



WORK ENVIRONMENT

As an employee of Envoy, the environment that you work in is important. If asked what aspects of a workplace environment are important, most of us would probably say the same things:

"I want to be treated with respect."

"I want to be valued for my contributions."

"I want opportunities for my advancement to be a factor of my performance."

"I want to feel safe at work and comfortable within the company's culture."

These principles form the basis for the company's diversity initiatives, which are focused on creating an environment where all individuals are valued and treated with respect. Envoy has established the following policies that deal specifically with issues of discrimination, harassment, retaliation and workplace violence. These policies are based on a number of state and federal laws that protect the rights of individuals and ensure equal access to employment opportunities and are described in detail in this section.

Envoy of Equal Opportunity Policy on Discrimination Policy Against Unlawful Harassment including Sexual Harassment Policy on Workplace Violence

Becoming familiar with these policies will benefit you in two ways. First, you will learn what to do if you experience or observe discrimination or harassment in the workplace. Second, you will be able to ensure that your behavior is in compliance with the laws and with the high standards of Envoy. It is not sufficient for the company to establish and administer policies to this effect. Each of us must make a personal commitment to these principles every day when we interact with our fellow employees and customers.

ENVOY STATEMENT OF EQUAL OPPORTUNITY

Envoy is committed to ensuring equal opportunity in all business activities without regard to an individual's race, color, religion, sex, sexual orientation, genetic information, gender, gender identity, age, national origin, citizenship status, disability, Vietnam-era or disabled veteran status, or other protected classification. Envoy takes affirmative action to ensure that this policy is practiced in all personnel actions and conditions that include, but are not limited to recruitment, hiring, promotion, training and development, compensation, benefits, transfers, and all other conditions and privileges of employment and business relationships.

POLICY ON DISCRIMINATION

Envoy is committed to the following principles: **Employment decisions should not be based on race, sex, sexual orientation, age, religion, or other protected characteristics.** People should not be treated differently because of personal characteristics that are not related to their ability to do a job, such as their race, sex, sexual orientation, age, religion, or disabilities. With few exceptions, individuals must be hired, promoted, disciplined, or fired because of their job-related skills and performance. People with similar skills and performance records should be treated equally.

POLICY ON UNLAWFUL HARASSMENT

Envoy will not tolerate unlawful harassment or discrimination. The company is committed to providing a work environment for all employees free of unlawful harassment, including sexual harassment. Envoy strictly prohibits harassment based on race, sex, religion, color, national origin, ancestry, mental or physical disability, medical condition, union or non-union affiliation, marital status, age, sexual orientation, or any other basis protected by federal, state or local law or ordinance. Envoy's policy against unlawful harassment applies to all persons involved in the operations of the company and prohibits harassment by any employee of the company, including supervisors and co-workers, as well as by any person doing business with or for the company. Management is responsible for ensuring that this policy is followed. Employees violating this policy -- and managers who condone violations of this policy -- may be terminated.

WHAT CONSTITUTES HARASSMENT?

The law prohibits any form of protected-basis harassment that impairs an employee's working ability or creates an intimidating, hostile or offensive work environment. Offensive behavior that could lead to a finding of unlawful harassment may take a variety of forms, including verbal, physical and visual contact, threats, demands, and retaliation, including, but not limited to:

1. Verbal conduct such as epithets, derogatory comments, jokes or slurs, or unwelcome sexual advances, invitations or comments.
2. Visual conduct such as derogatory or otherwise offensive posters, cards, objects, symbols, calendars, photographs, cartoons, graffiti, drawings or gestures.
3. Physical conduct such as assault, unwelcome touching, blocking normal movement or interfering with work.
4. Graffiti that is written, painted, sprayed or otherwise communicated on AE property.
5. Threats and demands to submit to sexual requests in order for an employee to keep his/her job or avoid some other loss, or offers of job benefits in return for sexual favors.
6. Retaliation for having resisted or reported or threatened to report harassment. An employee may have a claim of harassment even if there is no job loss or other economic impact.

WHAT IS SEXUAL HARASSMENT?

Sexual harassment is unwelcome sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when:

1. Submission to this conduct is made an implicit or explicit term or condition of employment.
2. Submission to or rejection of the conduct is used as a basis for employment decisions.
3. The conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

This definition includes many forms of offensive behavior, including sexually offensive behavior against members of the same sex. The following is a partial list:

- a. Unwelcome sexual advances.
- b. Offering employment benefits in exchange for sexual favors.
- c. Making or threatening retaliation after a negative response to sexual advances.
- d. Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects, pictures, cartoons or posters.
- e. Verbal conduct: making or using derogatory comments, epithets, slurs, sexually explicit jokes, sexual innuendoes, comments about an employee's body or dress.
- f. Verbal sexual advances or propositions.
- g. Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, suggestive or obscene letters, notes or invitations.
- h. Physical conduct: unwelcome touching or massages, assault, impeding or blocking movements.

Sexual harassment on the job is unlawful whether it involves co-worker harassment, harassment by a supervisor or manager, or by persons doing business with or for the company.

REPORTING DISCRIMINATION AND UNLAWFUL HARASSMENT EMPLOYEE RESPONSIBILITY

If you believe you are a victim of discrimination or unlawful harassment, you should not tolerate such conduct. Report any incidents of discrimination or harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

To report an incident, contact any of the following individuals:

- your supervisor, manager, or anyone to whom your boss reports
- your People Department Representative
- the EthicsPoint Hotline at 1-877-422-3844.

You may make the complaint verbally or in writing. In either case, you will need to include a description of what happened, names of individuals involved, dates on which the incident(s) occurred and names of witnesses. A suggested format for a written complaint is included in Envoy bulletin number 7. Although not encouraged, you may also make your complaint anonymously. Complaints that are made anonymously are, by their very nature, more difficult to investigate since the company will be unable to ask you for additional information and will be unable to provide you feedback regarding the results of the investigation. You may also speak directly to the individual involved if you believe this would clear up any misunderstanding. If you choose to do so, tell that person to stop the behavior immediately. If the action(s) complained of do not cease, you should report the incident(s) using any of the reporting mechanisms listed above.

SUPERVISOR/ MANAGER RESPONSIBILITY

Every member of management is responsible for ensuring that no discrimination or unlawful harassment occurs within his/her area. Failure to take appropriate action, tolerance of and/or participation in discrimination or harassment may result in disciplinary action up to and including termination. All employees have a responsibility to assist the company in assuring a workplace free of harassment, and management has a unique responsibility. If you receive a complaint, or have reason to believe such conduct is occurring:

Assure the employee that there will be an immediate investigation and that the company will not retaliate against the employee for resisting harassment or making a complaint of discrimination or harassment.

Report it immediately to your People Department office.

Obtain a written or oral description from the employee, including the details outlined in AE bulletin number 7, if possible.

As a member of management you have a responsibility to take appropriate action against offensive behavior, even if the employee does not wish to complain.

HOW WILL MY COMPLAINT BE HANDLED?

1. The People Department will assign an individual who will investigate your complaint immediately. The facts that you provide will be reviewed and appropriate individuals will be interviewed. Information stemming from an investigation of a complaint of discrimination or harassment will be kept confidential.
2. The People Department and management will review the findings of the investigation. If there is not enough evidence to support the accusation, the investigation will be closed and no further action taken. If the findings support in whole or part the accusation, management, in consultation with The People Department, will determine the appropriate corrective action to be taken.

Any corrective action will be taken promptly with the intent to stop the offensive or unwelcome behavior immediately and to prevent its recurrence. Such action may include discipline, up to and including termination of the person accused. The person making the complaint will be notified when the investigation is completed.

3. Management may make periodic follow-up inquiries after the completion of the corrective action to ensure that the offensive or unwelcome behavior has stopped.

**POLICY ON
WORKPLACE
VIOLENCE**

It is the goal of the company to maintain a workplace free from acts or threats of violence and to effectively respond in the event that such acts or threats of violence do occur.

Workplace violence is any intentional verbal or physical conduct occurring in the workplace or affecting the workplace that causes one to reasonably fear for the personal safety of oneself or one's family, friends and/or property.

The company prohibits all manners of workplace violence, including such conduct as:

Physically or verbally threatening another individual.

The intentional destruction or threat of destruction of company or another's property.

Harassing or threatening phone calls or written communications.

Stalking.

Advocating illegal use of firearms, bombs or weapons.

Threats or attempts to commit suicide.

The prohibition against threats and acts as described above applies to all persons involved in the operation of the company, including, but not limited to, AE's personnel, contract and temporary employees and non-employees on AE's property.

**EMPLOYEE
RESPONSIBILITY**

Employees should report any violent or potentially violent conduct to their local management immediately. Local management will be responsible for making an initial assessment of the situation and contacting their designated People Department representative for assistance immediately.

I have read and understand the attached policy regarding Work Environment. I further understand that failure to comply with this policy may result in corrective action up to and including dismissal.

QUESTIONS/CONCERNS

For questions or if you need clarification on the Work Environment policies [Click Here](#) to contact your Regional Human Resources Representative.