

General Policies

Welcome to The Joint Chiropractic! Our clinics are part of the Klaus-Sagun Group of TJC franchised clinics. The following document outlines policies that are specific to our teams, in addition to corporate TJC policies.

These policies are for Wellness Coordinators (WC) and Doctors of Chiropractic (Doctors).

These policies apply to the following clinics (the Company): Mallard Creek (TJ One, LLC), Concord (TWOCO TJ, LLC), Mooresville (TRES TJCO, LLC), North Myrtle Beach (TJNMB, LLC), Wilmington-Mayfaire (5WILMTJ, LLC), Gastonia (SIXTJ, LLC), Wilmington-South (TJSEVEN, LLC) and Mountain Island (Piedmont Wellness).

Relationships

Our business is built on the strength and the quality of our relationships.

Employment Agreement

Employment in our clinics is at will. This means that the Company may terminate the employment and all the Company's obligations with or without cause. This also means that employees may terminate the employment at any time, for any reason. We ask that Wellness Coordinators provide 2 weeks notice of a planned resignation and that Doctors provide 30 days when possible. This will allow us to maintain a positive relationship, even if the employment comes to an end.

Non-Discrimination

The Joint Chiropractic has written an excellent statement in *Our People & Diversity* of how important diversity is to the richness of our work and the

quality of the work we create together. We recognize the differences in age, race, gender, nationality, sexual orientation, physical ability, thinking style and background help us connect better with the health needs of our clients. As a policy, we do not tolerate discrimination based on these differences. We foster a culture of respect and appreciation for people.

Honesty

We aspire to create a professional workplace where we are honest with each other. Evidence of dishonesty will be subject to disciplinary documentation.

Non-Solicitation

Solicitation of our patients is strictly forbidden.

Presence

Our relationships are enriched by the quality of our presence.

Arrival

Plan to arrive on time each morning.

Wellness Coordinators arrive 15 minutes before the clinic opens, and should not clock in prior to this time.

Doctors arrive 5 minutes before the clinic opens, and should not clock in prior to the time.

Attire

Both Doctors and Wellness Coordinators dress in **business casual attire**. This includes slacks or skirts and a button down polo-style shirt or blouse.

Ensure that The Joint Chiropractic brand is represented on either your clothing or your name tag.

Close-toed shoes must be worn. Open-toed shoes are expressly forbidden by The Joint Corporate policy.

Please note that the following items are not appropriate attire: athletic wear, sweatpants, flip-flops and low-cut clothing or exposed mid-drifts.

Communication

Internal communication. We will communicate in person as well as via phone, text (or app) and email. It is important to communicate in a way that is **respectful** and **professional**. We also ask that you communicate **proactively** about successes and concerns. We want to celebrate wins with you! And we also expect to be able to address concerns with you.

External communication. Our go to mantra with our patients and the public is to be "**Warm and Professional.**" Working with the public can be challenging at times, and we should strive to maintain that warm and professional demeanor with a problem-solving approach. *And remember, if a situation feels beyond your control or pushes beyond your ability to solve, warmly and professionally connect them with a member of management.*

Absences

We aspire to build a professional culture where we can count on one another. Excessive absenteeism is subject to disciplinary documentation.

Time Off

Time off creates a vital and precious balance in our relationships.

Requesting Time Off

Record your **requests for time off** or for **coverage for call-outs** on the shared employee schedule. Then notify management directly.

Day or Partial Day. Requests should be made prior to scheduling when possible. We ask that you **avoid excessive call outs** and **locate a replacement for your shift** before calling out to management, when possible.

Vacation Time. Please give **30 days notice** or more when requesting extended time off for vacation, and notify management as soon as you have recorded your request on the schedule. *Note: Failure to notify management immediately could result in a request being denied.*

Additional Time Off

Holidays. The clinics will be closed for business on the following federally recognized holidays. (1) **Memorial Day**, (2) **Labor Day**, (3) **Independence Day**, (4) **Thanksgiving Day**, (5) **Christmas Eve**, (6) **Christmas Day**, (7) **New Year's Day**. *At the discretion of management, hours may be shortened on days adjacent to these holidays. Management may gift holiday pay on a particular holiday, at management's sole discretion. However, no holiday pay gift should be construed as a change to the policy.* Thank you for your understanding.

Adverse Weather Closures. There are days where severe flooding, severe blizzards, and other severe weather situations will warrant for the clinics to be closed at the sole discretion of management. *(Salaried pay is not affected.)* Management may gift adverse-weather-pay in certain circumstances to hourly employees, at management's sole discretion. *However, no adverse-weather-pay should be construed as a change to the policy.* Thank you for your understanding.

Paid Time Off (PTO)

In any of the above situations, you may apply Paid Time Off (PTO) hours—which you have already earned and accrued—to your paycheck.

To Report PTO on a Timecard: (1) First, type over the **day of the week** with the letters "**PTO**" for each requested day (2) Then, input the hours

(for example, "9:00am to 5:00pm") not exceeding 8 hours in one day. (3)
And finally, **check the "PTO included" box** in the timecard special reporting area.

Tracking PTO: Paid Time Off is tracked in each WC shared timecard folder or Doctor timecard folder.

Wellness Coordinator PTO Accrual:

Beginning in 2024:

Full-time Wellness Coordinators accrue (or earn) **1 Day of PTO per Month**, when they are present and on time for all of their shifts. Each PTO day is awarded at the end of the calendar month if these criteria are met.

Part-time Wellness Coordinators accrue (or earn) a **1/2 Day of PTO per Month**, when they are present and on time for all of their shifts. Each 1/2 PTO day is awarded at the end of the calendar month if these criteria are met.

Doctor PTO Accrual:

Full-time Doctors accrue PTO after each full calendar-month worked, at a rate 1/12 of the annual PTO allotment stated in their individual offer letter. Please note the following policies:

- PTO is available after the Doctor's 90-day probationary period.
- PTO is reset each year on the Doctor's anniversary hire date. Unused PTO does not roll over from year to year.
- Doctor's can use PTO prior to accrual. *(Please note, however, if the full-time Doctor's employment ceases or converts to part-time, the Doctor will be required to pay the Company for the unaccrued PTO that was used. Any owed unaccrued PTO will be deducted from the Doctor's final paycheck.*