



Colleague Handbook

Effective January 2025



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Employment Relationship

The Nature and Purpose of This Handbook

The contents of this Colleague Handbook, and any addenda or amendments to the Colleague Handbook, describe some of the current policies and procedures of Savista (“the Company”). These policies and procedures will be changed and updated from time to time by the Company in its sole discretion. Additional policies, procedures and process summaries are posted on [Savista Central](#), the Company’s intranet. To the extent this Colleague Handbook and the policies it contains conflicts with any previously published handbooks or policies, this Colleague Handbook supersedes all such previously published handbooks and policies.

Employment at Will

Your employment with the Company is at will. This means that you can end your employment with the Company at any time, for any reason or no reason, with or without cause, and with or without prior notice. Likewise, the Company may terminate your employment at any time, with or without cause and with or without prior notice.

Neither this Colleague Handbook nor any policy or form in this Handbook creates or is intended to create an agreement promising or guaranteeing employment for any specific period of time, any particular work location, position, compensation,

benefits, working conditions, colleague benefits, fringe benefits, or other privileges of employment.

No representative of the Company, other than its Chief Executive Officer, Chief Financial Officer, General Counsel, Chief Human Resources Officer, President of Technology Solutions or President of Service Solutions has the authority to make any agreement on behalf of the Company that would promise or guarantee any of the things described in the previous paragraph.

Equal Employment Opportunity

All employment decisions shall be consistent with the principle of equal employment opportunity, and only valid qualifications will be required or considered.

The Company is committed to ensuring that all of its personnel actions including application, hiring, promotion, compensation, benefits, transfer, layoffs, discipline, termination, training and other programs are administered without regard to race, color, sex, sexual orientation, gender identification, pregnancy, religion, national or ethnic origin, age, disability, genetic information, marital status, status as a veteran, disabled veteran, or veteran of any particular conflicts, including Vietnam, or any other characteristic protected by law. This applies to all personnel actions, including application, hiring,

promotion, compensation, benefits, transfer, layoffs, furloughs, performance counseling, discipline, termination, training and other employment-related programs. The Company views this equal employment opportunity principle as a vital element of the employment relationship and a hallmark of good corporate stewardship.

The Company's policies are dedicated to the full realization of equal opportunity for all through affirmative action predicated on the following tenets: (1) serious and imaginative recruitment methods; (2) ongoing administrative reviews of hiring practices; (3) frequent affirmative action analyses of staff to identify challenged areas; (4) direct and firm responses to any units identified as having undesirable practices; and (5) professional development training.

Although the Company performs thorough background investigations on newly hired colleagues, the Company generally does not make employment decisions based on arrest records.

Harassment

All Unlawful Harassment Prohibited

The Company is committed to providing a work environment free from harassment and discrimination. The Company strictly prohibits and does not tolerate unlawful harassment against colleagues or any other covered persons based on race, religion, creed, national origin, ancestry, sex (including pregnancy), gender (including sexual orientation, gender identity and transgender or transsexual status), age, physical or mental disability, citizenship, genetic information, past, current or prospective service in the uniformed services, or any other characteristic protected under applicable federal, state, or local law.

Sexual Harassment

All colleagues of the Company, other workers, vendors, patients, customers, clients, and visitors are prohibited from harassing the Company's colleagues and other covered persons based on that individual's sex or gender (including pregnancy, sexual orientation, gender identity, and transgender or transsexual status) and regardless of the harasser's sex or gender.

Sexual harassment means any harassment based on someone's sex or gender. It includes harassment that is not sexual in nature (for example, offensive remarks about an individual's sex or gender), as well as any unwelcome sexual advances or requests for sexual favors or any other conduct of a sexual nature when any of the following also occurs:

- Submission to the advance, request or conduct is made either explicitly or implicitly a term or condition of employment.
- Submission to or rejection of the advance, request or conduct is used as a basis for employment decisions.

- Such advances, requests or conduct have the purpose or effect of substantially or unreasonably interfering with an employee’s work performance by creating an intimidating, hostile or offensive work environment.
- The Company will not tolerate any form of sexual harassment, regardless of whether it is:
- Verbal (for example, epithets, derogatory statements, slurs, sexually related comments or jokes, unwelcome sexual advances or requests for sexual favors).
- Physical (for example, assault or inappropriate physical contact).
- Visual (for example, displaying sexually suggestive posters cartoons or drawings, sending inappropriate adult-themed gifts, leering or making sexual gestures).
- Online (for example, derogatory statements or sexually suggestive postings in any social media platform including Facebook, X (formerly Twitter), Instagram, Snapchat, etc.).

This list is illustrative only, and not exhaustive. No form of sexual harassment will be tolerated.

Harassment is prohibited both at the workplace and at employer-sponsored events.

Other Types of Harassment

The Company’s anti-harassment policy applies equally to harassment based on an employee’s race, religion, creed, national origin, ancestry, age, physical or mental disability, citizenship, genetic information, past, present or prospective service in the uniformed services, or any other characteristic protected under applicable federal, state, or local law.

Such harassment often takes a similar form to sexual harassment and includes harassment that is:

- Verbal (for example, epithets, derogatory statements, slurs, derogatory comments or jokes).
- Physical (for example, assault or inappropriate physical contact).
- Visual (for example, displaying derogatory posters, cartoons, drawings or making derogatory gestures).
- Online (for example, derogatory statements or sexually suggestive postings in any social media platform including Facebook, Twitter, Instagram, Snapchat, etc.).

This list is illustrative only, and not exhaustive. No form of harassment will be tolerated.

Harassment is prohibited both at the workplace and at employer-sponsored events.

Complaint Procedure

You have an obligation to report any harassment or discrimination that violates this policy, whether you experienced it firsthand or witnessed it. The Company requires the reporting of all incidents of discrimination, harassment, and retaliation, regardless of the offender’s identity or position. If you believe you have experienced or witnessed conduct that violates this policy or if you have concerns about such matters you should immediately contact your Human Resources Business Partner or AskHR@SavistaRCM.com. Alternatively, you may contact the Company’s independently administered

Helpline, anonymously if you wish, at [1-844-606-1748](tel:1-844-606-1748) or online at savista.ethicspoint.com;
Organization Name: Savista. You may also contact your manager or his or her supervisor, but you are not obligated to file a complaint with your manager first.

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. The Company will directly and thoroughly investigate the facts and circumstances of all claims of perceived harassment and will take prompt corrective action, if appropriate.

See also the [Respect in the Workplace](#) and the [Retaliation](#) sections of the Colleague Handbook.

Retaliation

As further described in the [Code of Ethics](#), the Company has a strict policy against retaliation. The Company will not penalize you or any other colleague for participating in good faith in any investigation conducted by the Company or acting in good faith to bring legitimate concerns to the attention of your manager, Human Resources, the Compliance Office at ComplianceOffice@SavistaRCM.com and/or the Company's independently administered Helpline at [\(800\) 826-6762](tel:800-826-6762) or online at savista.ethicspoint.com; Organization Name: Savista. If you believe that you are being retaliated against for voicing legitimate concerns to management or filing a complaint with the Helpline, or if you believe you have witnessed such retaliation, then immediately notify the Human Resources Business Partner for the business segment in which you work, contact ComplianceOffice@SavistaRCM.com, or contact the Helpline. All allegations of retaliation will be thoroughly investigated and properly resolved. See also the [Investigations](#) section in the Colleague Handbook.

Work Hours

Attendance

As a colleague of the Company, you are expected to take your job seriously, be at work punctually every day and to remain at work for your full shift and/or through the end of regularly scheduled business hours. All colleagues are expected to work at least the Core Work Hours as part of their shift, unless your manager has assigned you a different schedule or you have obtained prior written consent to an alternative schedule. "Core Work Hours" means 9:00 a.m. to 5:00 p.m. your local time and refers to the time period during which colleagues are expected to be working and generally available. Core Work Hours are the minimum expectation, not a guaranteed schedule.

Your regular, on-time attendance is necessary for effective performance, and is often a matter of good customer service to the Company's clients. Any absences from work should be planned ahead in conjunction with your manager. The Company does not provide a grace period for tardiness; if you have not arrived at work at the start of your shift you are considered late for work.

Of course, the Company recognizes that occasionally there are personal emergencies that may occur which will require you to be absent from work unexpectedly, but these occurrences are expected to be infrequent. If you are going to be unexpectedly absent or late due to an unforeseen illness or emergency, then you must notify your manager as soon as possible and, in any event, at least 60 minutes before the scheduled start time of your workday. If you must unexpectedly leave early due to an unforeseen illness or emergency, then you must notify your manager as soon as possible, but in all cases prior to leaving. (Refer to [Unplanned Absences](#) in the [Paid Time Off \(PTO\)](#) Policy)

With limited exception, if you are absent, late, or leaving early, you are required to inform your manager. If your manager is unavailable, then you are required to inform your manager's manager. Notifying your peer, other coworker, or any other colleague is not considered sufficient notice under this policy.

All time off is unpaid unless the colleague has available Paid Time Off, Paid Sick Leave, or other applicable paid benefits available. If your absence from work continues for more than one day, you must provide notification pursuant to the above requirements each day that you are absent.

If your unplanned absence is due to your own illness or injury, and your absence continues for more than three consecutive days, then:

- The Company may require documentation from your health care provider to excuse your absences before you will be permitted to return to work. Any such health care provider's note must indicate either that you were receiving care during each day you were absent and that you were therefore unable to work on those days, or that an illness or injury otherwise prevented you from working on each day you were absent. If the doctor's note does not cover all the time you missed from work, then those absences not covered by the note will remain unexcused.
- Navigate to the [Leave and Accommodation Practices](#) section for detailed instructions on how to determine whether you might qualify for a medical leave of absence, disability benefits, and/or other benefits.

Frequent or excessive absenteeism or tardiness may result in disciplinary action, up to and including termination of employment, even for the first offense. See also the [Leaving Savista and Job Abandonment](#) section of the Colleague Handbook.

Due to client service requirements, some teams, departments or business units may have additional rules and requirements regarding attendance, which supplement this policy, and which you are expected to comply with. If there is a conflict between this policy and those rules or requirements, then those rules and requirements govern.

The Company reserves the right to determine what constitutes excessive absenteeism or tardiness in its sole discretion under the particular circumstances. Any pattern of unplanned absences (including tardiness or leaving early) is grounds for disciplinary action as described in the “Performance Action Policy.”

Exceptions to this policy may apply for approved Family and Medical Leave, approved Medical Leave, or other approved leave subject to certain, specific requirements. Refer to the [Leave and Accommodation Practices](#) section for detailed instructions on how to determine whether you are eligible for a leave of absence.

Work Hours

Regular operating hours are set by each individual location, team, or department. Some teams, departments, or individual positions require mandatory work hours that are outside of normal business hours. For example, some positions require work during the evening or overnight. Occasionally, work will be required on Saturdays and/or Sundays in order to meet the needs of the business. If mandatory work is scheduled outside of normal business hours, and you refuse to perform the work, the refusal constitutes an unexcused absence unless your manager pre-approves the absence. See the [Attendance](#) policy.

If you hold a non-exempt (hourly wage) position, you should not work outside of your normal work schedule unless your manager approves the modified work time before you perform the work. Non-exempt (hourly) colleagues in most states may be permitted to “make up” time if there is a business need and only within the same week in which the absence was incurred.

No colleague may adopt an alternative work schedule without first obtaining approval both from their manager and Human Resources. If you are approved for a flex schedule and abuse the privilege, you may lose the privilege altogether. The Company reserves the right to make any changes it deems necessary or appropriate to any flex arrangement at any time, with or without advance notice, including but not limiting to discontinuing the privilege and/or the program(s) entirely.

For payroll administration purposes, the payroll week begins on Sunday 12:01 a.m. and continues through the following Sunday to 12:00 midnight.

Telework

Many colleagues are permitted to telework. Your eligibility to telework is dependent upon several requirements and is allowed or disallowed in the sole discretion of management.

Location

“Telework” refers to the location where work is to be performed. A telework arrangement is not an alternate work schedule and does not eliminate or modify any job duties.

Telework assignments are made at the Company’s discretion. Any and all telework arrangements are subject to temporary or permanent modification, suspension, or revocation as necessary to serve the needs of the Company’s client hospitals, to address any other business need, or in the event of any failure to comply with this policy.

All colleagues are expected to report to work at their workstation at the start time of their scheduled shift, regardless of whether they telecommute, and remain at work for their full shift (except during scheduled or required meal and rest breaks). Telework colleagues are expected to adhere to the [Attendance](#) policy and remain generally available throughout the scheduled workday by telephone, email, instant message and video conferencing (except during scheduled or required meal and rest breaks).

Telework colleagues are expected to attend all scheduled meetings and trainings just as on-site colleagues are expected to do. Such meetings and trainings may be attended by phone or other telework tools, unless management requires in-person attendance. Failure to attend any mandatory meeting or training without prior approval from management constitutes an unexcused absence.

Telework colleagues are required to comply with all other Company policies and procedures, just as on-site colleagues are required to do. For example, telework colleagues may be required to coordinate their break schedules, just as on-site colleagues are required to do, to ensure adequate coverage or for other business purposes. All non-exempt telework colleagues are required to take any mandatory breaks, such as mandatory lunch and rest breaks.

Timekeeping

Non-exempt (hourly) teleworking colleagues must comply with the same timekeeping requirements that apply to all other non-exempt (hourly) colleagues. See the [Timekeeping](#) policy for additional information.

Work Disruptions

Telework colleagues must be able to interact with the Company Client Hospitals, their patients, the patients’ family members, the Company management, and other colleagues in a professional manner, generally free of non-business background noise and disruptions caused by children, pets, other family members, personal visitors, personal phone calls, and other non-business occurrences.

If a telework colleague is unable to perform work due to disruptions in home internet or telephone connection, electrical outages, or other utility or equipment malfunction, the colleague is required to

immediately notify their manager of the issue and submit a ticket to the Service Desk, and immediately notify their manager once the issue is resolved. If the problem persists for more than one business day, then the colleague may be required to report to work on site at the nearest Company location or applicable Client Hospital location to resume regular work hours.

Equipment

All the Company-issued equipment, including but not limited to computers, monitors, phones, external drives and other office equipment, is property of the Company. Each colleague is expected to protect and secure the equipment while it is in their possession. All the Company-issued equipment and other property must be immediately returned to the Company upon termination of employment, or sooner if the Company requests. Any failure to return equipment immediately following separation from employment is treated as theft of equipment and is reported to the appropriate authorities.

Eligibility

To be eligible for a telework arrangement, the following conditions must be met:

- The colleague's job duties must be of the type that can be readily performed from a location other than a Company office or a Company Client Hospital location.
- The colleague must be able to consistently and securely access the Company's systems and platforms, as well as any applicable Company Client Hospital's systems and platforms from their virtual office.
- The colleague must maintain compliance with all applicable Company policies and procedures, including but not limited to the [Attendance](#) policy, [Timekeeping](#) policy, and [HIPAA](#) requirements.
- The colleague must have a designated space dedicated exclusively for work at their chosen telework location, and the workspace must meet certain security requirements to protect PHI and other confidential or proprietary information.

Some positions are not eligible for a telework arrangement because such an arrangement would result in the elimination of one or more job functions. For example, a patient access representative is required to work on site at the Client Hospital, or other client location, to greet patients and check them in. Such a position would not be eligible for a telework arrangement. For another example, a call center manager whose on-site team requires regular, in-person coaching and assistance from their manager would not be eligible for a telework arrangement.

No colleague is permitted to initiate a telework arrangement without obtaining prior, written consent from management. Any colleague who has not obtained prior, written consent for a telework arrangement and who fails to report to work in person at the applicable Company office

or Company Client Hospital location will incur an unexcused absence for each instance, even if they work or attempt to work from a remote location.

No colleague is permitted to work from a location outside of the United States without the prior, written consent of Legal, the Senior Vice President of the colleague's team, IT, and Human Resources.

Each telework colleague is responsible for maintaining their current home address and at least one non-private telephone number where the colleague can be reached if needed. Colleagues can update this profile information by navigating to [Workday](#) through [Savista Central](#). Failure to provide this information may result in revocation of the colleague's telework arrangement, even if the arrangement has applied throughout the colleague's employment.

Security and Other Requirements

The Company's policies relating to security and privacy are located on [Savista Central](#). All colleagues are required to comply with these policies regardless of whether or not they have a telework arrangement.

Telework colleagues are responsible for establishing and maintaining high speed internet access at their residence.

All work-related illnesses or injuries must be immediately reported to HR by contacting the Leave Administrator at LeaveInfo@Savistarcm.com even if incurred while working from home.

The Company does not provide colleagues with any tax-related communications except as required by law for payroll purposes. The Company does not provide tax guidance to colleagues or assume any tax liabilities on any colleague's behalf. For any tax questions or concerns, colleagues are encouraged to seek independent counsel with a qualified tax professional at their own expense.

Upon the Company's request, a telework colleague must permit the Company or its representative with immediate access to the Telework workspace for the purposes of inspection of the space for safety, security, and HIPAA privacy rule compliance, provided that any such inspection is conducted during the colleague's regularly scheduled work hours.

The Company is not responsible for and shall not be held liable for any costs or expenses that any colleague incurs relating to the physical set-up or maintenance of a colleague's home office. By way of example and not limitation, the Company shall not be responsible for any remodeling costs, furniture purchases, wiring, lighting, plumbing, filing cabinets, locks, or any other repairs or modifications to a colleague's home or telework space.

Each telework colleague is solely responsible for any injury or illness incurred by any third party who enters the colleague's virtual office. The Company is not responsible and shall not be held

liable for any injury or illness incurred by any third party, including but not limited to the colleague's family members, visitors, or others.

Pay and Performance

Performance Management

Management direction, coaching and constructive feedback are all ordinary and necessary components of your career growth and development. Managers are thus expected to provide direction, coaching and constructive feedback to their teams on a regular and ongoing basis. In turn, the colleagues who receive the direction, coaching and constructive feedback are expected to take the feedback seriously and to engage in a mature and professional dialogue regarding opportunities to improve their performance.

More serious performance and/or disciplinary problems do arise from time to time, however, and if this occurs, these will also be addressed with you in an open, honest and fair manner. Corrective action requirements may be communicated in a variety of forms such as informal counseling, coaching, written warnings, electronic communications, formal or informal performance reviews and/or a formal performance action plan.

The goal of any performance coaching and feedback is to help you understand the expectations for your performance and professional conduct, to empower you to address the identified performance and/or professional conduct issues, and to provide you with reasonable opportunity to succeed in your job. If any performance requirements are communicated to you, then the Company expects that you will immediately take action, and that any required conduct or performance improvements will be sustained throughout your employment.

Sometimes, a plan for corrective action may be unsuccessful or may be an inadequate response to the particular circumstances. In these cases, other disciplinary action may be taken at the Company's discretion, up to and including immediate suspension, demotion, or termination of employment.

The Company does not have a progressive discipline policy, and in all cases reserves the right to impose the disciplinary action which, in the Company's sole discretion, most appropriately addresses the issue. No corrective action plan or disciplinary action limits, modifies, or otherwise restricts the at-will nature of your employment with the Company, regardless of whether you are given a specific period of time in which to improve your performance.

No corrective action plan limits, modifies, or otherwise restricts the Company's right to impose additional or other corrective action requirements or discipline at any time.

Violation of any Company policy, including but not limited to those set forth in this Colleague Handbook may result in disciplinary action, up to and including termination of employment, even for a first offense.

Employment Classification

Non-exempt: refers to those colleagues whose jobs are not exempt from state and federal minimum wage and overtime laws and regulations such as the Fair Labor Standards Act. These colleagues receive overtime pay in accordance with the Company’s overtime policy and in compliance with applicable state and federal law. These non- exempt colleagues are compensated on an hourly basis and must be paid for all time worked. Non-exempt colleagues are therefore required to report all time worked and are strictly prohibited from working “off the clock” or from “donating” time to the Company. See also the [Timekeeping](#) section of the Colleague Handbook.

Exempt: refers to those colleagues whose jobs are exempt from state and federal overtime laws and regulations such as the Fair Labor Standards Act. Exempt colleagues typically receive a predetermined amount of pay (a salary) which generally is not subject to reduction or increase because of variations in the quantity or quality of work performed. All salary is prorated based on date of hire and date of termination, furlough or leave-of-absence start date.

The Company monitors the exemption status of each position. It is each manager’s responsibility to ensure the accuracy of the job descriptions for his/her team and to notify Human Resources of any material changes to any job descriptions. In order to ensure compliance with federal and state laws, only Human Resources may change the exemption status of a position.

Employment Status

Colleague Statuses

Full-Time Colleagues. With limited exceptions, full-time colleagues are generally expected to work 40 hours per week. While actual hours may vary day to day or week to week, no colleague may change their regular work schedule to less than 40 hours per week without prior written approval from his or her manager, Human Resources and/or Leave Administration. Exceptions may include, among other things, PTO, reasonable accommodations for certified disabilities, and other approved adjustments, each subject to prior, written approval by management.

Part-Time Colleagues. You are considered a part-time colleague if you regularly work less than 30 hours per week.

PRN (as needed). PRN colleagues are asked to work only as needed, and generally do not have a regular work schedule. PRNs are paid only for the time they work, and therefore are required to report their time worked as per the [Timekeeping](#) policy. PRN colleagues are not eligible for Paid Time Off

(PTO) but may be eligible for paid sick leave in certain states as required by law. PRN colleagues are not eligible for most colleague benefits and fringe benefits, with the exception of 401K. Under certain circumstances, PRN colleagues may be eligible for group health benefits.

Temporary Colleagues. These include paid interns and other colleagues hired to work on short-term assignments. Temporary colleagues may be full-time or part-time, subject to certain limitations described below, and typically have specific scheduled work hours. Temporary colleagues are not eligible for most colleague benefits and fringe benefits, except that full-time, temporary colleagues may be eligible for group health benefits and 401K under certain circumstances. Temporary colleagues are not eligible for PTO but may be eligible for paid sick leave in certain states as required by law.

Changes in Status. Occasionally, you may wish to change from one employment status to another. Changing employment status requires prior written consent from your manager and Human Resources, and in some cases Payroll and Benefits must also be notified before the new employment status becomes effective. Management, in its sole discretion, may approve or deny a request to change employment status, may rescind a prior approval or may revise a prior decision as business needs may dictate. If you attempt to independently adopt a modification to your status or work schedule without proper approval from your manager, then any resulting absences will be unexcused. See also the [Attendance](#) section of the Colleague Handbook.

Changing employment status may result in changes to your rate of pay, your PTO, and may require changes in how you report time worked and may also impact your eligibility for certain benefits. See also the [Leave and Accommodation Practices](#) section of the Colleague Handbook.

Non-Employee Statuses

Non-Colleagues provided by Third-Party Agencies. From time to time, the Company may utilize temporary resources provided by a third-party staffing agency. These individuals are employed by the applicable third-party agency, not by the Company. Under these arrangements, the Company pays the applicable agency for providing its services, and the agency is responsible for paying the individuals' wages, as well as for making any tax withholdings, FICA/FUTA withholdings, group health benefits and other employee benefits. As these individuals are not colleagues of the Company, they are not eligible for any of the rights, privileges, or benefits that are afforded to colleagues of the Company.

Interns. To ensure compliance with applicable regulations, the Company does not allow any unpaid internships, except in very specific, controlled circumstances involving academic credit in association with educational institutions. All other interns must be paid at least minimum wage. Submit an HR ticket through the [Freshworks Service Desk](#) for any questions regarding how to hire a paid intern, or if you think an academic exception may be warranted.

Independent Contractors. The Company narrowly restricts the use of individual independent contractors (sometimes referred to as "1099 workers") due to the tax and other liabilities associated

with such arrangements. To ensure compliance, any independent contractor arrangement involving an individual or sole proprietor requires pre-approval from Legal. Requests for approval should be submitted via [Workday](#). The best practice is to hire temporary staff as temporary employees. Alternatively, you may engage temporary resources through one of the Company's approved staffing agencies. For more information, access the [Contingent Worker Onboarding Job Aid](#) on [Savista Central](#).

Firms Consisting of Only a Sole Proprietor. These arrangements entail substantially the same risk to the Company as an independent contractor and are therefore treated in the same manner as independent contractors. If you wish to engage a sole proprietorship, submit the request via [Workday](#).

Job Performance and Compensation

It is the responsibility of each manager to prepare and deliver an annual written performance evaluation to each of his/her direct reports. The evaluations serve to assess your performance during the review period, and to highlight your strengths as well as areas needing improvement. They also serve as a developmental tool for improving job performance, client service and career development. These annual reviews typically occur within a few months after the conclusion of the applicable calendar year. It is the Company's intention to provide timely reviews.

In addition to these formal, annual reviews, you and your manager should have a regular and continuing dialogue about your performance relative to the Company's performance expectations. This ongoing performance coaching and feedback is intended to provide clarity regarding your job duties, the roles and functions of your job, other job-related responsibilities, as well as performance standards and measurement criteria. If you believe you are not getting the coaching, direction, or feedback that you need in order to perform your job, you are encouraged to discuss your concerns with your manager directly, or to submit an HR ticket through the [Freshworks Service Desk](#).

The Company strives to pay compensation that is competitive with those in our business and in the locations in which it operates, recognizing your individual efforts and contributions to the Company's successes. The Company's compensation structure classifies positions based upon an analysis of current market data and other relevant factors. Compensation is reviewed periodically and adjusted as the Company deems necessary. The Company does not ordinarily provide cost-of-living adjustments.

A good performance review does not guarantee any particular amount or kind of compensation, advancement, work assignments, or other benefits. The Company may, however, in its sole discretion, award merit-based pay adjustments in an effort to recognize superior performance. The Company also reserves the right to make or withhold pay increases and adjustments based on many factors including but not limited to business conditions and individual performance. See also the [Transfers and Promotions](#) section of the Colleague Handbook.

Holiday Pay

As a colleague benefit, the Company designates certain holidays, and allows most colleagues to take these days off with pay. Holiday pay policies only apply to Company recognized holidays (even if the colleague works on-site at a client location). The Company reserves the right to establish and eliminate Company holidays and holiday pay in its sole discretion. For a list of Company holidays, refer to the Holiday Calendar on [Savista Central](#).

Holiday Pay

Holiday Pay is equal to a colleague's regular, straight-time hourly rate (1x) for the number of hours that the colleague would ordinarily work according to their schedule on the day on which the holiday falls, up to a maximum of 8 hours. All regular full-time and part-time colleagues are paid Holiday Pay only if the recognized Company holiday falls on his/her regularly scheduled workday. Holiday Pay is only paid for time not worked and does not apply towards any overtime calculation. PRNs, temporary colleagues and colleagues on a continuous leave of absence are not eligible for Holiday Pay.

Holiday Premium

If you hold a non-exempt (hourly) position and work on a recognized Company holiday, you will be paid an additional "Holiday Premium" for time worked on that holiday.

The Holiday Premium is equal to one-half (.5x) of the colleague's straight-time hourly rate of pay. Non-exempt colleagues who are required to work on a holiday receive their straight-time hourly rate (1x), plus the Holiday Premium (.5x), for all time worked on that holiday. Colleagues only receive the Holiday Premium if you work on a **recognized** Company holiday, which does not fall on weekends. Exempt (salaried) colleagues are not eligible for any holiday premium pay.

Combination of Holiday Pay and Holiday Premium

If a full-time, non-exempt (hourly) colleague works part of the day on a holiday and takes part of the day off, then that colleague would be eligible for a combination of Holiday Pay (for regularly scheduled hours not worked) and Holiday Premium (applicable to time worked on that holiday). No colleague will be paid more than 8 hours of combined Holiday Pay and Holiday Premium for the same holiday. If the colleague regularly works less than 8 hours per day, then the combined compensation for that holiday will be capped based on the colleague's regularly scheduled hours.

For example, assume that Mary is a colleague regularly scheduled to work 8 hours on Mondays. She earns \$10/hr. The upcoming Monday is a company-recognized holiday. Mary will come into work at her regularly scheduled time and work for 2 hours. Her manager then gives her the rest of the day off. Under this example, Mary would be paid her base pay + Holiday Premium (1.5x) for the 2 hours that

she worked. Mary would also receive 6 hours of Holiday Pay (1x) for her regularly scheduled shift that she did not work that day.

Holiday Premium: $(\$10 \times 1.5) \times 2\text{hrs} = \30

Holiday Pay: $(\$10 \times 1) \times 6\text{hrs} = \60

Total Pay for the Holiday: \$90

No Loans or Pay Advances

The Company does not allow pay advances except in certain very limited circumstances involving recoverable draws or other advance payments of future commissions. The Company does not issue personal loans for any reason unless (1) there is a legitimate business purpose for the loan, and (2) the Compliance Office determines that the loan is legal and does not give rise to any compliance concerns. In no event will any loan be made to an executive officer or director. See also the [Code of Ethics](#).

Overtime Pay

You may be required to work overtime from time to time.

Prior approval from your manager is required for a non-exempt colleague to work overtime.

Colleagues are not permitted to work unapproved overtime.

Federal law requires that colleagues holding a non-exempt position be paid an overtime premium for all time worked in excess of 40 hours per workweek (defined by the Company as beginning on Sunday and ending on Saturday). This overtime payment equals your hourly rate multiplied by 1.5 multiplied by the actual time worked that exceeds 40 hours in the workweek. Time not worked (for example, PTO, holidays, jury duty, bereavement, other leaves or paid benefits, etc.) does not count as time worked for purposes of calculating overtime.

Some states may require the payment of overtime for time worked beyond 8 or 12 hours in a day. The Company complies with all such laws.

As with all time worked, if you believe you earned overtime pay (or any other pay) and did not receive it, contact Payroll@SavistaRCM.com as soon as possible so that any discrepancies can be promptly addressed.

Pay Periods and Paychecks

Colleagues are paid bi-weekly, every other Friday.

Except as described in this paragraph, colleagues are paid one week in arrears, which means that pay received on a payday represents pay for all time worked during the full two-week period ending on the last Saturday before the payday. Overtime pay and reductions in PTO balances are also made one week

in arrears. In addition, certain commissions, bonuses, and other incentives are paid pursuant to the applicable bonus or incentive plan(s).

It is the Company's practice to pay colleagues through direct deposit. If you cannot receive direct deposit payments, you will be paid by live check that will be mailed to your home address.

The Company makes every effort to achieve 100% accuracy of your pay with each payroll cycle. You have a responsibility, however, to thoroughly review your own pay slip every pay period in order to validate that all wages, deductions, taxes and PTO are as expected based on time worked, your participation in the Company's benefits plans and your Form W4 designation. Pay details are ordinarily provided electronically, but you may elect paper pay slips by accessing [Workday](#) and changing your pay slip preference. Even if you are no longer an active colleague, you may log onto [Workday](#) for up to 30 days post-termination to view and download a copy of your pay slips and W2's. If you are unable to log onto [Workday](#), submit an HR ticket through the [Freshworks Service Desk](#) for assistance.

Except where state or local law requires, if you are underpaid by an amount equal to or more than one full day of pay, then Payroll will process a manual payment for that amount; any underpayment amounts of less than one full day of pay will be made in the next regularly scheduled pay cycle.

Except where state or local law requires or as otherwise set forth in the Sales Incentive Plan, all overpayments will be collected back through the payroll cycle; this ensures proper reconciliation of taxes and/or deductions, including 401(k) deferrals and match, and so that annual W2 reporting is accurate. Overpayments will be collected over the same period of time in which they were originally paid (i.e., if overpayment occurs over two pay periods, it will be collected back in two pay periods; the repayment of any bonus or incentive overpayment would be pursuant to the bonus or incentive plan).

Colleagues who are paid for more PTO than they had available to use may be required to repay the Company with a personal check payable to Savista. See also the [Paid Time Off](#) policy.

Payroll deductions

The Company is required by law to make certain deductions from your paycheck. Certain other deductions may be authorized or warranted by the circumstances. These deductions are described below.

- Deductions are directly impacted by the colleague's tax forms on file with the Company (such as IRS Form W-4). The Company relies on the tax forms that you have provided to calculate certain deductions. It is each colleague's responsibility to maintain current, accurate tax withholding forms at all times, including updated state residency information. You can update your tax forms as needed in [Workday](#).
- Federal Income Tax (FIT) is withheld from your gross earnings each pay period according to your authorization on the withholding statement (IRS Form W-4). If you claim "exempt" status, the

following conditions must be satisfied: (1) you had no tax liability for the prior year and (2) you anticipate no tax liability for the current year. No liability means your total tax liability was computed to equal zero.

- If your filing status or exemption allowances have changed since the last time you filled out a Form W-4, you should fill out a new one. A Form W-4 claiming exempt status expires annually on February 15th. You must complete a new Form W-4 to maintain an exempt status. Supplemental wage payments (such as bonuses) will be withheld for FIT at a flat rate of 22%. The tax on these supplemental wages is not based on your W-4, unless you have claimed exempt. The IRS Form will be available on [Workday](#) in January of each year for use in filing your income tax returns.
- State Income Tax (SIT) withholdings on regular wage payments will also be in accordance with the last state form you have provided. Any supplemental wage payments will be withheld at the supplemental withholding rate regardless of your state selections. State forms claiming exempt status should be completed annually as these typically expire in similar fashion as the federal form.

Social Security payroll taxes are collected under the authority of the Federal Insurance Contributions Act (FICA). These taxes are deducted from your gross earnings on a percentage basis fixed by the federal government. The amount withheld is matched by the Company and deposited to your credit with the federal government. You should review your pay slip to verify your Social Security number is correctly recorded in [Workday](#). Incorrect numbers can result in your deductions being credited to the wrong account. In addition, the name on your social security card must match the name recorded in the payroll system, and it is your responsibility to notify HR by submitting a ticket through the [Freshworks Service Desk](#) of any mismatch. If your income from the Company reaches the federal maximum for Social Security deductions for the year, your deduction for Social Security will temporarily stop, and will automatically begin again in the new calendar year.

- Medicare taxes (MED) are deducted from your gross earnings on a percentage basis fixed by the federal government.
- State Disability Insurance (SDI) and State Family Insurance is applicable in some but not all states. These taxes are deducted, where required, to provide income to you if you are eligible under applicable state law and cannot work because of non-work-related illnesses or injuries, or due to certain specific family obligations. SDI and State Family Insurance deductions are based on a percentage of your gross fixed wages up to a maximum amount fixed by law.
- Deductions may be made to cover your portion of the cost of benefits.
- Deductions may be made to correct the overpayment of wages in prior pay periods.
- Deductions such as wage garnishments may be required by law or court order. By law, the Company must honor any wage garnishments or other wage attachments issued by courts, government agencies, or otherwise obtained by creditors, and must remit the withheld amount

to the agency, court, or creditor. If your wages are attached in order to satisfy any such garnishment order, you will be notified as soon as reasonably possible, consistent with legal requirements. To prevent or discontinue such deductions, you must secure a proper release of the garnishment order from the applicable agency, court, or creditor, and ensure that the release is provided to the Company. The Company cannot assist you with obtaining any such releases and must comply with the existing garnishment order until it receives proper notice of a release.

- The Company may also take certain voluntary deductions as authorized in writing by you.

Generally, deductions cannot be made from the salaries of colleagues holding an FLSA- exempt position (a salaried position) based upon variations in the quality or quantity of work or due to absences initiated by the Company or by the Company's operating requirements. If a colleague holding an exempt position is ready, willing, and able to work, then ordinarily, the salary cannot be reduced, even if work is not available. Some exceptions may apply. For example, adjustments may be necessary to pay the proportionate part of your salary for the time actually worked during the first or last week of employment. For another example, a salaried colleague may be temporarily converted to an hourly colleague in order to account for intermittent leave. For another example, deductions may be made for unpaid disciplinary suspension imposed due to serious infractions of workplace conduct rules or pending investigation thereof.

If you are a colleague holding an exempt position and believe that you have been subjected to a compensation adjustment in violation of this policy, report the issue to Human Resources immediately, so that the Company can investigate the matter, and rectify any inappropriate underpayment. See also the [Employment Status](#) and [Time Off Benefits](#) sections of the Colleague Handbook.

Relocation

The Company may pay relocation expenses on your behalf in its sole discretion if your new job location is at least 50 miles farther from your old job location, and the relocation is required by the Company. Relocation reimbursement is not permitted unless pre-approved in writing by senior management and Human Resources. If the Company intends to reimburse any relocation expenses, the Company will provide a written agreement for you to sign, which sets forth the terms and conditions pertaining to such payments. If applicable, the Company, at its option, may reimburse you directly for relocation expenses, may pay you a relocation bonus, or may pay the Company's relocation services provider directly. If you are required to use the Company's relocation services provider, the provider will assign a Company-preferred moving company and arrange direct billing to the Company. If you receive any relocation assistance and then resign or are terminated for cause within 24 months of receiving the relocation assistance, you will be required to repay a prorated share of the relocation assistance to the Company. For more details on the Company's relocation practices, submit an HR ticket through the [Freshworks Service Desk](#).

Rest Periods

To facilitate productivity, appropriate rest, and compliance with the law, the Company requires certain teams and colleagues to take mandatory breaks. Generally, colleagues holding a non-exempt position are expected to take two 15-minute rest periods, away from the work area, one in the morning and one in the afternoon. Your manager will approve and/or schedule rest periods with appropriate regard for client needs and other business requirements. Time spent on these 15-minute rest breaks will be compensated; however, you are expected to respect break privileges by taking no longer than 15 minutes, and not disrupting other colleagues who are not on break. Some states have laws governing the frequency and duration of breaks. The Company complies with all such state laws and requires colleagues to take breaks consistent with those laws. Any additional breaks are non-compensable.

Rest periods do not accrue, cannot be used to prolong lunch breaks, to make up for reporting to work late, or for leaving early. You will not receive additional compensation for unused rest periods. Abuse of rest breaks may result in corrective action as described in the [Performance Management](#) section of the Colleague Handbook.

Exempt (salaried) colleagues are not subject to the laws requiring rest periods so are not required to take any particular rest periods during the workday. Rather, exempt (salaried) colleagues are expected to manage their own rest periods and meal breaks in light of client demands, business need and other job responsibilities.

Severance/Separation Pay and Retention Pay

The Company does not maintain any mandatory severance benefits or other mandatory separation pay plans or programs. No colleague is entitled to any severance benefits or separation pay except as the Company may agree from time to time as set forth in a written agreement, signed by an authorized executive (at the SVP level or above), which clearly and explicitly promises such payments. For example, in some cases, full-time colleagues who lose their jobs with the Company due to a reduction in workforce, sale of a subsidiary, position elimination, or other corporate restructuring may be offered severance benefits or separation pay, but any such offer would be made, if at all, in the sole discretion of the Company. Any and all severance benefits and separation pay is or will be subject to a written release and waiver of claims, executed by the recipient, in a form acceptable to the Company in its sole discretion.

Severance benefits and separation pay are not guaranteed and are not a vested job right. If severance benefits or separation pay are offered, then the Company will determine what amount, if any, will be offered, and under what conditions, in its sole discretion. The Company's past severance-benefits or separation-pay practices have no bearing on the Company's future practices, and do not constitute a guarantee or promise to anyone of any future benefits or pay.

In some cases, the Company may, in its sole discretion, offer retention pay or a retention bonus to colleagues as the Company deems appropriate. No colleague is entitled to any retention pay or retention bonus except as the Company may agree from time to time in a written agreement, signed by a Company executive, which clearly and explicitly promises such payments. If retention pay or a retention bonus is offered, then the Company will determine what amount, if any, will be offered, and under what conditions, in its sole discretion. The Company's past retention-pay or retention-bonus practices have no bearing on the Company's future practices, and do not constitute a guarantee or promise to anyone of any future benefits or pay.

Severance pay, separation pay and retention pay are subject to all applicable taxes and other withholdings but do not count as earnings for purposes of any bonus or incentive calculation nor for purposes of accrual under any Company benefit plan or program.

Timekeeping

Colleagues In Non-Exempt Positions

If you are a non-exempt (hourly) colleague, the Company relies on you to report actual time worked each day, including but not limited to any overtime worked. It is your responsibility to clock in ("check in" in [Workday](#)) from your workstation when you begin to work, clock out ("check out" in [Workday](#)) for lunch breaks, clock back in after you return to your designated workstation, and then clock out from your desk computer at the conclusion of your work day. If you experience any difficulty logging in or out of the time tracking system, notify your manager immediately, and contact the [Freshworks Service Desk](#) so that any such issues can be resolved. Any time tracking from your mobile device is prohibited.

All time worked must be reported. Time worked is all the time you actually spend performing assigned job duties. This includes time spent reading and responding to work emails, attending company meetings, and certain training. You are strictly prohibited from working "off the clock," performing any unpaid work for the Company, and performing work without accurately reporting the time worked. For example, you must report all work performed while at home, all work performed before or after normal work hours, and all work performed during a lunch break. Similarly, if you work any overtime, whether approved or unapproved, all of that time must also be reported in the time tracking system. There are no exceptions to this rule.

It is your responsibility to submit your time record each week. It is also your responsibility to record your absences in [Workday](#). This ensures that you are paid for all time worked and are not paid for time that you were not working. By submitting the time record to the Company each week, you are certifying to the Company that your time record is accurate.

Falsifying a time record to reflect that you worked more time than you did is tantamount to theft and will be treated accordingly. For example, clocking in or out from the parking lot, hospital lobby,

elevator bank, or any location other than your designated workstation is strictly prohibited. Similarly, clocking in or out for any colleague other than yourself is strictly prohibited.

Any errors in your timecard should be reported immediately to your manager so that they can be promptly corrected.

Overtime

All non-exempt colleagues must stop work and clock out no later than five minutes after their work shift ends, unless the colleague obtains prior written approval from his or her manager to work overtime. Working any time in excess of one's scheduled shift without prior approval from management is not permitted. Falsifying time records is also strictly prohibited as discussed above.

When required by staffing shortages, emergencies, client demands or other unexpected circumstances, you may request to work overtime, or may be required by management to work overtime. When this occurs, management will provide as much advance notice as possible under the circumstances and will reasonably attempt to distribute overtime work fairly and reasonably within and among teams.

Non-exempt (hourly) colleagues who are required or permitted to work overtime will receive overtime pay for all time worked in excess of forty hours in any work week, unless otherwise required by state law. For purposes of calculating overtime pay, time worked includes only time actually spent working. Time not worked (for example, PTO, holidays, paid sick leave, medical leave, family leave, jury duty leave, bereavement leave, other leaves or paid benefits, etc.) does not count as time worked for purposes of calculating overtime.

The overtime premium equals 0.5 times the colleague's straight-time hourly rate multiplied by the actual time worked that exceeds 40 hours in the applicable workweek. For colleagues in certain states who work excessive overtime, the premium may be different. Refer to your state-specific policy for more information.

Colleagues In Exempt Positions

Colleagues holding a position classified as exempt (salaried) are generally required to complete a timekeeping record only under the following circumstances:

- To report PTO or other paid time off taken under any of the Company's various benefits programs (e.g., bereavement leave, jury duty leave, etc.);
- To report time off taken as part of a leave of absence;
- To report Heart & Soul time;
- To track time spent on projects for which labor is capitalized;

- To track time spent on client projects which require the tracking hours for contract-related or other specific business reasons.
- To track intermittent leave time, a colleague may be temporarily changed to non-exempt (hourly) status for time tracking purposes.

No Docking

No manager may request or require a colleague holding a non-exempt (hourly) position to work off the clock or knowingly fail to discipline a colleague for working off the clock. Similarly, no manager is permitted to alter a colleague's timekeeping record without the consent of the affected colleague (to correct time tracking errors), and no manager has the authority to refuse pay to a non-exempt colleague for overtime or any other time actually worked. If you are a non-exempt (hourly) colleague and you believe this policy has been violated, submit an HR ticket through the [Freshworks Service Desk](#) immediately so that the Company can correct any issues.

Tracking Time Off

All colleagues must report all PTO used as well as any and all other leave taken, including but not limited to jury duty leave, bereavement leave, intermittent medical leave and intermittent family leave, etc. The accurate and timely submission of timekeeping records is your responsibility. If you do not submit an accurate timekeeping record in accordance with the Company's policies and practices, you should expect a delay in payment, a correction in a subsequent pay period, or possible loss of benefits.

Timecard Approvals

Your manager is required to review and approve timekeeping records. If you have any concerns about the accuracy of your timekeeping records or about the Company's timekeeping practices and procedures, you should discuss those concerns with your manager. You may also submit questions to Payroll@SavistaRCM.com.

Training

Mandatory/Required Training

You may be required from time to time to attend job-specific training, compliance training, security training, safety training or other Company-required training as part of your employment with the Company. Generally, it is expected that you will attend any and all mandatory training during your regular work hours. If you are a non-exempt (hourly) colleague and your manager determines that it is mandatory for you to attend training, then you must record the training time as time worked so that

you will be paid for the time spent in training. The Company, in its sole discretion, may limit the time you are permitted to spend in training.

Optional/Voluntary Training Resources

The Company offers a wide variety of optional/voluntary training courses and other training resources that colleagues are free to access on their own personal time. These training courses and other resources cover a range of topics including, among others, leadership, communication, business writing basics, emotional health and other “self-help” topics. These resources are generally provided free of charge to any and all colleagues who wish to access the programs. If you choose to take any non-mandatory training courses, you do so in your own discretion and on your own time. The time you spend utilizing these Company-provided resources is not compensable time, and you must not report the time as time worked unless your manager expressly requires you to take the training.

Travel Pay for Non-Exempt Colleagues

General Information and Rules

It is recommended that non-exempt colleagues travel only during their regularly assigned work hours (e.g., between the hours of 8:30 a.m. and 5:30 p.m., Monday through Friday). If you are a non-exempt colleague and you travel for business at the Company’s request outside of your regularly assigned work hours, the time you spend traveling may or may not be compensable. The traveler and his or her manager are encouraged to discuss this before undertaking any travel. If you are not sure about the travel time compensation requirements applicable to a particular situation, submit an HR ticket through the [Freshworks Service Desk](#) before scheduling the non-exempt colleague travel.

Travel Pay for A One-Day Assignment

Commuting to one’s regular work location is not compensable time. However, if a non-exempt colleague travels to a designated location other than his/her regular work location for a one-day assignment, he/she must be paid for all travel time, as this type of same-day travel time is considered to be time worked. The Company, however, may deduct the colleague’s normal commuting time from the time considered to have been worked. For example, if a colleague’s normal commuting time is 30 minutes each way, the Company may deduct up to 60 minutes (30 minutes each way) from the colleague’s same-day- travel time.

Travel Pay for Overnight Assignments

For overnight trips, travel time for non-exempt colleagues is compensable at a rate of \$9.25 (or the applicable minimum wage, if higher), only when it occurs during the colleague’s normal workday hours, regardless of the day of the week. For example, if a colleague ordinarily works 8:30 a.m. to 5:30 p.m.,

Monday through Friday, and if the Company then requires that same colleague to travel on a Sunday for Company business, then any travel that occurs on that Sunday between the hours of 8:30 a.m. to 5:30 p.m. is compensable at \$9.25 per hour (or the applicable minimum wage, if higher). If the same colleague travels from 7:00 p.m. to 10:00 p.m., then the time is generally not compensable, regardless of the day of the week in which the travel occurs.

See also the [Travel and Expense Policy](#) on [Savista Central](#).

Unemployment Compensation

Unemployment insurance benefits are payments to eligible workers who become unemployed due to layoff, reduction in force, position elimination and certain other causes. These benefits are administered by the applicable state agencies under state and federal laws and are financed by a payroll tax paid by the Company. Benefits and eligibility vary by state. Contact your state's unemployment office with any questions about unemployment benefits.

Benefits

Benefits Practices

Eligible colleagues are offered a wide range of benefits according to the terms and conditions of each applicable benefit plan. The effective date of each insurance benefit is listed in the terms of each applicable benefit plan.

With limited exception for colleagues on certain types of short-term leave, only those colleagues working 30 hours or more per week are eligible to participate in the Company's Group Health Plan, regardless of whether they are regular or temporary colleagues. Variable hour colleagues who are expected to work at least 30 hours a week when averaged over each month are included as part of this eligible group. Variable hour colleagues who are expected to work less than 30 hours a week but who actually work at least 30 hours per week when averaged over the prior 12 months will become eligible to participate in the Group Health Plan in the following year. Eligibility is determined annually by the Company in accordance with applicable law.

To ensure compliance with the Patient Protection and Affordable Care Act, the Company may, in its sole discretion, make an offer of group health benefits to certain staff provided to the Company through a staffing agency or professional employer organization (PEO). Regardless of whether such an offer of benefits is made, agency-provided staff and PEO-provided staff are not colleagues of the Company and are not eligible to participate in the Company's Group Health Plan or any other Company-sponsored benefits.

New colleagues who wish to enroll for benefits are required to complete benefits enrollment within the first 31 calendar days of employment start date. All eligible colleagues are required to complete benefits reenrollment, as defined, on an annual basis during the annual enrollment period. If you fail to complete enrollment during the enrollment period, you are ineligible for most benefits until the next enrollment period, unless you experience a qualified change in circumstances. You are also required to certify dependent status annually as part of the benefits enrollment/ reenrollment process.

The effective date of benefits may vary. Medical, dental and vision coverage are effective the first of the month following or coincident with the first 30 days of active employment. The effective date for

each Company-sponsored benefit is provided to each colleague during the colleague's initial Benefits Enrollment session.

With limited exception for colleagues on certain types of short-term leave, and except as may be required by law for certain variable hour colleagues, all medical, dental and vision insurance will terminate on the last day of the month in which you cease to work at least 30 hours per week for the Company regardless of the reason for the reduction of hours or termination of employment. If your status is inactive due to a bona fide leave of absence, all medical, dental and vision insurance will terminate on the last day of the month following the 90th day of inactive status.

However, colleagues may be eligible under certain circumstances to extend benefits, at their own expense, under COBRA (see the [COBRA](#) policy below). If your employment is terminated for any reason (by you or by the Company), all other insurance, fringe benefits and other employment-related benefits terminate on the last day worked, regardless of the reason for the termination.

Although the Company intends to provide a competitive benefits package to its colleagues, it reserves the right to add, change, or discontinue any and all of its benefits programs, at any time in its sole discretion, with or without notice, except to the extent otherwise required by law.

Under the law, you and your family member(s) have the responsibility to report a divorce, legal separation, or of a child losing dependent status under the Company's Group Health Plan to savistabenefits@lockton.com within 60 days of the date of the event or the date in which coverage would end under the Plan because of the event, whichever is later. You are also responsible for notifying savistabenefits@lockton.com of Medicare entitlement.

Providing inaccurate or false information in order to secure benefits for yourself, a dependent, or any other person is a violation of Plan terms and this policy, and in some cases, falsification of insurance-related records may constitute fraud. Actual or suspected fraud may be reported to the applicable insurance carriers, underwriters, or appropriate regulatory authorities in addition to disciplinary actions up to and including terminations.

A summary of each of the Company's benefit plans can be found on [Savista Central](#). Details of the benefits plans are contained in each plan's Summary Plan Description (SPD) also located on [Savista Central](#). In the event information in the summaries or the SPD's conflicts with a benefit plan's full plan document, the SPD will govern.

COBRA

COBRA means the federal Consolidated Omnibus Budget Reconciliation Act. If you, your spouse, or dependent child(ren) are covered by the Company's Group Health Plan, you have the right to choose

continuation of coverage at group rates if you lose your group health coverage due to certain qualifying reasons. Any COBRA continuation is at your own expense.

Before electing continuation of benefits under COBRA, you may want to consider and compare health coverage available through the Health Insurance Marketplace (Marketplace). Qualified beneficiaries may be eligible for a premium tax credit (a tax credit to help pay for some or all of the cost of coverage in plans offered through the Marketplace) and cost-sharing reductions (amounts that reduce out-of-pocket costs for deductibles, coinsurance and copayments), and may find that Marketplace coverage is more affordable than COBRA. Visit www.healthcare.gov for more information.

If you have elected COBRA coverage under the law, you and your family member(s) have the responsibility to inform the Company's COBRA administrator, Wage Works, of a divorce, legal separation, or of a child losing dependent status under the Company's Group Health Plan within 60 days of the date of the event or the date in which coverage would end under the Plan because of the event, whichever is later. You are also responsible to notify Wage Works of Medicare entitlement. You can contact Wage Works at [1-877-722-2667](tel:1-877-722-2667). Once you provide notification that one of these events has happened, you will be provided with detailed information of your right to COBRA continuation coverage, and the COBRA application process.

For more information, please refer to the Initial COBRA Notice you received at the time you were hired, view the [COBRA](#) policy posted on [Savista Central](#), contact Human Resources at savistabenefits@lockton.com and/or visit www.healthcare.gov.

Workers Compensation

If you are injured on the job, however, no matter how small the injury, you must report the claim by submitting an HR ticket through the [Freshworks Service Desk](#), as well as to your manager and your HR Business Partner so that the Company can ensure timely reporting to the applicable workers' compensation carrier.

Workers' compensation provides certain benefits for job-related injury or illness under certain circumstances. These benefits may include compensation for work time lost and for related medical expenses. Workers' compensation does not provide any entitlement to a leave of absence or time off work. If you must miss work due to any medical condition or medical treatment, you may be eligible for leave under other programs, but you must apply for such leave. Refer to the [Family and Medical Leave](#) and [Other Unpaid Medical Leave](#) sections of the Colleague Handbook for information on how to apply for a leave of absence.

Any "lost wage" workers compensation benefits are payable only after a legally mandated waiting period elapses. The length of time for the waiting period varies by state. During the waiting period, you may be required or permitted to use any unused PTO you have available. Some states require the Company to provide Paid Sick Leave, and these requirements are ordinarily met through the

Company's ordinary PTO program, but if you have Paid Sick Leave other than PTO available, you are required to use Paid Sick Leave; if Paid Sick Leave or PTO is not used during the waiting period, you may or may not receive any compensation during the waiting period.

Workers' compensation benefits may vary from state to state, and the benefits are approved, denied, and otherwise administered consistent with each state's requirements. In most or all states, your disability must be certified by a panel physician before you can be eligible to receive any lost wage benefits. A list of panel physicians may be obtained from the workers' compensation insurance carrier. If you work in an office, you may also view the list of panel physicians posted on the bulletin board in the main common areas of the office. You may select any panel physician. In most states, you may change your panel physician selection only once during treatment of your work-related injury or illness. A drug screen may be required after a work-related injury, if you had to seek medical treatment and/or submit a workers' compensation claim for the injury.

If you participate in Company-sponsored sports activities or other activities which are voluntary in nature, such as utilizing an on-site fitness center or other office amenity, you do so at your own risk. The Company is not responsible for any injuries suffered during these activities and they are not covered by workers' compensation. You may be required to sign a release and waiver of claims in order to participate in such activities.

Any report of a fraudulent claim for workers' compensation benefits, and or any support of a claim which you know to be fraudulent, violates this policy, and may or may not violate the law. Actual or suspected fraud may be reported to the applicable insurance carriers, underwriters, or appropriate regulatory authorities. If you know about a fraudulent claim and fail to report that information to Company management, that failure to report may result in disciplinary action up to and including termination of employment.

For state-specific details regarding these benefits, contact LeaveInfo@SavistaRCM.com.

Time Off Benefits

All regular full-time, adjusted-full time, and part-time colleagues of the Company are eligible for paid time off benefits. Temporary and PRN colleagues are not eligible for paid time off, except as may be required by any applicable state Paid Sick Leave mandates.

Paid Time Off (PTO)

Purpose

The Company offers paid time off (“PTO”) to eligible colleagues, subject to certain conditions. PTO is a Company-paid benefit, which may be used for any purpose (vacation, illness, preventative care, school activities, child-care, parental care, self-care, or any other personal commitment). This policy meets all applicable state requirements for Paid Sick Leave.

This policy does not cover specific call-out procedures, leave of absence programs, specific scheduling requirements, or specific attendance requirements. Refer to the Colleague Handbook for such other policies and procedures and talk to your manager if you have questions or concerns.

Policy

Distinct rules apply depending on whether you reside in an Accrual State or a Non-Accrual State. Refer to the correct addendum for your state of residence. For example, whether PTO expires at the end of each calendar year, whether PTO carries over from one year to the next, and whether unused PTO is paid out upon separation from employment, all depends on the state in which you reside.

See the applicable PTO Addendum for the state in which you reside: Accrual States include only the following:

- California
- Colorado
- Illinois
- Kentucky
- Maine
- Massachusetts
- Montana
- Nebraska
- North Dakota

Non-Accrual States include all other states and the District of Columbia.

Available PTO

The amount of PTO made available to you is determined by the length of service and regularly scheduled hours. You may view available PTO by logging into [Workday](#). [Workday](#) reflects your PTO balance. If you are concerned [Workday](#) does not reflect an accurate balance, Submit an HR ticket through the [Freshworks Service Desk](#).

Requesting PTO

1. All PTO should be scheduled as far in advance as possible so management can plan around your absence and maintain operations.
2. If you have an emergency that does not permit advance scheduling, you may request PTO upon your return to work, provided you have followed all applicable call-out and return-to-work procedures.
3. Before scheduling any PTO, confirm you have sufficient PTO available by checking your balance in [Workday](#).
4. If you have sufficient PTO available or will have sufficient at the PTO at the time you take the time off, then submit the request in [Workday](#).
5. If you do not or will not have sufficient PTO available as of the date you plan to take it, do not submit a request for it.
6. In the event of an emergency, follow applicable call-out procedures for your location and team, and input your PTO request as soon as you return to work. PTO requests that are not submitted timely may be denied.
7. Unexcused absences are not eligible for PTO.
8. Failure to timely record PTO taken may result in disciplinary action, up to, and including, termination of employment. See also the [Timekeeping](#) section in the Colleague Handbook.
9. Additional procedures for requesting and approving PTO may apply depending on location variations in job duties, and client needs and/or expectations.
10. It is the colleague's responsibility to input their PTO into [Workday](#). However, if the colleague is unable to enter PTO due to unforeseen circumstances, the manager may input PTO on their behalf. It is the colleague's responsibility to verify timecard accuracy prior to submission to payroll.

Unplanned Absences

If you are unable to schedule an absence in advance due to an unforeseen circumstance, follow the Company's call out procedures. If you fail to follow the call-out procedures, the absence will be deemed unexcused. PTO cannot be used for unexcused absences.

The Company maintains a "no fault" attendance policy, which results in a written corrective action for any colleague who incurs more than 3 unplanned absences within a rolling 6-month period.

As a limited exception to the above rule, the Company permits up to 6 unplanned absences for sick leave within a calendar year (7 unplanned sick leave absences for colleagues whose place of residence is in the District of Columbia), but only if the colleague is unable to schedule the absences in advance due to an unforeseen circumstance. If you incur more than 6 unplanned absences (more than 7 for any colleague who resides in the District of Columbia), you will receive a written corrective action.

Unexcused Absences

An unexcused absence is any absence that violates the [Attendance](#) policy. Examples include absences resulting from abandoning your workstation prior to the conclusion of your scheduled shift, reporting late to work without prior approval, any no-call/no-show absence, any failure to call out one hour ahead of the scheduled start time of your shift, etc.

For any multiple day absences, you are required to call out each day of absence at least one hour ahead of scheduled start time of your shift.

PTO may not be used for unexcused absences.

PTO Entry for Certain Leave Types

1. If you are taking PTO for any of the following reasons, select “Paid Sick Leave” from the dropdown menu:
 - a. Illness
 - b. Injury
 - c. Medical Appointment
 - d. Dental Appointment
 - e. Vision Care Appointment
 - f. Any of the above for your spouse, parent, child or registered domestic partner
2. If you are taking PTO for any of the following reasons, select “Family/Medical Leave” from the dropdown menu:
 - a. Approved FML Family Leave
 - b. Approved FML Medical Leave

Management Discretion

1. With limited exception, management may approve or deny any request for time off to meet business needs, regardless of whether you have PTO available. If your manager denies a request for PTO, you are not permitted to take that time off.
2. Colleagues are encouraged to discuss any concerns about denied PTO with their managers.
3. It may not always be possible to have one’s first choice of PTO dates, even if you have PTO available, and even if you have attempted to schedule the PTO in advance.
4. For time off immediately before or after any Company holiday or during any other periods in which PTO requests are high, such as Spring Break, management may use any fair and objective system or criteria for prioritizing PTO requests, including, but not limited to, a lottery system, colleague seniority, a rotation system, performance history, absence history, prior PTO usage, etc.

Exceeding Available PTO

Borrowing of PTO is not permitted except in certain, specified circumstances applicable only in Accrual States. Colleagues in Non-Accrual States are not permitted to borrow PTO.

Allowable PTO increments

Non-Exempt (Hourly) Colleagues. Colleagues holding a position classified as non-exempt (hourly) may take PTO in increments as small as one minute, not to exceed daily scheduled hours. The PTO balance of these colleagues will be reduced according to the reported PTO usage.

Exempt (Salaried) Colleagues. The PTO balance of colleagues holding a position classified as exempt is reduced only when the colleague takes PTO for 4 hours in a day. Salaried colleagues are not permitted to take PTO in increments smaller than 4 hours. When recording PTO taken, salaried colleagues must record PTO in an amount equal to 4 or 8 hours.

Other Applicable Policies

Attendance policies. This PTO program does not create any rights for any colleague to be absent from work at any time (except in certain circumstances involving sick leave, if applicable in the employee's state of residence). All absences must be scheduled pursuant to the Company's [Attendance](#) policy. The availability of PTO does not excuse any colleague from the responsibility to maintain good attendance and to communicate with management in a timely manner.

Call-Out procedures. If you are unable to report to work due to unavoidable circumstances, follow the call-out procedures that apply to your team. The Company serves clients in multiple locations across the country, often on site at hospitals, clinics, or other sites on or near a hospital campus. Call-out procedures may vary and should be confirmed with your direct manager.

Leaves of absence. The Company provides certain types of leave, such as Family Leave, Medical Leave, and Bereavement Leave. PTO usage is mandatory for certain types of leave and optional for others. For more information about the Company's leave programs, policies, and procedures, refer to the [Leave/Worker's Comp](#) page under the HR Hub tab on [Savista Central](#), or refer to the Colleague Handbook on [Savista Central](#), or contact Leave Administration at Leaveinfo@SavistaRCM.com.

Employment status. Regular, Full-Time colleagues are expected to work a regular, full-time schedule. Nothing in this policy should be interpreted as permission to modify one's regular work schedule without prior, written consent from management and Human Resources.

Full-Time/Part-Time changes. Colleagues changing from full-time to part-time status or vice versa, will have their PTO frontload or accrual rate adjusted accordingly. PTO may be adjusted throughout the year if average hours drops below or rises above the set increments.

Adjustments take place on the date on which the colleague's modified schedule begins.

Unplanned office closure. Please refer to the Colleague Handbook, page 77 for more information.

No unpaid personal time off. The Company does not offer personal leave. Managers therefore do not have the authority to approve requests for unpaid time off, unpaid personal time, unpaid personal leave, or any similar type of absences. For more information about the Company's leave programs, policies, and procedures, refer to the [Leave/Worker's Comp](#) page under the HR Hub tab on [Savista Central](#), and/ or refer to the Colleague Handbook on [Savista Central](#), and/or contact your Human Resources Business Partner, and/or contact Leave Administration at Leaveinfo@SavistaRCM.com.

Relocation

Any colleague who relocates to another state will participate in the PTO plan established for the new state, starting with the first day of the colleague's relocation to that state. Each colleague is responsible for updating his or her own address in [Workday](#) no later than the date of relocation. Colleagues who fail or refuse to disclose their home address in a timely manner may be terminated from employment and may also be subject to tax or other penalties. The Company reserves the right to share location and payroll records with all applicable state and tax authorities.

Acquisitions/Mergers with other entities

From time to time, the Company may acquire other companies or enter into outsourcing agreements with its clients. If this occurs, the Company may implement a PTO transition plan related to the acquisition of the other company or the integration of the outsourced resources. These transition plans may include practices that differ, for a defined period of time, from this policy. In these cases, the Company will provide a written explanation of the transition plan to the affected individuals. No person should assume any such transition plan unless they have received a communication from Human Resources describing the specific terms of the transition plan.

Paid Sick Leave

This policy is designed to comply with applicable paid sick leave laws, pursuant to which you may use PTO for: (1) diagnosis, care, or treatment of an existing health condition of, or preventive care for, yourself or your family member, and (2) if you are a victim of domestic violence, sexual assault, or stalking: to seek medical attention for injuries; to obtain services from a domestic violence shelter, program or rape crisis center; to obtain psychological counseling; or to participate in safety planning and take related actions such as temporary or permanent relocation.

The Company will not retaliate against any person for using PTO for any of these purposes. Consistent with Company policy, you may be required to use PTO concurrently with certain other types of leave, such as Family and Medical Leave (also called FML), and non-FML medical leave.

See the following for additional information about local paid sick leave rights, which may be applicable, depending on your location:

- Arizona:** [AZ Paid Sick Leave Notice](#)
- California:** [CA Paid Sick Leave Notice](#)
- Colorado:** [CO Paid Sick Leave Notice](#)
- Connecticut:** [CT Paid Sick Leave Notice](#)
- District of Columbia:** [DC Paid Sick Leave Notice](#)
- Illinois:** [IL Paid Sick Leave Notice](#)
- Maine:** [ME Paid Sick Leave](#)
- Maryland:** [MD Paid Sick Leave Notice](#)
- Massachusetts:** [MA Paid Sick Leave Notice](#)
- Michigan:** [MI Paid Sick Leave Notice](#)
- Minnesota:** [MN Paid Sick Leave Notice](#)
- Nevada:** [NV Paid Sick Leave Notice](#)
- New Jersey:** [NJ Paid Sick Leave Notice](#)
- New Mexico:** [NM Paid Sick Leave Notice](#)
- New York:** [NY Paid Sick Leave Notice](#)
- Oregon:** [OR Paid Sick Leave Notice](#)
- Rhode Island:** [RI Paid Sick Leave Notice](#)
- Vermont:** [VT Paid Sick Leave Notice](#)
- Washington:** [WA Paid Sick Leave Notice](#)

Policy changes

While the Company endeavors to comply with all state and federal laws governing paid sick leave and emergency leave, these requirements can rapidly evolve, and the Company may alter, revise, update, or terminate this Policy at any time in its sole discretion.

Non-Accrual states PTO policy addendum

This Addendum applies only to those colleagues who do not reside in California, Colorado, Illinois, Kentucky, Maine, Massachusetts, Montana, Nebraska, or North Dakota (known collectively, as the “Accrual States”). Colleagues who reside in a Non-Accrual State do not accrue PTO.

All regular, full-time colleagues receive a “frontload” of PTO on an annual basis as described in the following table, with the exceptions set forth below.

Length of Employment	Maximum PTO Time Available Each Calendar Year
0 – 3 Years	136 Hours
4 – 6 Years	160 Hours
>7 Years	200 Hours

- Colleagues who begin full-time employment with the Company after January 1, receive a prorated frontload based on the number of biweekly pay periods remaining in the year.

Full time colleagues on an approved FMLA leave of absence as of December 31 are not eligible for any frontload until they return to work, except as follows: any colleague whose leave of absence began between December 1 and December 31 of the prior year will receive a prorated frontload on January 1 equal to 40 hours. Upon the colleague’s return to work, the colleague will receive the remainder of the frontload set forth in the chart above. To be eligible for any such frontload, the colleague must be on an approved FMLA leave of absence. For more information about the Company’s leave programs, policies, and procedures, [Leave/Worker’s Comp](#) page under the HR Hub tab on [Savista Central](#), or refer to the Colleague Handbook on [Savista Central](#), or contact Leave Administration at Leaveinfo@SavistaRCM.com.

All regular colleagues, working fewer than 35 hours per week, are awarded PTO on an annual basis as described in the following table, with the exceptions set forth below.

Length of Employment	Less than 20 Hours per Week	20 Hours per Week	21 - 24 Hours per Week	25 - 29 Hours per Week	30 - 34 Hours per Week
0 – 3 Years	0	68 Hours	85 Hours	102 Hours	119 Hours
4 – 6 Years	0	80 Hours	100 Hours	120 Hours	140 Hours
>7 Years	0	100 Hours	125 Hours	150 Hours	175 Hours

Each colleague’s PTO rate is as set forth in the charts above is automatically adjusted on January 1 of the year in which the colleague is expected to attain the 4th or 7th anniversary of employment start date.

Time Off Work When Colleague Has No Available PTO

Time off work once a colleague’s available PTO has been expended is generally not permitted. Limited exceptions apply.

Expiration of PTO

All unused PTO (including any unused Paid Sick Leave) expires on December 31 of each year. It does not carry over from one calendar year to the next.

Accordingly, if you do not use the PTO you have available to you in the then-current calendar year, then that PTO will automatically expire.

PTO (including any Paid Sick Leave) is intended to be used during employment.

Frontloaded PTO (including frontloaded Paid Sick Leave) is not a benefit that is subject to accrual or vesting. All unused PTO (including unused Paid Sick Leave) expires on your last day of employment, regardless of the reason for separation from employment. PTO is not paid out upon separation from employment and cannot be used to fulfill any resignation notice period. For avoidance of any doubt: Paid Sick Leave is not paid out upon separation from employment and cannot be used to fulfill any resignation notice period.

Accrual States PTO Policy Addendum

This policy applies only to those colleagues who reside in California, Colorado, Illinois, Kentucky, Maine, Massachusetts, Montana, Nebraska, or North Dakota (known, collectively, as the “Accrual States”).

All regular, full-time colleagues accrue PTO time at the rate described in the following table.

Length of Employment	Maximum PTO That May Accrue Each Year	Pay Period Accrual
0 – 3 Years	136 Hours	5.23 Hours
4 – 6 Years	160 Hours	6.15 Hours
>7 Years	200 Hours	7.69 Hours

All regular colleagues working fewer than 35 hours per week accrue PTO time at the rate described in the following tables.

Scheduled 20 Hours Per Week:

Length of Employment	Maximum PTO That May Accrue Each Year	Pay Period Accrual
0 – 3 Years	68 Hours	2.62 Hours
4 – 6 Years	80 Hours	3.08 Hours
>7 Years	100 Hours	3.85 Hours

Scheduled Between 21 and 24 Hours per Week:

Length of Employment	Maximum PTO That May Accrue Each Year	Pay Period Accrual
0 – 3 Years	85 Hours	3.27 Hours
4 – 6 Years	100 Hours	3.85 Hours
>7 Years	125 Hours*	4.81 Hours

*All accruals are subject to the 120-hour cap. Colleagues may accrue greater than 120 hours of PTO in a given year only if the colleague uses some of their accrued PTO.

Scheduled Between 25 and 29 Hours per Week:

Length of Employment	Maximum PTO That May Accrue Each Year	Pay Period Accrual
0 – 3 Years	102 Hours	3.92 Hours
4 – 6 Years	120 Hours	4.62 Hours
>7 Years	150 Hours*	5.77 Hours

Scheduled Between 30 and 34 Hours per Week:

Length of Employment	Maximum PTO That May Accrue Each Year	Pay Period Accrual
0 – 3 Years	119 Hours	4.58 Hours
4 – 6 Years	140 Hours*	5.38 Hours
>7 Years	175 Hours*	6.73 Hours

*All accruals are subject to the 120-hour cap. Colleagues may accrue greater than 120 hours of PTO in a given year only if the colleague uses some of their accrued PTO.

Colleagues who are regularly scheduled to work less than 20 hours a week are generally not eligible for PTO.

PTO Accrual Cadence

PTO is earned, accrued, and posted each pay period. Colleagues who work any portion of a pay period will receive PTO accrual as if the colleague worked the entire pay period.

The applicable PTO rate based on the above PTO schedule changes on January 1 of the year in which the colleague attains the 4th and 7th anniversaries of employment.

In the unlikely event that a Paid Sick Leave mandate requires acceleration of the accrual rate, the accelerated accrual will apply only to the extent necessary to meet the minimum requirements of the Paid Sick Leave mandate.

PTO Does Not Accrue During Certain Leaves of Absence

Except for the following enumerated reasons, PTO does not accrue during any absence:

1. PTO continues to accrue on Company holidays (unless the colleague is on leave during that holiday);
2. PTO continues to accrue during the first 5 days of jury duty (see the Company’s Jury Duty Leave Policy.)
3. PTO continues to accrue during Bereavement Leave (see the Company’s Bereavement Leave Policy.)

Some examples of situations in which PTO does not continue to accrue include the following:

1. PTO does not accrue during Family and Medical Leave (regardless of whether Short-Term Disability benefits apply).
2. PTO does not accrue during any unpaid leave (regardless of whether Short-Term Disability benefits apply).
3. PTO does not accrue in the event of job abandonment.

PTO continues to accrue until a colleague's aggregate PTO balance (including any roll-over from any previous years' accrual) reaches 120 hours. Once a colleague's aggregate PTO balance (including any PTO balance that carried over from a prior year) reaches 120 hours, no additional PTO will accrue until the balance drops below 120 hours (i.e., until colleague uses some of the accrued PTO). This means that no colleague will ever have a balance of PTO that exceeds 120 hours.

PTO Rollovers

PTO should be taken in the year it is earned. When that is not possible, accrued but unused PTO balances roll over from one year to the next.

If a colleague carries over 120 hours from a prior year to the current year, that colleague cannot accrue any PTO in the current year until the colleague uses some of the carried-over PTO balance.

Colleagues who reside in an Accrual State are not eligible for any frontloaded PTO.

Time Off Work When Colleague Has No Available PTO

Time off work once a colleague's available PTO has been expended is generally not permitted. Limited exceptions apply.

Termination Of Employment

Upon termination of employment (for any reason), a colleague will be paid for all accrued but unused PTO, subject to all mandatory and allowable taxes and other withholdings.

Paid Holidays

The Company observes the following holidays:

- New Year's Day
- Labor Day
- Christmas Eve
- Memorial Day
- Thanksgiving Day
- Christmas Day

- Independence Day
- Day Following Thanksgiving
- One Floating Holiday

In limited circumstances, the Company may elect to substitute holidays at some of the Company’s individual locations to better align with client support needs. If you are unsure which holiday your location observes, contact your manager or submit an HR ticket through the Service Desk.

The Floating Holiday may be used to commemorate the federal or state holiday of your choice, such as Juneteenth National Independence Day, Veterans Day, Martin Luther King Day, President’s Day, Cesar Chavez Day, American Indian Heritage Day, Native American Day, Good Friday, Rosa Parks Day, Emancipation Day, Patriots Day, Victory Day, Pulaski Day, or any other date of significance to you.

Healthcare operates 365 days per year, so regardless of any language that conflicts or appears to conflict: the Company may require colleagues to work on holidays if management determines the applicable client requires services on the holiday. Colleagues who are required to work on Company recognized holidays may be entitled to premium holiday pay. Refer to the [Holiday Pay](#) section of the Colleague Handbook.

Holidays which fall on a weekend are generally celebrated the Monday following or the Friday preceding the actual holiday date. Holidays do not carry over from one calendar year to the next and are not an accrued benefit. The Company reserves the right to alter its holiday schedule at any time, with or without advance notice.

Holiday pay is not an accrued benefit. If you leave employment prior to any holiday (or prior to using the Floating Holiday), the benefit automatically expires, and you forfeit any right you may have had to use or be paid the benefit. For avoidance of doubt, if you do not use the Floating Holiday by the end of any given calendar year, the benefit automatically expires and is forfeited; the benefit does not carry over to the following year.

Regardless of any language that conflicts or appears to conflict: any colleague who incurs an unplanned absence on the last business day prior to a holiday or the first business day after the holiday forfeit the holiday pay except as may be required by law.

Heart & Soul

The Company believes volunteering in one’s community is an important part of corporate stewardship, and the Company encourages all colleagues to engage in volunteer work. Through its Heart & Soul program, the Company will pay you your normal hourly rate or salary for up to 8 hours per day up to 5 days per calendar year to serve at a Company-approved charitable organization. Since this is a donation program, the Company is governed by regulations established by the Internal Revenue Service, and therefore must follow certain regulations. For example, the charity must be a recognized

501(c)(3) tax-exempt, not-for-profit charity, identifiable by a tax identification number, and the organization must be open to all people.

The Heart & Soul application can be found on the CARE page of [Savista Central](#). All Heart & Soul requests must be approved by your manager and the CARE team before any time can be taken.

The Company reserves the right to deny your request for Heart & Soul time if the absence will place an undue burden on your department, if your request conflicts with the Company's mission, values or policies, if your Heart & Soul time is not scheduled in advance, or for any other reason. Requests for work outside the United States may require additional information. Heart & Soul is not work performed for or on behalf of the Company and does not count toward any overtime calculation. Heart & Soul is not an accrued benefit. Unused Heart & Soul time does not carry over year to year, cannot be used as a substitute for PTO, and all unused Heart & Soul time expires upon separation from employment regardless of the reason for separation. Heart & Soul cannot be used during the following time periods: while on a leave of absence, after a colleague has provided a notice of resignation, during the first 30 days of returning from a consecutive leave of absence (except in the event of a team Heart & Soul event organized by management), or while on a performance improvement plan.

Bereavement

The Company will pay you for up to three workdays in the amount of your regularly scheduled work hours) taken for funerals and other personal needs relating to the death of an Immediate Family Member. These workdays can be taken consecutively or non-consecutively and at any time within 12 months of the death. "Immediate Family Member" for purposes of this policy is defined as your parent, stepparent, spouse, child, stepchild, sibling, step sibling, grandparent, grandchild, mother-in-law, father-in-law, registered life partner and a parent or child of your registered life partner. If you suffer the loss of more than one immediate family member, you may take up to 3 workdays of Bereavement Leave for each loss, up to a total of 9 workdays in any 12-month period. There is no accrual or carry-over of bereavement leave from year-to-year and there is no payment for unused bereavement time in the event of separation from employment. If you wish to take more than three workdays for the death of an Immediate Family Member, or if you wish to take time off relating to the death of someone who is not an Immediate Family Member, you may take PTO if you have it available and if approved by your manager. Bereavement Leave is a Company paid benefit. As such, the Company reserves the right to require documentation sufficient to validate the need for leave. The sufficiency of the documentation shall be determined by the Company in its sole discretion. Colleagues who are on a consecutive family or medical leave of absence are not eligible for Bereavement leave while on family or medical leave.

Jury duty

The Company encourages you to fulfill your legal and civic obligations by serving jury duty when summoned. If you are a regular full-time or part-time colleague and are summoned for jury duty, the Company provides for Jury Duty Leave (with pay) for as long as you are needed in court, up to a maximum of 5 regularly scheduled workdays. For all other colleagues, such as PRN or temporary, Jury Duty Leave is unpaid. This policy also applies if you are subpoenaed by a third party to be a witness in court or administrative proceeding.

Jury duty pay is calculated according to your regular base pay rate (as of the date of your jury duty). For exempt (salaried) colleagues, this would be an amount equal to your regular, daily base pay rate. For non-exempt (hourly) colleagues, this would be an amount equal to your regular per-hour base pay rate multiplied by the number of hours you otherwise would have been scheduled to work on the applicable Jury Duty day(s).

Your jury duty pay will not be reduced by any separate compensation you may receive from the government for jury duty. However, no colleague will receive more compensation than their regular base pay for each day of Jury Duty Leave taken.

For example, if you are an exempt (salaried) colleague and you perform work during some or all of a Jury Duty day, you will not be paid any additional amounts on top of your regular salary.

You will be considered an active colleague for fringe benefit purposes while on a Jury Duty Leave. If you require Jury Duty Leave longer than 5 workdays, submit an HR ticket through the Service Desk as far in advance as possible, and a determination will be made as to whether to extend your Jury Duty Leave based upon your job responsibilities and other relevant considerations. After the fifth day of Jury Duty Leave, any continuing Jury Duty Leave is unpaid, except that you may substitute PTO if you have PTO available.

Jury Duty is a Company paid benefit. As such, the Company reserves the right to require documentation sufficient to validate the need for leave. The sufficiency of the documentation shall be determined by the Company in its sole discretion. Provide your manager with a copy of your jury summons or subpoena as soon as it is received.

You must report to work on any workdays when you are not required to be in court or in a proceeding mandated by the summons or subpoena. If you are released from jury duty or other applicable proceeding more than one hour before the end of the workday, you are expected to report to work for the remainder of that day unless you request and your manager approves the absence, but any such time off is unpaid unless you have PTO available.

In order for Jury Duty Leave to be approved, you must provide a copy of your jury duty receipt, including the time released from duty, for each day of jury duty.

The Company may request that you seek to be excused from jury duty or witness duty, or that your service be postponed if, in the Company's judgment, your absence would create serious operational difficulties.

In order to receive compensation during approved Jury Duty Leave, report your jury duty service in [Workday](#). Colleagues who are on any type of consecutive leave of absence are not eligible for Jury Duty Leave while on the other type of leave.

The Company will continue to pay its portion of the cost of group health benefits for the first 30 days of approved Jury Duty Leave.

Voting

In accordance with federal law, the Company may allow up to two hours of paid time to allow you to vote if it is determined that you do not have sufficient time outside of the working hours to vote in an election. Time off for voting must be requested at least two days in advance and depending on business needs, your supervisor may require you to schedule the time at the beginning or the end of your regular work shift.

Compensatory Time

The Company does not provide or allow any compensatory (comp) time for non-exempt colleagues. Refer to the [Overtime](#) section of the Colleague Handbook.

Leave And Accommodation Practices

Family and Medical Leave (FML)

Eligibility And Types Of FML

The Family and Medical Leave Act (FMLA) provides eligible colleagues with the opportunity to take unpaid, job-protected leave for certain specified reasons. Eligible colleagues who qualify for FML may take FML for the following reasons, up to the maximum amount of time within a rolling 12-month period as follows:

Type of Leave	Description of Leave	Maximum amount of Protected-Leave Per rolling 12-month period
Maternity / paternity leave	when their child is born and to bond with their child during the 12-month period beginning on the date of birth, or for the placement of a child with you for adoption or foster care	12 weeks
Sick leave	for your own documented serious health condition that renders you unable to perform your job	12 weeks
Caregiver leave	to care for an immediate family member with a documented serious health condition	12 weeks
Qualifying exigency leave	to handle certain qualifying exigencies arising out of your immediate family member being on covered active duty, being called to covered active-duty status, or having been notified of an impending call or order to covered active duty	12 weeks
Military caregiver leave	to care for an immediate family member who is a covered service member with a serious injury or illness related to certain types of military service	26 weeks

The rolling 12-month period is measured forward from the first date a colleague takes FML. The next 12-month period would begin the first time FML is taken after completion of the prior 12-month period.

Except for Military Caregiver Leave, you may not take more than 12 weeks of FML in any rolling 12-month period. For example, if you take 12 weeks of FML Sick Leave within a 12-month period, you would not be entitled to take any FML Maternity Leave, FML Caregiver Leave, or FML Qualifying Exigency Leave within that same 12-month period, because you will have exhausted your 12-week FMLA entitlement for the applicable 12-month period.

“Immediate Family Member” means your spouse, child, parent, registered life or domestic partner, the parent or child of your registered life or domestic partner and any relationship in which you serve in loco parentis for a child. This includes biological, adoptive, step or foster children and biological, adoptive, step or foster parents.

To be eligible for FML, you must: (1) Have worked at least 12 months for the Company with no break in service; and (2) Have worked at least 1,250 hours for the Company during the 12 months immediately preceding the first day of FML.

FML runs concurrently with all other applicable leave, including but not limited to any and all applicable state disability leave programs, state family leave programs, state paid sick leave programs, or any other state benefit program.

How To Initiate a Request FML

The Company uses a third party to administrator the FML program. To initiate a request for FML, please contact Leaveinfo@SavistaRCM.com.

Any PTO or other time off scheduled before you initiated a request for leave does not constitute a request or approval for a leave of absence.

The Leave Application

To qualify for FML, colleagues must submit certain, completed documentation to the third-party administrator in a timely manner, generally within 15 days. It is each colleague's responsibility to timely submit all requested documentation so the leave requested can be approved. Any pre-scheduled PTO or other pre-scheduled time off does not toll, extend, or otherwise push back this deadline. Failure to provide the requisite documentation in a timely manner impedes the Company's ability to plan around your absence, imposes a hardship on your manager and coworkers, may inhibit the Company's ability to deliver services to its clients, and may also result in denial of leave. If a request for leave is denied, the Company's [Attendance](#) policy applies to all absences incurred, so it is imperative that you timely submit to the third-party administrator any and all required medical certification or other requested documentation. The third-party administrator will notify you when your FML is approved.

Compensation

FML is unpaid, but eligible colleagues on approved leave may avail themselves of certain benefits to replace a portion, or in some situations all, of their wages during leave. The Company maintains a short-term disability program, administered by a third party, which compensates eligible, disabled colleagues for a portion of their salary or wages while on consecutive leave. In addition, certain states maintain disability benefits programs and/or family benefits programs, which provide certain benefits to eligible citizens of those states, workers compensation may be available for lost wages resulting from a work-related illness or injury, and colleagues may also use available PTO. Your total weekly compensation, including all applicable disability benefits, state sponsored benefits, workers' compensation wage replacement, and PTO must never exceed 100% of your regular weekly base compensation. Holiday pay is not available during any leave of absence.

Consecutive Leave Procedures

Colleagues on leave are not eligible for Heart & Soul, Bereavement Leave, Jury Duty Leave, or any other type of Company paid leave benefit, except that limited PTO may be used as discussed throughout this policy. Therefore, once a consecutive leave of absence has been initiated, any and all PTO, Heart & Soul, Paid Sick Leave, Bereavement Leave, Jury Duty Leave, or any other time off that had been scheduled to occur during the period of leave is automatically canceled. Contact Leaveinfo@SavistaRCM.com to discuss scheduling PTO usage during the leave.

Intermittent Leave Procedures

If you are approved for intermittent leave, the following rules apply:

- Plan your absences in advance whenever possible. If you know you will be absent on a certain date or time, schedule the time out of the office as far in advance as possible.
- Schedule doctor's appointments and treatment outside of business hours or on non-peak workdays whenever possible. A colleague who is absent for doctor's appointments or other treatment is required, whenever possible, to schedule these treatments in a manner so as not to unduly disrupt the Company's operations.
- Comply with the Company's call-out procedures. If you cannot plan the absence in advance due to sudden onset of disabling symptoms, notify your manager of the absence as soon as possible after you learn of the need to miss work, and in any event at least one hour prior to the scheduled start time of your workday.
- Notify your manager before leaving work. If you must leave work prior to the end of your shift, due to sudden onset of disabling symptoms, notify your manager before you leave. Do not leave work without notifying your manager unless a medical emergency prevents you from doing so. If a medical emergency prevents you
- from notifying your manager before you leave, contact your manager as soon as reasonably possible after leaving.
- For each and every absence you incur due to the reason or which the FML was approved, you must report the absence to the third-party administrator on the same day on which you incur the absence. Recording time off in [Workday](#) is not sufficient. You must report all intermittent leave taken to the third-party administrator. If you choose to use PTO while on intermittent leave, you must enter it in [Workday](#). If you choose not to use PTO, then the intermittent leave is unpaid, but you must report the unpaid time off in [Workday](#) as Unpaid Time Off.
- Salaried colleagues. Consistent with applicable regulations, exempt (salaried) colleagues on intermittent leave may be temporarily converted to hourly in order to track intermittent leave and incremental PTO usage.

- Recertification may be required if the leave you are taking extends beyond the 90 calendar days. Intermittent leave may only be taken for the specific reason for which the leave was approved.
- If you require leave for any other reason or require more frequent leave than the intermittent leave for which you have been approved, contact Leave Administration and Leaveinfo@SavistaRCM.com to apply for additional leave.
- No work while on leave. Colleagues are not permitted to perform any work of any kind while on leave.

Continuation Of Group Health Benefits During FML

To remain eligible for group health benefits during FML, you must continue paying your portion of the benefits premium. Your portion of the benefits premium is automatically withheld from participants' biweekly paycheck, but if you stop receiving a paycheck due to a leave of absence, then the Company has no means by which to withhold your portion of the benefits premium. In such cases, colleagues who wish to continue participation in the Company's group health benefits plan during a consecutive leave of absence must make other arrangements to pay their portion of the benefits premium. To make benefits payment arrangements, contact Benefits@SavistaRCM.com.

Other benefits such as vision and dental may or may not be available to you during some or all of the leave, depending on the applicable benefits plan terms.

Colleagues who remain on a consecutive leave of absence for more than 90 days cease to be eligible to participate in the plan except through COBRA. COBRA participants must pay the entire benefits premium in order to continue participation, plus a 2% administrative fee.

Returning To Work Following FML Leave

Upon returning from FML, you ordinarily would be restored to the position you held before taking the FML. From time to time, however, there are circumstances in which the position you previously held would no longer be available. The Company will never eliminate a position because a colleague is on leave, but at the same time, being on a leave of absence does not shield any colleague from position elimination, reassignment of job duties or client mix arising from process improvements or other business needs, or from performance accountability. In the rare case that your position is no longer available upon your return from leave, the Company will make every reasonable effort to restore you to a comparable position, with equivalent pay, benefits and other employment terms and conditions.

In order to return to work after FML, you must follow these procedures:

1. Know the expiration date of your own leave. Leave expires on the earlier of: (i) the end date set forth in the most recent medical certification received from your health care provider, or (ii) the date on which your health care provider actually releases you to return to work, if sooner. You

are responsible for knowing, and for returning to work on the first business day after your approved leave expires.

2. Email Leaveinfo@SavistaRCM.com and notify your immediate supervisor of your intent to return at least two full business days prior to your intended return-to-work date, and sooner if reasonably possible. Among other things, this allows your manager and coworker's time to plan for your return to work and gives the Company time to return your network and applications access so that you can begin work as soon as you arrive.
3. If you intend to return to work before the date most recently certified by your healthcare provider, you must provide an updated certification from your health care provider before you will be permitted to return to work. The updated certification must provide the Company with reasonable assurances that you are able to perform the essential functions of your job, with or without reasonable accommodations. The updated certification must be provided no later than the date on which you intend to return to work, and preferably at least two full business days prior to the date on which you intend to return to work so that the Company can make arrangements for your return.
4. Family and Medical Leave (FML) If you require a reasonable accommodation in order to return to work, notify Leaveinfo@SavistaRCM.com as soon as possible. Additional documentation, such as medical certification from your healthcare provider, may be required. See the [Accommodating Disabilities](#) section of the Colleague Handbook.

Leave Extensions

If you require an extension of leave, then you must apply for an extension by contacting the third-party administrator and submitting all applicable documentation, such as any required medical certification.

The Company's [Attendance](#) policy applies to any absences incurred after expiration of leave. If you do not return to work on the first business day after your leave expires, and you do not apply for and/or are not eligible for an extension of leave, then your continuing absences would be unexcused and/or you may be deemed to have abandoned employment.

PTO Usage During FML

Colleagues may use available PTO during an approved leave of absence, subject to the limitations and procedures described in this policy and the [Paid Time Off \(PTO\)](#) policy. The Company reserves the right to deny any PTO requested until the colleague completes the leave application and the requested leave is approved.

PTO does not accrue during consecutive leave. For other limitations on PTO accrual and frontloading, see the [Paid Time Off \(PTO\)](#) policy.

See also [Other Unpaid Medical Leave](#) section of the Colleague Handbook below.

Other Unpaid Medical Leave

You may be allowed to take unpaid Medical Leave as a reasonable accommodation if the Medical Leave is medically necessary and is reasonably likely to enable you to return to work and perform the essential functions of your job within a reasonable period of time. This Medical Leave is only available in the event of your own documented disability and only if you have exhausted all FML, or you are otherwise ineligible for FML.

Medical Leave is not permitted if another reasonable accommodation is available which is reasonably likely to enable you to perform the essential functions of your job, even if you prefer a leave of absence over other reasonable accommodation(s). In addition, and consistent with applicable law, The Company does not accommodate leave for an indefinite period of time, leave that is not reasonably likely to result in your return to work within a reasonable period of time, or leave that is otherwise unduly burdensome to the Company. While on a leave of absence of any kind, colleagues are not permitted to perform any work.

Medical Leave runs concurrently with all other applicable leave, including, but not limited to, any leave taken under a state disability leave program, state family leave program, or other state benefit program.

Pay During Consecutive Leave Procedures

Once you initiate a consecutive leave of absence, any and all PTO, (including Paid Sick Leave), or other personal time off that was scheduled and approved prior to beginning the leave is automatically canceled, and the following rules apply instead: (1) PTO is optional, but you must coordinate with Leaveinfo@SavistaRCM.com in order to schedule it upon approval of the leave,

(2) The Company maintains a short-term disability program as well as a long-term disability benefits program, both administered by a third party, which compensates eligible, disabled colleagues for a portion of their salary or wages while on consecutive leave, (3) some states also maintain disability benefits programs, and (4) workers compensation may be available for lost wages resulting from work-related illness or injury. Except as described in this paragraph, all Medical Leave is unpaid.

Your total compensation including all PTO, Paid Sick Leave, disability benefits, state sponsored benefits and all workers' compensation benefits can never exceed 100% of your base salary or base hourly wage. Any Company-paid benefits will be reduced by any other applicable benefits in the event the aggregate benefits would exceed 100% of your base salary or base hourly wage.

Continuation Of Group Health Benefits During Medical Leave

To remain eligible for Company sponsored health benefits, you must continue paying your portion of the benefits premium. Your portion of the benefits premium is automatically withheld from

participants' biweekly paycheck, but if you stop receiving a paycheck due to a leave of absence, then your portion of the benefits premium cannot be withheld and paid. Therefore, if you wish to continue participation in the Company's group health benefits plan during a consecutive leave of absence, you must make other arrangements with the Company to pay your portion of the benefits premium. To make benefits payment arrangements, contact Benefits@SavistaRCM.com.

Other benefits such as vision and dental may or may not be available to you during some or all of the leave, depending on the applicable benefits plan terms.

Only full-time, active colleagues are eligible to participate in the Company's group health benefits plan. If you take consecutive leave for more than 90 days, or if your work schedule is adjusted to less than 30 hours per week (for more than 13 consecutive weeks or on average over the course of the trailing calendar year), you cease to be eligible to participate in the plan except through COBRA. COBRA participants must pay the entire benefits premium in order to continue participation, plus a 2% administrative fee. See the [COBRA](#) policy above.

Returning To Work Following Medical Leave

Any approved leave of absence is for a finite period of time, and you are responsible for knowing the expiration date of your own leave. You are expected to return to work on the first business day after your approved leave expires. If you are taking a leave of absence for your own serious health condition, your leave expires on the earlier of: (i) the end date set forth in the most recent medical certification received from your health care provider, or (ii) the date on which your health care provider actually releases you to return to work.

The Company's ordinary [Attendance](#) policy applies to any absences incurred on and after the first business day following the date on which your leave expires. Accordingly, if you do not return to work on the first business day after your leave expires, then your absence would be unexcused, and you may be deemed to have abandoned your employment.

If you require an extension of leave, contact the third-party administrator and provide the dates for the leave extension you are requesting. As part of the application process for the extension of leave, you will be required to provide the third-party administrator with documentation from your healthcare provider certifying that you are or will be unable to work for the specified period of time. If the medical certification is not provided in a timely manner – generally within 15 days – your request for leave may be denied.

Upon the expiration of Medical Leave, the Company will make reasonable efforts to restore you to the same position you held before taking the leave, if the position you held before initiating the leave remains open. From time to time, however, there are circumstances in which the position you previously held would no longer be available.

The Company will never eliminate a position because a colleague is on leave, but at the same time, being on a leave of absence does not shield any colleague from position elimination, reassignment of job duties arising out of process improvements, reassignment of job duties arising out of client expectations, reassignment of job duties arising out of other business needs, or from performance accountability.

If your position is no longer available upon your return from leave, the Company will make reasonable efforts to restore you to a comparable position, with equivalent pay, benefits, and other employment terms and conditions.

In order to return to work after Medical Leave, you must follow these procedures:

- Email Leaveinfo@SavistaRCM.com and your immediate supervisor of your intent to return at least two full business days prior to your intended return-to-work date, and sooner if reasonably possible. Among other things, this allows your manager and coworkers time to plan for your return to work and gives the Company time to return your network and applications access so that you can begin work as soon as you arrive.
- If you wish to return to work sooner than your healthcare provider has indicated, you will also need to provide a fitness-for-duty certification from your treating health care provider no later than the date on which you return to work, and preferably at least two full business days prior to your return. If the certification does not provide the Company with reasonable assurances that you will be able to perform the essential functions of your job, with or without reasonable accommodation, you will not be permitted to return to work until such assurances are received or until the date specified on the most recent medical certification that has been provided to the Company (whichever occurs first).
- If you require a reasonable accommodation in order to return to work, notify Leaveinfo@SavistaRCM.com as soon as possible. Additional documentation may be required. See the [Accommodating Disabilities](#) section of the Colleague Handbook.

Paid Sick Leave

The Company's [Paid Time Off \(PTO\)](#) policy is carefully designed to meet all state and local Paid Sick Leave requirements. In most states, the Company follows the "frontloading" method. In certain, specified states, however, the Company follows an accrual method. See the [Paid Time Off \(PTO\)](#) policy in this handbook for more information about how PTO works in your state of residence. If you live in a state that requires Paid Sick Leave and you are frontloaded or accrue Paid Sick Leave separately from Paid Time Off, then you are required to use all Paid Sick Leave for any applicable Paid Sick Leave purpose prior to using any other Paid Time Off, unless otherwise required by law.

All unused Paid Sick Leave automatically expires upon separation from employment, regardless of the reason for the separation, and is not paid out to the colleague upon separation. Paid Sick Leave at the

Company expires at the end of each year and does not carry over to the following year unless otherwise required by law.

See also the [Paid Time Off \(PTO\)](#) policy in this Handbook.

Military leave

The Company recognizes that colleagues may need to be absent from work to serve in the US military. The Company provides military service leaves of absence to all regular full-time, part-time and probationary colleagues in compliance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and applicable state laws.

Procedures

If you need to take military service leave, you or an authorized military service officer should provide advance notice to your supervisor. You will then contact Leaveinfo@SavistaRCM.com.

When possible, you should give at least 30 days' notice of your request for leave. If 30 days' notice is not possible because of military necessity or for other reasons, you should give as much advance notice to the Company as possible.

Written notice is preferred, but not required. Where possible, please submit a copy of your military orders, training notice, or order to active duty, along with your request to your supervisor and Leave Administration at Leaveinfo@SavistaRCM.com.

Eligible Colleagues. All regular full-time, part-time, and probationary colleagues are eligible for military service leave if they are absent from work because of eligible military service. Independent contractors and colleagues who were only employed for a brief, non-recurrent (one-time only) period before the start of military service are not eligible for leave under this policy.

Eligible Military Service. For purposes of this policy, eligible military service means certain types of service (listed below) in the following branches of the US military:

Armed Forces (Army, Navy, Air Force, Marine Corps, and Coast Guard), including the Reserves

National Guard, including the Army National Guard and Air National Guard, when the employee is engaged under federal authority in active duty for training, inactive duty training, or full-time National Guard duty, Commissioned corps of the Public Health Service, and any other category of persons designated by the President in time of war or national emergency.

Eligible colleagues may take leave under this policy for the following types of military service:

- Active duty
- Active duty for training
- Initial active duty for training

- Inactive duty training
- Full-time National Guard duty
- Submitting to an examination to determine your fitness for any of these services
- Funeral honors duty performed by National Guard or Reserve members
- Duty performed by intermittent disaster response personnel for the Public Health Service and approved training to prepare for this service
- Service as an intermittent disaster response appointee of the National Disaster Medical System when colleagues are:
 - activated under federal authority; or
 - attending authorized training in support of a federal mission

Compensation During Leave

Military service leave is unpaid. However, colleagues may use any or all of their available PTO during their military service leave.

During military service leave, all benefits provided under a colleague benefit plan are governed by the terms and conditions of the applicable colleague benefit plan documents or policies in accordance with applicable law. For example, colleagues ordinarily cease to be eligible for group health benefits after the last day of the month in which the 90th day of active employment have ended.

Reemployment

Colleagues may be eligible for reemployment after extended military service leave. Any colleague who would like to return to work following Military Leave must notify Leave Administration at Leaveinfo@SavistaRCM.com, and include their military discharge documentation, if available, as follows:

- If military service was for less than 31 days, colleague must report to work on the first regularly scheduled workday that is at least eight hours after they return home from military service.
- If military service was for 31 to 180 days, colleague must apply for reemployment within 14 days following completion of military service.
- If military service was for more than 180 days, colleague must apply for reemployment within 90 days following completion of military service.
- If colleague suffered a service-connected injury or illness and is hospitalized or convalescing, the colleague has up to two years following completion of military service to return to work or apply for reemployment, depending on the length of recovery time required.

- If any colleague is unable to comply with this reporting schedule through no fault of their own or if they are injured or recovering from an injury and need an accommodation for circumstances beyond their control, they should speak with Leave Administration as soon as possible to determine if they are eligible for a reasonable accommodation or additional time to apply for reemployment
- Colleagues who do not report to work or apply for reemployment within the applicable timeframe will be subject to the Company's ordinary policies and procedures regarding absences and job abandonment.

Nothing in this policy requires the Company to reemploy individuals who are not eligible for reemployment rights under applicable law.

Seniority Rights After Reemployment

Colleagues who are eligible for reemployment will be reemployed with the same seniority, and all rights and benefits based on that seniority, that they would have attained if they had not taken military leave. Seniority rights include pay and benefits that accrue or are determined based on length of service.

Discrimination And Retaliation Prohibited

The Company prohibits and will not tolerate discrimination or retaliation against any colleague or applicant because of that person's membership in or obligation to perform service for any branch of the US military. Specifically, no one will be denied employment, reemployment, promotion, or any other benefit of employment, or be subjected to any adverse employment action based on that person's membership in or service for any branch of the US military. In addition, no one will be disciplined, intimidated, or otherwise retaliated against because that person exercised rights under this policy or applicable law.

The Company is committed to enforcing this policy against discrimination and retaliation. However, the effectiveness of our efforts depends largely on colleagues telling us about inappropriate workplace conduct. If you believe you or anyone else may have been subjected to conduct that violates this policy, report it immediately.

State Or Local Military Service Leave Laws

Where state or local military service leave laws offer more protections or benefits to colleagues, the protections or benefits that are most favorable to the colleague, as provided by such laws, will apply.

If you require a reasonable accommodation in order to return to work, notify Leaveinfo@SavistaRCM.com as soon as possible. Additional documentation may be required. See the [Accommodating Disabilities](#) section of the Colleague Handbook.

State Leave-Of-Absence and Insurance Programs

Certain states provide additional leave and compensation benefits. For more information regarding these programs, refer to the contact information for our third party leave administrator found on the [Leave/Worker's Comp](#) page under the HR Hub tab on [Savista Central](#), or email LeaveInfo@SavistaRCM.com.

If you live in California, please refer to the California Colleague Handbook Addendum.

Violent Crime Victim Leave

If you are a victim of domestic violence, sexual assault, or other violent crime, you may qualify for up to 20 days of unpaid leave per rolling 12-month period. This leave runs concurrently with any FML (see the [Family and Medical Leave](#) policy) unless you do not qualify for FML or have already exhausted your FML for the applicable rolling 12-month period. This leave also runs concurrently with any available PTO you may wish to use during this leave.

If you are a victim of a crime or are experiencing domestic violence of any kind, you are encouraged to contact the Leave Administrator at Leaveinfo@SavistaRCM.com and/or your HR Business Partner to discuss any possible need for leave, to determine what other resources may be available to you, and so the Company can take measures to help provide for your safety in the Company work locations.

Violent Crime Leave is intended to allow you the time you need within the first year following an incident of domestic violence, sexual assault, or other violence, to:

- Get to a safe place;
- Seek medical attention for injuries caused by the incident or assault;
- Obtain psychological counseling related to the incident or assault;
- Obtain services from a domestic violence shelter, rape crisis center, social worker, or other crime victim resources within the first year following an assault;
- Participate in safety planning and take other actions to increase safety from future domestic violence or sexual assault, including temporary or permanent relocation;
- Attend court proceedings and/or meet with prosecutors in any case in which you are a witness for the prosecution against the perpetrator of domestic violence or sexual assault.

The Company may require reasonable documentation in order to approve Violent Crime Leave. This may include police reports, health care provider certifications, a note on letterhead from a prosecuting attorney, or other documentation as may be appropriate under the circumstances.

Violent Crime Leave is unpaid, except in the following circumstances: (1) you may qualify for short-term disability benefits under the Company's short-term disability benefits program or under a state-sponsored disability benefits program; (2) you have the option to use any PTO that you have available for any portion of the leave that would otherwise be unpaid

The Company may designate this leave as Crime Victims Leave, Paid Sick Leave or other types of leave in order to ensure compliance with any applicable state or federal law.

School Activities Leave

Some states require employers to allow parents and legal guardians to take time off work to attend school activities for children in their care. These include but may not be limited to California, Colorado, Illinois, Louisiana, Massachusetts, Minnesota, Nevada, North Carolina, Rhode Island, Tennessee, Texas, Vermont and the District of Columbia. If school activities leave is applicable in your state, the Company will permit you to take the leave as required by the applicable laws.

These laws vary as to which employers and colleagues are covered as well as to the specific school activities for which leave must be provided and how much leave must be granted. In all instances, colleagues must provide as much notice as reasonably possible to their immediate supervisor prior to taking the leave. In the absence of reasonable, advance notice, the leave may be lawfully denied.

All school-activities leave is unpaid, except that if you have unused PTO that has accrued or been granted to you, then you may use that PTO. PTO usage thus runs concurrently with any school-activities leave taken.

If you wish to take any leave relating to school activities, submit an HR ticket through the Service Desk to determine the rules that apply in your state. In some cases, activities at a school may qualify for Heart & Soul Leave.

Personal Leave

The Company does not offer Personal leave other than PTO. See the [Paid Time Off \(PTO\)](#) policy for more details. For information on the Company's family and medical leave programs, refer to the [Family Medical Leave \(FML\)](#) policy and the [Other Unpaid Medical Leave](#) policy.

No Systems Access During Leave of Absence

Any colleague taking an approved leave of absence is expected to use the leave for its intended purpose. No work is permitted during any approved leave of absence.

In addition, the Company takes very seriously its obligations to ensure the security and integrity of its systems, data, and information. For these reasons, your network and applications access are shut off during any and all leave (excluding very short-term leave in the Company's sole discretion)

It can take up to two days to restore systems access. It is therefore very important for you to provide at least two days' notice to Leaveinfo@SavistaRCM.com before you return to work.

Accommodating Disabilities

The Company is committed to providing reasonable accommodations for colleagues and applicants for employment with physical, mental, or emotional disabilities in order to enable these individuals to apply for and perform the essential functions of their jobs. A reasonable accommodation is any change in the work environment or in the way things are usually done to help a person with a disability apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

A reasonable accommodation might include, for example, making the workplace accessible for wheelchair users, providing special telephone equipment for someone who is hearing impaired, or a medically necessary leave of absence under the Company's [Family Medical Leave \(FML\)](#) policy.

The Company may or may not provide the exact accommodation requested. Any accommodation which would impose an undue hardship on the Company, for example, will be denied. The Company will work with the applicable colleague to identify the accommodation that is the least disruptive to the business, and that still enables the colleague to perform the essential functions of his or her job. Lowering job performance standards is never a reasonable accommodation.

Colleagues in need of an accommodation to perform their job functions should submit an HR ticket through the Service Desk. After receiving a request for a reasonable accommodation, Human Resources will converse with the colleague to clarify the individual's needs and to try to identify possible, reasonable accommodation(s).

During this interactive process, the Company may ask the individual relevant questions about their functional limitations as they apply to their job duties. This enables the Company to make an informed decision about accommodation(s). Relevant questions include asking about an individual's specific functional limitations.

A colleague is never obligated to provide information about their diagnosis. A colleague requesting an accommodation is expected, however, to engage in this interactive process with the Company in good faith. This requires the colleague be truthful and forthcoming about the actual, functional limitation(s) imposed by their disability and the effectiveness of accommodation(s) provided. Colleagues seeking an accommodation are required to provide documentation certifying the specific functional limitations from an appropriate health care or rehabilitation professional (unless the functional limitation would be plainly obvious to a lay person, such as in the case of missing body parts).

The appropriate professional in any particular situation will depend on the disability and the type of functional limitation asserted by the colleague. Appropriate professionals may include, for example, doctors, psychiatrists, occupational therapists, and licensed mental health professionals. In most states, a chiropractor is not considered an appropriate medical professional unless the treatment provided by the chiropractor consists of manual manipulation of the spine to correct a subluxation as demonstrated by X-ray. If documentation is requested but not provided timely, the accommodation will be denied.

No accommodation excuses any colleague from performance accountability. The purpose of any accommodation is to enable the colleague to perform the essential functions of the job. Any accommodation which is not reasonably expected to achieve this result will be denied. For example, the Company will never reduce quality or productivity requirements (except for brief training or “ramp up” periods). Similarly, the Company will never suspend the [Code of Ethics](#), which sets forth elemental behavioral requirements such as honesty, integrity, and respect in the workplace.

Accommodating Sincerely Held Religious Beliefs

The Company is committed to providing reasonable accommodations for colleagues and applicants for employment with sincerely held religious beliefs, except to the extent the accommodation would impose an undue hardship on the Company.

To initiate an application for a religious accommodation, contact Leaveinfo@SavistaRCM.com. You will be asked to specify the accommodation requested, and to describe the religious belief or practice that necessitates your request.

Colleague Responsibilities

Client Service

The Company is committed to delivering excellent client service. It is not just the level of service we provide that matters, but also the professional, polite and helpful manner in which we deliver it to patients and to client personnel. It is therefore a job requirement for every colleague to adhere to the following minimum client service standards:

- Treat each and every patient and patient’s family member with respect, professionalism and compassion.
- Treat each and every client and client representative with respect, professionalism and courtesy.

- Elevate client service issues that cannot be immediately resolved through the appropriate chain of command as soon as possible. For example, if you encounter a client who appears to be unhappy with the Company or with a particular Company representative, inform your immediate supervisor as soon as possible. For another example, before delivering any negative feedback or other information which the client may perceive as bad news, ensure that all appropriate individuals within the Company's applicable chain of command are informed before you deliver the information.
- Copy a client on an internal conversation only if the client has a legitimate need to know all of the details being discussed in that particular conversation, none of those details are confidential, and the other individuals copied on the email exchange are aware that you are going to disclose it to the client.
- If you receive any communications from a client while you are on a leave of absence, notify your immediate supervisor so that the Company can respond and take action as appropriate. (You are not expected to perform any work while on a leave of absence.)
- Under no circumstances are you permitted to forward a communication from a Company lawyer to any third party, including to any client, without the lawyer's prior, written consent.
- Conduct toward any patient, patient family member, client, client leadership, or other client representatives that is disrespectful, disruptive, unprofessional, harassing, or otherwise inappropriate will not be tolerated.
- Colleagues must respect and use client facilities only for their intended purposes. Colleagues who work on site must comply with all client policies and procedures related to their facility.

From time to time, a client may request that a colleague be removed from the client's account. If a colleague is removed from a client account, and this results in the elimination of a substantial portion of the colleague's regular job duties, then the colleague's employment may be terminated due to his/her inability to fulfill the primary function(s) of the position.

Dress Code and Grooming

Proper attire is important to the Company's image and to your own, particularly if you will encounter patients or any client staff. Dress codes are specific to the location and department in which you work, but regardless of the dress code applicable to your location, all attire must meet the following minimum criteria:

- Clothing must be neat, clean and in good repair;
- Clothing must be appropriate for the type of work you do;
- Clothing must be safe (for example, not loose or baggy if working around machinery);
- Clothing must not portray offensive comments or images;

- Clothing must be appropriate for the applicable circumstances;
- Clothing must not be inappropriately revealing or tight.

The Company may alter its dress code at any time and for any reason, and in fact does alter its dress code from time to time based on business needs. When meeting with a client or when working on-site at a client location, you are required to follow the dress code of the client.

If you fail to comply with the dress code, you may be sent home to change into work-appropriate attire and/or subject to disciplinary action. If this occurs, you will be required to return to work that same day to complete your scheduled shift. If you hold a non-exempt (hourly) position, your manager, in his or her discretion, may or may not require or permit you to make up the lost time but only if the time may be made up during the same work week or use PTO.

Along with proper attire for your work location, colleagues are expected to maintain a professional standard of cleanliness and personal hygiene.

Many colleague's work in close proximity to patients and other colleagues, some of whom may be sick, allergic or otherwise sensitive to fragrances or odors. All colleagues are therefore expected to limit fragrances, including but not limited to perfumes, scented creams or lotions and scented cleaning products of any kind.

Air fresheners are not permitted in any location other than bathrooms, and even bathroom air fresheners may be prohibited as necessary to limit exposure to the fragrances and/or chemicals they contain. Certain client locations may have more restrictive fragrance policies, and colleagues who work at these locations are required to comply with any such policies.

Media and Other Inquiries from Outside Parties

Only authorized colleagues may engage in Media Contact on behalf of the Company

Colleagues are not permitted to engage in any "Media Contact" on behalf of the Company unless authorized by Marketing. For authorization, contact PR@SavistaRCM.com. Examples of prohibited Media Contact that would require pre-authorization include:

- representing yourself as a spokesperson for the Company to the press or public via any press releases, public statement, letter to the editor, press briefing, interview, testimonial, social media post, or other statement to the press or public
- representing that you are authorized to speak for the Company on any matter or issuing any statement that purport to represent the Company's position on any matter approving or sanctioning any third-party press releases that purport to represent the Company's position on any matter.

Inquiries from the trade, press, or others seeking information about the Company's position on any matter. If you receive any request for information about the Company's position on any matter— even if you do not think that the requested information is confidential or sensitive – do not provide the information requested by the outside party. Instead ask the requesting party to supply contact information (e.g., name, company name, phone number, the nature of their inquiry), and inform the requesting party that his/her contact information will be forwarded to an authorized Company representative. Then forward the information you gathered to PR@SavistaRCM.com.

Seminars and Conferences

From time to time, Company professionals may have the opportunity to present at a public seminar or conference. If you hold a position within the Company that may give the impression of authority (director level and up) and if any Company-related information will be discussed at the seminar/conference, then you must obtain prior written approval from Corporate Communications prior to giving the presentation. Contact PR@SavistaRCM.com. If Corporate Communications determines that some or all of the presentation should not be made public, you will not be permitted to present that portion of the presentation.

At times, a supplier or client may request that our colleagues present on topics at meetings or conferences they sponsor. Doing so may result in a conflict of interest. Before accepting any such invitation, you must get pre-approval from the Compliance Office at ComplianceOffice@SavistaRCM.com, which may deny approval if it identifies any material conflict.

Press Releases

Only Corporate Communications has the authority to issue any press release on behalf of the Company. If you wish to request the release of any particular information to the media, contact Corporate Communications, which will determine whether to release the information based on whether the request meets the Company's policy and business goals.

Third-Party Press Releases

The Company does not participate in joint press releases with its business partners except as may be approved by Corporate Communications from time to time pursuant to Corporate Communications' rules and guidelines. No colleague (other than authorized colleagues in Corporate Communications) may consent to, approve of, or offer any third-party press releases or joint press releases.

Personal and Work-Related Problems

If you have a problem or wish to discuss any matter, the Company wants to make sure that you are given every opportunity to be heard and to express your point of view. Job-related problems should be discussed with your manager with the goal of resolving the issue. If the issue cannot be resolved with

your manager, if your concern involves a member of management, and/or if you feel uncomfortable discussing the issue with your manager, then contact Human Resources, the Compliance Office at ComplianceOffice@SavistaRCM.com, or the Company's independently administered Helpline at [\(800\) 826-6762](tel:800-826-6762) or online at www.alertline.com; Organization Name: Savista. The Helpline may be contacted anonymously if you wish.

In addition, the Company offers certain assistance through its free Life Assistance Program ("LAP"), which offers phone consultation, counseling referrals, online work/ life support, and community services for many of life's challenges. Detailed information on this program can be obtained on the Benefits page of [Savista Central](#).

Personal items

If you bring any personal items on site to any client hospital, clinic or other client location, or onto Company premises, you are responsible for maintaining the item on your own time, and you assume all risk for the loss, destruction or theft of the item. The Company assumes no responsibility for damage to, loss, or theft of personal property brought into its offices, or brought on Company-related travel. The Company also assumes no responsibility for damage to or loss of automobiles or other personal property in an automobiles parked on Company property. You can help prevent such losses with TAKE/ LOCK/HIDE. For example:

- Do not leave personal items in your office or on your desk in plain sight;
- Never leave wallets and purses unprotected or in plain sight;
- Lock doors and/or desks when unattended;
- Do not leave valuables in your automobile; if you must, then hide them out of site;
- Always lock your automobile;
- Do not leave articles of personal value anywhere on Company property overnight;
- Question strangers within your office or work area;
- Immediately report thefts or the appearance of suspicious persons to your manager, Human Resources and/or building security; and
- Take all precautions to protect your personal items when traveling

In addition, it is the policy of the Company to provide and maintain a safe working environment for colleagues within Company-managed facilities. For this reason, personal electrical equipment and appliances that may pose a potential threat to the facility or its occupants are not permitted to be used. Such items may include space heaters, personal refrigerators, microwaves, toaster ovens and holiday lights, please see the [Facility Operations Standards](#) Policy on [Savista Central](#).

Respect In the Workplace

The Company strives to provide a workplace that is a friendly and supportive environment characterized by civility, mutual respect and inclusiveness, where each colleague has the opportunity to achieve their professional goals, and where each of us models and cultivates the CARE values (Commitment, Authenticity, Respect and Excellence).

To that end, the Company will treat you with honesty, respect, courtesy and civility. In turn, you are expected to do the same with regard to your colleagues, your managers and supervisors, your direct and indirect reports, the Company's clients, the patients of those clients and anyone else with whom you interact at work.

Each of us has a responsibility to model, protect and defend the CARE values and the professional, collegial culture that the policies set forth in this Handbook are designed to facilitate.

No colleague will be permitted to engage in behavior which is intended, to embarrass, intimidate, humiliate or offend fellow colleagues, or which a reasonable person would find embarrassing, intimidating, humiliating, or offensive. All colleagues are responsible for ensuring the workplace is free of abusive treatment and harassment. Examples of prohibited conduct include, but are not limited to:

- Bullying of any kind;
- Screaming or yelling;
- Sarcasm with an actual or apparent intent to humiliate peers, subordinates, or those of the Company's clients or business partners;
- Condescending behaviors or comments directed at peers or subordinates, or those of the Company's clients or business partners;
- Threats or acts of retaliation directed at peers or subordinates, or those of the Company's clients or business partners;
- Threats or acts of violence of any kind; or
- Publicly offending, degrading, or humiliating peers or subordinates, or those of the Company's clients or business partners.

If you experience or witness any such conduct, immediately report the matter to your manager, the next level of management up, Human Resources, or the Company's independently administered Helpline, anonymously if you wish at [\(800\) 826-6762](tel:8008266762) or online at www.alertline.com; Organization Name: Savista. The Company has a strict policy prohibiting retaliation against any colleague for reporting such conduct in good faith, or for participating in good faith in any investigation into such conduct.

The behaviors prohibited by this policy must not be confused with job-related coaching, constructive criticism, job-related performance feedback, other performance counseling, or any other advice or

recommendations regarding job performance and job-related expectations. On the contrary, managers and supervisors have a responsibility to provide such feedback to their teams in an honest and transparent manner. Such feedback may be difficult to hear at times, but the purpose of any such feedback is to provide the colleague with the information he or she needs in order to succeed in his or her job. Even the most serious criticism or negative feedback, however, should be delivered respectfully and courteously.

Even when the CARE values are fully realized, disagreements may arise from time to time. If you are unable to resolve the disagreement on your own, contact your manager, the next level of management up, your Human Resources Business Partner, submit an HR ticket through the [Freshworks Service Desk](#), or the Company's independently administered Helpline, anonymously if you wish at [\(800\) 826-6762](tel:8008266762) or online at www.alertline.com; Organization Name: Savista. No colleague will be retaliated against for reporting any such concerns, and any colleague who believes he or she is experiencing retaliation should report the concern immediately via any of the reporting methodologies listed here.

Service Of Process, Subpoenas, Summons, Warrants

Only the Company's registered agent, Corporation Services Company (CSC), is authorized to accept service of process on behalf of the Company. If you are asked to accept, receive, or sign for any legal documents, you should:

Process Servers and Claims Against the Company

Only the Company's registered agent, Corporation Services Company (CSC), is authorized to accept service of process on behalf of the Company. If you are asked to accept, receive, or sign for any legal documents (other than ordinary wage garnishments), you should:

- Refuse to accept the documents, and
- Direct the individual to CSC at 2711 Centerville Road, Wilmington, DE 19808, Suite 400; phone number is (888) 690-2882; and
- Immediately notify Legal.

Service Of Subpoenas and Warrants on the Company

Subpoena and warrants are court orders requiring a specific action (for example, requiring the Company to allow a government official access to a colleague). If a law enforcement officer or other government official presents you with a warrant or subpoena and asks you to allow them access to the premises or to the Company's records:

- Politely ask them to wait while you contact Legal, but if they refuse to wait, comply with their request for immediate access.
- Immediately notify Legal.

Requests By Government Officials for Company-Related Information (Without A Warrant)

Occasionally a law enforcement officer or other government official may appear and request Company-related documents or information without a warrant or warrant.

If this occurs:

- Politely ask them to wait while you contact Legal. Immediately notify Legal.

Service of Arrest Warrants on Colleagues

If a law enforcement officer or other government official presents you with an arrest warrant for a colleague:

- Politely ask them to wait while you contact Human Resources, but if they refuse to wait, comply with their request for access.
- Contact Human Resources so that the colleague can be summoned to Human Resources to meet with the officer(s) there. This minimizes disruption to the business and also protects the colleague's privacy and dignity as much as possible.

Service of Subpoenas on Colleagues

The Company has no legal obligation to allow a colleague to be served with personal legal documents during the workday. Any process server who attempts to deliver these documents to you or any other colleague should be instructed to leave the premises immediately.

If the process server refuses to leave, contact the police to report the individual as a trespasser if necessary. It is the Company's policy to press charges against any individual who is asked to leave the premises and refuses to go when asked.

Official Requests to Talk with Colleagues About Private Matters

If a law enforcement officer or other government official comes to the office and requests to speak with a colleague to gather information in an investigation unrelated to the Company's business:

- Politely ask them to wait while you contact Human Resources.
- Contact Human Resources so that the colleague can be summoned to Human Resources to meet with the officer(s) there. This minimizes disruption to the business and also protects the colleague's privacy and dignity as much as possible.
- Human Resources will contact the colleague, explain why the officer or government official is there (to the extent known) and invite the colleague to come to Human Resources to meet privately with the officer or government official.

Garnishment of Wages

If you receive any documentation regarding garnishment of wages, immediately forward it by email, fax or overnight delivery to the Payroll@SavistaRCM.com. Do not send it via ordinary inter-company mail. These documents must arrive in the Payroll Department within 24 hours of your receipt of the documentation.

Vendor Credentialing

Some colleagues of the Company work on site at one or more client locations (each a “Client Location”). Many of these Client Locations have vendor credentialing policies and requirements. As most Client Locations are healthcare facilities, these credentialing requirements often include enhanced background screening, tuberculosis testing, seasonal vaccination for flu, and other testing and vaccination requirements.

Exceptions may be made for certain religious or disability accommodations, subject to certain conditions. The Company’s colleagues are required to comply with any and all vendor credentialing requirements imposed by Clients.

If any colleague refuses to comply with any vendor credentialing requirement, then he or she may be prohibited from working on site at the applicable Client Location. If this occurs, and if the colleague is unable to perform his or her job duties as a result, then the colleague’s employment will end.

Vendor credentialing is supported by the HR team. If you have any questions regarding the process or requirements you should submit an HR ticket through the Freshworks Service Desk.

Cybersecurity

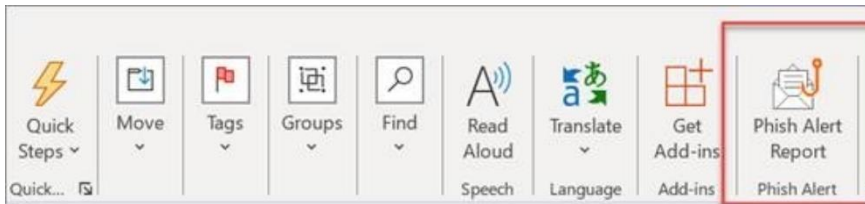
The purpose of this policy is to protect the integrity, confidentiality, and availability of Savista's information systems and data. Cybersecurity is a critical aspect of our operations, and every colleague is expected to understand and adhere to best practices to safeguard our organization from cyber threats.

Awareness and Training

Colleagues must complete mandatory cybersecurity training quarterly. You will receive a notification from Savista ISSO regarding each quarter’s training. This training includes, but is not limited to, topics such as identifying phishing attempts, safe browsing habits, and password security.

Reporting Incidents

Any colleague who suspects a cybersecurity incident or data breach must report it immediately to the IT Security team at savista-isso@savistarc.com. In the event of a suspected Phishing email, report the email immediately by clicking the Phish Alert Report button within Outlook.



Phishing Tests

Colleagues will be subject to regular email phishing tests to assess their awareness and ability to identify phishing attempts. Phishing tests will be conducted randomly throughout the year to ensure ongoing vigilance.

Consequences of Non-Compliance

Colleagues who fail a phishing test will receive targeted cybersecurity training as a reminder of the importance of vigilance in recognizing phishing attempts. Colleagues who fail a **Second** consecutive phishing test will receive a written *Last and Final* warning as well as targeted cybersecurity training. Colleagues who fail a **Third** consecutive phishing test will have their employment terminated.

Use Of Company Assets

Authorization Of Capital and Operating Expenses

Colleagues are not permitted to commit the Company to supporting any commercial ventures, religious or political causes, or other outside organizations without the Company's prior, written, express consent to do so. Only certain colleagues are authorized to perform the following tasks:

- Commit the Company to current and future obligations through the execution of contracts with third parties (e.g., with vendors, suppliers, clients, etc.);
- Approve colleague expense reimbursement; and
- Authorize and approve business expenditures (including the purchase of capital goods).

If you are uncertain as to whether you have authority to act or sign on behalf of the Company, contact the Senior Vice President for your team.

Break Areas for Nursing Mothers

At Company locations, and at most Client locations, there are private areas (other than a bathroom) for nursing mothers. The break area and reasonable break time for nursing mothers will be made available for up to one full year after the birth of a child. Each colleague using one of these break areas is responsible for keeping the break area and its appliances neat and clean. If you are a nursing mother and you work in a small office or at a client location that does not have a permanent break area for nursing mothers, notify the office manager. The office manager will coordinate with Facilities to establish a temporary break area that complies with this policy.

Bulletin boards

The Company bulletin boards are posted in each physical office location and contain official notices and legally required posters. You are urged to read the bulletin boards on a regular basis so that you will be aware of important Company news.

Only authorized persons may put up, take down, or alter items on the bulletin board. Some offices may provide additional space to post messages that are not work related. Any such messages must be appropriate for a professional environment, and the Company reserves the right to remove any messages that may be offensive, disruptive, or otherwise inappropriate for the office environment.

Company-issued corporate credit cards

The Company has arranged for a corporate American Express card for the convenience of frequent travelers and others who may incur frequent expenses on behalf of the Company. Utilization of the corporate American Express card provides the cardholder with several benefits:

To be eligible for a corporate credit card, you generally must travel a minimum of 20% of your worktime, purchase significant volumes of goods and services for use by the Company, or incur other regular frequent business expenses of a kind appropriately paid for by credit card. A credit limit that is appropriate for the volume of travel and/ or expenses incurred will be established for each card. Request for increases to the established credit limit must be made in writing by submitting an HR ticket through the [Freshworks Service Desk](#). Decisions regarding increasing credit limits will be based solely on business need. All corporate credit card users must complete a Corporate Card Agreement for Participation in the Corporate Credit Card Program (available from Human Resources). To obtain a corporate credit card submit your request via an HR ticket through the [Freshworks Service Desk](#).

A corporate credit card must never be used to obtain cash advances, bank checks, travelers' checks, or electronic cash transfers. A corporate credit card cannot be used by anyone other than the person to whom the card is issued and must never be used for any personal expenses. The Company has the right, but not the duty, to conduct audits of credit card usage from time to time. Any misuse of the

card, as determined in the sole discretion of the Company, may result in cancellation of the card, withdrawal of corporate credit card privileges and corrective or disciplinary action.

Expenses incurred on the corporate credit card must be timely submitted in the Company's Concur Expense tool, with receipts, according to the Company's [Travel and Expense Policy](#) (available on [Savista Central](#)). Manager-approved corporate credit card charges will be paid to American Express directly by the Company. Lost or stolen credit cards must be reported immediately to American Express and to HR through the Freshworks Service Desk.

Upon separation from employment, your authority to use the corporate card is immediately revoked, and the corporate card will be cancelled. Any outstanding balance on the corporate credit card may be withheld from your final paycheck except where legally prohibited and unless you provide proof to Human Resources that payment in full has been made.

If you are unable to pay the outstanding balance by your termination date and/or your final check is not sufficient to cover the balance owed, the Company may agree to a repayment plan, subject to your execution of a promissory note setting forth specific repayment terms and conditions. Regardless of whether the Company agrees to a repayment plan and regardless of whether you execute a promissory note, you remain responsible for the unpaid balance, and the Company reserves the right to take any and all legally appropriate measures as necessary to collect payment and report the debt to one or more credit reporting agencies.

Computer and Network Resources

When using any Company-owned or Company-issued resources, including computers and network resources from your home, make sure that your wireless routers are secure using WPA2 encryption and a complex password. To verify that you have the required security, click on the wireless network in your computer's system tray to display the networks, then right click on the network name and select Properties. The Security Type indicates the level of security used. Contact the Service Desk with any questions.

When using any Company-owned or Company-issued resources, including computers and network resources, on a public wireless network, (for example, at a coffee shop or airport) you must use the Company's VPN software before you begin accessing email or other network resources. This requires that you log onto the VPN prior to opening the Company's email application. Contact the Service Desk with any questions.

When using any Company-owned or Company-issued resources, including computers and network resources, you are not permitted to:

- Deliberately perform acts that waste or unfairly monopolize computer resources to the exclusion of others;

- Access the Company's network directly by modem;
- Install unauthorized software, change the computer's configuration, adding hardware, or in any way alter the computer's set-up without approval and assistance from the Service Desk;
- Disable or alter the configuration of anti-virus and firewall software on any Company provided device (i.e., computer, smartphone)
- Use resources for any illegal purpose or as part of any attempt to facilitate a criminal act;
- Use resources for the receipt, dissemination, or transmission of any information or data in violation of any laws, regulations, or policies (e.g., making copies of or download copyrighted material);
- Connect non- Company-owned computer equipment to the Company's computer network, either via a network cable or by accessing a wireless connection without obtaining a documented exception from the Information Systems Security Office (ISSO@SavistaRCM.com);
- Access the Company's systems before work, after work, during breaks or lunch periods, or on weekends without prior approval from your manager if you hold a non-exempt (hourly) position;
- Open any email, email attachment, web link, or document from an unknown sender or that appears suspicious, or open any email attachment, web link, or document from a known sender unless you have evaluated its legitimacy
- Download any illegal, pornographic, or otherwise inappropriate or offensive materials that could be considered offensive; and
- Download any sensitive Company financial information, protected health information (PHI), other protected personal information (PPI), or any other information considered sensitive and proprietary onto any external drive, including but not limited to digital drop locations, thumb drives, writable CDs/DVDs, external hard drives or any other form of portable media unless the medium is encrypted using Company provided or approved encryption software.

Confidential Information

You are obligated not to divulge confidential information about or maintained by the Company to any third party except in certain, limited circumstances described below. Similarly, you are obligated not to access confidential information about or maintained by the Company unless you have a need to know for purposes of performing your job duties at the Company. If you believe you have disclosed confidential information or material, non-public information regarding the Company without authorization to do so, you must immediately contact the Compliance Office at ComplianceOffice@SavistaRCM.com.

Confidential information generally includes, but is not limited to:

- Any trade secret of the Company;
- Any non-public information regarding the Company that provides the Company with a competitive advantage, or which would put the Company at a disadvantage if it were disclosed to a competitor;
- Protected Health Information (PHI) as the term is defined in the Health Insurance Portability and Accountability Act (HIPAA).
- Protected Personal Information (PPI) as defined by various laws and ordinances, such as colleague social security numbers, drivers' license numbers, dates of birth, home addresses and private phone numbers; and
- Any non-public information regarding the Company's clients and prospective clients.

You are also not permitted to disclose third-party confidential information to the Company or to anyone who is employed by or working for the Company without written consent of the applicable third party.

But nothing in this Handbook prohibits any colleague from providing truthful information of any kind to any government agency for purposes of reporting suspected wrongdoing, or for purposes of cooperating with any government agency's investigation. Also, nothing in this Handbook is intended to conflict with 18 U.S.C. § 1833(b) or create liability for disclosures of trade secrets that are expressly allowed by 18 U.S.C. § 1833(b). So, regardless of any provision that conflicts or may appear to conflict, nothing in this Handbook prohibits you from disclosing information in order to comply with a court order, subpoena, or similar legal process, or from providing truthful testimony in connection with a legal proceeding, including any proceeding conducted by a state or federal agency, provided that any confidential information disclosed is designated and otherwise treated as confidential; and

You shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that—(A) is made—(i) in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. Accordingly, you may disclose in confidence trade secrets to federal, state and local government officials, or to an attorney, for the sole purpose of reporting or investigating a suspected violation of law. You may also disclose trade secrets in a document filed in a lawsuit or other proceeding, but only if the filing is made under seal and protected from public disclosure.

Electronic Communications

In all communications, including electronic communications, you are expected to embody the spirit of professionalism and collegiality represented by our CARE values (Commitment, Authenticity, Respect,

Excellence) and described in other policies. Never send or create an electronic communication that would embarrass you if published and publicly attributed to you.

You are expected to protect the Company's equipment, systems and confidential information, and to take no action that would jeopardize any of these things. Never use the Company systems or equipment for any illegal purpose; for the receipt, dissemination, or transmission of any information or data in violation of any laws, regulations, or policies; to solicit for commercial ventures not supported by the Company; or to send or receive any unauthorized copyrighted materials, trade secrets, or proprietary information of the Company or others.

Certain sensitive information must be encrypted before transmitting. You must not transmit Protected Health Information or "PHI" (as defined by HIPAA), or any other confidential Company or colleague-related information (for example, credit card or Social Security numbers), externally in any unencrypted format or by any medium not authorized by the Company's IT Department.

The Company utilizes automatic encryption software, which automatically encrypts any text-based PHI (Word or Excel documents), but it does not capture PHI or other confidential information in a PDF, JPG, TIF, or any other non-text image. For any such transmissions, you must force encryption by entering "SENDSECURE" (without the quotation marks) in the subject line of your email.

Never conduct Company business utilizing personal email accounts such as web-based email (e.g., gmail.com, hotmail.com, or yahoo.com). Never send PHI, credit card data, or other Personally Identifiable Information relating to the Company, any client, or any patient to your private email.

Never send or respond to "junk" or "spam" email or mass mailings or send or respond to or forward "chain" letters using your Company email or Company-issued computer. Report the receipt of any suspicious email using Outlook's "Report Message" feature and report the receipt of offensive or otherwise inappropriate email to Human Resources.

You should have no expectation of privacy regarding e-communications using the Company's systems, software, or programs. It is the Company's right, intent and practice, but not its duty, to monitor the use of the tools and resources which the Company provides, including without limitation its email system, the Internet and the Company's intranets. You also should not expect privacy in on accounts accessed through the Company's computers/ technology. The Company does not require that you provide your password to any of your personal social media accounts, but keep in mind that the content of those personal accounts may be viewed by your colleagues and may be brought to the attention of management.

See also the [Social Media and Networking](#) section of the Colleague Handbook.

Mobile Electronic Devices, Computers, Network Resources and Other Equipment

The Company provides and/or supports technology and equipment to or for you in the normal course of business. It is your responsibility to exercise good judgment and care in maintaining and securing this equipment and technology. At a minimum, you must:

- Keep Company-issued equipment and devices (including mobile devices) secure at all times.
- Do not provide or lend Company-issued equipment or devices to anyone except the IT Department for upgrades, repair, etc.
- Password-protect all equipment and devices (including mobile devices).
- Do not alter or disable the encryption and security software installed on any Company-issued equipment or devices.
- Do not leave Company-issued equipment or devices unattended in public places.
- Never store Company-issued property in plain sight in an automobile or any other area that is not secure.
- Immediately report any suspected loss or theft of equipment, including mobile devices, to the IT Help Desk and to your supervisor.
- Avoid using cell phones or other voice-activated mobile devices while operating a moving vehicle whenever possible, and whenever legally required (e.g., in school zones, in certain cities, etc.). If you must make or take a phone call, use a hands-free device.
- Maintain business sensitive information on a mobile device only as business needs clearly require and maintain it in an encrypted and password-protected format.
- Never maintain electronic PHI (ePHI) on a mobile device unless business needs clearly require it and you have no other alternative; in such a case, always maintain it in an encrypted and password-protected format and remove all ePHI from the mobile device as soon as the need to maintain it there is resolved.
- Texting or emailing while driving is never permitted.
- Return any and all Company equipment upon separation from employment, or sooner if the Company requests.

The Company reserves the right to require reimbursement for texting, data-usage and other charges for texts and downloads that are unrelated to Company business.

If the Company is required to expend time and or resources to recover any Company-owned property from you, the Company reserves the right to seek recovery of those costs.

You may use Company-provided Smartphones/cell phones for a limited and reasonable amount of personal usage. If you plan to use a Company-provided or Company-supported Smartphone/cell phone

outside of the United States for business, you must first contact the [Freshworks Service Desk](#) at least five days in advance to enable a discounted international rate plan on your device. International usage is extremely expensive and should be kept to a minimum. If you use a Company-provided or Company-supported Smartphone/cell phone for any personal purposes while outside of the United States, you will be required to reimburse the Company for any charges incurred.

The Company permits all colleagues to use their own personal mobile devices to access specific Corporate Resources, such as Email, Teams, OneDrive, and MS office Applications. See the [Bring Your Own Device to Work](#) policy on Savista Central for more information.

Record Management and Retention

Federal and state regulations and sound business practices require the Company to maintain certain types of corporate records, usually for a specified period of time. The failure to retain such records for these minimum periods could subject the Company to penalties, fines, or other sanctions, and could also place the Company at a competitive disadvantage.

Conversely, it is sound business practice to destroy records as soon as the records are no longer legally required or no longer provide any strategic, practical, or legal value. The failure to destroy records that have no such value increases the risk of unauthorized access and/or undesirable disclosures of confidential and proprietary information. Retaining records beyond useful life also increases storage inefficiencies and costs.

From time to time, Legal may issue a Legal Hold, also called a Litigation Hold. Never delete or destroy any information that is subject to a Legal Hold. A Legal Hold also requires you to take proactive steps to make sure that all documents and information that are subject to the Legal Hold are retained, despite any automated processes or procedures that might otherwise result in their destruction.

If you are unsure whether you must retain or destroy any Company record (whether paper or electronic), contact the Compliance Office at ComplianceOffice@SavistaRCM.com with any questions.

Social Media and Networking

The Company recognizes that colleagues have the right to communicate with friends, family and others over social media without undue interference from the Company. Social media should never be used, however, in a way that violates any Company policy, contract, or legal obligation. If your social media activity would violate any Company policy, contract, or legal obligation in an off-line forum, it would also be a violation in an on-line forum. Colleagues are thus not permitted to use social media to:

- Violate any policies pertaining to the Company's equipment, systems, privacy or security;
- Violate any confidentiality obligations;

- Engage in harassment, retaliation, bullying, or other unlawful mistreatment of your peers or subordinates;
- Circumvent policies prohibiting unlawful discrimination;
- Violate the [Code of Ethics](#) which may be found on [Savista Central](#); or
- Violate any other laws, policies, or contracts.

Rules And Guidelines for Colleagues' Responsible Use of Social Media

The following provides colleagues with common-sense guidelines and recommendations for using social media responsibly and safely, in the best interests of the Company. These guidelines reflect the “duty of loyalty” every colleague owes to the Company, and are intended to supplement (not contradict, limit or replace) other applicable rules, policies, legal requirements and contractual obligations.

You are Personally Responsible for What You Communicate on Social Media

- What you publish might be available to be read by anyone and everyone (including your supervisor, your direct and indirect reports, colleagues, clients, future employers, social and business acquaintances, etc.) for a long time. Posts and tweets and other publications must respect all copyright, privacy, financial disclosure and any other applicable laws.
- Never claim nor imply that you are speaking on behalf of the Company in any post.
- If your comments may reasonably be attributed to the Company, then you have an obligation to clarify that you are expressing your own opinion, and you do not represent the Company. Use language such as, “The views expressed on this post are my own and do not necessarily reflect the views of the Company.”
- Use good judgment about what you publish and remember that anything you publish can reflect on both you, the Company and our clients.
- Never use social media in a false or misleading way, such as by claiming to be someone other than yourself or by creating an artificial “buzz” around our business, products, or stock.
- Remember that your statements, especially if false, have the potential to result in liability, both for the Company and for yourself.

Respect Intellectual Property and Confidential Information

- Information regarding working conditions for non-management colleagues is not considered confidential information and is not subject to this restriction but Protected Personal Information or “PPI” may be subject to other restrictions.
- Do not do anything to jeopardize the Company’s trade secrets and other confidential information or intellectual property.

- Do not discuss material, non-public information about the Company’s financial position, products or services, clients, or any Company-related business.
- Do not publicly disclose any information that is confidential or proprietary to (owned by) the Company unless you have clear, written consent to do so.
- Never publicly disclose any information that is confidential or proprietary to (owned by) any other company or individual unless you have their clear, written consent to do so.
- Never access, use, copy, or distribute the intellectual property of any company, including but not limited to Savista, or belonging to any individual without clear consent to do so.
- If you have any questions about whether a particular post or upload might violate the copyright or trademark rights of any person or company, ask your supervisor before publishing.

Respect and Comply with Terms of Use of All Sites You Visit

Do not expose yourself or the Company to legal risk by using a social media site in violation of its terms of use. Review the terms of use of all social media sites you visit and ensure your use complies with them.

If you are authorized to use social media as part of your job duties, pay particular attention to terms relating to prohibitions or restrictions on the use of the social media site, including prohibitions or restrictions on use for advertising, marketing and promotions, or other commercial purposes.

Teams and Other Messaging Systems

The Company’s messaging systems are the exclusive property of the Company and are to be used for Company business. Personal calls should be kept to a minimum and confined to breaks and lunch periods in order to minimize the disruption to your coworkers. Call centers, service centers, patient check-in or screening areas, and other locations may require that personal cell phones be kept off or out of the work area in order to minimize disruptions and to facilitate security.

No personal international calls are permitted on any Company messaging system or Company-issued phone if the Company will incur long-distance charges. The Company receives a monthly report of all calls made by each station and on each mobile device and reserves the right to require you to reimburse the Company for any charges incurred due to personal use.

Most colleagues do not require a telephone to perform their job duties, as most operations are conducted through Teams or other messaging applications, which allow live computer-to-computer calls. All expenses related to personal mobile devices (e.g., cell phone, tablet devices, etc.) are non-reimbursable expenses.

If a hotel phone and/or internet must be used while traveling for Company business, please use prudently and expense accordingly pursuant to the Travel and Expense policies, located on [Savista Central](#) for more information).

The Company has the right, but not the duty, to monitor any and all of the aspects of its Company-issued equipment and systems, including, but not limited to, monitoring your telephone conversations and your voicemails, your Teams messages, and other communications, both sent and received. You therefore have no reasonable expectation of privacy in any communications on these systems or devices.

Travel and Expense Reporting

It is the Company's practice to reimburse colleagues for all reasonable and necessary expenses incurred in the course of transacting Company business. Therefore, the Company has established an [Travel and Expense Policy](#) which defines the Company's expectations regarding travel planning, the type of expenses which will be reimbursed and the conditions under which reimbursement will be made. It is your responsibility to read, understand and follow the policy. The Company reserves the right to conduct audits of submitted expenses to require validation of the stated business purpose and expensed amounts. Expensing any personal charges to the Company is tantamount to theft and/or fraud and will be treated accordingly. Scheduling travel for reasons other than legitimate business purposes may result in revocation of travel and expense privileges, mandatory repayment of the travel costs and other disciplinary action. If revocation of travel and expense privileges results in your inability to perform your regular job duties, your employment may end.

The full [Travel and Expense Policy](#) is available on [Savista Central](#).

Use Of Company Assets

The Company provides you with access to and use of many Company assets. These assets include, but are not limited to, a workspace for those colleagues who work on site, a computer, monitor, keyboard, mouse, telephone, other office equipment, information references and resources, e-communications systems, other systems and various physical office locations and amenities.

These assets belong to the Company and you are permitted to use them at the Company's sole discretion. All Company assets must be immediately returned to the Company upon separation from employment, or sooner if the Company's requests.

As long as the assets are assigned to you or are in your possession, it is your responsibility to treat these assets with at least the same degree of care with which you would treat your own expensive belongings, but in no event less than a reasonable degree of care. Minimum care requirements for laptops, phones, mobile devices, data, systems and other information and equipment are described in the [Mobile Electronic Devices, Computers, Network Resources and Other Equipment](#) section of the Colleague Handbook.

Use of Personal, Rented and Leased Vehicles

If you operate a vehicle on behalf of the Company you must follow all of these rules:

- You must possess a valid operator's license for the class of vehicle you are operating.
- Texting, non-hands-free calling or emailing while driving is strictly prohibited. If you must read, call or send a text or an email, then you must either wait until you arrive at your destination, or pull over to a safe location before reading or sending the text or email.
- You are responsible for all personal property kept in a vehicle. The Company is not responsible for lost or stolen articles kept in any vehicle and will not reimburse you for the loss or theft of such items.
- You are responsible for all Company property and equipment (e.g., laptop, mobile device, thumb drives, etc.) in a vehicle. The Company property and equipment should never be left in plain sight. If the equipment cannot be brought indoors, then it should be locked in the trunk or otherwise hidden from view. Never leave a Company-issued laptop, mobile device, thumb drives, or other mobile equipment in a vehicle overnight.
- You are responsible for the safe and proper packing and securing of all cargo.
- No more than one passenger per seat belt is allowed in the vehicle. The driver and all passengers must wear seat belts at all times.
- Under no circumstance may you transport unauthorized, non-family, non-business-related passengers (e.g., hitchhikers, friends, paying riders) on business related trips.
- You are responsible for appropriately securing the vehicle and its contents for any overnight stays.

As a standard business practice, the Company is insured under several insurance plans which are in effect 24 hours a day/7 days a week when an owned, leased or rented automobile is used for Company business. The Company's automobile liability policy covers third-party liability for:

- Incidents that occur when utilizing a Company owned or leased automobile;
- Incidents that occur when renting a car while traveling for the Company; and
- If you travel in your personal automobile on Company business, you may have access to third party liability coverage in excess of (or secondary to) the coverage you currently have on your personal automobile policy. You are responsible for any
- damage to your personal automobile when driving on Company business without regard to who is at fault.

No Company coverage applies for your commute to or from your regular work location.

The insurance company that provides the Company's automobile liability coverage may require that you must submit to an annual investigation of your motor vehicle record if you operate a vehicle on

Company business. If an incident is discovered that is deemed, in the sole discretion of the Company or the insurance carrier, to be severe and reckless, then the Company may suspend or terminate your automobile and/or driving privileges or require remedial driver training. In addition, depending on the circumstances of the incident and your job duties, your travel privileges may be suspended or revoked. If this results in your inability to perform your regular job duties, your employment may end.

When renting an automobile for Company business, decline the purchase of optional additional insurance, (Loss Damage Waiver (LDW), Personal Accident Insurance (PAI), Personal Effects Protection (EP) and Additional Liability Insurance (ALI). The Company will not reimburse you for the cost of optional additional insurance coverage. When traveling for the Company, you are required to carry a current (unexpired), valid driver's license and proof of Company insurance at all times when operating an automobile for the Company. Electronic insurance cards can be obtained through [Savista Central](#).

If you receive an automobile allowance from the Company, you are required to carry personal automobile insurance with the following minimum limits: \$100,000 bodily injury each person, \$300,000 bodily injury per occurrence and \$100,000 property damage. You are required to submit proof of such insurance coverage upon each policy renewal or at other times upon request.

If you are involved in an automobile incident of any nature that involves damage to an automobile, yourself, or others while on Company business:

- Obtain medical attention immediately, if needed;
- Obtain a police report (regardless of the severity of the incident);
- Report the incident to the Company's insurance carrier's claims department listed on the Company's auto insurance card;
- Report the incident to Human Resources; and
- Follow the steps prescribed by the rental car company that owns the automobile, as applicable.

It is the Company's standard practice to obtain information on a colleague's driving record if the colleague is involved in an automobile accident while conducting Company business.

Safety And Security

Evacuation of Office

There are cases where emergency conditions may warrant evacuation of a workspace or office. You are required to leave the facility when an emergency alarm is activated and/or when instructed to do so via public address systems. If an alarm has not been activated, but it is clear that an emergency exists, you must leave the premises immediately by following the evacuation routes established for each building. Do not return to the building until a member of the local fire department, police department, the on-site facility manager, or other member of the management team indicates it is safe to return to work. You are not permitted to leave the designated safe areas unless and until instructed to do so.

If weather conditions require evacuation of a workspace, proceed to an area designated for such emergencies. Generally, the designated area is the basement or first floor of an office building away from windows and doors. You should remain in the designated area until the threat has passed and a member of the Company's management team indicates it is safe to return to work. You are not permitted to leave the designated safe areas unless and until instructed to do so.

You are not expected to endanger yourself in order to assist with the evacuation of others, but you have a duty to inform other occupants of an emergency by pulling available alarms, making announcements over a PA system, or alerting occupants using other available methods. In addition, if you are hosting visitors in a building when it is evacuated, you are expected to lead the visitors to safety following the steps outlined above.

It is each colleague's responsibility to familiarize himself/herself with the evacuation routes specific to the location where you work.

Protected Personal Information

The Company collects and stores certain personal information about you in order to comply with the law, process payroll, administer its benefit plans and to assist you with difficulties that may be encountered when filing for benefits under Company-sponsored plans. This Protected Personal information (PPI) is obtained directly from you and occasionally by third parties. Personal information may include information such as your income, benefits, address, social security number, home address and date of birth. It may also include information about illness, disability, or injury. The Company is committed to the responsible management, use and protection of all such personal information.

To administer payroll and benefits, the Company may share personal information as permitted by law, with unaffiliated third parties, including independent brokers, brokerage firms, insurance companies, administrators and service providers who provide services to the Company and administer the Company's benefits and other employment-related programs.

The Company colleagues with access to the PPI of others in the course of doing their job are required to keep the information confidential. If you have access to such information, you are strictly prohibited from sharing it for any purpose, except the proper administration of the Company's compensation and benefits programs, without that colleague's prior written consent.

In the administration of its compensation, benefits and other employment-related programs, certain representatives of the Company's Human Resources, Benefits and Accounting Departments may handle PPI related to you and your dependents.

This information may be used solely for the purpose of administering benefits and compensation plans. This information cannot and will not be used to make decisions related to your employment with the Company or the terms of such employment.

Individuals who come in contact with PPI of a colleague of the Company or dependent are required to keep the information confidential. PPI will only be disclosed as you authorize in writing or as otherwise permitted by law. Individuals who handle PPI must follow the Company's [Privacy and Security](#) policies.

Some clients require colleagues to provide a social security number, a personal email address, personal phone number, home address and/or other private information before the client will permit the colleague to access the client's patient accounting system. Clients use this information to authenticate the identity of the colleague, and many clients will not permit a colleague to access their patient accounting system without such information. Similarly, some states' Medicaid databases also require the same or similar information. If a colleague's job duties require the colleague to access any such system and the colleague refuses to provide the information required for such access, then the colleague will be deemed to have refused to perform his or her job duties and their employment terminated.

Privacy

You should have no expectation of privacy with regard to any information you create, store, send, save, access, or receive on the Company equipment or systems, including laptops, phones, email messages, voicemails, text messages, instant messages, shared drives, local drives, hard drives, desks, lockers, etc. The Company can and will access these devices, equipment and systems at any time in its sole discretion, with or without further notice.

Safety/Security

Safety and security are the responsibility of every colleague, regardless of their role with the Company. You are responsible for:

- Following all health and safety rules and procedures,
- Reporting hazardous conditions to your manager,

- Wearing or using any prescribed masks, gloves, or other protective equipment,
- Reporting any job-related injury or illness to your manager and seeking treatment promptly,
- Operating equipment only with proper instructions and authorization, and
- Following all security procedures prescribed by building management.

Badges

As part of the security protocol, you are issued an access badge that allows you access to your work area. You are also required to wear a Company-issued badge containing a photo at all times while at work.

You have a responsibility to safeguard any security tools issued to you (e.g., keys, badges, access codes, etc.). If one of these items is lost or stolen, it is your responsibility to immediately report the lost or stolen item to Facilities. The Company will replace the first lost or stolen security tool at no cost to you. For subsequent losses of these security tools, you may incur a charge of up to \$20 per lost or stolen tool. You are not permitted to duplicate any keys or security badges, (unless such work is part of your ordinary job duties) or to make fake access or ID badges.

Social Distancing and Other Contagion-Related Protocols

From time to time, government institutions or the Company, itself, may impose safety protocols to limit the spread of contagions. When applicable, all colleagues who work on site at any Company location are responsible for complying with any and all contagion-related safety protocols. These may include, but are not necessarily limited to, the following:

- maintaining a distance of at least 6 feet from all other colleagues, patients, client personnel, visitors, and others;
- wearing a mask in all shared spaces such as lobbies, hallways, kitchens, bathrooms, and break rooms
- washing hands for at least 20 seconds after touching any equipment or items that others may have touched, such as printers, copiers, elevator buttons, and toilet flushers
- keeping desk spaces clear of personal items so that cleaning crews can clean workspace surfaces; and
- complying with any and all other safety protocols specified for or implemented by the specific location where you work

Vehicle Registration

You are also responsible for ensuring that personal vehicles that you drive to and from work are registered, if required, at your primary office location. For some office locations, this may be a

requirement of the building lessor. It is also important for the safety and security of colleagues to be able to identify the owners of the vehicles parked on our premises.

Visitors

All visitors are required to sign in and wear a badge while in a Company facility. Visitors must enter through the reception area and complete a COVID-19 screening prior to entering the building. Under no circumstances should you allow visitor access to a Company office by a back door. Visitors must be escorted at all times while in the Company's facilities, subject to the following. Service workers may perform their service within the building unescorted, but only after checking in with the receptionist and all credentials have been verified. If you notice a service worker in an area where they should not be, you should escort the person to the reception area.

You are expected to comply with any applicable visitation policies and procedures when visiting other Company facilities or when visiting a client site.

Weapons and workplace violence

Wearing, transporting, storing, or carrying firearms or other dangerous weapons is prohibited within any of the Company's buildings or offices and at any Company-sponsored events. Most, if not all clients, also prohibit the carrying of any firearms or weapons on premises.

A weapon is any firearm, explosive, knife, or any other device, instrument, substance, or object that may be wielded to produce bodily injury or death. Possession of a valid permit to carry a weapon does not exempt you from this policy. Only law enforcement or security personnel and any person engaged in military activities sponsored by the federal or state government are exempt from this policy, but only while engaged in those official duties. Any colleague or visitor who violates the policy will be removed from the premises immediately.

In addition, workplace violence of any kind is strictly prohibited. Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Prohibited conduct includes but is not limited to:

- Causing or attempting to cause physical injury to another person;
- Making direct or indirect threats of violence, physical injury, or property damage;
- Aggressive or hostile actions that create a reasonable fear of injury to another person;
- Intentionally damaging Company property or the property of another colleague;
- Bringing a weapon into any Company office building or bringing a weapon into any other location where the Company is conducting business;
- Committing harmful or threatening acts motivated by, or relating to, domestic violence, stalking, or other unlawful harassment; and
- Any other act or statement that may reasonably be perceived as violent or threatening.

If you become aware of any such conduct, assume that the threat is real and report it immediately to your manager and/or Human Resources. In addition, reports can be made anonymously through the Compliance Helpline at [\(800\) 826-6762](tel:800-826-6762) or access www.alertline.com and enter Organization Name: Savista.

The Company does not expect you to be skilled at identifying potentially dangerous situations, but you are expected to exercise good judgment and common sense. If you see something, say something. Inform your manager and/or Human Resources if any colleague or visitor exhibits behavior suggesting a potentially dangerous situation, or if you know of the existence of any weapon inside any location where the Company is conducting business. Potentially dangerous behaviors include, but are not limited to:

- Discussing weapons unusually often or bringing a weapon into the workplace;
- Expressing extreme resentment, hostility, or anger toward any person;
- Making physically threatening remarks or sending one or more physically threatening written communications;
- Exhibiting physically threatening behavior or physical aggression;
- A sudden or dramatic refusal to perform one's assigned job duties or assignment(s); and/or
- Poor hygiene, refusal to engage in ordinary conversation with others, or other signs of social withdrawal.

All reported incidents will be investigated. The Company will actively intervene upon receiving any indication of a possible hostile or violent situation, which intervention may include reporting the situation to law enforcement.

Employment Practices

Background Checks

It is the Company's policy to conduct background investigations, including a review of criminal records, on all applicants for employment after an offer of employment has been accepted. All offers of employment are contingent upon a successful outcome of the background checking process. Among other things, the Company investigates criminal history, debarment from health care or health care-related programs and the use of certain controlled substances.

Prospective colleagues are not asked about criminal history until a contingent offer of employment is made. Prospective colleagues who have a criminal record will be evaluated for employment in light of the particular offense for which the colleague was convicted (or pled nolo contendere), the age of the conviction and the job duties of the position at issue. The Company may repeat background checks periodically throughout a colleague's employment as the Company deems appropriate for employment-related purposes.

If the Company is acquiring the stock or assets of another entity and extends offers of employment to the colleagues of the acquired entity, the Company may elect to rely on background checks previously conducted by the acquired entity. Similarly, if the Company extends offers of employment to the colleagues of a client in connection with an outsourcing engagement, the Company may elect to temporarily rely on background checks previously conducted by the client until new background checks can be performed. In either situation, however, the Company requires colleagues to consent to future background checks for employment-related purposes as a condition of employment.

Ethics and Compliance Program

It is the Company's intention to operate its business in an ethical, honest and legal manner. As such, the Company has implemented a compliance program that provides a framework to promote honest, ethical, safe and legal practices in all day-to-day activities. Adherence to the compliance program is your responsibility. Among other things, you will be required from time to time, as a condition of continuing employment, to participate in compliance program training initiatives to ensure that you clearly understand the business, professional and personal ethics that are required of you. Among other obligations, you are required to:

- Adhere to all of the Company's policies and procedures including, but not limited to, those identified within the Colleague Handbook, the [Compliance Program Overview](#), the [Code of Ethics](#) and the [HIPAA Policy](#), each as may be amended from time-to-time and all of which may be found on [Savista Central](#);
- Follow all applicable laws and regulations;
- Report suspected violations of the Company's policies and procedures, the [Code of Ethics](#), compliance program and/or laws and regulations through to Human Resources, to senior management, to ComplianceOffice@SavistaRCM.com, or to Compliance Helpline at [\(800\) 826-6762](tel:8008266762) or access www.alertline.com; Organization Name: Savista, anonymously if you wish;
- Accept responsibility and accountability for performing, monitoring and complying with internal control procedures within your area of responsibility, and
- Timely complete any and all mandatory HIPAA, Anti-Harassment, and other training.

For more information regarding your responsibilities under our compliance program, please refer to the [Compliance Program Overview](#), the [HIPAA Policy](#) and the [Code of Ethics](#), all of which are posted on [Savista Central](#).

Client and Vendor Gifting Guidelines

The Company strictly limits gifts and donations of anything of value to clients, and similarly limits the receipt of gifts or donations from vendors. The Company will not reimburse you for any gift or item of value that you purchase or give to any client which violates this policy, and such activity may also result in disciplinary action up to and including termination of employment. Other requirements for expense reimbursement apply; see the [Travel and Expense Policy](#) on [Savista Central](#).

Permissible Expenditures

Subject to the approval requirements listed below, the following are permissible:

- Meals provided in connection with a business meeting attended by both the client and the Company
- Meals attended by both the client and the Company for the purpose of discussing the client's business needs or relationship with the Company (e.g. an occasional lunch or dinner at a restaurant which is reasonably priced for the occasion) Entertainment of a reasonable nature or value where developing the business relationship is the primary purpose of the event (e.g. a local golf outing, tickets to a regular-season sporting event at a local venue, etc.)
- Seasonal items of a reasonable nature or value (e.g., fruit gift basket at holidays)
- Company swag such as t-shirts, pens, mouse pads, mugs and the like bearing the Company logo

Approval Requirements

- Vice President level approval is required for any other gift or item provided to or for a client with a value greater than \$100.
- Senior Vice President level approval is required for any other gift or item provided to or for a client with a value greater than \$250.
- Approval of the Office of Ethics & Compliance is required for any other gift or item provided to or for a client with a value greater than \$500, unless the item is a celebratory meal celebrating a new or renewed client relationship.
- Most clients also have their own gift policies, and all colleagues are expected to comply with those as well.

Special Events

- Only the Chief of Staff or the Chief Executive Officer may approve any sponsorship of any client's charitable event (such as a golf tournament to benefit a 501(c)(3) charitable organization)
- Only the Chief of Staff or the Chief Marketing Officer may approve payment for or reimbursement of a client's travel expenses relating to the client's attendance of a Company-sponsored event or trade show (e.g., where client individual is asked to participate/speak at the event).

Prohibited Gifts/Donations/Expenditures

Regardless of any language that conflicts or appears to conflict, all colleagues are prohibited from giving any gift which:

- Would violate a law, rule, regulation, client policy, vendor policy, Company policy, or that otherwise does not comport with the rules or spirit of the Company's [Code of Ethics](#);
- Would create the appearance of impropriety; or
- Would embarrass you, your manager, the Company's leadership or the Board of Directors or otherwise damage the Company's reputation if it were disclosed publicly.

Examples of prohibited gifts include but are not limited to:

- Any bribe, payment or other item intended to induce business or which may be perceived as an inducement for a client to give business to the Company, including but not limited to "thank you" gifts of any value for signing a contract;
- Any cash, gift card or other cash equivalent except for the Special Event donations described above;
- Paying for a client to attend a third-party conference or other event hosted by a third-party, except as described in the [Special Event](#) section above;
- Paying for or reimbursing a client for transportation or lodging, except as described in the [Special Event](#) section above;
- Contributions to a client's general fund or other "donation," except as described in the [Special Event](#) section above;
- Any permissible expenditure which is repeatedly given such that the aggregate value exceeds the permissible thresholds described in the [Permissible Expenditures](#) section of this policy; Giving any tangible or intangible item deemed to be an unreasonable gift in the sole discretion of the Office of Ethics and Compliance (e.g. country club memberships, use of a vacation home for less than the market value of renting, jewelry, technology, artwork, price discounts not

approved by the Pricing Team, and any other favor, privilege, gratuity, freebie, access or other perk, even if approved by other management.

Vendors

Colleagues are prohibited from accepting payments or gifts from vendors, except for items of nominal value such as vendor swag, seasonal items of low dollar value (such as a holiday fruit basket), and meals of a reasonable value provided by or in connection with a business meeting.

For more information on gifting and other potential conflicts of interests, refer to the Company's [Code of Ethics](#). Contact the Compliance Office with any questions at ComplianceOffice@SavistaRCM.com.

Drug-Free Workplace

It is a violation of the Company's drug-free workplace policy to use, possess, sell, trade, offer for sale, or be under the influence of illegal drugs or intoxicants in the workplace or while engaged in the Company's business, regardless of whether that business is occurring on or off the Company premises. It is also a violation of this policy to use, possess, sell, trade, offer for sale, or be under the influence of alcohol, marijuana, or any other legal intoxicant in the workplace or while engaged in the Company's business, except that the Company may permit alcohol consumption under certain circumstances (see [Alcohol in the Workplace](#) section below). The legal use of prescribed and over-the-counter drugs is permitted on the job only if it does not impair your ability to safely perform the essential functions of your job; if the legal use of prescribed drugs may impair your ability to safely perform the essential functions of your job, contact Human Resources to discuss possible Reasonable Accommodations.

Alcohol in the Workplace

The Company may from time to time permit the consumption of alcohol within reasonable limits at Company sponsored event (such as business dinners, sponsored happy hours, team-building parties, etc.) in its sole discretion. If any person appears visibly intoxicated at any Company sponsored event, the Company may require that person to get a ride home, make a mandatory referral to the Company's Life Assistance Program, prohibit that colleague from attending future events where alcohol will be served or take other appropriate action as determined by the Company in its sole discretion.

If you struggle with alcohol or any other substances, you are encouraged to contact the Life Assistance Program for a confidential evaluation and referral.

Tobacco Policy

Smoking and vaping (including but not limited to conventional cigarettes, electronic or e-cigarettes, pipes, cigars and other vaping devices) and use of any other tobacco products is prohibited on all

Company property, including leased properties. Smoking and other use of tobacco products is prohibited not just inside all Company offices; it is also prohibited in parking lots, parking garages, outdoor patios and terraces, outdoor break areas and in or on any other Company-owned or Company-leased grounds, campuses and property. This policy applies at all times, and regardless of whether any leased- property owner has established designated smoking areas on the property. Nicotine gum and nicotine patches, however, are permitted. Most, if not all client locations, impose similar restrictions on their premises.

The Company will not provide additional break periods or extended lunch periods to accommodate smoking, vaping or any other tobacco product use. Excessive absences from your work area due to smoking, vaping or other tobacco product use violate the [Attendance](#) policy just as any other excessive absences would.

Nothing in this policy prohibits you from smoking, vaping or using other tobacco products off Company property except that if you work on site at any client location, you must follow the smoking and tobacco use policies established by the applicable client for those client locations.

Dues and Professional Expenses

The Company pays professional dues and related expenses for you if you hold a full- time position and, in the opinion of management: (1) the applicable professional organization directly contributes to your work and the success of the Company, and (2) the applicable team budget supports the expenditure. Management approval is required when requesting reimbursement for dues and other paid expenses related to membership in a professional trade group, under the terms and conditions of the Company's [Travel and Expense Policy](#).

Colleague Records

Human Resources maintains certain information relating to colleagues for a variety of reasons, including payment of certain taxes, benefits administration, security and for other legally required record keeping purposes. It is essential that this information be kept current. You are thus obligated to timely update any and all changes to your personal information in [Workday](#), including:

- Name
- Home Address
- Telephone number
- Marital status (within 31 days after occurrence)
- Birth or adoption of child (within 31 days after occurrence)
- Emergency contacts
- Beneficiary information
- Dependent information

- Loss of health benefits from another source (within 31 days after occurrence)
- Loss of work permit or employment eligibility (immediately)
- Other personal data that may be relevant to benefits eligibility or employment eligibility
- Completion of mandatory training videos, courses, or programs

All records maintained by the Company in connection with your employment are property of the Company. Should you wish to examine the contents of your personnel file, you are free to do so during employment. To request an electronic copy of your personnel file, submit an HR ticket through the [Freshworks Service Desk](#). In states where providing copies is mandatory, the Company may charge a reasonable fee for copying and mailing the records that you request.

Employment of Relatives/Close Relationships

The Company encourages its colleagues to establish working relationships that are both congenial and professional. The Company generally prohibits certain workplace relationships, however, that could interfere with business decisions, give rise to the appearance of impropriety or special treatment, or otherwise create risk to the Company. A close personal relationship is any relationship in which the individuals involved have a relationship that extends well beyond the professional relationship. These include, but are not necessarily limited to, romantic relationships and familial relationships.

You may not, without the prior written consent of Human Resources:

- Supervise, directly or indirectly, a relative or any other person with whom you have a close personal relationship;
- Work under the immediate supervision of a relative or any other person with whom you have a close personal relationship; or
- Work in circumstances in which advancement opportunities or other job-related matters come under the direct influence of a person with whom you have a close personal relationship.

Similarly, every manager also has the discretion to decline to hire the relatives or friends of any colleague, even if they are qualified for the job, if your manager believes the relationship may interfere with business decisions, give rise the appearance of impropriety or special treatment, or otherwise create risk to the Company.

The Company will consider exceptions to this rule in rural or other difficult-to-staff locations, on a case-by-case basis, and subject to regular monitoring to ensure fair treatment and equal opportunity for all colleagues.

Immigration

From time to time, the Company may determine to sponsor a work visa or permanent residency for a foreign national in order to fill an open position if the foreign national is the most qualified candidate

for the position. Obtaining work authorization for foreign nationals is a significant investment. For this reason, managers must obtain approval from their executive team leader to hire any foreign national needing sponsorship for work authorization, or in order to sponsor foreign nationals for permanent residency (green cards). Any associated fees paid by the Company will be paid from the manager's cost center, and the manager must show budget approval for fees prior to beginning the hiring or offer process. Submit an HR ticket through the [Freshworks Service Desk](#) for additional information on immigration.

In certain circumstances, the Company may be responsible for paying for the reasonable costs of a return flight to the colleague's home country at the conclusion of the colleague's employment, if the return flight occurs within a certain period of time following the colleague's last day of employment. Additional conditions to the return flight apply. Any such costs would also come out of the manager's budget or cost center. The Company is not responsible for and does not pay for or reimburse a return flight for a colleague's family members.

Unplanned Office Closure

Colleague safety is the Company's first priority, and the Company may adopt and revise procedures from time to time in order to respond to a variety of emergencies. The Company has adopted a number of protocols, for instance, relating to the COVID-19 pandemic. As another example, the inclement weather policy outlines how colleagues are notified in the event of an office closure and work expectations in the event of severe weather scenario.

Typically, if government offices are closed near our work locations, our work locations will also be closed, but because colleagues of the Company often work on site at hospitals, clinics and other health care provider locations, you may be required to report to work or stay at or near the location to ensure patient needs are met despite the poor weather conditions. For questions regarding client site closures, contact your manager.

Company Emergency Alert System

The Company utilizes an emergency alert system to notify colleagues in crisis situations such as inclement weather, office closures and more. Office closure announcements will be made through email and/or text. Be sure that your correct cell phone number is listed in [Workday](#) so that you are able to receive information updates as these situations develop. For more on the Company's Emergency Alert System, please see the Facilities page on [Savista Central](#).

In the event of a natural disaster, the Company will send a company-wide email and/or text with instructions on office operations and instructions on how to notify the Company of your safety. If these communications systems are down, the Company will use every effort to communicate through other means.

For Non-Exempt Colleagues

If the decision is made by management to close an office or client site due to inclement weather, a natural disaster, viral outbreak, unplanned system downtime (e.g. power/ internet outage or facility issue) or other catastrophe, and you are unable to work due to that event, your manager may assign you to one or more of the following options until the location reopens: (1) temporarily work from home, or (2) take PTO if you have PTO available, or (3) temporary reassignment to an open clinic, or (4) make-up of lost work time within the same work week, or (5) unpaid time off. Under no circumstances will any makeup time be allowed outside the work week in which the office closure occurred.

Makeup hours are arranged at the discretion of the Company without guarantee that all or any hours can or will be made up.

For Exempt Colleagues

If the decision is made by management to close an office or client site due to inclement weather, a natural disaster or other catastrophe, you are expected to work remotely unless you hold a position that cannot be performed remotely on a short-term basis. Leaving your laptop at the office or client site does not excuse you from the requirement that you work remotely during an office or client site closure. If you hold a position that can be performed remotely but you were not prepared with the proper equipment to do so, you may be required to use PTO for that time or, depending on the duration of the closure, you may be placed on temporary unpaid leave.

Investigations

From time to time, the Company, its auditors, certain designated committees of the Board, or third parties engaged by the Company for a specified purpose may conduct investigations for a variety of business-related purposes. These include, but are not limited to, financial audits conducted by the Company or its auditors to ensure regulatory compliance, security audits conducted by the Company or its auditors to ensure HIPAA, Payment Card Industry, or other program compliance, government audits for which the Company may be randomly selected and investigations into particular concerns reported by colleagues, clients, or others.

Colleagues and others are encouraged to raise concerns about suspected misconduct, even if they do not have full knowledge of the facts and circumstances. All reported concerns are taken seriously and promptly investigated. No colleague will suffer any retaliation for raising a concern in good faith about suspected misconduct, even if the investigation reveals that no misconduct occurred.

If a colleague or other party raises a concern about conduct which may be unlawful or otherwise inconsistent with the Company's CARE values, then the Company will initiate an investigation. An appropriate investigator will be appointed. Investigators may include representatives from any or all of the following, depending on the concern reported: Human Resources, Legal, Compliance, the

Information Security Services Office, third- party investigators engaged by the Company, government agencies and/or criminal law enforcement. Investigators may ask questions regarding who, what, where, when, why and how particular incidents occurred.

Investigations may include individual interviews with the parties involved and/or with individuals who may have observed the alleged conduct or who may have other relevant knowledge. Confidentiality will be maintained throughout the investigation process to the extent possible and consistent with sound investigation practices and appropriate corrective action. The outcome of investigations will be shared only to the extent necessary and appropriate, as determined by the Company in its discretion. If you are a witness or otherwise become involved in one of these investigations and are not satisfied with the results of the investigation, you are encouraged to submit your concerns in writing to the ComplianceOffice@SavistaRCM.com or to the Helpline at [\(800\) 826-6762](tel:(800)826-6762) or at www.alertline.com; Organization Name: Savista.

At the conclusion of an investigation, the Company will implement any remedial action it deems appropriate, including but not limited to disciplinary action for any colleagues who are found to have violated Company policy. Not all investigations lead to conclusive proof of policy violation, and in some cases, colleagues may nevertheless be assigned targeted training, receive other developmental assignments or recommendations, be reassigned job duties, or subject to other cautionary measures, even if no policy violation was found “—more likely than not—” to have occurred.

If you are questioned in connection with any such investigation, you are expected to participate in good faith, and to be forthcoming with any and all information you know about that may aid in the investigation. If you knowingly misrepresent or withhold information that pertains to any investigation conducted by the Company, not only are you in violation of this policy, but you are also impeding the Company’s ability to identify and correct possible misconduct. You may also be in violation of other policies.

If you are questioned by any Company lawyer, you are advised that:

- The lawyer is an attorney for the Company, and the investigation is being conducted on behalf of and for the benefit of the Company. The lawyer is not your personal attorney, does not represent you in any personal legal matter, and cannot give you any personal legal advice.
- The attorney-client privilege protects the confidentiality of the conversation you have with a Company lawyer. That privilege of confidentiality, however, belongs to the Company, not to you personally. Only the Company has the power to waive that privilege. You are prohibited from disclosing the conversation without the consent of the Company.

Licensure and Registration

If you are required as a condition of employment to maintain licensure by the state or certification by a professional society, you are responsible for keeping such licensure current and in effect and providing

proof upon request that the license is current and active. Failure to timely provide such documentation may result in unpaid suspension of job duties until the required proof of licensure is provided.

Non-Compete Agreements

The Company has a strong, legitimate interest and legal right to protect its trade secrets, confidential and proprietary information, competitive advantages, good will and other legitimate business interests (collectively, “Competitively Sensitive Information”). The Company is thus unwilling to disclose Competitively Sensitive Information to certain colleagues in the absence of a written agreement that protects those interests. To that end, certain colleagues of the Company are required to sign and comply with a non-compete agreement in a form acceptable to the Company. Execution of and adherence to the requisite non-competition agreement is a condition of employment.

The Company’s non-competition agreements are intended to be the least restrictive possible while still protecting the Company’s interests in Competitively Sensitive Information.

Colleagues will leave the Company from time to time, and it is not the Company’s intent or practice to prevent any individual from obtaining gainful employment within his or her chosen field by attempting to inappropriately enforce a non-compete agreement. Should you have any questions about whether your non-compete agreement would prohibit you from accepting any particular position outside of the Company, you are encouraged (but not required) to contact your Human Resources Business Partner to discuss options.

If a colleague refuses to execute or adhere to a required non-competition agreement, Savista may, in its sole discretion: (1) withhold any and all Competitively Sensitive Information, which may result that colleague’s inability to perform his or her job duties, (2) withdraw any applicable job offer, including any promotion or other internal transfer that may have been extended to the colleague, and/or (3) terminate the colleague’s employment if the colleague will be unable to perform his or her job duties without access to Competitively Sensitive Information.

Photographs and Recorded Images

The Company sponsors a variety of events throughout the year, including but not limited to awards ceremonies, Heart & Soul events, seminars, happy hours, holiday parties, fundraisers, picnics, field days, tournaments, all-hands meetings, training programs and other events. The Company may or may not take photographs or other recorded images at these events including videos, digital recordings, quotes from attendees, etc. (collectively, “Materials”). The Company: (a) owns all rights, title and interest in and to the Materials, including any copyrights; (b) may use these Materials without any compensation or other royalties to any person; and (c) may alter, copy, edit, publish and distribute the Materials by any means deemed appropriate by the Company. The Materials could appear on the Company’s internal intranet sites, including but not limited to [Workday](#) and [Savista Central](#), the

external website, www.SavistaRCM.com and a variety of sales and marketing materials including but not limited to flyers, posters, brochures and pamphlets. No colleague has any right to inspect, approve, modify, or reject any finished product containing the Materials, unless it is the colleague's ordinary job function to do so.

If you have any concerns about your image, likeness, name, or quote appearing in any of the Materials, contact nquire@SavistaRCM.com. The Company will not remove, replace, or withdraw from circulation any Materials that have already been distributed or published, but the Company will take reasonable steps to cease further use, distribution and publication of your image, likeness, name, or quote after receiving a request to do so. Any such request must specify the photo and/or event and/or Materials about which you are concerned and clearly ask that the Company stop using your image, likeness, name, or quote in any future Materials.

Recording of Telephone Calls

The Company may, in order to maintain a high level of client service and to ensure consistent training for all colleagues, monitor and/or record conversations between you and those you contact for business purposes. In instances where calls are recorded, individuals contacted, and outside callers will be notified that the call is being recorded. In addition, colleagues whose calls may be recorded must agree to such actions in writing in order to perform certain job functions. Any use of monitoring and/or recording equipment is made or done in compliance with state and federal laws.

From time to time, calls or other live conversations of a personal nature may be inadvertently recorded during the course of normal business. If it is determined that a recorded call is of a personal nature, the Company representative listening to the recording will immediately stop listening once it is determined that the call is personal. However, be aware that the Company representative may hear private information before disconnecting.

Use of the recorded calls for any purpose other than to maintain a high level of client service and to ensure consistent training is strictly prohibited.

Recording of Conversations

If Competitively Sensitive Information, PHI, or PPI will be discussed during any meeting, discussion, or otherwise in the course of business, then colleagues are prohibited from recording those conversations, regardless of whether the conversation is with other colleagues, customers, vendors, contractors, or other third parties. The Company may make an exception to this rule for purposes of the [Recording of Telephone Calls](#) policy or for the purposes of investigating conduct that it reasonably believes to be unlawful or otherwise inappropriate. If a colleague wishes to record a conversation with any member of the Company's management, then the conversation may be postponed in the Company's discretion so that the Company can make its own simultaneous recording.

Talent Acquisition

The Company seeks to hire individuals who possess the skills needed to perform the job for which they are hired, and who will support and contribute to the Company's CARE values (Commitment, Authenticity, Respect, Excellence) culture. The Company takes the following actions for most roles in order to protect the Company and our colleagues from unconscious bias, and other unintended results of less robust recruitment processes. These processes are designed to facilitate fair and equitable hiring, and to ensure equal opportunity for employment and advancement:

- Most open positions be publicly posted, either internally or externally, for at least three days.
- Most internal and external job candidates apply online prior to consideration for an opening. External applicants apply through the careers page of www.Savista.com and internal applicants apply through the "Apply Internally" link found on [Savista Central](#).
- The Talent Acquisition team manages all recruitment sources, including online job postings and direct hire search firms, and no hiring manager is permitted to post any position outside of the Talent Acquisition process.
- All interviewers should provide objective feedback on each interviewed applicant to Talent Acquisition.

Transfers and Promotions

It is the Company's practice to fill open positions, including lateral transfers and promotions, from within the organization whenever practical. To be eligible to apply for a transfer or promotion, a colleague must meet all of the following eligibility requirements:

- Meet at least the minimum qualifications of the position
- Have been in their present position for at least 12 months
- Have received an overall acceptable rating on their last two performance reviews, or on their last performance review, if they have had only one
- Remain in good standing in their current role
- Not be on a Performance Action Plan or received a Performance Action Form within the 12 months immediately preceding the date of transfer
- Follow the application procedures described in this document

From time to time and in limited circumstances, an exception to one or more of these requirements may be made for high-performing colleagues who have over-achieved in their current role, who have otherwise demonstrated a highly desirable skill set, and/or who demonstrate both an aptitude and a genuine interest in training and development. Any such exception will be made only after consultation with the designated Human Resources Business Partner. Individual hiring managers do not have the authority to make such exceptions without following this process. Each colleague is encouraged, but

not required, to discuss their plans to seek another opportunity within the Company with their current supervisor. Colleagues may also, if they choose, contact Talent Acquisition to learn more about the details of the opportunity prior to speaking with their manager or applying.

In addition, before submitting an application, the colleague should ensure that they remain in good standing in their current role.

Application and Selection Process

1. Colleagues must submit an application through [Workday](#) (“Apply Internally”) in order to be considered for a new role.
2. Upon receiving the application, Talent Acquisition will verify whether or not the colleague’s experience appears to meet the minimum criteria for the role.
3. If the qualifications appear to be met, Talent Acquisition will contact the colleague to discuss the role and the colleague’s qualifications against the requirements for the position.
4. If the colleague meets the minimum qualifications, then Talent Acquisition will check with Human Resources for transfer eligibility. If the colleague’s experience meets the minimum qualifications and the colleague is eligible for a transfer, Talent Acquisition will submit the colleague’s information to the hiring manager for review.
5. All eligible and qualified candidates will be considered, and the selection process may include multiple interviews with multiple candidates.
6. If the colleague is selected for the role, then in advance of making the offer for the new role, Talent Acquisition will notify the colleague’s current supervisor and gain approval.

The hiring manager and/or Talent Acquisition Partner will provide the colleague with notification of the result (selected or not selected).

All selection decisions for open positions are based upon the applicable job requirements and preferred qualifications, the applicant’s experience, education, training and the applicant’s performance in his or her current and prior roles at the Company.

If offered a promotion or lateral transfer, the hiring manager will contact the colleague’s current supervisor to determine the colleague’s start date in the new position and to establish a plan for knowledge transfer and other transition of the colleague’s job duties. The colleague is expected to participate in good faith in the knowledge transfer and other transition of job duties.

The colleague will receive written confirmation from the Talent Acquisition Partner with the details of the new role, including the start date.

Applicable compensation changes may occur at the time of transfer or promotion, or during the next annual compensation review, depending upon the role and type of transfer. See also the Internal Mobility Policy found on [Savista Central](#).

Colleague Referral Program

The Company seeks qualified colleagues and appreciates recommendations made by existing colleagues. If you recommend someone who is hired on a full-time, regular basis and who is still employed by the Company after 90 days, you may be eligible for a referral bonus. The bonus amount for eligible positions is available on the colleague referral portal. A bonus is not always offered, and all bonus amounts are subject to change from time to time. All referral submissions are made through the Refer a Candidate task in [Workday](#).

Any referral not submitted through this portal will not be eligible for a bonus. Colleagues not eligible to participate: Human Resources/Talent Acquisition departments, a direct or second level Supervisor of the position to which they are referring a candidate, any colleague who holds a position at the Vice President level or above any member of the ELT or SLT, regardless of whether the colleague is at or above the VP level.

Leaving the Company

Exit Survey

If you resign your employment with the Company, Human Resources will send you a separation email that includes a separation checklist and resource information. You may receive a link to a voluntary exit survey. This email is typically sent during your last week of employment and will be included in your separation email.

The exit survey gives you the opportunity to comment, in relative privacy, on your reasons for leaving. Individual feedback obtained from the exit survey is generally not shared with the departing colleague's immediate manager; rather, the information is typically used to provide insights about workforce turnover and any conditions that may need to be addressed in the future. If you would like to arrange for a live Exit Interview, submit an HR ticket through the [Freshworks Service Desk](#).

Garden Leave

If you resign your employment, you may be placed, in the Company's sole discretion, on paid leave for some or all of the notice period, up to a maximum of two weeks. This is known as "Garden Leave". If you are placed on Garden Leave, you remain employed with the Company for the duration of the Garden Leave, and continue to be bound by the Company's policies, procedures and any management directives during the Garden Leave. During Garden Leave, the Company continues to pay your base wages or salary as if you were working, and continues to provide benefits, consistent with the benefits provided to you as of the date the notice of termination was given. During Garden Leave, colleagues generally not required to work, except that the Company may contact you from time to time to ask for information pertaining to the transition of your job duties.

During any Garden Leave, you have no authority to conduct any business on behalf of the Company, unless specifically requested by your manager. To ensure compliance with this rule you must: (1) return all laptops, documents and any other proprietary equipment or information to the Company; (2) not enter the Company's premises unless requested by Human Resources, your immediate supervisor, or a Company manager further up the chain of command; (3) not perform or otherwise attempt to undertake any work for the Company unless specifically requested by one of those same individuals; and (4) not hold yourself out to any colleague, client, vendor or other third party of the Company as a representative of the Company unless specifically requested by your immediate supervisor or a Savista manager further up the chain of command.

At the start of Garden Leave, you are required to immediately return any and all equipment, including but not limited to any Company laptop within your possession or control. Failure to timely return the equipment may result in immediate termination of the Garden Leave and your employment.

Inquiries Regarding Employment

Unauthorized release of information or provision of references without authorization from Human Resources is strictly prohibited.

The Company maintains a neutral reference policy and utilizes Vault Verify to provide employment verifications. Direct any reference inquiries to Vault Verify at (407) 378-6203, Option 1 or www.vaultverify.com. Vault Verify releases only the following specific colleague information:

- Colleague name;
- Hire date;
- Termination date;
- Employment status (active or terminated only);
- Standard weekly hours; and
- Job title

If you wish to permit prospective employers to obtain a reference from Vault Verify, you will need to provide the company verifying your employment with:

- Your Social Security #
- Savista Employer Code – 66360

If you are known to have exhibited any workplace violence, either toward a person or the Company's property, Human Resources may release this information to a prospective employer as the Company deems appropriate in its sole discretion.

No protected personal information will be released without your written authorization. See the [Protected Personal Information](#) section of the Colleague Handbook.

Leaving the Company and Job Abandonment

You are free to terminate your employment at will, with or without notice.

Within the general business community, two weeks' notice is generally considered to be the professional standard. Accordingly, the Company prefers that each colleague provide at least the customary two weeks' written notice of resignation to his or her manager. This notice is a professional courtesy, however, and is not mandatory; consistent with the at-will nature of each colleague's employment, neither you nor the Company is obligated to provide any advance notice that the employment relationship is ending. If you provide more than two weeks' notice, the Company may in its sole discretion, accelerate the resignation date to shorten the notice period to two weeks.

Except in the following states, the use of PTO during any notice period is restricted and permitted only with the prior written approval by the colleagues' direct manager: California, Colorado, Illinois, Kentucky, Massachusetts, Montana, Nebraska, or North Dakota.

If you are absent from work for three consecutive days without a legitimate excuse and proper notification to the Company, you will be deemed to have abandoned your employment, and the Company will process your separation from employment at the close of business on the third day. By way of example and not as a limitation, a colleague's employment would be terminated at the close of business on the third consecutive "No Call No Show" day. You will be notified of your termination via email or letter or other written communication from Human Resources provided that your contact information in [Workday](#) is current.

Colleagues who have been on an approved leave of absence for any reason are expected to return to work on the first day after their leave of absence ends.

Colleagues who do not return to work on that first business day after their leave has ended incur an unexcused absence for each day that the colleague does not report to work. After three consecutive business days of continuing absences, the colleague is deemed to have voluntarily abandoned employment, just as any other colleague would be who failed to report to work without notice or legitimate excuse for three consecutive days.

Rehire of Former Colleagues

Under certain circumstances, the Company may consider individual, former colleagues for rehire. Only those who meet the following criteria will be considered:

- You were in good standing immediately prior to separation from employment as determined by the Company in its sole discretion;
- You apply for the open position;
- You possess the necessary qualifications, including the experience, skills and expertise necessary to successfully perform the specific responsibilities related to the position for which you are applying;
- You supported the CARE values (Commitment, Authenticity, Respect, Excellence) culture during your prior employment;
- You pass all pre-hire drug screening and background checks required of any new colleague; and
- You meet all other conditions of the employment offer (e.g., availability at the particular location, execution of a non-competition agreement, any customer- required vendor credentialing, etc.).

Service and Anniversary Dates

Your hire date is the most recent date on which you began a continuous, unbroken period of employment in any position at the Company. If there is a break in service (i.e., if you leave employment with the Company) and you are rehired within 12 months of the date on which you separated from employment, then you may be given credit for past service for certain employment-related benefits such as PTO and retirement plan participation, but only if your prior tenure with the Company exceeds 12 months. If you are given credit for prior service, then your service date (which is different from the hire date) is adjusted by adding the amount time you were gone, to your original hire date. For example, if you were hired on 1/1/15, subsequently resigned on 3/1/16, and then rehired on 7/1/16, your adjusted service date would be 5/3/15. On the other hand, if 12 months elapses between the date on which you terminated employment with the Company terminated and the date on which you are re-hired, then you are not eligible to be given credit for any prior service, and your service date will be the same as your most recent hire date.

Credit for service will not be granted retroactively. If you believe you are eligible for this service credit and have not received it, submit an HR ticket through the Freshworks Service Desk.

If you are given credit for prior service, the amount of PTO for which you are eligible is calculated based on the adjusted service date and current PTO plans, but any expired PTO and Paid Sick Leave will remain expired and unusable except as otherwise required by law. In addition, any grandfathered PTO plan from prior service is forfeited upon original separation. Regardless of any credit for prior service, however, eligibility for health, dental, vision, life and disability benefits is determined based on the most recent hire date, unless otherwise required by law. Eligibility to participate in any Company sponsored benefit plan or program is governed by the terms and conditions of the plan in effect at the time you are rehired. For more information on the service date calculation and its possible effect on your benefits, submit an HR ticket through the [Freshworks Service Desk](#).

Since it is the Company's practice to merge with and acquire existing companies, the Company gives credit for tenure with the acquired entity if you join the Company at the time of and as a direct result of the merger or acquisition. If you separate from employment with the acquired company prior to the acquisition or merger, you are not given credit for prior service, even if you are subsequently rehired by the Company within 12 months of your separation from employment, except as otherwise required by law.

Addendum

Optimum Outcomes, Inc.

All policies, procedures and privileges of employment set forth in or described in the Savista Colleague Handbook apply to colleagues employed by Optimum Outcome, Inc. as if the colleagues were directly employed by the Company. For purposes of applying the Colleague Handbook to any employee of Optimum Outcomes, Inc. all references to "Savista" shall be read to include "Optimum Outcomes, Inc."