



ENSEMBLE[®]
HEALTH PARTNERS



ASSOCIATE HANDBOOK

A Word From Judson and Shannon

Welcome to the Ensemble Team! We are so pleased that you are joining our family, and are looking forward to seeing you grow and develop in your career with Ensemble.

We truly believe that Ensemble is a different kind of company, and a great place to work. The entire leadership team is committed to giving you the tools you need to succeed, and hope that you will commit yourself to exceeding our expectations for you.

At Ensemble, we expect your best each day. This handbook covers a lot of information, but pay close attention to **The Ensemble Difference** — a set of principles that will help you understand what we expect from you as an employee, and also what kind of behavior you can expect from each of us, and the leadership team, in support of you as part of the Ensemble family.

As a part of the Ensemble team, you're not only expected to contribute through your normal, day-to-day work, but you're also expected to keep your eyes open for opportunities for us to improve as a company. If we're doing things wrong, we want to know. We want to hear from you when there are things that can be done better. We provide a lot of opportunity for feedback, and we expect you to take advantage of them. If, for some reason, those don't work, then we want to hear from you. You can call, or e-mail either of us at anytime.

Please take some time to review this book. This will give you a better understanding of the kind of company Ensemble is — as well as what we aspire to be.

We are so happy to have you as a part of the team!

Sincerely,

Judson Ivy
Founder & CEO
Ensemble Health Partners



Shannon White
President
Ensemble Health Partners





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“ Redefining the possible in healthcare by empowering people to be the difference. ”





ENSEMBLE
HEALTH PARTNERS



Introduction

This handbook is a resource for information about policies, practices, and benefits available to you as an associate. It was developed to help you to better understand how to be a responsible, informed, and impactful member of the Ensemble team.

It is your responsibility to be familiar with the content in this handbook and the applicable policies to which it links. Please read it carefully and refer to it when you have questions regarding Ensemble Health Partners (Ensemble) policies and practices. You can find full details and updates about this handbook, as well as other benefits and policies of the Company from TEDI (our Intranet), PolicyTech, your Supervisor, and Human Resources. This handbook is considered Confidential Property of the Company and is not to be reproduced or given to anyone outside the Company. Should you leave the Company, you may not take a printed copy with you.

Welcome to Ensemble

After years of working with hospital and physician operations, we set out to create a better way to align the efforts of vendors and consultants with the long-term success of the organization. We built a team of experienced revenue cycle leaders who not only understand each segment of the revenue cycle team in detail, but have personally been on the front lines in helping solve many common revenue cycle challenges. Our partners and consultants build lasting connections with our clients because they share our interests and experience. We believe our people are our greatest asset, and therefore take great care in selecting our associates.

Every associates' experience, passion, and unique approach to partnership is what sets us apart. Our vast experience in the hospital and physician setting has allowed us to analyze problems, develop realistic strategy, and execute that strategy to drive sustainable, long-lasting results to our clients. We take great pride in redefining the possible in healthcare by empowering people to be the difference.

Our core values of trust, integrity, loyalty, and service help us build and sustain sincere relations with our associates and clients. People are the most important part of our success. When we take care of our people, they pay it forward by providing our clients with world-class service and excellent results.

We could not accomplish what we do every day without our associates. As part of our team, you are our most important and greatest asset. We are pleased to welcome you to Ensemble and look forward to working with you!

Ensemble Difference Principals

At Ensemble, we expect your best each day. The Ensemble Difference is a set of principles that will help you understand what we expect from you as an associate, and also what kind of behavior you can expect from each of us, in support of you as part of the Ensemble team.

Ensemble Difference Principals



People First, Last, and Always

Here at Ensemble, people are our #1 asset.
We can and will win because of you, and because
of the partnership we have with our clients.

How Will You Be The Difference Today?

Respond, Stat.

Reply within a day or clarify why you can't and when you will.
This includes using your out-of-office to do the same when you aren't available.

Manners Matter.

Respect isn't a nicety; it's a non-negotiable.

Surprise & Delight.

Serve with generosity & exceed expectations

Promote Accountability.

Have the courage to have the conversation.
Our standards apply to all—no matter position or tenure.



ALL FOR one one FOR ALL

All for One, One for All

A team is only a team if everyone is working together toward a common goal. Just one associate going in the opposite direction disrupts the entire team.

How Will You Be The Difference Today?

Consider the Collective.

Everyone's opinion and perspective matters. Offer yours and listen to others.

Critique Constructively.

Don't oppose unless you can propose.

Get Perspective.

We operate transparently, so speak up and ask questions.

Work in Concert.

An Ensemble is a group that achieves success from each member focusing on the results of the team, not the achievements of the individual.

Ensemble Difference Principals



Go beyond your job description.



Your Responsibility Extends Beyond Your Job Description

Success at Ensemble is everyone's job. And we mean everyone! From top to bottom, we all have a voice, and we all play a part in our company's collective success. Every day, there will be countless opportunities to truly make a difference that won't be found in your 'job description.'

How Will You Be The Difference Today?

Pursue Relentlessly.

Be persistent in seeking resolution.

Be in the Details.

Trust the process that's battle-tested to get results, and change the process when it doesn't.

Drive It Like You Own It.

Treat the company, its money and its resources like your own.

Know Your No's.

Find the why and only accept no when you understand the reason and believe it to be a good one.



DEVELOPING *you* MAKES *us* BETTER.

Developing You Makes Us Better

Expanding your skillset is not only good for you – it helps the entire team!

Each and every day, you should be asking yourself – what can I do to become more valuable at the end of the day than I was at the beginning?

How Will You Be The Difference Today?

Have Character First.

Strive to be a good, authentic person at all times.

Kudos is Our Currency.

Success isn't a secret. Share and celebrate great ideas, innovations and fixes big and small.

Improve Aggressively.

We invest in you. Take the time to invest in yourself.

Gain 'Street Cred'.

Get certified and put initials behind your name. Control your 20 square feet, be a star in your role and push to be recognized in a group of high performers.



THE STATUS QUO ISN'T GOOD ENOUGH

Don't Accept Complacency. The Status Quo Isn't Good Enough.

The difference between being good and being great is never settling for the status quo.
The bar keeps moving, and great companies keep moving the bar themselves.

How Will You Be The Difference Today?

Go Big Or.. You Know the Rest.

We have no time for mediocrity. Excellence is essential.

Own Up.

Perfection is not attainable, but if we chase perfection we can catch excellence.

Embrace Change and Innovate.

Never settle, because today's great is tomorrow's average.

Refuse Defeat.

Faced with an obstacle or challenge? Get curious, not furious.



Employment Policies

“At Will” Employment Relationship

The employment relationship at Ensemble is always At Will, which means either the associate or the Company can terminate employment at any time, with or without cause.

Changes in Policy

Ensemble frequently reviews policies and benefit programs. Ensemble may change or discontinue any of its benefits, policies and plans, including those covered in this handbook, at any time with or without prior notice. Associates will have access to the most up to date handbook and full policies through an electronic platform, PolicyTech.

Equal Employment Opportunity

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at Ensemble. Consistent with our commitment to the Ensemble Difference, Ensemble is an equal opportunity employer and will employ the most qualified individual to perform the duties required for a position without regard to race, color, religion, sex, national origin, sexual orientation, gender, gender identity, age, ancestry, veteran status, disability, or any other protected status as established by law. Please refer to Equal Employment Opportunity policy number 1596 to review the full policy.

Accommodation of Individuals with Disabilities

Ensemble is committed to complying fully with the Americans with Disabilities Act (ADA) and Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and other applicable federal, state and local laws. Ensemble does not discriminate against qualified individuals with disabilities and acts in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Ensemble is committed to observing all associates rights under the Americans with Disabilities Act (ADA) and Americans with Disabilities Act Amendments Act of 2008 (ADAAA) independent of the associate’s eligibility status for other federal and legal protections of health or disability concerns. To initiate the process, inform your leader of the need and reach out to your Human Resources Business Partner or email Humanresources@Ensemblehp.com. Please refer to ADAA Reasonable Accommodations policy number 1467 to review the full policy.

Immigration Law Compliance

Ensemble is committed to employing only United States citizens and those non-citizens who are legally authorized to work in the United States. Ensemble does not unlawfully discriminate based on citizenship or national origin. Associates may raise questions about immigration law compliance without fear of penalty.

Code of Conduct

Ensemble associates will maintain the highest ethical, professional and legal standards. Each associate is accountable for their own action; however, as members of the community we are collectively accountable for upholding high standards of behavior. This includes conducting ourselves with integrity, honesty and maintaining compliance with all applicable law and regulations. All associates are prohibited from participating in any conduct that reflects poorly on the reputation and business of Ensemble Health Partners.

Please refer to Code of Conduct policy number 1722 to review the full policy.

Non-Harassment and Non-Discrimination

Ensemble strives to create and maintain a work environment in which people are treated with dignity, decency and respect. Ensemble believes that its work environment should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. Ensemble maintains zero-tolerance for unlawful discrimination or harassment of any kind.

All associates, regardless of their position, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur.

If you experience any job-related harassment or believe that you have been treated in an unjust manner, report the incident to your supervisor, Human Resources or whomever you feel most comfortable discussing the matter with, as soon as possible.

Please refer to Non-Harassment and Non-Discrimination policy number 1468 to review the full policy.

Conflict of Interest

Conflicts of Interest may influence and/or otherwise interfere with an individual's independence and objectivity when acting on behalf of or making decisions on behalf of Ensemble. Conflicts of Interest may also give the perception that actions taken and/or decisions made on behalf of Ensemble were influenced by the Conflict of Interest. The purpose of this policy is to provide guidelines for the appropriate identification, disclosure, and management or elimination of potential, perceived, and actual Conflicts of Interest.

No associate shall directly or indirectly engage in any outside business or financial activity that will in any way conflict with the interests of Ensemble or that interfere with an associate's ability to perform. Please refer to Conflict of Interest policy number 1503 to review the full policy.

Secondary Employment

Ensemble recognizes that some associates may accept secondary employment or participate in other activities or organizations. Ensemble is expected to be the primary employer and as such associates are expected to be available for all scheduled work hours, including overtime. For any proposed secondary employment or activities that may have a negative impact on Ensemble or create a conflict of interest (for example work that relates to a client or competitor), associates are expected to get clearance and approval from their leader and the compliance team before undertaking.

Nepotism

Associates may refer relatives for possible employment with Ensemble. These referrals are processed with the regular procedures used for all applicants and will be considered for employment only on the applicant's qualifications, experience and other legitimate employment related factors. The same practice applies to internal transfer and promotions.

Please refer to the Nepotism policy number 1460 to review the full policy.

Romantic Relationships

Ensemble prohibits romantic or sexual relationships between a manager or other supervisory associate and his or her staff (an associate who reports directly or indirectly to that person) because such relationships tend to create compromising conflicts of interest or the appearance of such conflicts. In addition, such a relationship may give rise to the perception by others that there is favoritism or bias in employment decisions affecting the staff associate.

Please refer to the Nepotism policy number 1460 to review the full policy.

Collections/Solicitations

We take pride in our associates' strong work ethics and believe they deserve undivided attention throughout their work day. To avoid disruptions by associates and visitors alike, solicitation and distribution of literature is prohibited during working time.

Employment of Minors

Associates must be 18 years of age or older.

Drug Free Workplace Act Statement

Ensemble is committed to maintaining a drug-free workplace in compliance with applicable state and federal laws. The illegal use of drugs and the abuse of alcohol are problems that invade the workplace, endangering the health and safety of the abusers and those who work around them.

Resignation of Employment

Ensemble expects individual contributors to be able to transition their responsibilities within a full 2-week notice period and leaders within a full 4 weeks' notice period, to be eligible for rehire.

In addition, non-exempt associates who comply with the notice requirement will be eligible for payment of any accrued PTO balance. Please refer to the Paid time Off – Non Exempt policy number 1427 to review the full policy.

Employment References

Ensemble maintains strict confidentiality with respect to all matters relating to the employment or termination of employment of any current or former associate. Ensemble has partnered with a company called "The Work Number: to complete employment verification. The Work Number can be reached at **800-367-5690**. For access, **the Employer Code for 2020 and go forward Data is 20896 and the Employer Code for 2019 and prior Data is 12925**. Associates can also use the Work Number web site for employment verification.

Please visit the Associate Services page on The Ensemble Difference Intranet (TEDI) for additional information [here](#)

Health Insurance Portability and Accountability Act of 1996 (HIPAA)

Ensemble is subject to work requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Please refer to Health Insurance Portability and Accountability policy number 1609 to review the full policy.



Associate Pay and Benefits

Pay Periods

All exempt and non-exempt associates are paid on a biweekly basis. Our workweek runs from Sunday to Saturday and pay day is always on a Friday, unless a holiday falls on a Friday payday. Should a holiday fall on a Friday payday, payment is issued one day earlier than the usual payday (Thursday). All required deductions, such as for federal, state, and local taxes, and all authorized voluntary deductions, such as for health insurance contributions, will be withheld automatically from your paychecks.

Please review your paycheck for errors. If you find a mistake, report it to your supervisor immediately. Your supervisor will assist you in taking the steps necessary to correct the error.

Overtime Pay

In order to provide the best possible service to our clients and maintain an efficient operation, it may be necessary for you to work overtime. Eligible associates will receive overtime pay in accordance with federal law and applicable state and local laws, as applicable.

If you are classified as a non-exempt associate, you will be paid one and one-half times (1 ½) your regular hourly rate of pay for all hours worked beyond forty (40) in any given workweek (or after any shorter or more frequent period mandated by state or local law, or other local practice).

You must have prior approval from your supervisor to work any overtime. Your supervisor will attempt to provide you with reasonable notice when the need for overtime work arises. Please remember that advance notice may not always be possible.

Clock In and Out

To ensure that accurate records are kept of your actual hours worked work (including overtime hours where applicable) and of the accrued time off you have taken, and to ensure that you are paid in a timely manner, non-exempt associates are required to record time worked and absences in Workday. Workday should be used daily for punching in at the beginning of your shift, punching out for lunch, punching back in from lunch and punching out at the end of the day.

Please refer to the Clock in and out policy number 1432 to review the full policy.

Meal Period and Break

Ensemble has established guidelines relating to breaks and meal periods in accordance with federal, state and local laws. Please refer to Meal Period and Break policy number 1423 to learn more about clocking in and out for meal breaks.

Associate Benefits Programs

Our associates are our greatest assets. As such, we strive to provide the most affordable, competitive and comprehensive benefit plan options for you and your family.

Benefits eligibility is based upon a variety of factors, including associate classification and length of employment. Associate contributions for the benefit programs may differ. Please see our benefits guide for more details.

Following new hire benefit elections, changes to such benefit elections/coverage can only be made during the annual open enrollment period or if the associate has a qualifying event, e.g., marriage, divorce, birth of a child and similar life changes.

Ensemble strongly believes in our core value of People First, Last, and Always. This includes our associates, which is why we have set up resources for those facing certain challenges that would require additional support. LifeMatters can provide beneficial products and services including online classes and general educational articles to help associates live fuller and healthier lives. A summary of the wide range of benefits the Company offers can be found on the **Benefits page of the Ensemble Difference Intranet (TEDI)**.

Company Paid Holidays

Ensemble observes six (6) paid holidays per calendar year: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. In addition, we offer a floating holiday at the beginning of each calendar year (must be employed as of January 1st to be eligible).

Please refer to the Holiday Benefit policy number 1724 for review of the full policy.

A non-exempt associate who is required to work during Ensemble's recognized holiday(s) will be compensated at one and one-half times their base hourly rate for all hours worked during the 24-hour period from 11:00 P.M. the night before the holiday to 11:00 P.M. the night of the recognized holiday.

Please refer to the Premium Pay policy number 2809 for additional information on the Holiday Premium calculation.

Paid Time Off (PTO)

As an associate, you may be eligible for paid time off benefits, for use as vacation, sickness or other personal time away from work.

To learn more about PTO for exempt associates please refer to the Paid Time Off- exempt Policy Number 1462 and for non-exempt associates refer to Paid Time Off Non Exempt policy number 1427.

Associates who work in locations subject to state or local sick leave laws may be eligible for sick leave benefits. For more information on the requirements and eligibility for any such Sick Leave, refer to PTO Sick policy number 1448.

Educational Assistance

Ensemble recognizes the importance of enabling Associates to reach their personal goals while also creating a pool of qualified staff to contribute to the business. As such, we offer a competitive educational program to support our associates' growth. Please review the specifics of this program and refer to the Educational Assistance policy number 1725. Let's continue to grow together.

Bereavement Leave

Associates who suffer the death of an immediate family member may receive up to 24 hours of paid bereavement leave. Immediate family member is defined as a spouse, domestic partner, parent, child, grandchild, foster child, siblings, half siblings, grandparents, step-parent, in-law (including parents, siblings and grandparents), stepchild, step siblings, legal guardian and legally domiciled adult/ child.

Refer to Bereavement leave policy number 1449 to review the full policy.

Jury Duty and Subpoenaed Witness Leave

Ensemble recognizes the civic responsibility of jury service in the federal and state court systems by permitting time off from work with financial protection when an associate is summoned to jury or subpoenaed as a witness.

Please refer to Jury Duty and Court Appearance policy number 1439 to review the full policy.

Election Day

We encourage you to exercise your voting privileges in local, state, and national elections. However, since the polls are open for long periods, you are encouraged to vote before or after regular working hours. You are entitled to take a reasonable amount of time off from work to vote without a loss of wages. Please remember that your absence from your job can cause disruptions and reduced productivity; work with your leaders to make arrangements that will minimize disruptions to the business while accommodating your need.

Military Leave (USERRA)

The Company is committed to protecting the job rights of associates in the uniformed services. A military leave of absence will be granted to associates who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Eligible associates may take up to five cumulative years of leave under this policy.

Advance notice of military service and a copy of service orders are required. Unless military necessity prevents such notice, or it is otherwise impossible or unreasonable, notice must be provided within 30 days of active service.

Refer to Family Medical Leave policy number 1597 to review the full policy.

Family Medical Leave Act (FMLA)

Associates may be entitled to a leave of absence under the Family and Medical Leave Act (FMLA). This policy provides associates information concerning FMLA entitlements and obligations associates may have during such leaves.

Refer to Family Medical Leave policy number 1597 to review the full policy.

Non FMLA Leave of Absence

Associates may be entitled to leave that does not fall under FMLA.

Refer to the non-FMLA Leave policy number 1598 for the full policy.

Lactation Break

Nursing mothers will be provided a reasonable amount of break time to express breast milk for her nursing child for one year after child's birth. If possible, this break time will run concurrently with any break time already provided by law to the associate. Any break time given for this purpose that does not run concurrently with the break time provided by law will be unpaid.

Ensemble will make every reasonable effort to provide associates with the use of a room or other location (not a bathroom) close to the associates work area for the purpose of expressing milk in private. The room or location may include the place where the associate normally works if it otherwise meets the requirements.



Workplace Policies

Time and Attendance

Regular attendance and punctuality are essential to the highest quality performance and in preventing undue work for fellow associates. All duties and work schedules have been planned so that efficient, dependable service is uninterrupted. Refer to the Time and Attendance policy number 1405 to learn more about Attendance and Punctuality.

Office Etiquette

We are proud of our facilities. We know that you will want to join us in keeping our office as clean as possible. A clean building is not only a safe place in which to work; it also displays a professional appearance to our clients. Remember to be the Ensemble Difference! Drive It Like You Own It. Treat the company, its money and its resources like your own!

The kitchen, lunchroom and break room facilities are provided for the convenience of all associates. It is the responsibility of all associates to maintain the facilities and appliances so that these common areas can be enjoyed by all.

For further information, please review the full Office Etiquette policy number 1443.

Business Expenses

All Company business expenses must be approved in writing by departmental leadership. All expenses must be in accordance with the Expense Reimbursement policy.

Visit the Finance page on The Ensemble Difference Intranet for additional information on business expenses.

Personal Data

The Company maintains a personnel and separate medical file for each associate. These files include information relevant to your employment with the Company. It is your responsibility to advise the Company of any changes to pertinent information that could affect your employment or benefit status. Associates can make necessary changes using Workday and are expected to do so within 30 days following such change. If you have any questions or concerns, please contact Human Resources.

Dress Code

Associates are expected to dress in a clean and neat manner, appropriate for their respective job responsibilities and a business environment. It is important that the impression that you create be professional.

Examples of appropriate business attire and footwear can be seen below.

Acceptable Business Casual:



Acceptable Footwear:



Please note: If an associate's primary location is not in a central office building or they are visiting another Client, then they should follow the dress policy of the Client they are visiting

If you have any questions, please see your supervisor or Human Resources.
Please refer to the Dress Code Policy number 1416 for further details.



Company Property

Acceptable Use of Company Property & Security of Information Systems

Associates are responsible for items issued to them by the Company or in their possession or control.

Although the Company strives to ensure that associates have access to the resources needed to perform their job, the Company also expects all associates to understand that use of those resources is limited to the performance of their jobs. Any unauthorized use, retention or disclosure of any Company resources or property will be regarded as theft warranting corrective action up to and including termination and may prompt various civil and/or criminal legal actions.

For ore information regarding Acceptable Use, refer to Acceptable Use policy number 255.

All Associates must practice care when handling any patient information and abide by security measures that protect patient's HIPAA rights.

More can be found about abiding by HIPAA by referring to the HIPAA policy number 1609.

Phone and Technology

Personal Calls

Telephone records are subject to periodic review by management.

The Company reserves the right to monitor and record any call at anytime.

For more information regarding proper phone and technology etiquette click, refer to the Phone and Technology policy number 1723.

Personal devices should not hinder personal performance at work.

For more information about proper usage of personal mobile devices, refer to the Mobile Devices policy number 279.

E-Mail, Intranet and Internet Usage

Computers, computer files, the e-mail system, and software furnished to associates are Company property intended for business use. To ensure compliance with this policy, computer and e-mail usage may be monitored. Be sure all content shared is respectful and work appropriate.

Associates should notify their immediate supervisor, the Human Resources Department or any member of management upon learning of violations of this policy.

Safety and Security

Inclement Weather

Ensemble prioritizes associate's safety and well-being. Please use your best judgment when traveling to and from the office during inclement weather.

For our Central Business Offices (CBO): when there is information to be shared regarding inclement weather including if the determination to open late or close early at certain, a message will be placed on inclement weather lines. For those that work in other facilities, please refer to their policies and procedures for inclement weather. For our work from home staff, please contact your supervisor for direction during local inclement weather situations.

Please refer to the Inclement Weather policy number 1456 to review the full policy.

Company Property and Security

All company equipment should be maintained as best as possible. When material or equipment is used by or assigned to an associate for business, it should be used properly and for work purposes only. Equipment assigned to an associate remains the property of the Company and is subject to reassignment and/or use by the Company without prior notice or approval from the associate. All forms of equipment are applicable.

Company property and equipment should be stored in a secured area with controlled access to prevent theft of the equipment. In addition, security incidents should be reported immediately to the appropriate security personnel.

Please refer to Physical, Environmental and Equipment safety policy number 283 to review the full policy.

Personal Property

While we make every effort to ensure a safe and secure workplace, personal items should never be left unattended. The Company is not responsible for the associates' personal property.

Personal Security

Ensemble is committed to providing a secure environment for all associates and visitors. We ask associates to take personal responsibility for their security. The best way to stay safe and secure is to be aware of possible security problems and take the necessary steps to avoid them.

Information Security

As an associate, you are responsible for the information you receive, and you have the responsibility to protect it and to see that it is used only for its intended purpose. Information appears in many forms, all of which are applicable.

Please refer to the Acceptable Use policy number 255 to review the full policy.

Threats, Violence and Weapon Free Workplace

At Ensemble we put people first, last, and always by prioritizing your safety as a top concern. Therefore, threats, threatening behavior, or acts of violence against associates, visitors, guests, or other individuals by anyone on Company property will not be tolerated and they will be removed from the premises and remain off the premises pending the outcome of an investigation.

If an investigation proves violations of this policy have occurred, Ensemble will respond as we deem appropriate.

The wellbeing and safety of our associates is crucial to our company and we aim to keep associates safe. At Ensemble there is absolutely no tolerance for the possession or use of dangerous weapons on company property by any associate, to the full extent of applicable laws. All Ensemble associates should notify their manager or supervisor of any verbal threats or concerning physical behavior that they have witnessed, received, or have been told that another person has witnessed or received. Reports should still be made regardless of the relationship between the threatening individual and any other individual(s) involved. Managers and supervisors are then required to immediately escalate incidents to their leadership team, as well as Human Resources.

Reporting Work-Related Injuries and Illness and Unsafe work conditions

Any associate who is injured on the job or becomes ill on the job should report it to their supervisor immediately. Also:

- Unsafe conditions on Company or client premises must be made safe or reported to your supervisor before proceeding to work.
- Immediately report any sickness or injury to your supervisor, no matter how minor it appears to be.
- Never move an injured or seriously ill person except under a doctor's orders or to prevent further injury.



Conclusion & Resources

Conclusion

Thank you for reading. We hope you find the contents of this handbook useful during your employment with Ensemble.

If you need clarification on any of the policies mentioned above, or if you need further assistance from Human Resources after partnering with your leader, please reach out to our email [here](#). We will get back to you as soon as we can.

Resources



[Email: Human Resources](#)



[Website: TEDI](#)



[Website: Workday](#)



Phone: (877) 692-7780; Then Press, "0"



Phone: (855) 693-6736



[Website: PolicyTech](#)



[Website: Payroll](#)



Phone: (855) 604-9102

[Website: Reporting](#)

[Website: Questions](#)