been a violation of the EEO policy or harassment based 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 this individual with your complaint, you should report the incident to CEO and General Manager (or such person serving in such position).

Mountain Line prohibits retaliation against an employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined above.

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

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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 this individual with your complaint, you should report the incident to CEO and General Manager (or such person serving in such position).

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1.2 Diversity and Inclusion

"Diversity and Inclusion" refers to a broad range of activities, policies, and practices that, taken together, create a working environment where individual differences are recognized and valued. Mountain Line is committed to providing excellent customer service to a region that is home to many cultures. Mountain Line strives to take reasonable actions to recruit and retain a diverse workforce.

Some of the benefits Mountain Line derives from the diversity of its workforce are:

- Different viewpoints and perspectives in decision making.
- Greater innovation and creativity.
- A broad pool of qualified employees.

At Mountain Line, we value the richness that employee diversity brings to our workforce—it makes our organization better and the community we serve stronger. We are proud of our efforts to maintain a workforce that represents many backgrounds and are deeply committed to cultivating an environment where the contributions of every employee and citizen are respected.

At Mountain Line, we believe that diversity enriches our performance and services, the community in which we live and work, and the lives of our employees. As our workforce evolves to reflect the growing diversity of our communities and global marketplace, our efforts to understand, value, and incorporate differences become increasingly important.

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1.3 Americans with Disability Act (ADA) and Amendment (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA) are federal laws that require employers not discriminate against applicants and individuals with disabilities and, when needed, to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is Mountain Line's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment. In furtherance of this policy, Mountain Line has designated an ADA Coordinator to ensure that this policy is complied with in all aspects.

Mountain Line is committed to providing reasonable accommodation that will allow its employees with disabilities to contribute to the best of their abilities.

Terms Used in This Policy

As used in this ADA policy, the following terms have the indicated meaning:

Disability: A physical or mental impairment that substantially limits one or more major life activities of the individual, a record of such an impairment, or being regarded as having such an impairment.

Major life activities: Term includes caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

Major bodily functions: Term includes physical or mental impairment such as any physiological disorder or condition, cosmetic disfigurement or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin, and endocrine. Also covered are any mental or psychological disorders, such as intellectual disability (formerly termed “mental retardation”), organic brain syndrome, emotional or mental illness and specific learning disabilities.

Substantially limiting: In accordance with the ADAAA final regulations, the determination of whether an impairment substantially limits a major life activity requires an individualized assessment, and an impairment that is episodic or in remission may also meet the definition of disability if it would substantially limit a major life activity when active. Some examples of these types of impairments may include epilepsy, hypertension, asthma, diabetes, major depressive disorder, bipolar disorder, and schizophrenia. An impairment, such as cancer that is in remission but that may possibly return in a substantially limiting form, is also considered a disability under EEOC final ADAAA regulations.

Direct threat: A significant risk to the health, safety, or well-being of individuals with disabilities or others when this risk cannot be eliminated by reasonable accommodation.

Qualified individual: An individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.

Reasonable accommodation: Includes any changes to the work environment and may include making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, telecommuting, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.

Undue hardship: An action requiring significant difficulty or expense by the employer. In determining whether an accommodation would impose an undue hardship on a covered entity, factors to be considered include:

- The nature and cost of the accommodation.
- The overall financial resources of the facility or facilities involved in the provision of the reasonable accommodation, the number of persons employed at such facility, the effect on expenses and resources, or the impact of such accommodation on the operation of the facility.
- The overall financial resources of the employer; the size, number, type, and location of facilities.
- The type of operations of the company, including the composition, structure, and functions

of the workforce; administrative or fiscal relationship of the facility involved in making the accommodation to the employer.

Essential functions of the job: Term refers to those job activities that are determined by the employer to be essential or core to performing the job; these functions cannot be modified.

The examples provided in the above terms are not meant to be all-inclusive and should not be construed as such. They are not the only conditions that are considered disabilities, impairments or reasonable accommodations covered by the ADA/ADAAA policy.

Process

When an individual with a disability requests accommodation and can be reasonably accommodated without creating an undue hardship or causing a direct threat to workplace safety, they will be given the same consideration for employment as any other applicant. Applicants who pose a direct threat to the health, safety and well-being of themselves or others in the workplace when the threat cannot be eliminated by reasonable accommodation will not be hired.

Mountain Line will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to Mountain Line. Contact Mountain Line's ADA Coordinator with any questions or requests for accommodation.

All employees are required to comply with Mountain Line's safety standards. Current employees who pose a direct threat to the health or safety of themselves or other individuals in the workplace will be placed on leave until an organizational decision has been made regarding the employee's immediate employment situation.

Individuals who are currently using illegal drugs are excluded from coverage under the company ADA policy.

The ADA Coordinator in conjunction with our HR division is responsible for implementing this policy, including the resolution of reasonable accommodation, safety/direct threat, and undue hardship issues.

Complaint Form and Procedures

Any individual who believes that they have been subjected to unequal treatment or discrimination prohibited by the ADA may file a written complaint with the ADA Coordinator. A formal complaint must be filed within 300 days of the alleged occurrence or when the alleged discrimination became known to the complainant. A complaint form is available in the Human Resources Division.

This policy was updated and distributed on July 1, 2023.

2 APPOINTMENTS TO MOUNTAIN LINE SERVICE

2.1 Status of Positions

Probationary: All employees are considered probationary employees for the first twelve (12) months in a position. This applies not only to the first appointment of a new employee but also to any subsequent appointments in connection with a promotion. The probationary period means a trial period during which management personnel may monitor the new employee especially closely to determine their ability, knowledge, interest, skill, and compatibility with Mountain Line's goals.

Exempt: Exempt employees are not eligible for overtime compensation. Exempt employees are expected to work whatever hours are necessary to accomplish the goals and duties of their positions.

Non-exempt: Non-exempt employees are eligible for paid overtime at one and one-half times their regular rate of pay for all hours worked in excess of 40 hours per workweek.

Full-Time: Full-time employees are scheduled to work at least 30 hours per week. Generally, Full-Time employees are eligible for Mountain Line's benefit package, subject to the terms, conditions, and limitations of each benefit program.

Part-Time 20+: Part-time 20+ employees are scheduled to work less than 30 hours per week and more than 20 hours per week. Part-time 20+ employees are eligible for benefits provided by Mountain Line, subject to the terms, conditions, and limitations of each benefit program.

Part-Time 20-: Part-time 20- employees work less than 20 hours per week and are not eligible for most benefits provided by Mountain Line. Part-time 20- employees are not regularly scheduled to work and accept assignments as needed or requested. An employee working less than 20 hours per week may not be eligible for some types of paid leave except as required by law. Holiday pay is pro-rated to applicable time worked during the holiday.

Paid Intern-Montoya Fellowship: Student worker completing specific, short-term projects in the planning division by splitting work hours with a Mountain Line Community Partner receiving financial or material gain.

Paid Intern-No academic credit: Workers completing specific, short-term projects while assigned to specific departments within the organization but are not required to be enrolled in academic program for credit. The intern contributes time and energy for financial or material gain.

Unpaid Intern-Academic credit: Worker completing specific, short-term projects for academic credit with the local community college or university.

Unpaid Intern (Volunteer)-No Academic credit: Worker completing specific, short-term projects by donating their time and energy without receiving financial or material gain.

Temporary Appointment: An employee who is hired in a job established for a temporary period or for a specific assignment. These appointments may be made from a certification list or by approval of the CEO-General Manager and Human Resources Division so long as the applicant meets the minimum qualifications for the position. An employee in a temporary position will be eligible for pro-rated holiday pay but may not be eligible for other types of paid leave (vacation, military, jury duty) or benefits except as required by law.

Limited Appointment: An appointment to a position for a specific project of six to thirty-six months in duration. An employee on a limited appointment may be terminated with or without cause at any time during the limited appointment period. An employee on a limited appointment cannot appeal any action that is or may be made available by Mountain Line to full or part-time employees. Lay-off rights and re-employment will only be retained within the project. An employee in a limited appointment position may be eligible for or required to participate in some or all offer benefits depending on typical hours per work week.

Provisional Appointment (Under-fill): When there are no qualified applicants for a vacancy, the hiring manager may request the CEO and General Manager approve the position as a provisional appointment (under-filled.) All such requests must be reviewed with the Human Resources Manager. The vacancy may then be reopened at a lower classification and the appointment is a provisional (under-fill) appointment. The individual hired may be promoted to the original higher classification when the higher minimum qualifications are met. An employee in a provisional appointment position may be eligible for or required to participate in some or all offer benefits depending on typical hours per work week.

Re-employment: A Mountain Line employee or an employee of a transitioning agency, who resigns in good standing may be eligible for re-employment. If an individual is re-hired by Mountain Line through open competition effective within one year of the previous employment termination date, they are eligible for re-employment privileges, as follows:

- The accrual of vacation leave begins immediately and is available for immediate use. The subsequent hiring date (not the original date of hire) will be utilized for the purpose of calculating vacation accruals. Prior accrued sick leave, including wellness, may be restored upon re-employment.

The date of re-employment will be the date of rehire. Employee seniority will not be automatically restored to same position/level prior to last day of work with regards to shifts and bidding.

If an employee is re-employed in the same Division and classification that they resigned from, the manager may request that CEO and General Manager approve the re-employment at same salary they were being paid at time of resignation and that the employee's seniority be restored for shift bidding purposes. All such requests must be reviewed with the Human Resource Manager prior to forwarding them to CEO and General Manager for approval.

Transfer: A transfer occurs when an employee moves from one position to another within the same job classification, but changes cost centers or Divisions. These changes must have prior approval of the CEO and General Manager.

Emergency Appointment: An emergency appointment shall not exceed 30 working days in duration and is non-renewable. Emergency appointments must be approved by the CEO and General Manager. Emergency appointments are ineligible for paid leave or benefits except as required by law.

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2.2 Benefit Eligibility

The following benefits are currently offered to employees of Mountain Line. Many benefits are described in a Summary Plan Description and/or formal plan document. The summary in this section is designed only to introduce you generally to the benefit. Refer to any applicable Summary Plan Description and/or formal plan document for the complete benefit details. Mountain Line reserves the right to modify or discontinue any benefits at any time and for any reason.

Full-time and part-time employees who work 20 hours or more per week are eligible and, in some cases, required to participate in Mountain Line's benefit package, subject to the terms, conditions, and limitations of each benefit program. The benefit package includes:

- Holiday pay and accrued paid leave such as sick including wellness, vacation, anniversary, volunteer and jury duty as per related policies.
- Employee enrollment in Arizona State Retirement System with employer matching contribution at a level set annually by ASRS.
- Employee enrollment in health, dental and vision plans with Mountain Line paying 100% of cost for employee coverage in basic plans. Other plans are available with a portion of the costs shared by Mountain Line and the employee.
- Employee enrollment in Life Insurance and Accidental Death and Dismemberment plan with employer paying 100% of cost for employee coverage in \$40,000 policy.
- Employee Assistance Program (EAP) provides access to professional service providers offering legal services, financial assistance, and professional counseling to employees and their immediate family members.
- Annual Employee Transit Pass for myself plus friends and family passes.

There is also optional coverage available for dependents:

- Dependent enrollment in health plan with some cost sharing by Mountain Line.
- Dependent enrollment in dental and vision plans at 100% cost to employee.
- Additional voluntary Life Insurance for employees or dependents at 100% cost to employee.

Part-time employees who work at least 20 and up to 30 hours per week are eligible and, in some cases, required to participate in Mountain Line's benefit package on a pro-rated basis, subject to the terms, conditions, and limitations of each benefit program. The benefit package includes:

- Holiday pay and accrued paid leave as per related policies.
- Employee enrollment in Arizona State Retirement System with employer matching contribution at a level set annually by ASRS.
- Employee enrollment in health, dental and vision plans with Mountain Line paying 100% of cost for employee coverage in basic plans, other plans are available with portion of costs shared by Mountain Line and employee.
- Employee Assistance Program (EAP) provides access to professional providers offering legal services, financial assistance, and professional counseling to employees and their immediate family members.
- Annual Employee Transit Pass for myself plus friends and family passes.

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2.3 Probationary Periods

All employees must satisfactorily complete a probationary period. This applies not only to the first appointment of a new employee but also to any subsequent appointments in connection with a promotion. The probationary period shall be regarded as an integral part of the selection process and shall be used for closely observing the employee's work, for securing the most effective adjustment of a new or promoted employee, and for screening out any employee whose performance or conduct is not satisfactory.

The probationary period means a trial period during which management personnel may monitor the new employee especially closely to determine their ability, knowledge, interest, skill, and compatibility with Mountain Line's goals.

The initial period of probation is 12 months for employees. An employee's probationary period may be extended up to an additional 6 months if, in the opinion of the employee's manager and division director, the initial probationary period was not sufficient to evaluate the capability of the employee to serve in the appointed position.

Employees on probationary status are not precluded from participating in the recruitment process for other Mountain Line job openings within or outside of the Department.

All promotions, demotions, transfers, re-employments, and appointments from a lay-off list must serve a new probationary period for the purpose of evaluating performance except in these cases:

- A change in status (part-time to regular) within a division in the same job classification; or,
- A lateral transfer that occurs within a division in the same job classification; or,
- An appointment is made from a lay-off list to the same job classification in the same Division; or,
- An employee is promoted on an interim basis.

Initial Probation: The initial probationary period for a position upon appointment to Mountain Line service is one year unless extended. A manager may extend the initial probationary period for up to a maximum of 6 additional months with approval from the Human Resources Manager.

A new employee may be dismissed with or without cause during the initial probationary period by the Department Director with consultation with the CEO and General Manager. The dismissal may occur at any time during the probationary period, but no later than the date of expiration of the established probationary period. The employee must be given written notice of the termination. The terminated employee must receive their final paycheck in accordance with Arizona law.

Termination during initial or extended probationary period is not appealable.

Subsequent Probation: An employee who is promoted, or redefined, shall serve a subsequent probationary period of one year in the new position unless this period is extended by the manager. A manager may extend the probationary period for up to a maximum of 6 additional months with approval from the Human Resources Manager.

An employee who fails to satisfactorily complete the subsequent probationary period will be terminated. The employee is eligible to apply for any vacant position for which they are qualified.

Termination during subsequent probation may be appealed through the Mountain Line grievance process.

Administrative Probation: Administrative probation is a serious disciplinary tool to help monitor and improve the work performance and conduct of a regular employee. Administrative probation shall be for a specified period of not less than 1 month or more than 6 months. Unsuccessful completion of administrative probation may result in further disciplinary action up to and including termination.

Administrative Probation is not appealable. Termination as result of Administration Probation may be appealed through the Mountain Line grievance process.

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2.4 Hours of Work

The work week for full-time non-exempt Mountain Line employees is typically forty (40) hours, normally consisting of eight (8) hours per day, Monday through Friday. For employees with a bid, the normal work week is the number of hours associated with their current bid. Modifications to this provision, to provide essential Mountain Line services, may be made subject to any applicable federal or state statutory or constitutional limitations relating to hours of work. Flexible scheduling is the prerogative of the division manager and must be approved by the Department Director.

Work Week

The established work week for Mountain Line employees begins at 12:01 am Sunday and ends at midnight Saturday.

Time Keeping

Each non-exempt employee is responsible for using the Human Resource Management System (HRMS) to record hours worked and is expected to submit accurate and complete time records. Exempt employees are responsible for entering non-work hours into the HRMS. Exempt employees should submit their paid time off request to Department Manager by Friday at 5pm.

Mountain Line does auto deduct for lunch periods, either 30 or 60 minutes based on bid or shift, for all field staff. Corrections to time clock punches such as missed punches, incomplete or missed lunch periods, and use of time-off not entered in timekeeping system must be submitted for manager approval within set deadlines. Any falsification of individual time records or payroll documents by any Mountain Line employee will not be tolerated. When a Mountain Line employee requests any paid time off or any of the leave programs on their timesheet, the maximum hours allowed per week is forty (40).

Holidays

Mountain Line currently observes the following 11 holidays as approved by the Mountain Line Board of Directors: New Year's Day, Martin Luther King Day, President's Day, Memorial Day,

Juneteenth, Independence Day (4th of July), Labor Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day. Mountain Line offers up to 8 hours of holiday pay for each observed holiday based on employee's eligibility for holiday pay.

Mountain Line offices will be closed in observance of these days however some transit services will operate as usual. Employees are expected to work their regular schedule on holidays that have service unless other arrangements are made ahead of time. If a holiday falls on a Saturday, the holiday will be paid, and office closure observed on the preceding Friday. If a holiday falls on a Sunday, the holiday will be paid, and office closure observed on the following Monday. Service closure observed due to a holiday will be observed on the actual date of the holiday.

Full-time employees will receive eight hours of holiday pay for Mountain Line Holidays, regardless of where the holiday falls in their workweek. Full-time employees required to work on a holiday will be compensated for hours worked at their regular rate of pay plus eight hours of holiday pay at their regular rate of pay.

Part-time 20+ employees will receive eight hours of holiday pay for Mountain Line Holidays, regardless of where the holiday falls in their workweek. Part-time 20+ employees required to work on a holiday will be compensated for hours worked at their regular rate of pay plus eight hours of holiday pay at their regular rate of pay.

Part-time 20- employees will receive no holiday pay for Mountain Line Holidays unless they are required to work on a holiday. Part-time 20- employees required to work on a holiday will be compensated for hours worked at their regular rate of pay plus holiday pay at their regular rate of pay prorated to hours worked up to eight hours.

Exempt employees required to work on a holiday may be provided with an alternative day off to be used at employee's option so long as scheduling permits.

Because actual days and dates vary from year to year, the Human Resources Division will send a notice of the holiday schedule to all Divisions no later than July 1, or the first day of each fiscal year.

Lunches and Breaks

Non-exempt employees in office positions will have available at least a 30-minute unpaid lunch period if they are scheduled to work eight (8) hours.

Non-exempt employees in field positions or with bids will be required to take lunch as per the schedule or bid unless otherwise approved by the manager.

Paid break periods, if any, are at the discretion of the division manager.

Overtime

Overtime is paid at the rate of one and one-half (1 1/2) times the regular hourly rate for hours worked more than forty (40) during the established workweek. All overtime worked by non-exempt employees must be approved in advance by their manager. Working overtime without manager approval will not be permitted. If the employee believes that an assigned task requires

overtime for timely completion, it is your responsibility to bring this to the attention of your manager.

Vacation leave, sick leave including wellness, volunteer leave, anniversary leave, paid holidays, and other paid absences do not count as hours worked for purposes of calculating overtime. Only actual time worked is utilized for calculating overtime.

On-Call Duty for Non-Exempt Staff

Mountain Line utilizes On-Call Duty assignments for non-exempt employees to ensure adequate staffing and coverage is available to assist operations during operating hours. Employees may be scheduled for on-call duty if operating hours exceed the hours staff are scheduled on property or if a scheduled employee is unavailable. On-call duty means that the employee, outside of their normally scheduled hours and at a time when employee is away from the workplace, must be available to come to the worksite to respond to needs that require immediate attention.

The employee is required to:

- Stay within sixty (60) miles, and no more than ninety (90) minutes, of Mountain Line's main office at 3773 N Kaspar Dr, Flagstaff, AZ 86004;
- Be at the site within one and one-half (1 ½) hours of being notified;
- Refrain from consuming alcohol or otherwise being impaired while on call or standby. In the event the employee has been consuming alcohol or has consumed a drug that renders the employee impaired, the employee must inform their manager at the time the employee is called to work (note: no discipline will be imposed for reporting impairment unless the conduct is repeated); and
- Carry a radio and/or cell phone.

The employee may be dispatched or called to work by, but not limited to, one of the following individuals:

- Operations Supervisor
- Operations Manager
- Operations Director
- Fleet Supervisor
- Facilities Coordinator
- Maintenance Manager
- Workforce Director
- Management Services Director
- Deputy General Manager
- CEO and General Manager

The employee is required to follow all applicable safety rules while responding to a call. If an employee feels as though the situation is unsafe, the employee is obligated to contact the individual who dispatched them to work out alternative arrangements.

Mountain Line permits employees to switch on-call duty assignments with manager approval. Any such shift switch must occur prior to the start of the assignment and cannot be done at the time of contact or upon being dispatched to work.

Compensation, as applicable, for on-call duty cannot exceed the number of hours scheduled.

Employees will be compensated for waiting on stand-by duty at \$1.00 per hour. The time spent on stand-by duty is not considered regular work hours and is therefore exempt from overtime rules.

Examples:

- An employee is scheduled on stand-by duty from 11:00 pm Friday to 6:00 am Saturday and does not receive a call. The employee will be compensated \$7.00; \$1.00 per hour for 7 hours;
- An employee is scheduled to be on stand-by duty from 11:00 pm Saturday to 11:00 pm Sunday and receives 4 calls. The employee will be compensated for the hours on stand-by duty less any hours paid on-call duty as hours called to work.

If an employee is called on the phone or called to work, the employee will be paid utilizing the schedule outlined below. Work hours performed because of being called or dispatched to a worksite are considered regular work hours and as such are subject to overtime rules.

- Employees that receive either a telephone call/radio call for information that does not dispatch the employee to a worksite are entitled to compensation as follows:
 - One call is equivalent to 15 minutes compensation or the actual time on the call whichever is greater;
 - Two or three calls is equivalent to 30 minutes compensation or the actual time on the calls whichever is greater;
 - Four or more calls is equivalent to 1-hour compensation or the actual time on the calls whichever is greater.

Examples:

- An employee is scheduled in on-call duty from 11:00 pm Saturday to 11:00 pm Sunday and receives 4 calls. The employee will be compensated with 1 hour of regular pay or the actual time on the calls, whichever is greater, subject to overtime rules.
- Employees required to report to a worksite will be paid a minimum of two (2) hours for reporting to the worksite. If the actual time is greater than two hours, the employee will be compensated for actual time spent working.

Examples:

- An employee is called in to a worksite for 1 hour, the employee will be paid for 2 hours of regular pay, subject to overtime rules.
- An employee is called in to a worksite for 5 hours, the employee will be paid for 5 hours of regular pay, subject to overtime rules.

On-Call Duty for Exempt Staff

Salaried managers and directors are occasionally required to work before and after hours on regularly scheduled days, on holidays, and on weekends due to the nature of our business.

Salaried staff are not separately compensated for these extra work hours and days but may be able to flex time worked for other scheduled workdays and hours.

Deductions from a Salaried Exempt Employee's Salary

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 the salary basis requirements of the FLSA. Therefore, we prohibit all company managers from making any improper deductions from the salaries of exempt employees.

Reporting Improper Deductions

If an exempt employee believes that they have suffered an improper deduction from pay, the employee should describe the situation in writing and submit the written complaint to the Human Resources Manager. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed.

Snow, Inclement Weather, and Other Emergencies

See Separate Policy

Pay

Employees are paid every 2 weeks on Thursday. If the payday occurs on a holiday, pay will be available the working day prior to the holiday. For employees' convenience, we offer two pay options: a pay card or direct deposit.

This policy was updated and distributed on June 1, 2023

2.5 Attendance

Hours of attendance shall be maintained using the official Mountain Line time system and/or approved payroll documents as specified by the Accounting Division and must be approved on a bi-weekly basis by the division manager.

All employees are expected to report to work at the start time of their assigned shift. Regular attendance is considered an essential function and is necessary for the efficient operation of the business. Employees are required to report to work at the office or training center as assigned. Reporting to transfer centers or routes is not acceptable.

Employees who are going to be absent or late must contact their Manager or Operations Supervisor as soon as possible prior to the start of their shift. Leaving a message with other employees or on voicemail is not acceptable. Due to the time sensitive function of route operations, any employee who is responsible for operating a vehicle in transit service and does not report to work or call in but arrives later than their scheduled report time may be replaced for that day and sent home without pay.

If a Transit Operator employee is providing notice of leave prior to 5am, the employee must call the Operations Supervisor Dispatch line and leave a detailed voice mail message informing

management why the employee will not be able to work the scheduled shift. Employees must provide a phone number where they can be reached. If an employee is providing notice of leave during regular hours of operation (5am-10pm), the employee must contact the Operations Supervisor directly when they are unable to report for their scheduled shift.

All other employees should contact their manager when providing notice of leave.

All voice mail or text messages should include detailed information about the extent of the employee's unavailability. An explanation should be provided concerning the reason for the absence with an estimate of when the employee will be able to report for work. Employees must follow up with their manager to ensure their message was received.

Employees shall request vacation, anniversary, and volunteer leaves a minimum of two weeks in advance of the dates of the desired leave. Vacation, anniversary, and volunteer leaves will be approved on a first-come, first-serve basis. When simultaneous vacation, anniversary, and volunteer requests are submitted, manager discretion and seniority shall be used to determine the request granted. A division may establish a "no vacation" policy for certain time periods.

Chronic Absence or Tardiness Enforcement

Employees receiving corrective action regarding regular attendance or tardiness are expected to improve their attendance and punctuality. Failure to improve and sustain improvement may result in the employee receiving additional corrective action, up to and including termination.

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

This policy was updated and distributed on July 1, 2023.

2.6 Education and Staff Training Policy

Mountain Line encourages its employees to grow professionally through training and education. Managers may identify training needs and provide the opportunity for an employee to enroll in courses or seminars which will increase the individual's ability to contribute to Division goals. Courses must have a direct relationship to an employee's current job and the Division's goals. Sufficient funds must be available in the Division budget to cover proposed training. Training courses which may have Mountain Line region impact or usefulness will be developed in cooperation with the Human Resources Manager

Mountain Line will not pay tuition or provide release time to an employee to attain a university degree. However, a flexible schedule or a leave of absence without pay may be considered but must be approved by the CEO and General Manager.

This policy was updated and distributed on July 1, 2023.

2.7 Employee Assistance Program (EAP)

The EAP is part of Mountain Line's benefit plan for all eligible employees. It is a benefit that gives an individual employee and/or their immediate family members access to legal, financial assistance, and professional counselors who can assist with problems affecting your work, family,

or personal well-being. Some examples include interpersonal, familial, or marital conflicts; anxiety and depression, loss, and grief; health and wellness issues; alcoholism, drug abuse, addiction, legal, financial, and work-related concerns. EAP services are provided by professional counselors under contract with Mountain Line.

The EAP will provide short-term counseling diagnostic and referral services, and follow-up counseling services for employees and/or their immediate family members. Unless otherwise specified, an employee's consultation is completely confidential, and no one at Mountain Line will be informed as to which employees use EAP services, unless specifically authorized by the employee.

Mountain Line employees may be eligible for a limited number of free visits with an EAP counselor each calendar year (January through December). In general, the program is designed to help employees resolve their difficulties in that number of visits. However, if an employee needs subsequent counseling after the initial visits, the employee's medical insurance may cover outpatient counseling services. The Human Resources Division will answer any questions that an employee may have.

Additional services offered by the EAP provider are available from the provider.

This policy was updated and distributed on July 1, 2023.

2.8 Retirement

Employees with 5 consecutive years or more of service with a NAPEBT Employer may be eligible for certain retiree benefits. Mountain Line will provide medical and dental insurance for eligible Mountain Line retirees under certain terms and conditions, all of which are subject to change in part or in whole depending on policy changes made by the Northern Arizona Public Employees Benefit Trust (NAPEBT) or the Mountain Line policy. ("NAPEBT Employer" means any employer member of the Northern Arizona Public Employees Benefit Trust.) NAPEBT has chosen to discontinue benefits for retirees effective July 1, 2024.

To be eligible, an employee must retire from Mountain Line after 5 consecutive years of service in a benefits eligible position with a NAPEBT employer AND meet one of the following two requirements: 1) eligible to receive normal retirement benefits from ASRS or 2) eligible to receive normal retirement benefits from the Optional Retirement Plan.

Retirees can maintain their coverage under the provisions of this program until the retiree reaches age sixty-five (65) and/or becomes entitled to Medicare.

Dependent coverage is available subject to the limitations outlined in the Mountain Line's group health insurance policy. Dependents cannot continue in this insurance program when the retiree is no longer eligible but will be eligible to continue benefits under the Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA). A domestic partner will not be eligible to continue benefits under COBRA unless the employee chooses continuation for themselves or the domestic partner is a qualified tax code dependent.

The retirees will pay the entire premium amount; there will be no Mountain Line contribution. The premium rates will be reviewed annually. Those eligible employees retiring will have thirty (30) days after their last working day to enroll in the insurance program. If they fail to do so within this

thirty (30) day period, they will be unable to join later. Payment arrangements will be made directly to Mountain Line through Accounting monthly by the 15th of the month. It is the responsibility of the retirees to make the payments. Participants who fail to pay are subject to cancellation and cancellation will result in ineligibility to reenroll.

This policy was updated and distributed on July 1, 2023.

2.9 Resignation

An employee separating from Mountain Line employment is expected to provide at least two weeks' written notice that clearly identifies the last day available. We request that the notice provided includes a reason for departure.

Employees who fail to provide with written notice are considered to have departed in violation of policy and will be listed as not in good standing regarding future employment with Mountain Line.

Employees must physically work their last scheduled day. If the employee uses accrued leave for their entire shift on the last day, then the last day of work will be recorded as the last day the employee physically worked during the notice period.

This policy was updated and distributed on July 1, 2023.

2.10 Internship

This internship policy has been developed to outline the practice that Mountain Line will follow when employing paid and unpaid interns for various periods of time, whether they are in school. The paid and unpaid interns will have outlined responsibilities that will ensure a productive stay with the organization. The internship program must have basic guidelines for the intern to be successful at Mountain Line. The intern will be evaluated using the seven factors established by the Department of Labor which assist the organization in determining paid or unpaid status.

- The extent to which the intent and the employer clearly understand that there is no expectation of compensation. Any promise of compensation, express or implied, suggests that the intern is an employee—and vice versa.
- The extent to which the internship provides training that would be similar to that which would be given in an educational environment, including the clinical and other hands-on training provided by educational institutions.
- The extent to which the internship is tied to the intern's formal education program by integrated coursework or the receipt of academic credit.
- The extent to which the internship accommodates the intern's academic commitments by corresponding to the academic calendar.
- The extent to which the internship's duration is limited to the period in which the internship provides the intern with beneficial learning,
- The extent to which the intern's work complements, rather than displaces, the work of paid employees while providing significant educational benefits to the intern.
- The extent to which the intern and the employer understand that the internship is conducted without entitlement to a paid job at the conclusion of the internship.

Mountain Line has four designated Internship categories:

- Paid Intern - Montoya Fellowship
- Paid Intern - No academic credit
- Unpaid Intern - Academic credit
- Unpaid Intern (Volunteer) - No academic credit

Definition

Paid Intern-Montoya Fellowship: Student worker completing specific, short-term projects in the planning division by splitting work hours with a Mountain Line Community Partner receiving financial or material gain.

Paid Intern-No academic credit: Workers completing specific, short-term projects while assigned to specific departments within the organization but is not required to be enrolled in academic program for credit. The intern contributes time and energy for financial or material gain.

Unpaid Intern-Academic credit: Worker completing specific, short-term projects for academic credit with the local community college or university.

Unpaid Intern (Volunteer)-No Academic credit: Worker completing specific, short-term projects by donating their time and energy without receiving financial or material gain.

While volunteer interns are unpaid, they are eligible for a transit pass for the duration of their internship.

The basics of the internship program include:

- Internship must promote learning with specific learning goals.
- Interns must be supervised.
- Interns are required to work a certain number of hours.
- Interns should be formally evaluated.
- Interns can earn academic credit but that is not a requirement.
- If for school credit, faculty connection for the manager to communicate with during the internship.

An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give workers the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent.

Mountain Line has determined that there are many benefits to this internship program. The organization can connect with community partners to recruit and create a future pipeline of potential employees. Interns can offer new ideas, innovations, and are highly motivated pre-professionals. Internships create an opportunity for Mountain Line to connect with the community partners and increase visibility on campus. An internship program can be a key component in Mountain Line's diversity efforts. Interns can be a great asset to Mountain Line by assisting with short-term projects, research and much more.

This policy was updated and distributed on July 1, 2023.

2.11 Infectious Disease Control

Mountain Line will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of Mountain Line during any such period to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

Mountain Line is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.

Preventing the Spread of Infection in the Workplace

Mountain Line will ensure a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, break rooms, conference rooms, door handles and railings. In preparation for daily service, Mountain Line will ensure that revenue vehicles (buses and vans) as well as necessary support vehicles are cleaned. The GM team will be designated to monitor and coordinate events around an infectious disease outbreak, as well as to create work rules that could be implemented to promote safety through infection control.

Mountain Line asks all employees to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious—frequent hand washing with warm, soapy water; coughing or sneezing into your arm whenever the need arises; and discarding used tissues in wastebaskets. Mountain Line will provide individual hand sanitizer bottles and install alcohol-based hand sanitizer distribution stations throughout the workplace and in common areas.

Unless otherwise notified, our normal attendance and leave policies will remain in place. Individuals who believe they may face challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans. For example, employees might want to arrange for alternative sources of childcare should schools close and/or speak with managers about the potential to work from home temporarily or on an alternative work schedule.

Limiting Travel

All nonessential business travel should be avoided in the event of an infectious disease outbreak. Employees who travel as an essential part of their job will be required to cancel such travel and use alternative methods for conducting business during an outbreak. Business-related travel outside the United States will not be authorized.

Remote Work

Mountain Line will evaluate all positions for potential remote work assignments. Requests for remote work will be handled on a case-by-case basis. While not all positions will be eligible, all requests for temporary remote work should be submitted to your manager for consideration.

Staying Home When You Are Ill

Many times, with the best of intentions, employees report to work even though they feel ill. Mountain Line provides paid sick time and other benefits to compensate employees who are unable to work due to illness.

During an infectious disease outbreak, it is critical that employees do not report to work while they are ill. Employees who report to work ill will be sent home in accordance with these health guidelines.

Social Distancing Guidelines for Workplace Infectious Disease Outbreaks

In the event of an infectious disease outbreak, Mountain Line may implement these social distancing guidelines to minimize the spread of the disease among the staff.

During the workday, employees are requested to:

- Avoid meeting people face-to-face. Employees are encouraged to use the telephone, online conferencing, e-mail, or instant messaging to conduct business as much as possible, even when participants are in the same building.
- If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room, and sit at least one yard from each other if possible; avoid person-to-person contact such as shaking hands.
- Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops, and training sessions.
- Do not congregate in work rooms, breakrooms, hallways, copier rooms, or other areas where people socialize.
- Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).
- Encourage members and others to request information and orders via phone and e-mail to minimize person-to-person contact. Have the orders, materials, and information ready for fast pick-up or delivery.

Outside activities

Employees might be encouraged to the extent possible to:

- Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.

Avoid recreational or other leisure classes, meetings, activities, etc., where employees might encounter contagious people.

This policy was updated and distributed on July 1, 2023.

3 TIME OFF

3.1 Vacation Leave

Employees shall request vacation leave a minimum of two weeks in advance of the dates of the desired leave. It is the manager's responsibility to determine the vacation calendar, and the

manager has discretion to approve or deny vacation leave requests. Vacation will generally be approved on a first come, first-serve basis. When simultaneous vacation requests are submitted, manager discretion and seniority shall generally be used to determine the vacation request granted. A Division may establish a “no vacation” policy for certain heavy work periods. In addition, Departments shall establish procedures to address requests for leave in emergency situations when advance approval cannot be obtained.

Employees may use vacation time in fifteen (15) minutes increments.

Full Time Employees will accrue vacation as set forth in table below. Part-time Benefit Eligible Employees that work at least 20 and up to 30 hours per week will accrue vacation leave at half of the rates in the below table.

Employees Months of Service	Vacation Days Accrued per Year	Vacation Hours Accrued per Year	Hours Accrued per Pay Period	Vacation Days Maximum	Vacation Hours Maximum
				(cannot exceed 18 months of earned time)	
1-36 months	13	104	4.00	19.50	156
37-60 months	15	120	4.62	22.50	180
61-120 months	18	144	5.54	27.00	216
121-180 months	20	160	6.15	30.00	240
181-240 months	25	200	7.69	37.50	300
241 months +	30	240	9.23	45.00	360

Vacation leave shall not be charged against an employee’s vacation leave balance for an authorized holiday which occurs while the employee is using vacation leave.

Vacation leave is not accrued during an approved leave of absence without pay. Vacation leave is not accrued during approved leave once all vacation accruals have been exhausted. Vacation accruals occur based on an employee’s hours worked in a specified pay period. When an employee receives donated leave, this does not count toward an employee’s work time for the week therefore accruals will stop.

Unless a request for leave is approved by the manager prior to hire, each full-time and part-time employee must complete six months of employment before becoming eligible to use vacation. Under certain circumstances, an employee may be eligible to use vacation leave concurrently with Victim Leave.

Employees who are paid through grant funding may be required to use all or part of accrued vacation time prior to the end of the expiration of the grant.

Employees transferring between Divisions and employees who are promoted retain accumulated vacation leave. Employees transitioning to Mountain Line from another agency will follow the leave policy provided with the offer letter during the hiring process.

Employees may not carry over more hours than can be earned in 18 months of continuous service. Earned vacation hours more than the maximum must be used no later than the last paycheck in June of each fiscal year. All hours over the maximum allowed and not used by last pay period in June of the current fiscal year shall be forfeited. The last pay period for these purposes is the last period of the fiscal year that both begins and ends in the same fiscal year, no matter the payroll date. For example: The pay period June 14 through June 28 would qualify however the pay period June 17 through July 1 does not qualify as it ends in the next fiscal year.

In the event of extenuating or unforeseen circumstances, an employee may exceed their vacation maximum past the last paycheck in June by submitting a written request to the Department Director through the immediate manager. The written request form is available from the Administrative Services Division-Payroll. The employee's Division Manager and Department Director, in conjunction with the CEO and General Manager or designee, will make a determination and notify the employee of the decision. Each division may determine whether vacation carryover is available for a second year. Under certain circumstances, a determination may be made to require pay out of accrued vacation time when the employee exceeds the maximum number of hours for an extended period.

Employees who leave Mountain Line employment or move to position ineligible to accrue or use vacation leave will be compensated at their normal rate of pay for vacation hours accrued thru the last completed pay period but unused provided the employee has completed 6 months of continuous service in a vacation leave eligible position. Service in a temporary position does not count toward the 6-month service requirement.

When leave is three weeks or more, the employee's manager, or designee will obtain from the employee their Mountain Line identification card, and electronic access fob/keys as well as Facilities to ensure access to the building is removed. Employees may request to keep identification card, network access, and electronic access fob/keys while on leave with written justification and CEO and General Manager's approval. While on leave, employees must enter the Main Office through the main lobby and obtain a Visitor's badge. Employees on leave will not be granted access to Employee Only areas of Mountain Line operations without a badge and escort. The employee will retain their bus pass and right to use the bus and be at stops/connections centers, subject to Rider Conduct and Suspension Policy.

This policy was updated and distributed on July 1, 2023.

3.2 Paid Sick Leave, Including Wellness

Paid Sick Leave is provided so that all employees will not suffer financially because of an inability to work due to illness, injury and preventative wellness care, classes, and activities.

Culture of wellness is supported by offering all employees the opportunity to use up to 8 hours per fiscal year to participate in Mountain Line's wellness program. When an employee uses sick leave for public health emergencies, wellness care, classes, and activities, this action does not eliminate their ability to participate in the sick to vacation conversion. Wellness may be used up to three times per week in a minimum of 30-minute increments up to total available hours per year.

The use of sick leave for wellness activities is not available to employees who are temporary, temporary limited, provisional, and part-time working less than 20 hours per week. The use of sick leave for wellness activities may be restricted based on employee attendance or documented

performance issues and may not interfere with an employee's job duties or a division's responsibilities. Manager approval is required before the employee begins an activity as part of the program. The manager may request documentation of your attendance or participation in wellness activities.

Wellness eligible activities include:

- Wellness classes and activities offered as part of NAPEBT Trust.
- Using the fitness equipment provided to employees that have signed a waiver.
- Participating in a Mountain Line sponsored wellness events and challenges that includes physical activity.
- Fitness classes offered as part of the wellness program.
- Any additional activities as approved by your manager.

The following list includes situations for which an employee may use paid sick leave, but it is not to be considered exhaustive:

- The birth of a child and to bond with the newborn child within one year of birth.
- The placement with the employee of a child for adoption or foster care and to bond with the newly placed child within one year of placement.
- Any qualifying exigency arising from the employee's spouse, domestic partner, son, daughter, or parent is a military member on covered active duty.
- To care for a covered servicemember with a serious injury or illness if the employee is the spouse, domestic partner, son, daughter, parent, or next of kin of the servicemember (military caregiver leave).
- 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.
- An employee's preventative wellness care, wellness classes and physical activities
- 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 or need to care for a child whose school or place of care has been closed by order of a public health official.
- 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.

- Legal services related to 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 employees use paid sick leave under this policy, leave will run concurrently with other applicable leave policies, including leave taken under the Family and Medical Leave Act (FMLA).

Full-time employees accrue sick leave at the rate of 12 days per year (3.6 hours per pay period).

Part-time employees will accrue sick leave at a rate of 1 hour for every 30 hours worked. When a part-time employee moves to a full-time position, the employee will keep all accrued hours that have been earned. Part-time employees will be permitted to carryover a maximum of 40 accrued and unused sick/wellness leave hours from year to year.

Sick leave including Wellness accruals occur based on an employee’s position/status (full-time/part-time) at the end of the specified pay period. Donated leave does not count toward an employee’s work time for the week and therefore will not be used for accruing additional paid time off as described above. Sick leave including Wellness is not accrued during any approved leave of absence (paid or unpaid).

Mountain Line may require an employee to provide verification or reasonable documentation that the leave is being used for permissible purposes when the employee takes three (3) or more days of consecutive sick leave.

When unable to report to work due to illness or for one of the reasons listed above, employees must give their manager reasonable advance notice of the need to use paid sick leave including wellness and shall make a reasonable effort to schedule the use of the paid sick leave including wellness in a manner that does not unduly disrupt the Company’s operations when their need for leave is foreseeable.

If reasonable advance notice is not possible and/or the need for leave is not foreseeable, contact your manager as soon as practically possible and prior to the beginning of your shift, for additional requirements for reporting an absence from a scheduled shift. Notification should include the expected duration of your absence, if known.

Unused sick leave, including wellness, will not be paid upon departure from Mountain Line except for employees who have a minimum of 20 years of continuous service with Mountain Line. Those

eligible employees will be compensated 25% of accrued unused sick days. Employees transitioning to Mountain Line from another agency will follow the leave policy provided with the offer letter during the hiring process.

If an employee separates from employment with Mountain Line and is later rehired within nine (9) months, the employee's previously accrued and unused sick leave including wellness will be reinstated and become available for immediate use less any leave amount that was previously paid out.

Employees transferring between divisions and employees who are promoted will retain their accrued and unused sick leave.

Employees denied needed sick leave including wellness for one of the purposes listed in this policy should contact Human Resources for an individualized review.

When leave is three weeks or more, the employee's manager or designee will obtain from the employee their Mountain Line identification card and electronic access fob/keys as well as notify Facilities to ensure access to the building is removed. Employees may request to keep identification card and electronic access fob/keys while on leave with written justification and CEO and General Manager's approval. While on leave, employees must enter the Main Office through the main lobby and obtain a Visitor's badge. Employees on leave will not be granted access to Employee Only areas of Mountain Line operations without a badge and escort. The employee will retain their bus pass and right to use the bus and be at stops/connections centers, subject to Rider Conduct and Suspension Policy.

This policy was updated and distributed on July 1, 2023.

3.3 Bereavement Leave

In the event of a death of an immediate family member, full- and part-time employees are granted a paid leave of up to five workdays to attend the funeral. The leave will be paid from any sick leave available and/or vacation leave. Immediate family is defined as spouse, siblings, spouse's siblings, parents, spouse's parents, children, grandchildren, spouse's grandchildren, grandparents, and spouse's grandparents. For funerals of other relatives or friends, employees may take vacation or unpaid leave upon the approval of their manager.

This policy was updated and distributed on July 1, 2023.

3.4 Conversion of Paid Sick Leave to Vacation Leave

Full-time or part-time employees who have completed five or more years of continuous employment with Mountain Line, and who have used fewer than 48 hours of sick leave during a rolling twelve-month period measured backward from the employee's anniversary date are eligible to convert sick leave to vacation leave. When an employee uses sick leave for wellness care, classes, and activities, this action does not eliminate the employee's ability to participate in the sick to vacation conversion.

For example, if the employee's date of hire was December 12, 2009, the employee would be eligible to convert for the first time on December 12, 2014. The anniversary-based year would be December 12, 2013, through December 11, 2014. If only eight (8) hours of sick leave are used

during the anniversary year, Mountain Line will transfer forty (40) hours of sick leave to vacation leave. If forty-eight (48) or more sick leave hours have been used during the year, no sick leave will be transferred.

Sick leave conversion will be made during the second pay period of the month following the eligible employee's anniversary date and signed authorization. Any conversion of sick leave to vacation leave will not result in a vacation leave balance in excess of employees' maximum vacation balance. An employee who does not desire conversion should notify the Administrative Services Division in writing.

This policy was updated and distributed on July 1, 2023.

3.5 Personal Leave of Absence Without Pay

A non-medical, personal leave of absence, without pay, may be granted to regular full-time and part-time employees who have completed at least six months of service. Several factors may be considered in determining whether the leave is granted such as:

- The workload in the division.
- The employee's performance and length of service with Mountain Line.
- The urgency of the situation prompting the leave request.

All such requests must be fully justified in writing by the requesting employee and may be granted or denied at the discretion of the manager. For a period of one week or less, the approval of the manager or manager alone is required. For a period of more than one week, and not to exceed six months, approval must be received from the appointed Division Director, the Human Resource Manager with approval from the CEO and General Manager. All documentation regarding the leave will be forwarded to the Administrative Services Division along with a change of status entered into the Human Resource Management System (HRMS).

For a leave of absence to remain in force, the employee must contact the manager at two-week intervals throughout the leave of absence. To keep medical and dental insurance coverage in force during a leave of absence without pay, the employee must contact the Administrative Services Division to plan for payment prior to beginning leave of absence. Employees do not accrue vacation or sick leave during a personal leave of absence.

When leave is approved, the employee's manager or designee will obtain from the employee their Mountain Line identification card and electronic access fob/keys as well as notify Facilities to ensure access to the building is removed. Employees may request to keep identification card and electronic access fob/keys while on leave with written justification and CEO and General Manager's approval. While on leave, employees must enter the Main Office through the main lobby and obtain a Visitor's badge. Employees on leave will not be granted access to Employee Only areas of Mountain Line operations without a badge and escort. The employee will retain their bus pass and right to use the bus and be at stops/connections centers, subject to Rider Conduct and Suspension Policy.

This policy was updated and distributed on July 1, 2021.

3.6 Family and Medical Leave of Absence

Mountain Line shall provide unpaid Family and Medical Leave in accordance with the federal Family and Medical Leave Act ("FMLA"). This policy is designed to meet those needs by allowing eligible employees the ability take time off for a limited period with job protection and no loss of accumulated benefits provided the employee returns to work. Other types of paid and unpaid leave authorized by Mountain Line will run concurrently with FMLA approved leave. Eligibility for additional leaves of absence beyond the time allotment permitted by the FMLA may also be requested by the employee and will be considered on a case-by-case basis.

In the event of the death of the immediate family member included in the approved leave, the employee shall be eligible to receive two (2) weeks of additional leave (above and beyond bereavement rights), subject to maximum limit set for use of donated leave.

Definition of Plan

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

- The birth of a son or daughter or placement of a son or daughter with the employee for adoption or foster care, and to bond with the newborn or newly placed child.
- To care for a spouse, son, daughter, or parent who has a serious health condition, including incapacity due to pregnancy and for prenatal medical care.
- For a serious health condition that makes the employee unable to perform the essential functions of their job, including incapacity due to pregnancy and for prenatal medical care.
- For any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active-duty status.

Eligibility

To be eligible for leave under this policy, an employee must have been employed by Mountain Line for at least twelve months in total (need not be consecutive) and must have worked at least 1,250 hours during the twelve-month period preceding the commencement of the leave. For the purposes of calculating the 1,250-hour requirement, paid time off for vacation, sick leave including wellness, voluntary, anniversary, holidays, and other paid time off are not included. Overtime hours, however, are included.

Military Related FMLA Leaves

- Active-Duty Leave: Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves may use the 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies 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.
- Caregiver Leave: FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member 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.

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.

Eligible spouses who work for the same employer are limited to a combined total of 12 workweeks of leave in a 12-month period to share for the following FMLA-qualifying reasons:

- The birth of a son or daughter and bonding with the newborn child.
- The placement of a son or daughter with the employee for adoption or foster care, and bonding with the newly placed child.
- The care of a parent with a serious health condition.

Eligible spouses who work for the same employer are also limited to a combined total of 26 workweeks in a single 12-month period to care for a covered service member with a serious injury or illness if each spouse is a parent, spouse, son, or daughter, or next of kin of the service member (commonly referred to as "military caregiver leave"). This limitation also applies to a combination of military caregiver leave and leave for the other qualifying reasons listed above. Under certain circumstances, an employee is entitled to take FMLA leave on an intermittent or reduced schedule basis. Employers must permit employees to take intermittent or reduced schedule leave when there is a medical need for such leave for an employee's own serious health condition, to care for a spouse, parent, son, or daughter with a serious health condition, or to care for a covered service member with a serious injury or illness. An employee is also entitled to use intermittent or reduced schedule leave for qualifying exigencies. An employee is not entitled to take intermittent leave for the birth and care of a newborn child or for the placement with the employee of a child for adoption or foster care unless the employer agrees to the arrangement.

If employee needs leave intermittently or on a reduced schedule for planned medical treatment for their own serious health condition or for that of a qualifying family member, the employee must make a reasonable effort to schedule the treatment to not unduly disrupt the employer's operations.

If an employee needs intermittent or reduced scheduled leave that is foreseeable based on planned medical treatment, they may be temporarily transferred to an alternative position that better accommodates recurring periods of leave.

Pay During Leave

Mountain Line requires the employee to use accrued paid leave while taking FMLA leave. Paid leave used at the same time as FMLA leave must be taken in compliance with Mountain Line's normal paid leave policies. If an employee's leave of absence does not constitute paid leave as

defined in Mountain Line's paid leave policies, the employee cannot use accrued paid leave, but can take unpaid leave. FMLA leave is leave without pay when paid leave benefits are exhausted.

Reinstatement

Upon return from FMLA leave, most employees will be reinstated to their original job, or a substantially equivalent position. Employees who take leave for their own serious health condition must obtain and present certification from the employee's health care provider that the employee is able to resume work as a condition of restoring an employee.

Certain highly compensated employees ("key employees") may have limited reinstatement rights.

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.

Fitness for Duty – Return to Work Certification

In certain situations, employees returning from leave for their own serious health condition may be required to provide a return to work, or fitness for duty, certification from Mountain Line's health care provider.

In the case of intermittent or reduced schedule leave, Mountain Line will not require fitness for duty certification for each absence however if Mountain Line has reasonable belief that they employee's return to work presents a significant risk or harm to the employee or to others, Mountain Line may require a fitness for duty certification up to once every 30 days.

The employee's return to work may be delayed until the fitness for duty certification is provided. The employee is responsible for the cost of obtaining the fitness for duty certification.

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.

Mountain Line will require a medical certificate from a physician or practitioner to support a claim for leave for an employee's own serious health condition or to care for a seriously ill child, spouse, or parent. The certification forms are available on the Human Resource Management System (HRMS). The certification must be completed by a qualified health care provider. 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 essential 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. At its discretion, the Mountain Line may require a second medical opinion and periodic recertification at its own expense. If the first and second opinions differ, Mountain Line, at its own expense, may require the binding opinion of a third health care provider, approved jointly by the Mountain Line and the employee.

Documentation confirming family relationships, 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 Administrative Services Division at least 14 days before their first day of return.

When continuous FMLA leave is approved, the employee's manager or designee will obtain from the employee their Mountain Line identification card and electronic access fob/keys as well as notify Facilities to ensure access to the building is removed. Employees may request to keep identification card and electronic access fob/keys while on leave with written justification and CEO and General Manager's approval. While on leave, employees must enter the Main Office through the main lobby and obtain a Visitor's badge. Employees on leave will not be granted access to Employee Only areas of Mountain Line operations without a badge and escort. The employee will retain their bus pass and right to use the bus and be at stops/connections centers, subject to Rider Conduct and Suspension Policy.

Benefits & 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.

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 leave, vacation leave and sick leave, including wellness will not accrue during any FMLA unpaid leave. Holidays, bereavement leave, or employer's jury duty pay are not granted on unpaid leave.

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. If they are not eligible, Mountain Line will provide a reason for the ineligibility.

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.

This policy was updated and distributed on July 1, 2023.

3.7 Medical Leave (Not FMLA Eligible and Extended beyond FMLA)

A medical leave of absence may be granted to employees for absences arising from the employee's illness, injury, or pregnancy. Whether to grant the leave is subject to Mountain Line's sole discretion and may be approved under the following circumstances:

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

For a medical leave to be granted, the following conditions must be met:

- The employee has completed 6 months of employment with Mountain Line.
- The employee notifies the immediate manager as soon as possible of the medical leave need.
- 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 statement from the attending medical provider outlining the reason for leave and the estimated time needed. Mountain Line may require the employee to obtain an opinion from a medical provider selected by Mountain Line.

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 6 weeks. An employee ready to return to work from leave must present a medical provider's statement

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 or other law. The employee must supply sufficient information from their medical provider indicating that they have a covered disability and when the employee will be able to return to work with or without reasonable accommodation. Any accommodation provided must not result in undue hardship for the employer. Potential accommodation will be determined after an interactive process between the employee and Mountain Line.

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

In certain circumstances, employees returning from medical leave will be required to provide a return to work, or fitness for duty, certification from Mountain Line's health care provider. The fitness for duty certification may only pertain to the health condition that caused the employee's need for medical leave. The employee's return to work may be delayed until the fitness for duty certification is provided. The employee is responsible for the cost of obtaining the fitness for duty certification.

Mountain Line will continue medical and life insurance benefits for an employee on leave for a maximum of 6 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, bereavement leave, or employer's jury duty pay will not be granted during any approved Medical Leave.

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

When leave is approved, the employee's manager or designee will obtain from the employee their Mountain Line identification card and electronic access fob/keys as well as notify Facilities to ensure access to the building is removed. Employees may request to keep identification card and electronic access fob/keys while on leave with written justification and CEO and General Manager's approval. While on leave, employees must enter the Main Office through the main lobby and obtain a Visitor's badge. Employees on leave will not be granted access to Employee Only areas of Mountain Line operations without a badge and escort. The employee will retain their bus pass and right to use the bus and be at stops/connections centers, subject to Rider Conduct and Suspension Policy.

This policy was updated and distributed on July 1, 2023.

3.8 Jury and Witness Duty Leave

Mountain Line recognizes jury duty as a civic responsibility of everyone. When summoned for jury duty, employees are granted leave to perform this duty.

- Employees called for jury duty must advise their manager as soon as possible by presenting their "Notice to Serve."
- Employees serving on Jury Duty during their regularly scheduled work shift shall receive their regular rate of pay during the time of the actual Jury Duty.

- Employees who are released early from Jury Duty during their regular work hours shall promptly return to work.
- Employees shall submit compensation received for Jury Duty to the Payroll Coordinator except the amount received for travel expenses.
- An employee on jury duty during regular scheduled time off or on vacation leave, or leave without pay, will not receive Jury Duty pay and may keep any monies paid by the courts.

Witness Leave

Employees are given the necessary time off without pay to attend, participate, or prepare for court proceedings. Please notify your manager of the need to take witness leave as far in advance as is possible.

Accrued paid time off can be used for this leave.

This policy was updated and distributed on July 1, 2023.

3.9 Military Leave of Absence

Mountain Line will not terminate or deny initial employment, reemployment, promotion, or benefits to an individual or in any way discriminate against, an individual based on their application for, membership in, or performance of military duty in this state, another state, or the United States. This policy refers to service in the uniformed service and includes active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, and a period for which an employee is on leave for the purpose of an examination to determine the fitness of the employee to perform any such duty. Arizona Revised Statutes ARS 26-168 has expanded an employee's rights to perform military activities while maintaining employment.

Leave: Employees will be granted military leave with pay for up to 30 working days in two consecutive years. The limitations of 30 days in a two-year period is based upon the federal fiscal year (October 1 to September 30), unless no specific period is stipulated as in the National Guard law, in which case the two-year period will vary for each employee, based upon the record of military orders. For equality of treatment, all employees will be placed on a schedule of five consecutive eight-hour working days during the period of military leave. Employees will be granted military leave without pay or may take accrued vacation time for leave for service in the uniformed services exceeding 30 working days. Employees will not accrue sick/wellness or vacation time during unpaid military leave.

Health Insurance Benefits: Employees on paid military leave as described above will be entitled to continue group health and dental insurance benefits as an active employee. Employees on unpaid military leave will continue to receive group health and dental insurance benefits as an active employee up to a maximum period of ninety days. To keep medical and dental insurance coverage in force during unpaid military leave which exceeds 90 days up to a maximum of 18 months, the employee on leave must arrange to make direct monthly payments to, and in accordance with a schedule determined by, the Administrative Services Division.

Re-employment Rights: An employee on military leave retains their right to reemployment for up to five years. **Return from Military Leave:** The time limits for returning to work depend on the duration of the orders: Service of 1 to 30 days: the beginning of the first regularly scheduled

workday or 8 hours after the end of the military duty, plus reasonable commuting time from military duty station to home. Service of 31 to 180 days: application for reinstatement must be submitted not later than 14 days after completion of military duty. Service of 181 or more days: application for reinstatement must be submitted not later than 90 days after completion of military duty.

Probationary Employees: When an employee who is serving an initial, subsequent, or administrative probation is called for military service, they shall be required to complete the remaining term of the probation upon return from military leave.

When leave is three weeks or more, the employee's manager or designee will obtain from the employee their Mountain Line identification card and electronic access fob/keys as well as notify Facilities to ensure access to the building is removed. Employees may request to keep identification card and electronic access fob/keys while on leave with written justification and CEO and General Manager's approval. While on leave, employees must enter the Main Office through the main lobby and obtain a Visitor's badge. Employees on leave will not be granted access to Employee Only areas of Mountain Line operations without a badge and escort. The employee will retain their bus pass and right to use the bus and be at stops/connections centers, subject to Rider Conduct and Suspension Policy.

This policy was updated and distributed on July 1, 2023.

3.10 Crime Victim Leave

Certain employees are allowed time off to be present at a court-related proceeding, or to obtain an order of protection, associated with being a victim of a crime or juvenile offense pursuant to state law, unless time off creates an undue hardship on Mountain Line.

Employees who are victims are eligible to take leave on the first day of their employment without a waiting period for eligibility.

To qualify for crime victim leave, you must submit to Human Resources a copy of the form provided to you by the law enforcement agency involved in the proceedings or, if applicable, notice of each scheduled proceeding, 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 use crime victim leave and perform services for the Company, regardless of the amount of time spent performing those services.

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

This policy was updated and distributed on July 1, 2023.

3.11 Leave Donation Pool Program

The Sick Leave Pool serves as a depository for eligible employees to donate the equivalent of 40 hours vacation per donation to a common sick leave pool. The purpose of this sick leave pool is to alleviate the hardship caused by a serious health condition or injury to an employee or to an

immediate family member forcing the employee to exhaust all eligible sick or vacation leave time. The sick leave pool may only be used for continuous leave, not intermittent leave.

Definitions

Donor means an employee who is eligible to donate vacation leave to the Sick Leave Donation Pool and does so in writing according to the provisions of this Policy.

Employee means a Mountain Line employee who is eligible to accrue and use specific types of leave mentioned in this policy.

Extended means a period of more than two (2) continuous weeks of absence from work due to illness or injury.

Immediate Family Member shall be defined according to Family and Medical Leave of Absence and Arizona Fair Wage and Healthy Families Act.

Recipient means an employee who is eligible to request leave from the Sick Leave Donation Pool by meeting the defined criteria.

It is the policy of Mountain Line that one or more employees, donor employees, may contribute vacation leave to be converted to sick leave pool for another employee, a recipient employee, who experiences a non-job-related, serious health condition/injury for self or immediate family member lasting three weeks or more, provided that the recipient employee has exhausted all appropriate leave balances, and providing that the donor retains at least 80 hours of vacation leave or has terminated their Mountain Line employment.

Types of Donations

- Regular Donations - Leave can be donated at any time throughout the year.
- Use-or-Lose Donations - Leave must be donated prior to the end of the last period occurring in June.
- Termination Donation – Leave can be donated upon termination instead of electing a payout of vacation leave.

Recipient Eligibility and Limitations

An employee may receive leave under this program if the employee suffers from a non-job-related, serious health condition/injury for self or family member lasting three weeks or more and, which has caused, or will cause, the employee to go on leave without pay (full-time or part-time). Employees must follow the appropriate procedures for obtaining a leave of absence before making an application to receive donated leave. Donated leave received from the Sick Leave Donation Pool will not be considered work hours and do not count toward the accrual of additional sick or vacation leave for the employee, as applicable.

Subject to the following requirements, a recipient employee may request to receive no more than 80 hours of donated leave:

- The recipient's position must be one in which the employee is eligible to accrue and use

sick leave. The recipient must have abided by Mountain Line policies concerning use of sick leave and leave of absence.

- A recipient must have exhausted their sick leave, and vacation leave.
- A recipient who has reached a six-month leave of absence is no longer eligible for leave from the Sick Leave Donation Pool.
- The recipient must have been approved for a Family Medical Leave of Absence or Medical Leave of Absence for their own serious health condition/injury or family member.
- Recipients cannot provide monetary compensation to donors, such as gift cards, dinners, etc.

Procedure to Request Donated Leave

An employee wishing to apply for leave from the Sick Leave Donation Pool shall submit a written request to their manager. The manager shall complete the Recommendation for Approval section of the Authorization of leave from the Sick Leave Donation Pool and forward it to the Administrative Services Division.

- The request shall be reviewed and approved by the Administrative Services Division, to confirm that the individual is eligible to receive donated leave under the requirements of this Policy.
- There shall be no retroactive applications of donated leave.
- If the request for leave is denied, the Administrative Services Division shall send the specific reason to the requesting employee.
- In the event of the death of the immediate family member included in the approved leave, the employee shall be eligible to receive two (2) weeks of additional leave (above and beyond bereavement rights), subject to maximum limit set for use of donated leave.
- Leave shall not be used by the recipient for more than the number of hours needed to meet a regular pay period.

Donor Eligibility and Limitations

The donor's position must be one in which the employee is eligible to accrue and use vacation.

All donations shall be no less than one-half day (4 hours).

The maximum donation allowed is up to 40 hours as long donor's current balance does not fall below 80 hours.

- Once benefits are donated, the benefit is forfeited and cannot be restored to the donor.
- No transfer of funds occurs, but the donor employee's vacation leave balance is reduced by the amount donated.
- Donors may not designate a particular employee to receive their donated time.
- All donations of leave shall be strictly voluntary and confidential. No donor shall be coerced, threatened, intimidated, or financially induced into donating leave.
- Donors cannot accept monetary compensation from recipients, such as gift cards, dinners, etc.

An employee wishing to donate vacation leave may do so by completing a Sick Leave Donation

Pool form.

- All donated leave will be processed as hours donated. A donor will donate a minimum of 4 hours and that donated leave will result in an additional 4 hours of leave being added to the total Sick Leave Donation Pool.
- Donations of leave will be processed immediately and placed in the Sick Leave Donation Pool and made available to employees in need of leave in the future.
- All requests are to be submitted on the appropriate forms. All forms necessary for the administration of this policy are available from the Human Resources Division.

This policy was updated and distributed on July 1, 2023.

3.12 Vacation Sellback

An employee may "sell back" a portion of their accrued vacation leave to Mountain Line and receive payment of up to forty (40) hours vacation one time per year under this Vacation Sellback Program, provided the employee meets all the following conditions:

- Has 12 full months of continuous service at the time of request.
- Has used at least 40 hours of vacation in the prior year (October 1 through September 30).
- Retain a vacation balance of at least 80 hours, after the vacation sell back and vacation used during the prior year are applied.
- Is an employee who is eligible to accrue and use vacation under Mountain Line Personnel Policy.

If use of vacation was denied, restricted, or limited due to staffing concerns and vacation blackout periods, the employee may still be eligible for Vacation Sellback with Manager approval. Employee must include the reason vacation was not used on the request for Vacation Sellback along with Manager approval.

Payroll will verify employee eligibility.

If the employee wishes to participate in the program, they will complete a Vacation Sellback Request Form, available on October 1st of each year. Below are important requirements and procedures for the program:

- An employee must sell back a minimum of 8 hours vacation time.
- The maximum amount of vacation time eligible for sell back is 40 hours.
- Requests must be completed and submitted to Human Resources by October 31st or the last business day of October, whichever comes first.
- An employee must have used the required amount of vacation time within the prior year before submitting a request (see conditions as listed in this policy).
- Compensation received through this vacation sell back program is considered supplemental wages and is subject to Internal Revenue Service withholding (see website www.irs.gov) in addition to all other applicable deductions (for example: state income tax withholding, Social Security and Medicare taxes, retirement, garnishments etc.).
- See HR for Vacation Sellback form available after October 1.

Payment will be distributed by December 1st of each year, at the employee's current base pay rate, which excludes allowances and overtime pay as calculated by Payroll.

This policy is subject to the annual budget process and approval of the Board of Directors. If the program is suspended for financial reasons, Mountain Line will issue a memo no later than July 1st of each year.

This policy was updated and distributed on July 1, 2023.

3.13 Return to Work After Injury or Illness – Returning to a Regular Schedule

Mountain Line strives to assist employees to return to work as soon as possible following an injury or illness. However, this policy is not intended to supersede or modify the procedures applicable to employees eligible for reasonable accommodation under the Americans with Disabilities Act (ADA) or leave benefits under the Family Medical Leave Act (FMLA).

Fit for Duty Releases

Mountain Line may require an employee to provide a fitness for duty release outlining their ability to perform the essential functions of the job with an effective date. The employee's return to their regular bid schedule may occur 7 to 10 calendar days after receipt of the fitness for duty certification. Once an employee has obtained their fitness for duty certification and provides a doctor's note, should shifts become available, the employee may be scheduled for shifts outside the granted bid or may request assignment to open shifts.

Extended Sick leave

Per Sick Leave policy, an employee may be required to obtain medical documentation after three (3) or more days of consecutive sick leave.

When clearance from a doctor is received, employees are required to notify their manager as soon as possible and submit a copy of this fit for duty clearance to their manager prior to their next shift.

This policy was updated and distributed on July 1, 2023.

3.14 Volunteer Time Off

Volunteer Time Off (VTO) is offered to benefit-eligible employees to support community involvement. This is paid time off separate from Vacation Time, Anniversary Leave, or Sick/Wellness Leave.

The primary intent of Volunteer Time Off is to support eligible employees performing community engagement service activities during regularly scheduled work hours each fiscal year. Employees will accrue 8 hours of VTO at the start of each fiscal year, July 1. Approved VTO can be used anytime during the July 1 to June 30 fiscal year. If Volunteer Time is not used, it cannot be carried over to the following fiscal year, transferred to another employee, and is not payable to the employee.

Requests for Volunteer Time must be authorized by the employee's manager, cannot conflict with peak worktime, or create overtime. Upon approval of Volunteer Time, employees must use their own supplies and transportation for their volunteering activity.

Employees will request Volunteer Time Off a minimum of two weeks in advance, whenever possible, of the dates of the desired volunteer time to allow the employee's manager to assess Mountain Line's needs. It is the manager's responsibility to approve or deny volunteer time requests. Volunteer Time Off will be approved on a first come, first-serve basis. When simultaneous requests are submitted, the manager's discretion and seniority shall be used to determine the Volunteer Time request granted. A division may establish a "no volunteer time" policy for certain heavy work periods.

To use Volunteer Time, the employee must be volunteering for a community non-profit organization that are designated as:

- 501 (c)(3), 501 (c)(4), 501 (c)(6), 501 (c)(6), or 501 (c)(19) by the Internal Revenue Service.
- A school.
- A city, county, state, federal board, council, or election department.

Examples of eligible activities may include but are not limited to:

- Volunteering at a local school (chaperoning, reading, working an event, etc. (child must attend the school)).
- Volunteering or participating in a charity race.
- Serving on advisory boards, councils, or board of directors for a non-profit organization.
- Donating blood.
- Serving as an election official for a general election.

Examples of activities not eligible for Volunteer Time may include but are not limited to:

- Partisan political activities (campaigning).
- Religious activities not including community service.
- Opportunities outside the United States.
- Opportunities outside of the service area boundaries.
- Parental activities (attending a parent-teacher conference, sporting events).
- Community service that is court mandated.

If the requested event does not meet the above criteria, employees may request Vacation Leave. Contact HR for additional information about volunteer eligible activities.

This policy was updated and distributed on July 1, 2023.

3.15 Anniversary Leave

Anniversary leave is additional paid time off based on an employee's years of service with Mountain Line. This is paid time off separate from Vacation Time, Volunteer Time, or Sick/Wellness Leave

The primary intent of Anniversary Leave is to reward Mountain Line’s long-term employees with another paid day off that can be used for any reason with prior manager approval. Anniversary Leave is available to part-time and full-time employees based on years of service. Anniversary Leave is available to all employees that are in good standing and will be made on the day of an employee’s hire date anniversary. Anniversary time can be used any time during the 12 months following their anniversary. Anniversary Leave will not carry over to the following year, cannot be transferred to another employee and is not payable. Anniversary Leave balance returns to zero as of end of business day prior to an employee’s anniversary.

Requests for Anniversary Leave must be authorized by the employee’s manager and cannot conflict with peak work time or create overtime.

Employees will request Anniversary Leave a minimum of two weeks in advance, whenever possible, of the dates of the desired leave to allow the employee’s manager to assess Mountain Line’s needs. It is the manager’s responsibility to approve or deny Anniversary Leave requests. Anniversary Leave will be approved on a first come, first served basis. When simultaneous requests are submitted, the manager’s discretion and seniority shall be used to determine the Anniversary Leave request granted. A department may establish a “no leave” policy for certain heavy work periods.

Anniversary Leave cannot be used to pay for an employee’s unexpected absence.

Full-time employees accrue Anniversary Leave as set forth in the table below. Part-time 20+ employees will accrue Anniversary Leave at a prorated percentage based on the average hours worked in preceding 12 months. i.e., If an employee is on completing year 4 and works 1040 hours in the 12 months prior to their anniversary, they will receive 4 hours of Anniversary Leave.

Years of employment (from hire date)	Anniversary Leave Hours(s)
1-4 years	8 hours
5+ years	16 hours

This policy was updated and distributed on July 1, 2023.

3.16 Evacuation Leave

Evacuation leave is provided for employees when an emergency is declared in Coconino County requiring evacuation. The employee’s home address must be in the evacuation zone designated with a “SET” or “GO” status by Coconino County Emergency Management. Documentation of home address location may be requested at the discretion of the employee’s Manager. 40 hours of evacuation leave will be provided in each fiscal year for each regular employee. If evacuation leave is not used if cannot be carried over to the following fiscal year, transferred to another employee, or be payable to the employee.

This policy was updated and distributed on July 1, 2023.

3.17 Reward Time

Reward time may be used to encourage and reward superior accomplishments that contribute to Mountain Line's Mission and Vision. Reward time is time off work approved by division director or CEO and General Manager to exempt and non-exempt employees. Time off from work to spend with family, perform personal tasks, or just relax are valued by employees in this fast-paced culture. Time off is worth more than money for a lot of employees and, as such, makes a great bonus for a job well done.

Time off from duty is granted without loss of pay or a change to leave. All reward time granted will be reported on the timesheet for the pay period during which time off is paid.

Use of Reward Time:

The employee's manager will enter Reward time on the timesheet for the number of hours rewarded. The employee's reward time may be reduced if worked hours in a week exceed 40 hours. All benefit time used in one week cannot exceed 40 hours resulting in overtime.

Reward time granted and used must represent actual time up to 8 hours per day.

This policy was updated and distributed on July 1, 2023.

4 EMPLOYEE RULES

4.1 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, unless it is firearms locked in your personal vehicle on Company property and they are not visible to the public.

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 are subjected to workplace bullying, please contact Human Resources.

This policy was updated and distributed on July 1, 2023.

4.2 Social Media

At Mountain Line, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, the use of social media also presents certain risks and carries certain responsibilities. Mountain Line encourages the use of constructive social media to advance and further the agencies mission and vision.

All postings on a blog, wiki, or social networking site on behalf of Mountain Line must be preapproved and sent by authorized employees. All other postings made by an employee on a blog, wiki, or social networking site are considered personal communications and are not Mountain Line communications.

Personal use of social media is never permitted during working time by means of Mountain Line's computers, company-issued mobile devices, networks, and other IT resources and communications systems. Use of personal mobile devices during work time should be kept to a minimum. Employees are personally responsible for the content they publish.

If you post any comment that promotes or endorses Mountain Line products or services in any way, the law requires that you disclose that you are employed by Mountain Line.

You must comply with all applicable laws including copyright and fair use laws. You may not disclose any sensitive, proprietary, confidential, or financial information about Mountain Line. You may not post anything related to Mountain Line initiatives, strategy, financials, or products that have not been made public. Confidential information includes trade secrets, or anything related to the Mountain Line's initiatives, strategy, financials, or products that have not been made public, internal reports, procedures, or other internal business-related confidential communications. Further detail is provided in the "Confidentiality" section of your Personnel Policy Manual.

A blog, wiki, or social networking site is not the ideal place to make a complaint to Mountain Line regarding alleged discrimination, unlawful harassment, or safety issues. Complaints regarding these issues to Mountain Line must be made consistent with the complaint procedures in this Personnel Policy Manual so that Mountain Line may address them.

When you use social media, use good judgment. We request that you be respectful of Mountain Line, our employees, our customers, our partners and affiliates, and others. Avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages our employees, customers, partners and affiliates, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment.

Nothing in this guideline is meant to interfere with employees' right under federal law to engage in protected and concerted activity, including employees' ability to discuss terms and conditions of their employment.

This policy was updated and distributed on July 1, 2023.

4.3 Code of Ethics

The maintenance of high standards of honesty, integrity, impartiality, and professional conduct by Mountain Line employees is essential to assure the proper performance of Mountain Line business and the maintenance of confidence by citizens in their region of service.

The Code of Ethics has been adopted by Mountain Line to provide basic guidance for all employees concerning matters affecting their work. Common sense and good judgment will dictate the proper course of action in most situations. Your actions may enhance, maintain, or

damage the standing that we have developed. Therefore, we expect you to exercise the highest standards of ethics in all your decisions that may impact the organization.

No workplace conduct statement can possibly cover every circumstance that may arise. Use good common sense. If there are any questions about a course of action, it is your responsibility to get clarification from senior management.

All employees are expected to maintain a high level of ethical standards, to act with integrity in all public relationships, and to always conduct themselves in a manner that maintains public confidence. Mountain Line expects employees to be:

- Honest and trustworthy in what you say, do, and write in all professional relationships.
- Dedicated to providing quality services by being cooperative and constructive, and by making the best and most efficient use of available resources.
- Fair and considerate in the treatment of the public we serve, and fellow employees, providing service with equality, and granting no special favors.
- Committed to accomplishing all tasks in an efficient and cost-effective way, and never performing in a way that will harm the image of Mountain Line.

Abuse of Position

No employee shall use or attempt to use their official position to secure unwarranted privileges or exemptions.

- No employee or a member of the employee's immediate family shall accept, solicit, or agree to accept any cash (tips), gift, gift card, favor, or anything of value with the understanding that the official actions, decisions, or judgments of any employee may be influenced.
- No employee shall request or accept any fee or compensation, including cash (tips), gift, gift card, or favor, beyond that received by the employee in their official capacity, for advice or assistance given during their public employment.
- Each employee shall use the public resources, property, and funds under the employee's control responsibly and for the public purpose intended by the law and not for any private purpose.

Conflict of Interest

Every employee has a legal obligation pursuant to Arizona law to diligently identify, disclose, avoid and/or manage conflicts of interest. Annually, all Mountain Line employees will be required to sign a Conflict-of-Interest statement. Potential conflict of interest exists when an employee or an employee's immediate family may be directly or indirectly financially impacted, whether favorably or detrimentally, by a decision made by Mountain Line in which the employee participates. Even if no abuse of position occurs, a conflict of interest or its appearance can seriously undermine the public's confidence and trust in Mountain Line. If the employee believes that a situation can be perceived as a Conflict of Interest, the employee has the duty to report the situation to their manager or Human Resources.

Confidentiality

As public servants, Mountain Line employees should carry out their duties in a manner which would withstand public scrutiny. Some employees handle confidential Mountain Line business-related or employee-related documents while others handle sensitive matters, such as wage information, health records, and investigations. Consequently, employees shall maintain the confidentiality of matters they handle assuring information about these activities is made public only upon appropriate authorization. Discretion must also be observed to maintain confidentiality of Mountain Line internal affairs where appropriate, disclosing sensitive information only with authorized employees.

Mountain Line maintains confidential materials of various kinds (i.e., financial records, personnel records, procurement records, administrative/legal opinions, software programs, and non-public records) designated confidential by Mountain Line.

Disclosure of confidential information might seriously damage Mountain Line's public position and therefore such action will not be tolerated. This non-disclosure prohibition applies both 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 Mountain Line and must be returned upon separation or at any time upon demand.

Employment of Relatives:

Mountain Line's employment guidelines do not preclude the hiring and employment of relatives or co-workers engaged in romantic relationships. Family members in this section are defined as spouse or significant other, parent/stepparent, sibling, child/stepchild, grandparent, grandchild, or in-laws (father, mother, son, daughter, brother, sister) of an employee. All provisions of this section are also applicable to those engaged in a romantic, but not legally formalized, relationship.

- Family members may not be employed in a position where one supervises or is supervised by the other.
- Family members may be employed in a lateral position and report to the same first-level manager.
- Family members shall not be employed in the same Division when, in the opinion of the manager and/or the CEO and General Manager, the safety, efficiency, morale, or effective administration of the Division's operations will be adversely affected.
- If it is determined that the continued employment of a family member within the same Division conflicts with any of the above-listed factors, one of the two employees must transfer to another Mountain Line Division or be terminated from Mountain Line employment within six months from the date of such determination.
- Should two unrelated employees become closely related either by a romantic relationship, or other family circumstance changes, employees are responsible for immediately disclosing to their supervisor, and the above provisions will apply.
- If a supervisory relationship results due to a reorganization of jobs, one of the employees must resign unless another position within Mountain Line for which they qualify is available. As Mountain Line may occasionally reorganize job functions, there may not be an opportunity to separate supervision responsibilities due to the size of the division.

A violation of this policy is a basis for disciplinary action.

Outside Employment

Mountain Line is sympathetic to employees that may find it necessary to engage in outside employment. However, each full-time employee's Mountain Line position should be considered the employee's primary employment. Therefore, Mountain Line employees shall carefully evaluate other employment that interferes with the employee's Mountain Line duties, involves a potential conflict of interest, or in any way compromises the integrity or credibility of Mountain Line in the community.

Mountain Line employees should avoid:

- Outside employment with an entity that conducts business with Mountain Line without full disclosure and satisfactory management of any potential conflict of interest. i.e., Employee A cannot work for a print shop and make decisions about which printer to use.
- Outside employment which cannot be accomplished outside of the employee's normal working hours or is otherwise incompatible with the performance of the employee's duties by placing the employee in a position of conflict between the employee's role with Mountain Line and the employee's role in the outside employment.
- Performance of work for any governmental entity within the State of Arizona without the written consent of both employers.
- Outside employment which exploits official position or confidential information acquired in the performance of official duties for personal gain.
- Outside employment, which the public may view as work on behalf of Mountain Line.

Due to the importance of the public's perception of Mountain Line, all employees who engage in outside employment must disclose such work on an Outside Employment Declaration form, which is available in the Human Resources Division. Outside employment is subject to review for conformance to this policy. Employees engaged in outside employment determined not to be in conformance may be required to cease such employment.

Volunteer Activities

Employees are encouraged to engage in volunteer activities, especially activities to improve community life. However, employees should evaluate with their manager on a case-by-case basis their own volunteer activities in the same manner as outside employment to identify potential conflict. Employees should declare volunteer activities only if the employee believes there is some reason for concern consistent with the spirit of this policy.

Political Activity

Employees are encouraged to vote and will be given reasonable time off for voting to the extent needed to have time to vote before or after a shift. However, employment shall not be offered as an inducement for supporting a candidate for public office. Nothing herein is intended to limit or restrict the right of the employee to the free expression of their political views.

Specifically, no employee of Mountain Line shall:

- Solicit any money, influence, service, or other thing of value, or otherwise aid or promote any political committee or candidate for nomination or election while on the job during working hours.
- Use their influence, power, or position to reward or give favors in return for partisan participation in any campaign for any candidate or cause.
- Employees shall not engage in political activity while working, including the wearing of political buttons or other endorsement items.

This policy was updated and distributed on July 1, 2023.

4.4 Code of Conduct

Mountain Line expects employees to conduct themselves in a manner that reflects favorably on Mountain Line, protects the interest and safety of all employees and the organization and is deserving of public trust. It is expected that every Mountain Line employee will aspire to develop a culture of excellence and adhere to the following code of conduct.

Employees are expected to use sound judgment and act reasonably. If you have any questions, please contact Human Resources.

Because of the unique nature of performing the duties of a Transit Operator, Mountain Line believes it is important to address some specific behaviors that any employee acting in these positions are permitted to engage in and others that may be deemed a violation of its Code of Conduct.

Transit Operators are generally expected to:

- Maneuver a passenger's wheelchair if the passenger requests such assistance.
- Lend an arm as assistance to steady a passenger if the passenger requests such assistance.
- Provide directions or act as a sighted guide to/from vehicle.
- Pushing a passenger's electric mobility device if wheel locks are disengaged.

Transit Operators are prohibited from engaging in any of the following behaviors:

- Accepting any cash (tips), gifts, gift cards, favors, or anything of value for any advice or assistance given during their job.
- Operating or pushing equipment or shopping carts up or down stairs or steep inclines, or onto service vehicles.
- Accessing a passenger's personal belongings for any reason, except for verification of ID for lost and found items (which must be done in full view of a witness and the on-vehicle camera system).
- Lifting or carrying packages or other personal items for passengers.
- Performing any personal care assistance for any passenger, such as assistance with dressing.
- Lifting or carrying passengers.
- Entering the residence of a passenger.

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4.5 Mountain Line Vehicle Use

Official Business

Mountain Line vehicles may be used by properly authorized Mountain Line employees for official business only, with the following exceptions:

- Drivers of a fixed bus route may, during their authorized lunch/break, use a Mountain Line vehicle to travel up to 3 blocks from the downtown connection center, for the sole purpose of obtaining a meal. No other personal business while using a Mountain Line vehicle is authorized.
- Those drivers of a demand response route may, during their authorized lunch/break, deviate from their route up to 3 blocks, for the sole purpose of obtaining a meal. No other personal business while using a Mountain Line vehicle is authorized.

Mountain Line vehicle is defined as any Mountain Line owned or rented vehicle.

Relatives, friends, children, or any other non-Mountain Line employees shall not be permitted to either operate or to occupy as passengers a Mountain Line vehicle for any reason not related to official Mountain Line business.

The sole exception to the passenger policy stated is if the presence of a non-Mountain Line employee in a Mountain Line vehicle is specifically related to official business. Some examples of this exception are:

- Employees of other public agencies ridesharing to business-related event.
- Clients of any Mountain Line services department, when specifically job-related.
- Consultants and vendors who are providing services pursuant to a Mountain Line contract.
- Interns and volunteers.

While operating a Mountain Line vehicle, employees must be properly licensed and must ensure that the vehicle is operated in a safe manner and within established speed limits. Employees are required to be aware of, understand, and comply with federal, state, and local laws applying to the operation of vehicles on Mountain Line business. Employees shall obey all applicable traffic and parking regulations, ordinances, and laws. The employee is responsible for any traffic citations received.

Whether in a Mountain Line vehicle or personal vehicle while conducting Mountain Line business, a Mountain Line employee is required to 1) report to dispatch immediately any type of traffic accident and/or moving traffic violation and 2) report in writing the same information to their manager and the Safety Manager no later than the end of their shift.

In accordance with Arizona law and Mountain Line policy, employees are required to always wear seatbelts when the vehicle is in motion. It is the responsibility of the driver of the Mountain Line vehicle to ensure that passengers are also properly always belted when the vehicle is in motion.

Smoking is prohibited in any Mountain Line vehicle.

Employees are prohibited from driving while using prescription or over the counter medication which may impair their ability to safely operate a motor vehicle. Employees shall not operate a Mountain Line vehicle while under a medical doctor's driving restriction.

Use of cellphones/personal communication devices while operating Mountain Line vehicles is strictly prohibited except by managers with use of hands-free operation as needed for responding to an emergency or conducting other business-related calls.

An employee may lose driving privileges for a poor traffic safety or accident record. Because the minimum qualification for certain Mountain Line positions requires possession of a valid driver's license, loss of driving privileges may adversely affect employment with Mountain Line.

Mountain Line employees should carefully consider every instance of use of a Mountain Line vehicle. Any questions or requests for interpretation concerning this policy may be directed to the Human Resources Manager.

This policy was updated and distributed on July 1, 2023.

4.6 Driver's License Requirements

To reduce the Mountain Line liability exposure, this policy is applicable to all employees who operate a motor vehicle in the course of their employment, whether as a primary duty or incidental to primary duties. To reduce the risk of vehicle operations, Mountain Line allows only safe drivers to operate vehicles for business purposes.

All drivers operating any vehicle must have their physical ADOT MVD-issued driver license with them when driving. ADOT now offers Mobile ID (mID), a digital version of your driver license carried on a capable smartphone. ADOT notes mID is a companion to your physical, plastic license card, and all drivers should continue to have their physical license with them for now.

New Hire MVR Requirements

Positions that require driving as primary part of position:

Mountain Line requires a certified Motor Vehicle Record (MVR) at time of application for all employees that operate a vehicle as a primary part of their job duties. The applicant's certified MVR will be used as part of the hiring and qualification process. The reviewed and qualified MVR will be used to determine whether an applicant meets Mountain Line's driving record requirements. Failure to provide a certified MVR will result in the applicant being determined to be ineligible for employment.

Positions that may operate vehicles incidental to primary duties:

Mountain Line requires a certified Motor Vehicle Record (MVR) at time of acceptance of position for all employees that may incidentally operate a vehicle as part of their job duties. The employee's certified MVR will be used to determine if the employee is eligible to operate Mountain Line vehicles in performance of duties on behalf of Mountain Line. The reviewed and qualified MVR will determine whether an applicant meets Mountain Line's driving record requirements. Failure to provide the certified MVR will result in the employee being deemed ineligible for driving Mountain Line vehicles for business purposes.

3-Year MVR requirements

All Mountain Line employees will be expected to provide an updated MVR as part of their annual evaluation every 3 years. The failure to submit the 3-year MVR and accurately report accidents and moving violations may lead to disciplinary action.

The following are requirements for all positions that may operate either a Mountain Line vehicle or a vehicle to perform Mountain Line business:

- All drivers must have a valid driver's license of the proper class and appropriate endorsements where necessary.
- The driver's license requirements in this policy may be a condition of continued employment with the Mountain Line.
- No employee may operate a vehicle in the course of their duties without a valid Arizona driver's license.
- Persons who accept employment with Mountain Line and who possess a non-Arizona driver's license are required to obtain within 30 days of employment an Arizona driver's license.

Whether in a Mountain Line vehicle or personal vehicle while conducting Mountain Line business, a Mountain Line employee is required to 1) report to dispatch immediately any type of traffic accident and/or moving traffic violation and 2) report in writing the same information to their manager and the Safety Manager no later than the end of their shift. The manager must forward the report to the Human Resource Manager as soon as practical.

In addition to the above requirements, an employee who is required to possess a Commercial Driver's License in conjunction with Mountain Line employment is required by state law to submit a "Driver's Mandatory Notification Form #46-0504" to their manager and the Safety Manager within 10 days, and to the State of Arizona within 30 days of the forfeiture of collateral or conviction of any moving traffic violation, regardless of the location or type of vehicle. A driver of a commercial motor vehicle who fails to report the required information is guilty of a Class 3 misdemeanor. Failure to report as required may result in disciplinary action, up to and including termination. The Safety Manager must forward the report to the Human Resource Manager as soon as practical.

Accident Review Committee and Training

An employee whose driving actions while on official Mountain Line business result in injury or damage due to negligence may be required to meet with the Accident Review Committee (ARC) and may be subject to the decisions and requirements of the ARC. Employees may be required to attend a defensive driving course at their own expense and on their own time. Failure to comply with any of these provisions may lead to further disciplinary action.

Mountain Line shall provide defensive driving training to all employees that may perform driving as part of their job duties. New employees will receive training at new employee orientation within the first 30 days of employment and all employees will receive refresher training every 2 years. It is the Safety Department's responsibility to ensure that all employees with driver's licenses receive this training. Each employee must complete this training as required. The training will be available through the Workforce Division.

Suspension, Cancellation, or Revocation of License

If an employee who is licensed to drive is notified by the Motor Vehicle Division of possible or actual suspension, cancellation, or revocation (i.e., DUI, accumulation of excessive traffic violation points, etc.), they must report the possible or actual loss of license in writing no later than the next day to their manager and the Safety Manager. Failure to report as required may result in disciplinary action. The Safety Manager must forward the report to the Human Resource Manager as soon as practical.

Following the notification of the possible or actual loss of license, the manager may make a temporary reassignment to non-driving duty, if there is an open and available position for which the employee is qualified. If reassignment is not possible, the employee, at the discretion of the manager, may be terminated or suspended without pay for up to 90 days until their licensing is restored. Vacation time, if available, may be used during this period. To be eligible for this consideration, the employee must demonstrate a good faith effort to regain their driving privileges within the allotted period. If the driver's license will not be restored within 90 days, the employee may be terminated.

Medical Certification Card for CDL Operators

An employee who is required to possess a Commercial Driver's License must provide their manager with a current medical certification card and renew it every two years, unless otherwise directed by a medical provider. Failure to do so will result in the cancellation of commercial driving privileges by the Arizona Division of Transportation, Motor Vehicle Division (R-17-4-802) and will subject the employee to the above conditions regarding the loss of driver's license.

Private Vehicle Use for Business Purposes

Should an employee need or choose to use their private vehicle on Mountain Line business, they may be reimbursed on a per mile basis for business related trips if prior approval is received. The employee is required to maintain the legally required minimum limits of auto liability insurance on any personal vehicle used during their employment. The employee's insurance coverage shall be the primary coverage for all liability for personal injury or property damage incurred by the employee to third parties and the employee shall also be responsible for collision coverage for their personal vehicle while using the vehicle as a condition of employment and/or in the course of their employment with Mountain Line.

This policy was updated and distributed on July 1, 2023.

4.7 Dress Code and Appearance

Employees should remember that it is always important to maintain a clean, neat, professional, and well-groomed appearance appropriate to the type of work they perform. Appropriate dress involves good judgement and should project an image reflecting a professional environment. It is, therefore, the responsibility of each manager to set appropriate dress and appearance guidelines. It is also the responsibility of each employee to dress in compliance with these guidelines. In all cases, modesty, professional appearance, and personal hygiene should be emphasized.

Mountain Line reserves the right to advise any employee at any time that their grooming, attire, or appearance is unacceptable. Employees who do not meet a professional standard may be sent home, and employees will not be paid for any missed time or shifts. Failure to meet dress code and appearance standards as set within this policy may result in disciplinary action.

As designated and approved by management, employees may wear clothing celebrating events, holidays, and seasons by participating in morale- and employee culture-building activities. See announcements or schedule provided by the Leadership Team throughout the year.

Non-Uniformed Staff

Non-uniformed staff represent Mountain Line to customers in our office, and while working in the community or attending business functions/events (whether in person or virtually). Staff in non-uniformed positions are expected to wear business casual attire and to present a professional appearance while working. Non-uniformed staff include all staff not serving in a uniformed position.

Non-uniformed staff members are expected to wear appropriate workplace dress including any required personal protective equipment (PPE). Professional dress should not be tight or restrictive to movements, faded or worn out, made of see-through materials, or expose areas of the body that would normally be covered in a workplace, and should be free from rips, tears, frays, or stains. Professional appearance includes attire that is not disruptive to the workplace, and which does not prevent safe performance of job duties. Management may make exceptions for special occasions or in the case of inclement weather, at which time employees will be notified in advance. Employees who are unsure of what is appropriate should check with their manager.

Non-uniformed staff are expected to have their issued employee identification (ID) while working and may wear other issued logo items. The ID may be displayed with a Mountain Line lanyard, retractable clip, arm band, or lapel pin as each employee sees fit. Mountain Line recognition pins are allowed, but not required. Uniform items issued to non-uniformed staff are to be worn only while on duty.

Business Casual Attire is defined as follows:

- Acceptable attire includes dress pants, slacks, business suits, jeans, dresses, skirts, khakis, capris, shirts with collars, business casual crewneck and V-neck shirts, golf and polo shirts, blouses, and sweaters.
 - Attire with advertising, slogans, logos, and other images are prohibited. This does not include advertising that is not the focal point of the item of clothing but part of the branding, i.e., Alligator on polos, Nike mark on shoes, Levi tag on jeans, etc. In addition to being prohibited, attire advertising alcohol, tobacco, and controlled substances, or that contain images of sexual activities or anatomical areas are subject to additional disciplinary action above and beyond being removed from the workplace for the day. Attire includes hats, belt buckles, jackets, lanyards, buttons, patches, and other adornments. Hats, pins, buttons, ribbons, lanyards, logo clothing items, or other attire and adornments for organizational affiliations of Mountain Line may be worn upon issuance by the CEO and General Manager.
- Acceptable Footwear: Business casual slip-on or tie shoes, dress sandals, dress shoes, pumps, work or fashion boots, deck shoes, and loafers. Athletic shoes are

permissible if they are free of stains and holes. Shoes must be conducive to the assigned position within the organization. Slip resistant footwear is required for many positions and some positions or job functions require safety toe boots that cover the ankle.

Uniformed Staff

Employees represent Mountain Line when they are wearing their uniform. Uniformed staff are identified as Transit Operators, Operations Supervisors, Trainers, Bus Detailers, Mechanics, Fleet Supervisor, Facilities Technicians, and Facilities Coordinators.

Issued uniform items will be always worn as appropriate to the job. This includes hats, jackets, employee identification (ID), personal protective equipment (PPE), and nameplates in vehicles. Staff are expected to have a Mountain Line issued ID at all times while working, both on and off property, and may wear other issued logo items. The ID may be displayed with a Mountain Line breakaway lanyard, retractable clip, arm band, or lapel pin as each employee sees fit. Mountain Line recognition pins are allowed, but not required.

Uniforms, personal protective equipment (PPE), and accessories will be issued by Mountain Line to all employees in uniform positions. Uniforms and accessories will be issued upon completion of the on-the-job training program and PPE will be issued before employee is permitted to perform any job functions requiring such PPE. Mountain Line issued uniform items are to be worn only while on duty and appropriate discretion should be used when wearing uniforms traveling to and from work. All uniform shirts will be tucked in while employees are on duty. Uniform sleeve length should be appropriate for driver's seasonal comfort and sleeves cannot be rolled or pulled up. Shoes and belts will be purchased by the employee. Shoes are to be closed-toed, dark in color, and comfortable to perform all work duties of the employee's position and must be slip resistant rated. Belts should be black with plain buckles. Employees in uniformed positions who have not yet received a uniform (i.e., trainees), or employees who are typically not uniformed but assigned to a uniformed position, are to wear dark, solid-colored pants (not jeans) and logo free, solid colored collared shirt until uniforms are available. **Employees should be dressed and ready for work prior to their scheduled shift start time and at all times while on shift.**

Attire with advertising, slogans, logos, and other images are prohibited. This does not include advertising that is not the focal point of the item of clothing but part of the branding, i.e., Alligator on polos, Nike mark on shoes, Levi tag on jeans, etc. In addition to being prohibited, attire advertising alcohol, tobacco, and controlled substances, or that contain images of sexual activities or anatomical areas are subject to additional disciplinary action above and beyond being removed from the workplace for the day. Attire includes hats, belt buckles, jackets, lanyards, buttons, patches, and other adornments. Hats, pins, buttons, ribbons, lanyards, logo clothing items, or other attire and adornments for organizational affiliations of Mountain Line may be worn upon issuance by the CEO and General Manager.

Mountain Line uniforms issued to employees are to be kept in good condition. Uniforms are the responsibility of the employee to maintain in clean, unsoiled, and free from tears condition. **Upon termination of employment and per the Payroll Deduction Authorization form, employees are required to return all uniform pieces including jackets or may be held responsible for cost of unreturned items.**

Approved uniform items include:

Shirts:

Issued Short and Long Sleeve Shirts
Issued Polo Shirt

Pants:

Issued Pants with either standard or elastic waist.
Issued Shorts

Jackets:

Mountain Line 3-in-1, all weather

Belt:

Black 1½ inch Leather with plain buckle

Shoes:

Black or dark colored Shoes
Shoes must be rated "slip resistant".

Socks:

Black or dark colored socks

Personal Protective Equipment (PPE):

Reflective Vest
Snow/ice traction footwear
Safety toe work boots, which must be slip resistant rated and cover the ankles, are required for positions that primarily work in the maintenance garage or outdoors.

Optional uniform items include:

Hats:

Any Mountain Line logo ballcap and knit stocking in good repair.
Black, Dark Gray, or Navy Hats free of logos or advertisement.
Cloth brimmed sun hats are permitted for positions that work primarily outdoors if the brim does not interfere with safe operation of equipment or vehicles.

Employees that require a modification to any section of the dress code/appearance policy must submit a written request including reason for request and duration for request to manager for approval. Any requests that are part of already approved FMLA or that are part of a needed ADA accommodation should be directed to HR with accompanying medical information.

As management determines, other approved items may be added to the uniform pieces, or changes to the above items may be made with 7-day written notice to employees.

This policy was updated and distributed on July 1, 2023.

4.8 Weapons in the Workplace

Mountain Line is committed to providing a safe work environment. Mountain Line strictly prohibits weapons of any type in the workplace or at any Mountain Line 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 may be locked in your personal vehicle and not visible from outside of your vehicle on Company property.

The "workplace" is any building owned, leased, or occupied by Mountain Line; any connecting Mountain Line owned land where such buildings are part of a campus; Mountain Line owned or leased parking lots/structures; Mountain Line owned, or leased land designated for Mountain Line

business; or Mountain Line vehicles or personal vehicles being used for any form of Mountain Line business; or any location where employees perform their duties. There are two limited exceptions to this rule: (1) pursuant to Arizona law, employees may have a firearm that is lawfully possessed stored in a locked vehicle so long as such firearm is not visible from outside of the vehicle; and (2) this definition of “workplace” does not apply to those working at home.

Mountain Line employees may not have possession of a weapon excepting a pocketknife (as provided in ARS 13-3102) in the workplace, unless such person is a Mountain Line Peace Officer, or a person authorized to carry a weapon in the performance of official duties.

Employees, their workstations, and personal effects may be searched by authorized Mountain Line personnel, usually the employee's manager or director, if there is reasonable suspicion to believe that an employee is in possession of any unauthorized weapon in the workplace. All searches will be witnessed by one of the following: Safety Manager, Facilities Manager, or Human Resource Manager. When none of these positions are available, a second manager or director will be present.

This policy applies to both on and off duty employees while in the workplace.

Violation of this policy is cause for disciplinary action, up to and including employment termination.

This policy was updated and distributed on July 1, 2023.

4.9 No Solicitation

Solicitation or distribution of literature in Mountain Line work areas during working time will not be allowed without permission from the CEO and General Manager. Persons who wish to do business with Mountain Line employees must submit a written request to the CEO and General Manager which states the type of product or service, etc.

Working time does not include meals, break, or rest periods or other specified times during the work shift when employees properly are not engaged in performing their work tasks. Working areas are defined as areas of the premises where employees perform their work tasks, but do not include break rooms, rest rooms, parking lots, or other non-work areas.

The United Way is a nonprofit organization that provides broad-based support to the Flagstaff community to address a wide range of needs. The United Way has demonstrated its ability to minimize administrative costs and to disburse a high percentage of the contributions it receives to the intended recipients. Because of these factors, Mountain Line has designated the United Way as the sole organization to solicit payroll contributions from Mountain Line employees for other nonprofit organizations.

This policy was updated and distributed on July 1, 2023.

4.10 Company Representative Meetings with Mountain Line Employees

As part of a comprehensive employee compensation and benefits plan, it is the policy of Mountain Line to provide its employees opportunities to learn about programs such as 403(b) programs (deferred compensation), short term disability insurance, and banking institutions that may be of personal interest. From time to time, representatives of companies participating in these

programs may be invited to make presentations and conduct workshops, or to meet with employees to afford them educational and enrollment opportunities. These sessions will be coordinated and authorized through the Human Resources Division.

Company representatives are not permitted to meet or otherwise solicit Mountain Line employees at the employee's workstation or site, unless specifically authorized in writing by the Human Resources Division.

This policy was updated and distributed on July 1, 2023.

4.11 Drug Free Workplace Act

Mountain Line is committed to a safe, healthy, and productive work environment for all employees that is free from the effects of substance abuse. Abuse of alcohol, drugs, and controlled substances impairs employee judgment, resulting in increased safety risks, injuries, and faulty decision making.

In accordance with the Drug Free Workplace Act of 1988, Mountain Line prohibits the use, sale, dispensation, 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 off-duty use, sale, dispensation, 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. Additionally, a medical marijuana registry identification cardholder may not work while impaired by medical marijuana.

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 Drug and Alcohol Program Manager. With input from the employee, Mountain Line will determine if the employee should work in their regular job, be temporarily assigned to another job, or placed off work.

Any employee who is convicted or pleads guilty or no contest under a criminal drug statute for a violation occurring in the workplace must notify Mountain Line within five days of such conviction or plea. Employees must abide by the terms of the policy statement as a condition of employment.

Testing is an important element in Mountain Line 's efforts to ensure a safe and productive work environment. Mountain Line has issued a separate policy for these testing programs. Please refer to these separate policies, the Safety Manager, Human Resources Manager, or your manager if you have specific questions.

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

The Arizona Medical Marijuana Act

Mountain Line is the recipient of federal funding and consistent with federal law has established a drug free workplace. Federal law continues to list marijuana as a banned substance and does not recognize an exception for authorized medical use. For that reason, Mountain Line is not required to comply with the Arizona Medical Marijuana Act, and marijuana remains a banned substance in our workplace. Under our policy, employees may be disciplined or terminated if impaired while at work, or if the employee possesses or uses marijuana while at work. Signs of impairment include but are not limited to red, bloodshot eyes; dilated pupils; poor concentration; impaired perception of time; loss of energy; impaired perception of distance; abnormal or erratic behavior; slow and deliberate responses; slow reflexes; incoherent speech; odor; and impaired balance or coordination.

This policy was updated and distributed on July 1, 2023.

4.12 Tobacco Free Workplace

Mountain Line is committed to providing a safe and healthy workplace and to promoting the health and well-being of all employees. To make the Mountain Line workplace a safer and healthier environment for smokers and non-smokers alike, smoking, vaping, and smokeless tobacco is prohibited in all areas of Mountain Line buildings and in Mountain Line vehicles. Employees may smoke in designated outdoor areas.

If a member of the public or other visitor to Mountain Line's premises refuses, upon request, to comply with the policy, the police may be called, and a citation may be issued.

This policy was updated and distributed on July 1, 2023.

4.13 Children in the Workplace

Employees are prohibited from bringing their children to the workplace during scheduled working hours. The exception to this policy is defined in the Breast Feeding in the Workplace policy.

In emergency situations, it is left to the discretion of the manager whether special accommodation can be made. Such accommodation shall not result in disruption to the workplace, loss of productivity, inconvenience to employees, or in any way hinder service to the customer.

This policy was updated and distributed on July 1, 2023.

4.14 Breast Feeding in the Workplace

Mountain Line provides reasonable break time for an employee to express breast milk for their nursing child for one year after the child's birth when an employee needs to express milk at a suitable location designated by Mountain Line.

Breast-feeding infants may be brought to the workplace only for scheduled feedings which occur during the workday. An employee with a breast-feeding infant may use the designated quiet room to conduct this activity without distraction to co-workers or the public. All arrangements for breast feeding should be made prior to new parent leave. Under no circumstances will infants be allowed in the workplace for the entire workday or after they reach the age of six months.

To accommodate the needs of the Department most efficiently, managers may implement various scheduling options at their discretion.

These include, but are not limited to:

Flextime

Flextime may be used so that nursing persons may leave the worksite to accommodate their infants' feeding schedule. Flextime will allow managers internal flexibility so that the Division has all positions covered during hours of operation.

Part-time hours

A return to work on a part-time basis following new parent leave may be granted, until full-time work can be accommodated by the parent and the infant.

Reasonable efforts will be made to accommodate an employee who is a nursing person without hazard to themselves and the child and without distraction to co-workers and the public. A quiet place will be provided for the nursing person that is not a restroom facility and that is shielded from view and from intrusion by coworkers and the public. Breaks will be provided during the workday to take care of the needs associated with breastfeeding, such as expressing breast milk. Expressed milk may be stored in available employee use refrigerators but must be in a sealable container and be clearly labeled with person's name.

Any exceptions to the Breast Feeding in the Workplace section of this policy must be approved by the CEO and General Manager.

This policy was updated and distributed on July 1, 2023.

4.15 Communications

Mountain Line encourages diversity and inclusiveness in its working environment. There are occasions, that due to safety related concerns, when the company requires employees to converse or take direction and guidance in English.

To that end, workplace communications should be in English in the following situations:

- Radio communications between drivers and dispatchers. All safety, facility and security related materials will normally be provided in English.
- Team or Divisional meetings that relate to business operations, safety, facility, and/or personal security will normally be conducted in English.
- Other safety-related matters may be designated as appropriate.

Exceptions to these rules will be determined on a case-by-case basis.

No language limitations apply to breaks, lunches, and other non-work-related communication with peers and other staff.

Two-Way Hand-Held Radio

All radio transmissions should be business related to convey information regarding routes, passengers, or vehicles. Communications channels are to be left open for their intended purpose and not for personal conversations.

Radio transmissions need to be understood by all employees, dispatchers, operations supervisors, and managers. Radio traffic is monitored for information regarding routes, passengers, and vehicles. For safe, consistent, and efficient communication, radio use should include identification by route number, or unit number if not on-route, and use ten-codes in transmission.

Radio transmissions are permitted as follows:

- Report an accident, incident, emergency, etc. occurring on or off the bus.
- Report an equipment malfunction.
- Report any unusual situations such as a route blockage, passenger problem, or lost article.
- Ask for route clarification.
- Communicate schedule information for passengers including transfer and arrival times.

Radio transmissions are restricted from use:

- While fueling the vehicle.
- Around designated “Blasting Area” or “do not use radio” construction areas.
- If another conversation is in-progress, except in grave emergencies.
- To conduct personal conversations (the radio must be used strictly for business).
- To conduct prolonged or sensitive conversations (sensitive conversations should be conducted on administration channel).

The 10-code list is as follows:

10	1	Receiving Poorly	10	19	Return to Base
10	2	Receiving Well	10	20	Location
10	4	Acknowledge	10	21	Telephone
10	6	Stand by	10	22	Disregard/Cancel
10	7	Out of Service	10	36	Correct Time
10	8	In Service	10	42	Home
10	9	Repeat	10	45	Meet unit at _____
10	10	Out at _____	10	48	Use Caution
10	11	Restroom	10	50	Wheelchair
10	13	Advise of Road Conditions	10	77	Fueling
10	16	Insane Person			
<p><i>FOR ALL HUNDRED CODES CALL FIRST AND SWITCH TO ADMIN CHANNEL</i></p>					

10	200	Intoxicated			
10	300	Violence/Fight			
10	400	Medical (on bus only)			
10	500	Accident			
10	600	Insane/Life Threatening			

Employees with concerns or questions regarding this policy should contact their immediate manager or Human Resources for resolution. Mountain Line remains committed to the expression of its diversity efforts, which include the use of languages other than English, but realizes that specific business operational requirements necessitate that communication be clear, concise, and distinct. Thus, in meeting these operational requirements, the use of English will be required for business related conversations and transmissions.

This policy was updated and distributed on July 1, 2023.

4.16 Safety

Mountain Line places the highest priority on job safety and considers the safety of employees, the public and our operations to be paramount. Accordingly, it is the policy of Mountain Line that:

- Safety shall take precedence over expediency or short cuts.
- All employees shall take all possible action to reduce the chance of accidents.
- All employees shall show good faith in complying with all safety laws and ordinances.

The primary responsibility for maintaining a safe working environment rests with each employee. Each manager is expected to enforce the maintenance of safe working conditions, encourage safety suggestions and discussions, and ensure that all accidents and injuries are reported promptly and properly.

Employees are expected to:

- Comply with all PPE requirements throughout Mountain Line Operations.
- Comply with safety instructions of managers and comply with safety manuals & OSHA requirements made known to the employee by their manager.
- Report all injuries and accidents in the workplace to the manager immediately.
- Understand and follow procedures for reporting all accidents involving a Mountain Line vehicle. These procedures are contained in a folder inside the vehicle glove compartment.
- Make suggestions for safety and efficiency.
- Know the exact procedures in case of emergency.

Any question concerning safety issues should be referred to the Human Resources Manager and the Safety Manager.

This policy was updated and distributed on July 1, 2023.

4.17 Workplace Monitoring, Body Cameras, and Surveillance

Employees do not have a reasonable expectation of privacy when Mountain Line decides to utilize monitoring, body worn cameras, and surveillance tools for business purposes as Mountain Line deems appropriate. Cameras, body worn cameras, or other monitoring devices will not be installed or used in areas restricted for employee privacy, which are designated as restrooms, restroom locker areas, and shower areas.

Mountain Line is committed to providing authorized Mountain Line employees with a Body Worn Camera (BWC) that will be a valuable tool in performing their duties. BWC is audio-video documentation of an Operation Supervisor's investigative and interactive activities from the perspective of the supervisor. By using BWC video, Mountain Line can expect greater transparency, more efficient citizen complaint investigations, and improved protection against false allegations, misconduct, or racial profiling. Mountain Line's leadership will conduct random reviews of camera footage to ensure policy compliance and assess training needs.

Authorized Mountain Line employees shall use their BWC in compliance with manufacturer's operational guidelines, training, and this policy. The policy authorizes the use BWC to collect audio-visual evidence of public activity to evaluate the employee performance and act as a training tool for other employees. The BWC devices can provide Mountain Line with useful tools to mitigate liabilities.

Authorized Mountain Line employees are NOT required to obtain consent from a person when:

- They are in a public place.
- They are in a location where there is no reasonable expectation of privacy.

The following examples are provided for illustrative purposes and are not inclusive of all events which are and are not subject to recording. Authorized employees are expected to use the training provided and professional discretion in capturing work-related events only.

Non-Recordable Incident: Any incident that is not a recordable Incident:

- A private conversation or activity (bus related or not) including personal telephone calls, use of restroom facilities, shower areas, and locker areas.
- A conversation with a person who is not the object of a Mountain Line incident or action when the person requests that the body cam be turned off. Authorized employees must announce on the recording that the Body Cam is being turned off at the person request.

Recordable Incident:

- A conversation between Authorized employees that relates to the handling of an incident. This includes information about any involved parties and action options.

- When responding to any occurrence that is either directly or not directly related to the operation of a vehicle, which could result in property damage, injury, or a possible liability concern.
- When issuing constructive feedback to an employee either verbally or in the form of a Two-Way Feedback Form.

The unauthorized disclosure or destruction of confidential information obtained pursuant to this policy is strictly prohibited.

This policy was updated and distributed on July 1, 2023.

4.18 Inspections

Mountain Line may conduct searches after notice is given and with the employee's consent of employees' personal effects. This may include, but is not limited to, lunch bags, boxes, purses, personal computers, packages, or vehicles at the workplace.

Mountain Line may conduct searches of the above items without employee consent if we have a reasonable suspicion to believe that illegal activity is taking place and after obtaining a warrant to do so. Any illegal and unauthorized articles discovered may be taken into custody and will be turned over to law enforcement representatives.

The "workplace" is any building owned, leased, or occupied by Mountain Line; any connecting Mountain Line owned land where such buildings are part of a campus; Mountain Line owned or leased parking lots/structures; Mountain Line owned or leased land designated for Mountain Line business; or Mountain Line vehicles or personal vehicles being used for any form of Mountain Line business; or any location where employees perform their duties.

Employees do not have a reasonable expectation of privacy in lockers, desks, cabinets, or file drawers, all of which are keyed by Mountain Line and copies of those keys are kept by Mountain Line.

All searches will be conducted by authorized Mountain Line personnel, usually the employee's manager or director.

All searches will be witnessed by one of the following: Safety Manager, Facilities Manager, or Human Resource Manager. When none of these positions are available, a second manager or director will be present.

This policy was updated and distributed on July 1, 2023.

4.19 Computers

Mountain Line is committed to protecting Mountain Line's employees, partners, and Mountain Line from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, phone equipment software, operating systems, storage media, network accounts providing electronic mail, internet browsing, and VPN, are the property of Mountain Line. These systems are to be

used for business purposes in serving the interests of the organization, and of our clients and customers during normal operations.

Effective information security is a team effort involving the participation and support of every Mountain Line employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

The purpose of this policy is to outline the acceptable use of computer equipment at Mountain Line. Inappropriate use exposes Mountain Line to risks including virus attacks, compromise of network systems and services, and legal issues.

General Use and Ownership

- Users should be aware that the data they create on Mountain Line systems remains the property of Mountain Line. The need to protect Mountain Line's information systems takes priority, therefore management cannot guarantee the privacy of information stored or transmitted on any system belonging to Mountain Line.
- Employees are responsible for exercising good judgment regarding the reasonableness of personal use. If there is any uncertainty, employees should consult their manager prior to usage of Mountain Line systems.
- Mountain Line recommends that any information that users consider sensitive or vulnerable not be transmitted via e-mail, instant message (IM), or any other unencrypted method.
- For security and network maintenance purposes, authorized individuals within Mountain Line may monitor equipment, systems, and network traffic at any time.
- Mountain Line reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Proprietary Information

- Employees should take all necessary steps to prevent unauthorized access to sensitive information.
- Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts.
- All PCs, laptops and workstations should be secured with a password-protected screensaver with the activation feature set at 10 minutes or less.
- Use encryption of information in compliance with Mountain Line's Acceptable Encryption Use.
- Because information contained on portable computers is especially vulnerable, special care should be exercised to prevent theft.
- Employees should only post to newsgroups using a Mountain Line e-mail address if the posting is during business duties.
- All hosts used by the employee that are connected to the Mountain Line Internet/Intranet/Extranet, whether owned by the employee or Mountain Line, shall be continually executing approved virus-scanning software with a current virus database unless overridden by Departmental or group policy.
- Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code.

Unacceptable Use of Network and System Activities

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during their legitimate job responsibilities (e.g., IT personnel may have a need to disable the network access of a host if that host is disrupting production services).

Under no circumstances is an employee of Mountain Line authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing Mountain Line-owned resources.

The lists below are by no means exhaustive but attempt to provide a framework for activities which fall into the category of unacceptable use.

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by Mountain Line.
- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Mountain Line or the end user does not have an active license is strictly prohibited.
- Introduction of malicious programs into any Mountain Line system (e.g., viruses, worms, Trojan horses, e-mail bombs, key-logging software, etc.).
- Revealing your account password to others or allowing use of your account by others, including IT personnel. This also includes family and other household members when work is being done at home.
- Using a Mountain Line computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
- Making fraudulent offers of products, items, or services originating from any Mountain Line account.
- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing or DNS information for malicious purposes.
- Port scanning or security scanning is expressly prohibited unless written permission is obtained from Mountain Line IT personnel, unless this activity is a part of an employee's normal job duty.
- Executing any form of network monitoring which will intercept data not intended for the employee's host unless this activity is a part of an employee's normal job duty.
- Circumventing user authentication or security of any host, network, or account.
- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).

- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
- Providing information about, or lists of, Mountain Line employees to parties outside Mountain Line.
- Accessing sexually oriented Internet sites or locations or downloading or copying sexually oriented material or information.

This policy was updated and distributed on July 1, 2023.

4.20 Phone Use During Business Hours

Use of Mountain Line telephones for personal business must be limited to infrequent and brief local calls. Managers may limit the number and length of personal calls to be made or received by employees.

As 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.

During regular business hours, personal cellphones, smartwatch, or tablet use for personal business, including calls, text messages, and emails, should be infrequent and brief, and must be in accordance with management directives. Use of devices for personal business must not disrupt the employee's performance of their job duties, including attendance of and participation in meetings as well as any other scheduled trainings required of the position.

This policy was updated and distributed on July 1, 2023.

4.21 Email

The public may tend to view messages sent from Mountain Line as official policy statements from Mountain Line.

Email on Mountain Line computers or referring to Mountain Line's business is generally a public record under Arizona law and may be subject to disclosure in response to a public records request. This fact should be kept in mind before preparing any email.

Email sent from or received on Mountain Line computers is the property of Mountain Line.

Acceptable Uses

- Any use of the electronic email systems to conduct Mountain Line business that is consistent with the organization's mission, vision, and goals and that is prepared in a professional and businesslike manner.
- Limited personal use of email, providing that it does not interfere with work time or work performance or violate any other Mountain Line procedures. All email created on Mountain Line's equipment, including personal email, is the property of Mountain Line.

Prohibited Use

Mountain Line prohibits the display, transmittal, or downloading of material that is offensive, pornographic, obscene, sexually oriented, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful at any time. No one may solicit, promote, or advertise any outside organization, product, or service using email. Employees who receive any emails with this content from any Mountain Line employee should report the matter to their manager immediately.

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

The following activities are strictly prohibited:

- Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via e-mail, instant/text-messaging, telephone, or paging, whether through language, frequency, or size of messages.
- Unauthorized use, or forging, of email header information.
- Solicitation of e-mail for any other email address, other than that of the user's account, with the intent to harass or to collect replies.
- Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
- Use of unsolicited email originating from within Mountain Line's networks or other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by Mountain Line or connected via Mountain Line's network.
- Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).
- Sending or receiving sexually oriented electronic communications or downloading or copying sexually oriented material or information.

Sending chain letters or joke emails from a Mountain Line email account is prohibited. Virus or other malware warnings should only be sent by authorized IT staff members. Mass mailings from Mountain Line must be approved by Mountain Line's management prior to sending. These restrictions also apply to the forwarding of email received by a Mountain Line employee.

Monitoring

Mountain Line employees shall have no expectation of privacy in anything they store, send, or receive on Mountain Line's email system. Mountain Line may monitor messages without prior notice.

This policy was updated and distributed on July 1, 2023.

4.22 Mobile Phones and Other Wireless Technologies

Mobile Phones and other wireless technologies will be issued only to Mountain Line personnel with duties that require them to be in immediate and frequent contact when they are away from their normal work locations. Effective distribution of the various mobile phones and other wireless technologies must be limited to people for whom the productivity gained is appropriate in relation to the costs incurred.

Mobile phones and other wireless technologies may be issued, for operational efficiency, to Mountain Line personnel who need to conduct immediate, critical Mountain Line business. In addition to verbal contact, it is necessary that they sometimes have the capability to review and have documented responses to critical issues.

Bluetooth

Hands-free enabling devices, such as Bluetooth, may be issued to authorized Mountain Line personnel who have received approval. Care must be taken to avoid being recorded when using Bluetooth adapters. Use and possession of a blue tooth device while operating a vehicle or equipment is subject to Mountain Line's Distracted Driving Policy.

Voicemail

Voicemail boxes may be issued to Mountain Line personnel who require a method for others to leave messages when they are not available. Voicemail boxes must be protected by a PIN which must never be the same as the last four digits of the telephone number of the voicemail box.

Mobile Phones, Including Smartphones

Mobile phones may be connected to Mountain Line owned networks and email systems. If an employee's position has not been identified as requiring a mobile phone, then no compensation will be made. All mobile phones connected to Mountain Line systems must require a password, PIN, shape, or fingerprint to protect against unauthorized access, and when applicable must be running anti-virus software. Use and possession of a mobile phone while operating a vehicle or equipment is subject to Mountain Line's Distracted Driving Policy.

Tablets and Laptops

Tablets and Laptops may be connected to Mountain Line owned networks and e-mail systems via applications like Outlook, OneDrive, and Zoom. If an employee's position has not been identified as requiring use of a tablet or laptop, then no compensation will be made for the use of such. All tablets and laptops connected to Mountain Line systems must require a password, PIN, shape, or fingerprint to protect against unauthorized access, and when applicable must be running anti-virus software. Use and possession of a tablet or laptop while operating a vehicle or equipment is subject to Mountain Line's Distracted Driving Policy.

Smartwatches

Smartwatches may be connected to personal phones that are connected to Mountain Line owned networks and email systems. Smartwatches connected to Mountain Line systems must require a password, PIN, shape, or fingerprint to protect against unauthorized access. Use and possession of a smartwatch while operating a vehicle or equipment is subject to Mountain Line's Distracted Driving.

Personal Use

Mobile phones and other wireless technologies issued by Mountain Line are for business use only. Use of Mountain Line issued equipment for personal business must be limited to infrequent and brief usage in accordance with Division policies.

File Storage

Files containing confidential or sensitive data may not be stored on a mobile phone or other wireless device. Employees may occasionally open such an item on a mobile phone or other wireless device but are responsible for ensuring the item is removed from any download files or temporary storage locations. Employees who require immediate storage and retrieval of such items are required to work with IT about setting up and using OneDrive as offered by Mountain Line with Office 365.

Repair or Replacement

Charges for repair due to misuse of equipment or misuse of services may be the responsibility of the employee, as determined on a case-by-case basis. Cost incurred by Mountain Line for Mountain Line issued equipment will be conducted as per the Payroll Deduction Form. The cost of any item beyond the standard authorized equipment is also the responsibility of the employee.

Loss and Theft

Lost or stolen equipment must immediately be reported to the employee's manager as well as the IT Manager. If a lost or stolen mobile phone or other wireless technology is not reported timely and the loss or theft results in breach of confidential or sensitive information, resulting in a fine or cost to Mountain Line, the employee may be held responsible for the cost incurred.

This policy was updated and distributed on July 1, 2023.

4.23 Passwords

Mountain Line requires the use of strong passwords for the safeguarding of all IT data and systems.

Password Creation

- All user-level and system-level passwords must conform to Password Construction Guidelines.
- Users must use a separate, unique password for each of their work-related accounts.
- Users may not use any work-related passwords for their own, personal accounts.
- User accounts with system-level privileges granted through group memberships (ex: Domain Admin accounts) must have a unique password from all other accounts held by that user to access system-level privileges.

Password Change

- Passwords for domain accounts will be changed every 90 days.
- Password cracking or guessing may be performed periodically or randomly by the Information Technology (IT) Team or its delegates. If a password is guessed or cracked

during one of these scans, the user must change it to follow Password Construction Guidelines.

Password Protection

- Passwords must not be shared with anyone, including supervisors and coworkers. All passwords are to be treated as sensitive, confidential Mountain Line information.
- Passwords must not be sent via email messages.
- Passwords may be stored only in “password managers” authorized by IT. Please check with IT for a list of currently authorized password managers.
- Users should avoid using an applications "Remember Password" feature (for example, web browsers).
- Any user suspecting that their password may have been compromised must report the incident to IT immediately and change all passwords.

Password Construction Guidelines

- All passwords must be unique.
- Passwords created by users must not also be used for personal accounts.
- Passwords must not be shared by users.
- Passwords created for use with multifactor authentication must be at a minimum of 9 characters long.
- Passwords created for use without multifactor authentication must be at a minimum of 14 characters long.
- All default user passwords must be changed at the first login.

Multi-Factor Authentication

Multi-factor authentication (MFA) is required whenever possible for all work-related accounts.

This policy was updated and distributed on July 1, 2023.

4.24 Remote Access and VPN

It is the responsibility of employees with remote access privileges to Mountain Line's corporate network to ensure that their remote access connection is given the same consideration as an on-site connection to Mountain Line. Authorized Users are responsible to ensure the non-authorized user's family members do not use Mountain Line-owned computers or systems. The Authorized User bears responsibility for the consequences should the access be misused.

Requirements

- Secure remote access must be strictly controlled. Control will be enforced via password and multifactor authentication. (MFA)
- At no time should any Authorized Users provide their login or email password to anyone, not even family members.
- All devices that are connected to Mountain Line internal networks via remote access technologies must use up-to-date anti-virus software where possible, this includes personal devices.

- Organizations or individuals who wish to implement non-standard Remote Access solutions to the Mountain Line production network must obtain prior approval from the IT Manager.

Virtual Private Network (VPN)

- It is the responsibility of Authorized Users with VPN privileges to ensure that unauthorized users are not allowed access to Mountain Line networks.
- VPN access is to be controlled using domain username and password and multi-factor authentication (MFA).
- When actively connected to the corporate network, VPNs will force all traffic to and from the PC over the VPN tunnel: all other traffic will be dropped. Split (dual) tunneling is NOT permitted; only one network connection is allowed.
- VPN gateways will be set up and managed by the Mountain Line IT staff.
- All computers connected to Mountain Line internal networks via VPN, or any other technology must use up-to-date anti-virus software that is equivalent to the corporate standard; employees must use Mountain Line-owned computers for VPN access.
- VPN users will be automatically disconnected from Mountain Line's network after thirty minutes of inactivity. The user must then log on again to reconnect to the network. Pings or other artificial network processes are not to be used to keep the connection open.
- The VPN concentrator is limited to an absolute connection time of 24 hours.
- Users of computers that are not Mountain Line-owned equipment (i.e., contractors or vendors) must configure the equipment to comply with Mountain Line's VPN, Security, and Network policies.
- Only approved VPN clients may be used.
- By using VPN technology with non-Mountain Line equipment, vendors must understand that their machines are a de facto extension of Mountain Line's network, and as such are subject to the same rules and regulations that apply to Mountain Line-owned equipment, i.e., their machines must be configured to comply with Mountain Line's Security Policies

This policy was updated and distributed on July 1, 2023.

4.25 Flexible Work Arrangements

Flexible work arrangements are organizational strategies that can offer several benefits, including decreased impact on the environment, increased employee wellness and work/life balance, and reduced need for office space. Mountain Line offers a variety of flexible work arrangements. The following options are available depending on actual requirements of the position.

Core Business Hours

Mountain Line has core business hours from 9:30 a.m. to 3:30 p.m., Monday through Friday. Employee schedules can start and end at different times between 7 a.m. and 7 p.m., while having an overlapping core service window to ensure cohesion of operations.

Core business hours will be implemented and vary at the division level. All employees are expected to be available during the hours of 9:30 a.m. and 3:30 p.m. for business operations.

Alternative Work Schedule

Mountain Line employees will be considered for alternative work scheduling on a case-by case basis based on job functions and department needs.

Several alternative work schedule options are available to employees:

- Compressed workweeks in which an employee works the equivalent of regular hours in more or less than the traditional 5-day work week. This can occur during bidding opportunities for operations team members and as a 6-month schedule for most other positions.
- Scheduled workdays that are different than the traditional 8 a.m. to 5 p.m. schedule for the office. This schedule would allow an employee to set a schedule around our core business hours that meets their daily schedule needs.
- For staff working in the office, it is preferred that staff working alternative schedules plan to use Fridays as their shortened day or for their day off.

Alternative work schedules are dependent upon a satisfactory attendance record, meeting job performance expectations, and consistently completing tasks and assignments on a timely basis.

Approved alternative work schedules will be reviewed at least quarterly to ensure the productivity of the employee and the department is not adversely impacted. The alternative work schedule may be canceled for any reason by the employee's manager. An employee wishing to change or cancel an alternative work arrangement must obtain approval from their manager.

Telecommuting

Mountain Line considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement.

The baseline will be the option for three days of on-site work and two days of remote work for most employees. Remote work is anticipated to be completed as full days versus equivalent hours taken in small or half day increments throughout the week.

Telecommuting is expected to be a regular and reoccurring schedule that is approved in advance, but it can be approved for circumstances such as inclement weather, public health emergencies, special projects, or business travel on a case-by-case basis. Additionally, employees may request periodic schedule changes that exceed the weekly baseline approach as needed for personal circumstances provided the average weekly telecommuting hours do not exceed 40% of annual work hours.

Telecommuting schedules must be balanced to ensure adequate staffing is available to support our team members, our mission, and our customers. This need may result in a rotation of what day of the week a position may telework. Staff are not guaranteed the ability to telecommute on the same day each week. Managers generally will collaborate to establish schedules across teams to provide the support necessary for our work week.

Telecommuting days may be withdrawn, or schedules may be altered, without notice to meet any staff challenges and/or as necessary to support staffing requirements of the office. Staff are expected to be able to report to work with reasonable notice, not to exceed typical commute time from an employee's home. Telework days or schedules are not guaranteed and cancelled/withdrawn days may not be rescheduled in the same work week.

Certain work groups or teams may be restricted for one or more days as not eligible for telecommuting to facilitate effective in-person meetings and attendance at all employee events. All telecommuting schedules are subject to restrictions on days when companywide events are scheduled, i.e., training, meetings, luncheons, etc.

Teleworking may not be used in place of time-off needs like vacation or sick leave. Teleworking is not to be used as a substitute for childcare or other dependent care.

All employees that wish to participate in telecommuting must agree to the terms of and sign the Telecommuting Acknowledgement.

An approved teleworking schedule will be reviewed at least quarterly to ensure the productivity of the employee and the department is not adversely impacted. The arrangement may be canceled for any reason by the employee's manager. An employee wishing to change or cancel a teleworking schedule must obtain approval from their manager.

If an employee using flexible work arrangements is determined to be failing to meet the standards of effectiveness for the position, the manager can suspend or revoke the approved schedule immediately. Telecommuting effectiveness will be evaluated using the following criteria:

- Ability to complete work without a decrease in quality or efficiency.
- Positive or negative impact on internal and external customers.
- Ability to effectively mitigate physical absence with technology.
- Ability to maintain productive team-oriented work relationships with co-workers.
- Ability to meet established performance standards of the position.
- Positive or negative impact on organizational morale.

If an employee has any questions regarding this policy, they should contact the Human Resources Manager.

This policy was updated and distributed on July 1, 2023.

4.26 Travel Policy

Mountain Line employees will occasionally be required to travel in the performance of their duties. So that required travel does not present a hardship to employees, Mountain Line has determined that authorized expenses may be advanced to the employee prior to travel.

The employee is required to document expenses, provide receipts, and complete a claim at the completion of travel to document the expenses.

The Board of Directors has adopted a comprehensive travel policy to define appropriate expenses, set reimbursement rates and assure that the travel regulations are enforced for all Mountain Line employees. Per Diem, lodging and mileage reimbursement rates are established by the Board of Directors and may be adjusted when appropriate.

For detailed information, refer to the complete, separate travel policy.

This policy was updated and distributed on July 1, 2023.

4.27 Distracted Driving

Distracted driving is the diversion of attention from driving, because of the driver focusing on a non-driving object, activity, event, or person. This diversion reduces cognitive awareness, decision-making, or performance leading to increased risk of driver-error, near-crashes, or crashes.

Vehicle is defined as any piece of equipment that is wheeled and motor propelled and is not related to how it is operated. Vehicles include, but are not limited to, buses, vans, operation support vehicles (supervisor and fleet vehicles), facility support vehicles, personal vehicles used for business purposes, carpool vehicles, and rental cars.

For the purpose of this policy, Mountain Line does distinguish between:

- Revenue vehicles: buses, paratransit vans, and other operational support vehicles used to transport the public and cut-away vans used for employee transport.
- Non-revenue vehicles: operation support vehicles, facility support vehicles (i.e., service trucks, snowplows, tool cat, etc.), personal vehicles used for business purposes, carpool vehicles, and rental cars for travel both in and around town to conduct business or for travel out of town for meetings and training activities.

Revenue Vehicles Prohibited Activities: Employees will not engage in the following while operating Mountain Line revenue vehicle:

- Operation of any wired or wireless technology, including but not limited to:
 - a mobile phone (hand-operated or hands-free),
 - a computer / laptop,
 - tablet (excludes paratransit),
 - text messaging device (hand-operated or hands-free),
 - Global Positioning System (GPS) tools and devices (excludes paratransit when using pre-downloaded GPS mapping software on tablet),
 - a smartwatch, Fitbit, or another similar device,
 - Bluetooth headsets
- Reading (a book or newspaper, etc.)
- MP3 players or other music playing devices.
- Personal grooming
- Eating or drinking
- Use of audio headset
- Excessive conversations with passengers

Revenue Vehicles Restricted Activities: Employees may undertake activities listed below provided they do not reduce the driver's focus. Different driving environments and circumstances (e.g., a school zone at 3:05 p.m. compared to an open highway at 10:00 a.m.) better lend themselves to undertaking the following without perilously limiting the driver's ability to recognize and respond to hazards.

- Adjusting vehicle controls, including climate controls or other accessories
- Operating a two-way radio (as necessary for road communication protocols)

- Operating the public-address system (as necessary to meet federal stop announcement requirement during a failure of the annunciator system)

While operating revenue service vehicles, employees are required to turn off and safely store mobile phones and other wireless technologies away from one's person. Smart watches, Fitbits, or similar devices must be set to the do not disturb mode.

Non-Revenue Vehicles Prohibited Activities: Employees will not engage in the following while operating a Mountain Line non-revenue vehicle:

- Operation of any wired or wireless technology, including but not limited to:
 - a computer / laptop,
 - tablet (excludes Facility support vehicles work order tracking devices while used when vehicle is parked in the right of way at service stops),
 - text messaging device (hand-operated or hands-free),
 - Bluetooth headsets
- Reading (a book or newspaper, etc.)
- Personal grooming
- Use of audio headset.

Non-Revenue Vehicles Restricted Activities: Employees may undertake activities listed below provided they do not reduce the driver's focus. Different driving environments and circumstances (e.g., a school zone at 3:05 p.m. compared to an open highway at 10:00 a.m.) better lend themselves to undertaking the following without perilously limiting the driver's ability to recognize and respond to hazards.

- Excessive conversations with passengers
- Adjusting vehicle controls, including climate controls or other accessories
- Operating a two-way radio (as necessary for road communication protocols)
- Eating or drinking
- MP3 players or other music playing devices.
- Global Positioning System (GPS) tools and devices
- Operating a mobile phone when voice activated and used with hands-free technology when necessary for responding to an emergency or an immediate business need.
- Use of smart watch, Fitbit, or similar devices.

Mobile phones and other wired or wireless technologies may be used by staff in the field when:

- A fixed route bus is at a connection center and the operator must leave the driver seat and have a break long enough to be able to get off the bus. Leaving the vehicle is not required but encouraged when possible. Use of these devices cannot interfere with conducting appropriate customer service.
- A paratransit van is between pickups with no passengers on board and the operator must leave the driver's seat and have a break long enough to be able to get off the bus. Leaving the vehicle is not required but encouraged when possible. Use of these devices cannot interfere with conducting appropriate customer service.
- Staff operating Mountain Line non-revenue vehicles or equipment can stop and safely secure/park vehicle or equipment out of the public right-of-way before using these devices.

This policy was updated and distributed on July 1, 2023.

4.28 Wellness Equipment

The Mountain Line Wellness Committee has provided certain equipment for employees to voluntarily use. The use of all provided equipment, including but not limited to: mountain and cruiser bikes, standing desks, treadmill, kettle balls, foam roller, jump ropes, and the ProHome G-Strap system, is voluntary and is not, in any way, related to the performance of employee's job duties at Mountain Line. All equipment, whether used on Mountain Line property or used to travel off property (i.e., use of bikes), should be used only for its intended purpose and in accordance with its manufacturer's design, instructions, and training materials. If any equipment is found to be in non-working order or identified as working improperly before or during use, employees must report the issue to their immediate manager, and the Wellness Committee (see Wellness Equipment procedures).

While certain pieces of equipment might be used during work hours as an option (i.e., stretching during paid work breaks, reading email while using the treadmill with work surface/desk, traveling to a meeting offsite by bike, using a standing desk), employees may also be present during non-work hours to use the equipment provided. There will be no additional compensation or reimbursement for participating in any wellness activities using the supplied equipment or for using equipment during non-work hours.

All employees will be required to agree to participate and use equipment at their own risk and assume responsibility for their own safety. Employees will be required to review training as provided, review instruction or other materials related to the equipment, sign a waiver, and complete the provided Log for using each piece of equipment.

This policy was updated and distributed on July 1, 2023.

4.29 Electric Vehicle Charging Station

The primary intent of Electric Vehicle Charging Stations is to provide an employee benefit that encourages the adoption of electric vehicle technology in line with Mountain Line's guiding principle to be environmental stewards and to further support employees by reducing their personal transportation costs. This program is a pilot program with APS and as such, this benefit is also a pilot. Mountain Line does not guarantee charging will always be offered as a free benefit.

Mountain Line may terminate the charging program at any time. Do not count on Mountain Line charging stations being available when deciding to purchase an electric vehicle. Your decision should be based on your ability to charge at home combined with convenience of publicly available chargers.

Vehicle Charging Program Rules

- Electric vehicle parking spaces are prioritized for plug-in electric vehicles. Other vehicles may park in those spaces when no other spaces are available.
- Chargers are available on a first come, first served basis.

- When your vehicle charge is complete, you should move your vehicle at your first opportunity to make space for other vehicles.
- Employees can charge personal vehicles at no charge. Employees should make every attempt to limit charging during the 3pm-8pm peak demand hours, as Mountain Line will incur additional fees during this period.
- Employees should use chargers to “top off” vehicles and not consider the chargers their primary charging station.
- Mountain Line reserves the right to implement fees if electric rates exceed anticipated demand.
- Employees shall register their electric vehicles with Facilities so that cars parked in electric vehicle spaces can be identified if needed in case of emergency or need to access the chargers.
- Neatly replace charging cords when finished. Cords left on the ground are safety hazards.
- By using the charging stations, the vehicle owner consents to their vehicle being unplugged by Authorized staff when the charging station indicates their vehicle is fully charged or in event of emergency.

Employees who do not comply with this policy may lose their right to charge vehicles.

This policy was updated and distributed on July 1, 2023.

5 PERFORMANCE AND DISCIPLINE

5.1 Performance Evaluation

Performance evaluations are an essential part of Mountain Line’s overall performance management process, which begins when an employee accepts employment with Mountain Line and continues throughout their employment. As important as performance evaluations are, however, they cannot substitute for ongoing dialogue between managers and employees. For performance management to succeed, managers and employees must discuss job performance and goals on an informal, day-to-day basis, 6-month check-in, and with formal written evaluations completed each year by the employee’s anniversary date in the current position.

Managers should meet with their employees individually on the employee’s anniversary date in the current position to discuss progress, review job standards, and establish goals for the next review period. Standards and goals may be revised and updated at the 6-month check-in or during short follow-up meetings throughout the year. Managers should meet with employees to discuss their goals and standards no less than twice per year (every six months). These sessions provide managers and employees with the opportunity to discuss job tasks, identify and correct weaknesses, encourage, and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Employees and managers share responsibility for ensuring that the performance management process is successful. Employees may use the process to access training, job assignments, and developmental opportunities, while managers should take advantage of the opportunity to communicate organizational priorities and performance expectations. Used properly, performance evaluations may be of enormous value to managers and employees alike.

Performance evaluations also may be used to award salary increases. As part of the budget process, the Board of Directors decides annually if performance-based increases will be available during the coming year and determines the amount of any such increases. If the Board decides to make performance increases available, a completed performance evaluation form must be submitted to the Human Resource Management System (HRMS) for an employee to receive a performance – based salary increase.

If an employee’s overall performance rating is “Needs Improvement” or “Unacceptable,” the employee will not be eligible for a performance increase. In addition, an overall rating of “Needs Improvement” or “Unacceptable” must be accompanied with a written performance improvement plan (PIP), prepared by the manager, which describes the actions the employee must take to bring their performance up to an acceptable standard within a specified period.

When an employee is temporarily not performing the essential functions of the position hired, an annual review may be extended by the time spent out of the position. An extension is considered when the employee is off work for more than one month. For example, an employee that is performing light duty tasks for three months would have their review date extended by three months. This change allows the manager to review an employee in the position for which they were hired for a full 12 months. This extension only affects the review period ending year in which the temporary change in duties occurred and does not impact future review dates which will correspond with the employee’s position hire date.

In cases other than the above, if the department director determines that performance in any one or more areas is sufficiently problematic as to justify withholding of an increase, the department director must discuss the situation with the CEO and General Manager prior to making a final decision. If it is determined that the increase should be delayed, the evaluation must be accompanied by a specific, written performance improvement plan (PIP) designed to bring the employee’s performance up to an acceptable standard within 3 months.

If the employee successfully completes the performance improvement plan (PIP) within 3 months, the employee may receive the increase, but no retroactive pay will be awarded. Performance evaluations are not disciplinary actions, and as such, may not be appealed through the Mountain Line grievance process. The manager or department director is the final authority.

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5.2 Disciplinary Actions

Employees are expected to maintain certain standards of job performance and good conduct. When performance or conduct does not meet Mountain Line’s standards, Mountain Line may provide the employee a reasonable opportunity to correct the deficiency. If the employee fails to make the correction, the employee will be subject to disciplinary action, which may include employment termination. The choice to use any form of discipline may be based on a desire to help an employee improve or correct the employee’s conduct or performance.

The procedures described in this section are often utilized by managers in response to inappropriate performance or other work-related behavior. Disciplinary action should be considered as a constructive means of dealing with unacceptable behavior or performance deficiencies on the part of an employee. Accordingly, such action should be appropriate to the seriousness of the infraction. Normally, except for significant misconduct, a manager will initiate a

disciplinary action only after having counseled the employee and found that the performance remains unsatisfactory. As part of this process, an employee may be required to attend the Employee Assistance Program (EAP).

Mountain Line normally uses a system of progressive discipline to address unacceptable work performance or behavior, although discipline is not required to be applied in a progressive nature if the severity of the offense warrants more severe consequences. If it is deemed appropriate, a manager may begin with any of the actions below, depending upon the severity of the behavioral or performance problem.

The Human Resource Manager (HRM) must be consulted prior to any disciplinary action as outlined below. Human Resource Manager review and approval of documents is required, and the HRM will be present for all disciplinary meetings. If the HRM is unavailable, the Human Resource Specialist (HRS) may act in this capacity.

Documented Verbal Warning

When an employee's work performance or behavior is such that disciplinary action is called for, but the problem is not serious enough to warrant a written warning being placed in the employee's personnel file, a documented verbal warning may be used. This action involves meeting with the employee to discuss the problem and to clarify the necessary steps that the employee must take to correct the problem. A documented verbal warning must specify an evaluation period. The documented verbal warning will be agreed to and signed by the employee. An employee may submit a written response to a documented verbal warning and will be expected to comply with agreements made. The documented verbal warning will only be placed in the employee file for the specified period, and then destroyed after a year if the problem behavior does not recur. If there is another occurrence, the documented verbal warning may be kept in the employee's personnel file and used as the basis for further disciplinary action. A documented verbal warning may be accompanied by a coaching log. A documented verbal warning is not an action which may be appealed through Mountain Line's grievance process.

Written Warning

The procedure for issuing a written warning to an employee shall be the same as that utilized for a documented verbal warning. The two actions differ in that a written warning informs an employee that further disciplinary action up to and including termination is certain to follow if there is a further occurrence of the problematic behavior or performance. An employee may submit a written response to a written warning if the employee disputes the contents of the written warning. The written warning and the employee's response shall be placed in the employee's personnel file. A written warning is not an action which may be appealed through Mountain Line's grievance process.

Written Warning with Disciplinary Suspension up to 3 days

The procedure for issuing a written warning with disciplinary suspension shall be the same as that utilized for a written warning. A written warning with disciplinary suspension is a written warning to document a repetitive performance issue and includes a suspension from work without pay. Employees may not be suspended without pay for more than 3 days. An employee may submit a written response to a written warning with disciplinary suspension if the employee disputes the contents of the written warning. The written warning with disciplinary suspension and the

employee's response shall be placed in the employee's personnel file. A written warning with disciplinary suspension of up to 3 days is not an action which may be appealed through Mountain Line's grievance process.

Written Warning with Disciplinary Suspension more than 3 days

The procedure for issuing a written warning with disciplinary suspension of more than 3 days shall be the same as that utilized for a written warning. A written warning with disciplinary suspension is a written warning to document a repetitive performance issue and includes a suspension from work without pay. Employees may be suspended without pay for more than 3 days. An employee may submit a written response to a written warning with disciplinary suspension of more than 3 days if the employee disputes the contents of the written warning. The written warning with disciplinary suspension and the employee's response shall be placed in the employee's personnel file. A written warning with disciplinary suspension of more than 3 days is an action which may be appealed through Mountain Line's grievance process.

Administrative Leave

Administrative leave is an action, supported with a written Administrative Leave document, that places the employee in leave status with or without pay for up to 30 days to complete an investigation. The employee may use their own paid leave when on unpaid administrative leave. An employee may submit a written response to an Administrative Leave document if the employee disputes the contents of the written warning. The Administrative Leave document and the employee's response shall be placed in the employee's personnel file. Administrative Leave is not an action which may be appealed through Mountain Line's grievance process. Administrative Leave will conclude with completion of the investigation and the employee will either be returned to work, with or without additional disciplinary action, or terminated. Should additional disciplinary action or termination be necessary, the policies related to those actions shall apply.

Performance Improvement Plan

The Performance Improvement Plan (PIP) is a specific, time-based set of actions that an employee is instructed to perform to bring substandard work performance or behavior up to an acceptable level. The Performance Improvement Plan must include a description of the actions to be taken and the time allotted, along with an explanation of the standards that will be used to evaluate the employee's success or failure. The Performance Improvement Plan may be initiated at any time during an individual's term of employment and may be used independently or in conjunction with other disciplinary actions. The Performance Improvement Plan must be presented to the employee in writing, along with an explanation of the consequences to the employee if the plan is not followed. The Performance Improvement Plan will be agreed to and signed by the employee when the document is presented. An employee may not submit a written response to the Performance Improvement Plan and will be expected to comply with agreements made. When the time allotted for the Performance Improvement Plan has ended, the employee must be given a written statement confirming whether the employee has completed the Performance Improvement Plan successfully. The performance improvement plan is not an action which may be appealed through Mountain Line's grievance process. Should additional disciplinary action or termination be necessary, the policies related to those actions shall apply.

Demotion or Termination

The purpose of demotion and termination is to remove an employee from the position due to ongoing or repetitive performance issues, including violation of policies. Demotion may be available to an employee that has recently changed positions as long as they are still on probation and the prior position is vacant (see Compensation and Classification Manual for definition of demotion). Termination will be the last action taken when all other steps under progressive discipline have been exhausted or when issue or violation is egregious in nature.

The Human Resources Manager and the CEO and General Manager must be consulted prior to any written warning with disciplinary suspension of more than 3 days, administrative leave, performance improvement plan, administrative probation, demotion, or termination. Before placing a regular employee on suspension of more than three days without pay, providing demotion, or moving to termination, the manager must give the employee a preliminary written notice of the Proposed Disciplinary Action, stating the date it is intended to become effective and the specific grounds and particular facts upon which the action is based. At least one working day before the action becomes final, the employee may respond to the manager either orally or in writing (or both) regarding the proposed action.

After considering the employee's response to written warning with suspension of more than 3 days, demotion, or termination, management will notify the employee as to whether the Proposed Disciplinary Action has become final as well as employee's right to formally grieve the adverse action. If no response is received, the Proposed Disciplinary Action will take effect as planned.

In all cases of suspension and administrative leave the employee will be required to return to their manager, or the Facilities Manager, or other company designee, their Mountain Line identification card and electronic access device/keys. In case of termination, the employee will also be required to return their uniforms and all other Mountain Line issued items. In all circumstances, the employee will not be permitted to return to the Main Office (unless returning as a transit customer to purchase bus passes), nor return to the Mountain Line Employee Only Downtown Connection Center (DCC). The employee will be allowed to ride the buses and be at stops/connection centers, unless their behavior is such to warrant otherwise.

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5.3 Constructive Discharge

Employees are strongly encouraged to communicate with the Human Resources Division whenever they believe working conditions are becoming intolerable and may cause the employee to resign.

In accordance with A.R.S. 23-1502, to preserve the right to bring a claim against the Mountain Line alleging that working conditions forced an employee to resign, the employee must provide written notice that working conditions exist that the employee believes are intolerable, that will compel the employee to resign, or that constitutes a constructive discharge before deciding whether to resign. An employee must:

- Notify the Human Resources Manager, in writing, that a work condition exists that the employee believes is objectively so difficult that the employee feels compelled to resign or intends to resign.
- Allow Mountain Line 15 calendar days to respond in writing to the alleged matter; and
- Read and consider Mountain Line's response to the employee's written complaint.

Employees who reasonably believe they cannot work while their complaints are being investigated may be entitled to paid or unpaid leave for up to 15 calendar days while waiting for Mountain Line response.

This policy was updated and distributed on July 1, 2023.

5.4 Open Door Policy and Problem Resolution

The purpose of our "open door" policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee. Employees should feel free to bring suggestions, observations, problems or concerns regarding themselves or the company to the attention of managers without fear of retaliation. Mountain Line is committed to providing the best possible working conditions for its employees, and effectively solving work-related problems is an essential part of this effort. The purpose of this policy is to provide an informal process for resolving employees' problems and complaints, and for addressing their suggestions and recommendations.

Mountain Line believes that problems are best handled at the lowest possible level. If an issue involves another employee, it is best resolved at that level, and employees are held responsible for their actions in either initiating or responding to contacts regarding such issues. If a manager is involved, the employee is expected to make a good faith effort to discuss the issue directly and calmly with the manager before bringing the problem to anyone else.

If the employee cannot resolve a problem with their peer or manager, the employee should follow the chain of command until reaching their Manager, the Department Director, the Human Resource Manager, or the CEO and General Manager. In all cases, employee suggestions and complaints will be given serious consideration.

Who May Participate in the Process

Current employees of Mountain Line are eligible to participate in the process described below except the CEO and General Manager, and Department Directors.

Performance evaluations and discipline are not appealable under this process.

The process described below is available only for disputes concerning interpretation, application, or compliance with policies and procedures governing personnel practices, Division work rules, unsafe or unhealthy working conditions, or alleged improper treatment. For additional guidance see Policy 1.1 Equal Employment Opportunity/Unlawful Harassment.

Informal and Formal Problem Resolution Process

The Informal/Formal Problem Resolution structure is intended to provide employees with a uniform, systematic method for effective problem resolution at the point nearest its origin. This

system encourages them to resolve conflicts at the lowest possible level. Although Mountain Line remains committed to the respectful consideration of all employee concerns, employees are expected to make every reasonable effort to solve problems without unnecessarily escalating tensions. Mountain Line considers business days as Monday through Friday.

Step 1 - Informal Procedure:

- A Mountain Line employee who has a complaint or problem must first try to resolve it via discussion with their immediate Manager, or with the Department Director if it is inappropriate to go to the Manager.

Step 2 - Formal Procedure:

- If, after informal consultation with the immediate Manager, or the Department Director, the employee feels the complaint has not been satisfactorily resolved, the employee may formalize the complaint by initiating the "Formal" problem resolution process within ten business days of the incident. A formal complaint must be submitted as a written statement which outlines the problem and includes a suggested remedy. A form for initiating this process may be obtained from the Human Resources Division. The person filing the complaint must proceed in the following sequence, completing each step in the process before moving to the next level.
- The Department Director shall respond to the employee's complaint in writing within three business days. If an employee does not receive a response within the specified time, they may automatically pursue the next level in the process.
- Should the employee disagree after receiving the Department Director's response, the written complaint with the Department Director's response may be forwarded within three business days to the Human Resource Manager, who will respond within five business days. If the employee remains dissatisfied, a final written appeal may be taken to the CEO and General Manager within three business days. The CEO and General Manager will respond within five business days. The CEO and General Manager's decision is final.
- The employee or the manager may seek the advice or assistance of the Human Resources Division at any time during the problem resolution process.

This policy was updated and distributed on July 1, 2023.

5.5 Grievance

The Mountain Line grievance process exists to provide a means for Mountain Line employees to appeal final management decisions related to suspension without pay for more than three days, termination, or demotion with associated loss of pay.

This Grievance policy applies to situations in which the Disciplinary Action has become final either because management rejected the informal appeal or no informal appeal was made. Thereafter, if the Proposed Disciplinary Action is upheld, the employee may appeal such determination in writing within ten business days of any Proposed Disciplinary Action becoming final.

Decisions which cannot be grieved or appealed include management decisions regarding compensation, job grades or redefinitions, lay-offs, benefits, pay rates, Mountain Line policies, work rules, performance evaluations or ratings, and worker's compensation.

The grievance process allows an employee to appeal against the adverse action to the CEO and General Manager, for a final decision. The CEO and General Manager may affirm, modify, or reject the employment decision.

The initiation of a complaint by an employee will not adversely affect the employee's job, however any management decisions made prior to the complaint will remain in effect pending outcome of the grievance process.

Grievance Process

Every appeal using Mountain Line's Grievance Process must be filed in writing to the Human Resource Manager within 10 business days of the adverse determination becoming final. A form for appeal is available from the Human Resources Manager for this purpose. It will be considered filed when received by the Human Resources Manager. It shall state the basis of the complaint and the action requested. The appeal statement will provide sufficient detail of the necessary facts and identity of all persons concerned in a manner that the CEO and General Manager may fully understand the nature of the appeal. Changing the basis for an appeal is not permitted.

The Human Resource Manager will provide a copy of the appeal to the Mountain Line official involved in the dispute. The Mountain Line official will be required to submit a response in writing to the Human Resource Manager within five (5) business days from the receipt of the response form.

This policy was updated and distributed on July 1, 2023.

6 RECORDS KEEPING

6.1 Public Records Requests

Requests for copies of public information may be obtained from the Workforce Division. This policy provides basic guidance for Departments when handling public requests for information.

Nature of Public Records

Public records (with some exceptions) are open to inspection by any person. While Arizona law generally favors disclosure, some information should not be disclosed. The Department head should be informed any time a request is received for public information.

Public records shall be open for public inspection at all times during office hours, with three broad exceptions. These exceptions involve: Confidentiality (e.g., medical records), Personal Privacy (e.g., home address, phone number, social security number), or Best Interests of Mountain Line (e.g., release would inhibit public safety efforts).

- All public information requests should be submitted to Mountain Line Departments in writing. (Request forms are available in the Human Resources Division).
- All written requests for public information must be approved by the manager within the Division and reviewed by the CEO and General Manager or Management Services Director before the information is released.
- All questions concerning requests for public information should be referred to the Mountain Line legal representative.

Role of the Human Resources Division:

The Human Resources Division contracts with Mountain Line legal counsel and will assist the Department in determining whether information should be released. Any questions regarding whether certain information is, or is not, a public record should be addressed to the Human Resources Division Office as soon as possible following a request. Records can only be released with legal and CEO and General Manager approval.

Fees Charged:

The fee for copies of public records is currently \$.25 per page, to be paid upon receipt of the copies. This figure may change as the fee policy is updated. Please contact the Mountain Line Administrative Services Department for updated fees.

This policy was updated and distributed on July 1, 2023.

6.2 Personnel Files

The Mountain Line Human Resources Division maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, performance evaluations and salary increase, and other employment records, such as disciplinary actions. Divisions should not retain separate personnel files containing confidential information. Divisions may maintain employee files containing work related activities and performance records specific to the Divisions operations.

Personnel files are the property of Mountain Line, and access to the information they contain is restricted. Generally, only Managers, Department Directors, or CEO and General Manager who have a legitimate reason to review information in a file are allowed to do so. If a request is made to see any employee record by someone other than described above, and the request is approved by legal counsel and the CEO and General Manager, the employee will be notified and has a right to be present when their record is reviewed.

Employees who wish to review their own file should contact the Human Resources Division or their Department director. With reasonable advance notice, employees may review their own personnel files in the Human Resources Division and in the presence of an employee from the Human Resources Division. No information or documents should be removed from the personnel file by the employee.

Personal Data Changes

It is important that employees' personnel records be up-to-date and complete. This enables us to reach an employee in an emergency, forward employee mail, and properly maintain insurance and other benefits. It also helps keep track of payroll deductions and many other things that concern employees as individuals.

Employees can log in to Human Resource Management System (HRMS) to make changes in any of the following areas: Name, residence, telephone, marital status, insurance changes, tax exemptions, person to notify in case of an emergency, and other relevant information.

This policy was updated and distributed on July 1, 2023.

6.3 Employment Reference Checks

All reference check inquiries will be directed to Mountain Line Human Resources Division. As allowed by Arizona Revised Statute 23.1361, reference check inquiries will normally be responded to with the following information.

- Dates of the employment
- Wage rates
- Position(s) held
- Reason for the separation (discharge/resignation)
- Drug testing information only to the extent required by Division of Transportation in accordance with DOT regulation 49 CFR Part 40 and 655.

No other employment data, including details of the reason for termination, will be released without a written authorization and release signed by the individual who is the subject of the inquiry, or a court order. Public records requests for other information about employees shall be referred to the Human Resources Division for determination whether disclosure is appropriate under the law.

This policy was updated and distributed on July 1, 2023.

6.4 HRMS Access After Termination

Upon termination from Mountain Line Human Resources Division will change an employee from "Active" account status to "Terminated" status in the Human Resource Management System (HRMS).

The employee account shall be locked when termination is entered into the HRMS. The employee can reach out to the Accounting Division if checks are needed after the termination date. All terminated employees will be issued W-2 by mail as required by law.

The Human Resource Division will confirm that address, phone number, and email are up to date as of the termination date.

This policy was updated and distributed on July 1, 2023.

7 WORKPLACE INJURIES

7.1 Worker's Compensation

Mountain Line is committed to providing and promoting a safe and healthy workplace for our employees. Preventing accidents, injuries and illnesses is our primary objective. All employees are required to wear the assigned PPE (goggles, Snow/ice traction footwear, boots, etc.) when reporting to work/leaving work, if applicable (i.e., ice/snow traction footwear) and during shift to reduce workplace injuries.

This policy pertains to all employees of Mountain Line, regardless of position. The Human Resources Manager or designee will coordinate and manage all aspects of this policy.

Mountain Line follows the applicable law regarding worker's compensation. Any difference

between Mountain Line's policy and the applicable law is inadvertent, and the applicable law will apply.

General

- Worker's compensation is provided for Mountain Line employees if job related accidental injury, disability, disease, or death occurs as a result of employment.
- Claims accepted by the Industrial Commission of Arizona (ICA) will cover medical benefits and payment of compensation in the amount provided by law.
- On-the-job injury or job-related occupational disease must be reported immediately to the employee's manager. A physician's report must be provided to the ICA to confirm disability.

Reporting

When an employee is injured on the job, there are steps that should be followed to report the incident immediately or as soon as practical.

- Report the injury to their supervisor immediately or if unavailable, the Safety Manager, or Human Resource staff.
- The supervisor will complete the supervisor injury report with the details necessary to determine who, what, when, where, and how the injury occurred. If medical attention or relief from duty is needed, inform the supervisor.
- The employee will review, and provide feedback that information is correct and sign documents.
- The first visit must be made to Mountain Line's designated Workers Compensation provider. (See Workplace Injury procedures.)
- If an employee would like to seek care from another medical provider of their choice, this change must occur prior to any follow up care or second visit. Employees must provide notification that a change has been made to the medical provider of record. If the employee attends two appointments with workers comp provider, this provider becomes the choice that will be in effect. (See Arizona Industrial Commission information for injured worker)
- Depending on the time of day, Human Resource staff or designee will work with the injured employee and their supervisor to arrange for immediate medical attention.

Mountain Line will often create opportunities and assist the injured employee in returning to light duty work assignments as soon as medically feasible under our return-to-work policies.

Compensation

It is the employee's responsibility to carefully follow the instructions contained in Mountain Line's Workers Compensation Procedure and the Rights and Responsibility letter provided to the injured employee. The employee is required to read, sign, and return the letter within 5 business days. Failure to comply with reporting or other requirements explained in the worker's compensation insurance carrier letter may result in delays in processing claims, and/or the loss of eligibility for compensation. Employees who have questions about any information provided by the insurance

carrier should contact the Human Resources Manager.

- Worker's compensation is intended to ensure that an employee does not suffer economic hardship because of a work-related injury/illness, but it is not intended to allow an employee to make economic gain by being compensated twice.
- An employee receiving workers' compensation payments may use accumulated sick leave, and vacation leave to maintain their regular level of income by agreeing to endorse any payments from Workers Comp carrier to Mountain Line, by the 6th working day after onset of the disability. Any workers' compensation payments and accrued leave payments from Mountain Line may not exceed the employee's regular gross salary or wage.
- For the first five working days of absence following a workplace injury or illness, an employee with insufficient accrued leave to cover this period may be advanced sick leave not to exceed 40 hours. This is the only situation in which sick leave will be advanced to an employee. The employee must agree to endorse the carrier payments to Mountain Line so that the leave accounts may be properly reimbursed.
- It is the employee's option to decide whether to use accrued vacation leave or sick leave, to supplement the payments as described above, or whether to accept loss wage payments solely.
- Arizona Industrial Commission states that the first 7 calendar days (40 hours) of lost wages are not paid unless you sustain a loss of earnings for 14 days (80 hours) or more.

Examples:

- If you are off 10 days, the first 7 days are subtracted and you are paid for days 8, 9, and 10 only,
- If you are off 14 days, compensation is retroactive to date of injury, and you are paid 14 days.

Return to Work

To return to work after an on-the-job injury or illness:

- The employee must have a written release from the treating physician.
- Notification of the impending return to work must be made to the Operations Coordinator and Manager as soon as the date of return is known.
- Light Duty: Mountain Line may provide light/modified duty for those employees who have been injured but cannot physically perform their normal job duties. This position may itself be modified to accommodate the employee's restrictions and specifies the tasks to be performed. Many light duty offers may require the injured employee to work a schedule that is different from typical schedule however the employee's hourly wage will remain unchanged. The position, along with a written letter, which will explain the days and hours to be worked, and when the employee is expected to begin the light duty assignment, will be presented, and explained, to the employee. The offer will provide the start date which may be immediately upon release by the medical provider to light duty.
 - Once the treating physician has released the employee to work under light-duty restrictions, and Mountain Line has provided a position that will accommodate the

restrictions, the employee is required to return to work, unless the employee is eligible for, applies for, and is granted leave under FMLA or the ADA. **If the employee does not accept this position and does not qualify for FMLA or accommodation under the ADA, the employee will be terminated.**

Retention of Position, Unpaid Leave, and Medical Layoff

Absences due to a non-work-related injury are not job protected. However, absences due to a work-related injury may be protected by the Family Medical Leave Act, or the Americans with Disabilities Act. Mountain Line will consider those statutes, if applicable.

If an employee misses work for a work-related injury and does not qualify for a job-protected leave then Mountain Line may or may not hold open a job for the injured employee based on the totality of the circumstances, considering factors such as the estimated time away from work and the need to fill the job left open.

If the employee cannot, and it appears that they will not be able to return to their original position, Mountain Line will make a diligent effort to offer any open and available positions to the employee for which they are qualified.

In certain circumstances, an employee may be entitled to medical leave of absence under the ADA. Once the leave is approved, the employee's manager, or designee will obtain from the employee their Mountain Line identification card, and electronic access fob/keys as well as notify IT and Facilities to ensure access to the building and network is removed/scrambled. While on unpaid leave, employees must enter the Main Office through the main lobby and obtain a Visitor's badge. Employees on unpaid leave will not be granted access to Employee Only areas of Mountain Line operations without a badge and escort. The employee will retain their bus pass and right to use the bus and be at stops/connections centers, subject to Rider Conduct and Suspension Policy.

Administration

Division managers must notify the Human Resources Manager immediately of every on-the-job injury, whether or not the employee signs a Supervisor Report of injury.

This policy was updated and distributed on July 1, 2023.

8 EMERGENCY AND THREATS

8.1 Threat Management

A secure and safe work environment is essential for both the health and welfare of employees, and to allow employees to deliver the best possible services to the public. It is Mountain Line's policy to prohibit conduct which creates a threatening or intimidating work environment. All employees are responsible for ensuring that the workplace is free from conduct or activities which are or may be perceived as threatening to an individual's physical safety.

An Emergency Response Team (comprised of operations managers, program coordinators, shift leaders and dispatchers) with participation of Administrative Services Department and the CEO and General Manager has been appointed to assist Department management personnel to

respond to potentially violent situations by assessing the threat, developing a response, bringing in outside assistance as needed (police, counselors) and helping to control the situation.

Employees must not engage in intimidation, threats, or hostile behaviors, physical/verbal abuse, vandalism, arson, sabotage, bullying, or any other act which in Mountain Line's opinion is inappropriate to the workplace. In addition, bizarre or offensive comments regarding violent events and/or behavior are not tolerated.

Employees are expected to report any prohibited conduct to Division management. No retaliation against a reporting employee will be taken or tolerated. Knowingly providing false information in respect to a complaint will, however, result in disciplinary action.

There are situations when relationships between employees, or between an employee and the manager, result in strong negative feelings for the individuals involved. Any person involved in situations where someone has made verbal threats of physical violence, or where they fear that physical retaliation may take place should immediately discuss it with Division management. Similar situations could occur in employee contacts with the public. While Mountain Line has a strong commitment to customer service, we do not intend for employees to be subjected to threats or continuous verbal abuse by the customer. A manager should be requested to intervene when a customer is abusive. If there is a concern over the possibility of physical violence, it should be immediately discussed with Division management.

If an employee is involved in a personal dispute outside the workplace, and the situation escalates, individuals may secure an "Order of Protection", or an "Injunction Against Harassment", or similar orders from the court. If an employee requests a court order, they must include the work location as well as place of residence in the order. The employee should inform the manager, as soon as practical, of the issuance of such an order and provide a description of the individual cited in the order.

Even if the employee has not secured a court order but fears for their safety, the employee should notify the appropriate law enforcement agency immediately and inform their manager as soon as practical.

When any of the above situations are brought to the attention of Department management, an evaluation of the severity of the situation will occur and a Threat Incident Report filed with the Human Resources Manager as soon as possible. If it is concluded that there is a likelihood that violence could result, management shall:

- Discuss the situation with employees who are likely to come in contact with the subject. Provide a description of the subject and instructions on actions to be taken if the subject comes to the work site.
- Provide the same information to building security personnel, if applicable.
- Contact the Administrative Services Department and provide information about steps being taken. The Administrative Services Department will contact the Emergency Response Team and other Divisions in the building(s) to inform them of the situation. If the subject is scheduled to be at the worksite for a meeting and the Division feels that security is required, the Administrative Services Department will make the arrangements with the appropriate law enforcement agency. The CEO and General Manager (928-679-8908) and the Management Services Director (928-679-8912) have

been designated as contact persons for the Administrative Services Division.

- Nothing in this policy is intended to discourage immediate direct contact with the appropriate law enforcement agency if the employee believes that is the appropriate course of action. In all cases, if there is an immediate need for law enforcement intervention, call 9-1-1.

Note: Some Mountain Line phones may require you to dial 9-9-1-1 to reach 911 emergency services. Dialing the first 9 allows you to reach an outside telephone line. It is important that employees become familiar with the phone system in their divisions.

This policy was updated and distributed on July 1, 2023.

8.2 Severe Weather Conditions and Emergency Closings

It is recognized that severe weather conditions, floods, fires, and similar emergencies may present problems for Mountain Line operations. During such emergencies, emergency services are naturally engaged whereas non-emergency operations may be suspended. Closing procedures are dependent upon the emergency.

The Division manager is responsible for scheduling and adjusting work schedules for the employees. The manager may excuse employees from work and/or permit tardiness or flextime when inclement weather occurs which may jeopardize the health and safety of the employee. Non-emergency employees are required to notify their manager when they are not able to report to work due to inclement weather and are expected to make every effort to appear for duty and must contact the manager of any difficulties as early as possible.

Employees, including probationary employees, who do not report for work during a declared emergency may request use of vacation leave or leave without pay. In all such cases the request must be in writing and approved by the manager prior to payroll processing. Employees who report for work will be paid for the hours worked that day. Exempt employees are not required to use vacation leave for any absence due to an emergency.

In instances where a state of emergency is declared by the Board of Directors, and employees are sent home by the manager the employee shall be paid for the remainder of the regular workday. Employees who do work, with permission from the manager, during a state of emergency will be paid for the hours worked that day.

An early closing of a workday must be declared by the CEO and General Manager and communicated to all Departments. Early closings do not apply to emergency personnel. All non-exempt/non-emergency employees must leave work if so, directed by the manager when an early closing is declared. Employees who arrive at work prior to the early closing will be compensated for the remainder of the regular workday.

*This policy provides for an exception to Mountain Line's personnel policy concerning vacation pay by allowing employees to use accrued vacation during the first six months of their employment.

This policy was updated and distributed on July 1, 2023.

9 NEW MEMBER AGENCIES

9.1 New Member Agencies and Transition

Employees transitioning to Mountain Line from new member agencies will follow the transition policy guidelines agreed upon between Mountain Line and the new member agency and outlined in the new member transition agreement. The transition policies must be approved by the Mountain Line Board of Directors and the authorizing representative of the new agency.

Seniority

Employees transitioning to Mountain Line will maintain their seniority/tenure only within their originating program. Tenure in other Mountain Line service areas will be based on Mountain Line hire date. Seniority is first based on hire date within the program and second on Mountain Line hire date if part of a transitioned program.

Benefits

Employees of new member agencies must become employees of Mountain Line to participate in Mountain Line's benefit program. In this case there will be a 30-day waiting period as per Mountain Line's personnel policy. Unless other arrangements are agreed upon in the "Transition Agreement," the transferring agency must provide benefits and health insurance coverage during this 30-day waiting period.

Transportation agencies that pay their employees after joining Mountain Line must continue to provide benefits and insurance to their employees under their own policies and plans.

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