

CULTURE GUIDE

How We Bring The World More Smiles



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WELCOME & INTRODUCTION

Message from our CEO

Creating Smiles That Last a Lifetime

Welcome to Lone Peak Dental Group! By joining us, you're stepping into a role where you'll truly make a difference in the lives of kiddos and their families. We're thrilled to have you on this mission to create healthy habits and joyful memories that kiddos will carry with them forever.

At Lone Peak, every interaction matters. Through the Kidsperience, we ensure every kiddo feels seen, valued, and celebrated. It's a safe, welcoming environment where kiddos thrive, parents feel reassured, and team members—like you—find purpose and pride in their work.

How do we do this? By always putting kiddos first. From small acts of kindness to exceptional care, we make dental visits something kiddos enjoy. This inspires lifelong positive habits, brighter futures, and healthier smiles—all starting with you.

As part of our team, you'll receive the training and support to create these moments daily. It's not just about tasks; it's about how you make kiddos and families feel. When you understand the "why" behind what we do, you'll feel confident to make meaningful choices that reflect our mission.

Here, you're more than an employee—you're a difference maker. Whether it's helping a kiddo overcome a fear, supporting a busy parent, or celebrating a kiddo's courage, your role creates ripples of positivity.

We believe in the power of smiles:

Smiles show PRIDE.

Smiles spread JOY.

Smiles are CONTAGIOUS.

Thank you for joining us in bringing more smiles into the world. Together, we'll create a brighter future—one healthy, happy kiddo at a time.

Ray Caruso, CEO of Lone Peak Dental Group

Disclaimer

Welcome to the Team Member Culture Guide! This guide provides key information about the policies, procedures, and programs for all team members. While it's designed to answer most questions, it may not cover every situation.

Lone Peak Dental Group reserves the right to update or adjust these policies as needed. This guide is not an employment contract or a guarantee of specific treatment. Employment with the Practice is "at will," meaning either you or the Practice may end the relationship at any time, with or without cause.

We strive to comply with all applicable laws. If any provision in this guide conflicts with the law, we will follow the legal requirement. This guide is not intended to restrict or discourage team members from engaging in activities protected under Section 7 of the National Labor Relations Act. Additionally, all policies and programs in this guide will be modified as necessary to align with any state, local, or federal law that provides greater benefits to our team members.

This guide replaces all previous handbooks or culture guides.

Please review and follow the policies in this guide, as well as other Practice policies. For questions or clarification, reach out to the People Team. Policy violations may result in disciplinary action, including termination.

Welcome to Lone Peak Dental Group

Welcome to the Team!

We're thrilled to welcome you to Lone Peak Dental Group! By joining us, you've become part of a team dedicated to making a real difference in the lives of children and their families. We can't wait to see how your unique talents and passion will help us shape a brighter, healthier future for every kiddo who walks through our doors.

At Lone Peak Dental Group, our mission is simple yet powerful: to deliver the highest quality care while creating an environment where everyone—patients, caregivers, and team members alike—feels supported, valued, and inspired. Here, you'll find countless opportunities for growth, whether it's developing your skills, advancing your career, or simply discovering the joy that comes from being a difference maker every single day.

We've chosen you to join our team because we believe in your potential to embody the values that make Lone Peak Dental Group extraordinary: dependability, integrity, honesty, and a genuine commitment to making every interaction count. In our practice, each team member wears two essential hats:

- A teammate who lifts others up. You'll contribute to a culture of collaboration by staying flexible, helping where needed, and creating a sense of unity and support.
- A patient advocate who leads with care. You'll prioritize the needs of our kiddos and their caregivers, creating an experience that's warm, comforting, and clear every step of the way.

When we approach each day with these roles in mind, we create an environment where patients want to return, caregivers feel reassured, and team members thrive. That's why we're so excited to have you on board—you're already making a difference by being here.

This guide is designed to help you navigate your journey with us. Inside, you'll find everything you need to understand our culture, employment policies, and practices. We encourage you to take the time to read it thoroughly, keep it handy for reference, and don't hesitate to ask questions along the way. Your Practice Leadership team and our People team (people@lonepeakdentalgroup.com) are here to support you every step of the way.

Once again, welcome to Lone Peak Dental Group—we're so glad you're here! Together, we'll create brighter smiles, healthier habits, and unforgettable experiences.

Warm regards,

Your Leadership Team

Mission, Vision, & Values

At Lone Peak Dental Group, our mission, vision, and values are more than words—they are the foundation of who we are and what we strive to achieve each day. They guide our actions, shape our decisions, define how we care for our patients, support our team, and engage with our communities.

Our Mission

We passionately treat the dental needs of all kiddos in our communities by:

- Delivering high-quality, compassionate care.
- Being conveniently located and accessible to families.
- Accepting all insurances, including state-funded plans, so every child has the opportunity for a healthy smile.

We are driven by the belief that every child deserves access to exceptional dental care.

Our Passion: Creating Healthy Habits That Last a Lifetime.

This passion fuels everything we do, from teaching children about oral health to creating a welcoming and positive environment. By helping kids build healthy routines, we give them the tools they need for lifelong well-being, one visit at a time.

Our Values: K.I.D.S.

At Lone Peak Dental Group, our values center around what matters most—kids. These principles guide how we care for patients, collaborate as a team, and build trust with families:

1. Kids First:

We always prioritize children's needs in every decision and action we take.

2. Intentional Communication:

We speak with empathy, understanding, and respect to patients, caregivers, and teammates.

3. Delivering on Quality:

We provide clinical excellence and unparalleled customer service in everything we do.

4. Serving Our Communities:

We extend care to all pediatric patients in the communities we serve, focusing on creating the greatest impact where it is needed most.

Our Purpose

At Lone Peak Dental Group, we aim to inspire and empower every team member to find purpose in their work. We strive to create an environment where our doctors and team members:

- Wake up feeling motivated to make a difference.
- Feel empowered to create positive change and memorable experiences.
- End the day fulfilled by the lives they've touched and the smiles they've created.

We believe that when we work with purpose, we don't just provide dental care—we build confidence, brighten futures, and strengthen communities.

This framework of mission, vision, and values reminds us why we do what we do. Together, we're making a lasting impact—one smile, one child, one family at a time.

Definitions

To ensure clarity and consistency, the following terms are defined as they apply within Lone Peak Dental Group's culture guide. Understanding these definitions will help team members navigate the terminology used throughout our organization.

Service and Team Member Experience Model

These terms reflect the culture and values of Lone Peak Dental Group:

- **Kidsperience:** Our signature service model focused on delivering exceptional experiences for children, families, and team members through compassion, communication, and quality care.

Team Member Roles

These terms define the roles and responsibilities of team members within the Practice:

- **Team Member:** Reflects our collaborative culture; we use this term instead of "Employee."
- **Direct Supervisor:** Your immediate supervisor, responsible for overseeing daily operations at the Practice.
- **Practice Leadership:** Includes the Direct Supervisor, Partner-Doctor, Doctor, Regional Operations Manager (ROM), and other leaders designated by the Practice.
- **Regional Operations Manager (ROM):** The Direct Supervisor's first point of contact for operational support and the business partner for doctors. The ROM also serves as a liaison to the Smile Center.
- **Partner-Doctor:** Often the Practice Owner, supported by world-class business practices to focus on patient care.
- **Dental Assistant (DA):** Assists doctors in providing clinical care and ensuring efficient procedures. May require a license or certification(s) depending on the state.
- **Clinical Lead (CL):** Oversees clinical operations, assists doctors, manages patient care, coordinates schedule, maintains inventory, trains staff, and ensures compliance with safety and quality standards.
- **Patient Services Coordinators (PSC):** Manages front-office operations, greet patients, schedule appointments, and enhances the patient experience.
- **Hygienist:** Licensed professionals focused on preventive care, cleanings, and patient education.
- **Doctor:** A licensed dentist or orthodontist responsible for diagnosing and treating dental conditions while delivering an exceptional patient experience.
- **Ortho Assistant (OA):** Assists orthodontists in providing orthodontic care and patient management.
- **Ortho Treatment Coordinator (OTC):** Manages orthodontic treatment plans, schedules, and follow-ups to ensure seamless care.
- **Sterilization Technician (ST):** Ensures patient safety by decontaminating dental instruments and equipment following strict infection control protocols.

Leadership and Support Resources

These terms highlight resources that provide guidance and administrative support for the Practice:

- **Smile Center:** The centralized resource for People, Payroll, Accounting, Finance, Marketing, Operations, IT, and Compliance.
- **RDO (Regional Director Officer):** A senior clinical leader supporting doctors in maintaining clinical quality and delivering excellent care.
- **Dental Director:** A doctor with leadership responsibilities, mentoring others and providing clinical guidance.

Processes and Policies

These terms clarify operational guidelines and best practices:

- **Policy:** Formalized rules or guidelines to ensure compliance and consistency.
- **SOP (Standard Operating Procedure):** Step-by-step instructions to maintain quality, efficiency, and consistency in daily operations.
- **How-To's:** Detailed guides explaining how to complete specific tasks or use tools.

Technology and Tools

These tools are critical for communication, patient management, and daily operations:

- **Denticon:** Dental practice management software for scheduling, patient records, and billing.
- **SharePoint:** A platform for sharing, organizing, and accessing internal documents and resources.
- **Clear Co.:** An applicant tracking system used in posting open positions and selecting candidates.
- **ADP:** A payroll and HR system for timekeeping, benefits, pay, and managing personal information.
- **Teams:** A collaboration tool for communication, meetings, and document sharing.
- **LPU (Lone Peak University):** An online platform for training and professional development.
- **Revenue Well:** A patient communication tool for reminders, confirmations, and engagement.

SECTION 1: CULTURE

Background & History of Lone Peak Dental Group

At Lone Peak Dental Group, we believe every kiddo deserves access to exceptional dental care and a bright, healthy smile. What started as an idea in 2003 has grown into a mission-driven organization dedicated to creating healthy habits that last a lifetime. From our beginnings in Denver to our national reach today, every step of our journey has been guided by a commitment to putting kids first, serving communities, and delivering quality care.

Our Story

- **Founded in 2003**

Our story began with two pediatric dentists and three Denver locations. Their vision of a practice focused on kiddos' well-being laid the foundation for the incredible network we are today.

- **Expanding Our Reach** (as of 1/1/2025)

- **75 Practices** in 14 states, many in areas specifically chosen to serve underserved populations.
- **14 States:** AL, AZ, CO, ID, NE, NV, NM, MD, OH, SC, TN, TX, VA, and WA.

Our Community

Community-Centered Care

At Lone Peak Dental Group, we strive to leave no kiddo untreated, regardless of financial barriers. Each practice reflects our unwavering mission to make care accessible, compassionate, and impactful for families across the nation.

Our Partnership

A Partnership of Growth

Through our De Novo and Affiliations program, we've expanded as a Pediatric and Orthodontia Specialty Dental Partnership Organization. This growth allows us to serve more families, inspire healthy habits, and strengthen communities with every smile.

Our Future

Looking Ahead

As we grow, so does our commitment to creating an environment where kiddos feel valued, caregivers feel reassured, and team members feel empowered. Together, we'll continue making a lasting difference—one smile, one kiddo, one family at a time.

Purposeful Commitment to Culture

At Lone Peak Dental Group, culture isn't just a word—it's the foundation of everything we do. Our culture is built on shared beliefs, intentional behaviors, and meaningful interactions that define who we are and how we serve. Every moment, every interaction, and every choice reflects our commitment to creating a positive and lasting impact on the lives of children and their families.

Our beliefs shape our actions, and we count on each team member to live out these beliefs daily. Together, we ensure that every child leaves our practice not only healthier but also more confident, supported, and cared for.

What We Believe

- **Healthy Habits Build Brighter Futures:** By helping children establish strong dental routines and encouraging regular follow-up visits, we lay the foundation for their lifelong health. These habits extend beyond the individual child, influencing future generations to embrace a healthier way of life.
- **Every Visit Creates a Lasting Impact:** A child's experience at the dentist shapes how they view care for years to come. We strive to make every visit welcoming, comfortable, and engaging—not just for the child but for their caregiver, who plays a vital role in supporting healthy habits.
- **Excellence in Every Interaction:** Our team is specifically trained to deliver the highest quality care, guided by the best practices of the American Academy of Pediatric Dentistry. Caregivers should feel proud and confident knowing their children are in exceptional hands.
- **Convenience with Compassion:** We understand that time is valuable. That's why we're committed to efficient scheduling and same-day care whenever possible. We're willing to inconvenience ourselves to make care accessible and seamless for the families we serve.

Living Our Culture Every Day

Creating Future Healthy Smiles is more than a mission—it's a promise to our communities. By delivering exceptional care and experiences, we inspire trust, nurture confidence, and make every interaction meaningful. Our purposeful commitment to culture ensures that Lone Peak Dental Group remains a place where children, caregivers, and team members thrive together.

The Role of Team Members: Difference Makers

At Lone Peak Dental Group, we believe that every team member is more than just an employee—they are a Difference Maker, someone whose actions and dedication shape the lives of children, caregivers, and colleagues. Each day presents an opportunity to create moments that inspire trust, build confidence, and bring smiles to the faces of those we serve.

The Heart of Lone Peak Dental Group: What It Means to Be a Difference Maker

Difference Makers embody the spirit of Kidsperience by seamlessly blending professionalism, compassion, and teamwork. This starts with understanding our two essential roles:

- **Teammate:** Cultivate a culture of collaboration and support, stepping up to assist others and strengthening the team as a whole.
- **Patient Advocate:** Place the needs of patients and caregivers first, creating a warm, comforting environment where everyone feels valued and respected.

Why It Matters

Every interaction, no matter how small, has the power to inspire trust, create joy, and leave lasting impressions. By adhering to these standards, we enhance the experience for our patients and caregivers while supporting each other as teammates. Together, we uphold a culture of positivity, care, and excellence—the true Lone Peak difference.

Key Attributes of a Difference Maker

To deliver on our Kidsperience mission, team members are expected to exhibit:

- **Dependability:** Show up on time, ready to contribute.
- **Integrity:** Act with honesty and uphold the highest standards of care.
- **Respect:** Treat patients, caregivers, and colleagues with courtesy and kindness.
- **Commitment:** Focus on making every interaction count by responding with care and empathy.

Living the Kidsperience Culture

Difference Makers bring Kidsperience to life by:

- Promoting the KIDSPERIENCE service model and embracing its values daily.
- Building rapport with children and caregivers, ensuring every visit is memorable and positive.
- Supporting colleagues and fostering a workplace grounded in mutual respect and positivity.
- Adapting to changes with enthusiasm, recognizing that flexibility is vital in delivering exceptional care.

Accountability and Culture Preservation

Every team member has a responsibility to uphold these core values. Violations not only impact the quality of care and team morale but can also jeopardize the trust we build with patients and caregivers. Corrective actions are implemented thoughtfully, ensuring fairness while prioritizing the integrity of our culture.

Behavioral Expectations

At Lone Peak Dental Group, every team member plays an essential role in shaping our environment, culture, and the experiences we create for our patients, families, and each other. Together, we strive to foster a culture of connection, excellence, and trust.

When behavioral expectations aren't being met, we approach the situation by identifying whether the concern stems from **skill** or **will**:

- **Skill:** A gap in knowledge, training, or experience. This represents an opportunity to learn, grow, and receive support.
- **Will:** A matter of choice or attitude. This reflects intentional behavior that may not align with our values or expectations.

Understanding the difference allows us to offer the right support or address challenges directly.

What We Expect from Team Members:

As a team member, you are the foundation of our success. Your actions reflect our shared values and commitment. To ensure a positive and supportive environment, we ask that you:

- **Model Professionalism:** Display professionalism in your actions, communication, and appearance.
- **Build Trust and Teamwork:** Contribute to a culture of respect, cooperation, and mutual accountability.
- **Engage with Care and Empathy:** Interact with patients, caregivers, and teammates in ways that create moments of connection, understanding, and clarity.
- **Promote Harmony:** Avoid behaviors that undermine our culture, such as gossip, negativity, or neglecting patient care.

By aligning your actions with these expectations, you help create a workplace where everyone feels valued and supported—and where every interaction reflects the spirit of Kidsperience. If challenges arise, know that we are here to help you identify the root cause and move forward with purpose and clarity.

Accountability and Growth

We understand that no one is perfect, and we are committed to supporting your growth. Difference Makers:

- Embrace feedback as a tool for personal and professional development.
- Strive to continuously improve through mentorship, training, and self-reflection.
- Address challenges with resilience and a commitment to finding solutions.

When team members align with these principles, the ripple effects extend far beyond the workplace, creating healthier smiles, stronger relationships, and a brighter future for every child we serve.

Behaviors That Undermine the Kidsperience Culture

To maintain the integrity of our mission, we ask team members to avoid actions that conflict with our values, such as:

- Gossiping or engaging in behavior that undermines team morale.
- Falsifying records, showing insubordination, or neglecting patient needs.
- Engaging in harassment, bullying, or other conduct that jeopardizes trust and safety.

Consequences for such behaviors will be handled with fairness but with the understanding that maintaining our culture is paramount.

Why Difference Makers Matter

Every smile you help create is a testament to your dedication as a Difference Maker. You are not just an employee—you are an integral part of the Kidsperience journey, creating experiences that children and families will carry with them for a lifetime.

Let's make a difference together, one smile at a time.

Commitment to Diversity

At Lone Peak Dental Group, diversity is not just a policy—it's the foundation of who we are and how we thrive. We recognize that no child can build healthy habits alone, just as no practice or team member can succeed in isolation. Together, we celebrate the unique skills, perspectives, and contributions of every individual, knowing that our collective strength drives our mission and shapes our culture.

Our Commitment to Diversity

We are dedicated to fostering a workplace where every team member feels valued, empowered, and supported. Diversity means:

- **Welcoming Unique Perspectives:** Every team member brings a voice and ideas that enhance our ability to innovate and grow.
- **Recognizing Strength in Differences:** Our varied experiences and backgrounds create richer connections with patients and more dynamic solutions for our teams.
- **Providing Equal Opportunity:** Everyone deserves the chance to contribute, grow, and succeed in an environment free from bias or barriers.

Autonomy, Agency, and Collaboration

At Lone Peak Dental Group, we believe in autonomy and agency: the ability for every team member to own their role, bring fresh ideas to the table, and take action to improve patient experiences and practice success.

- **Your Voice Matters:** From big-picture changes to small innovations, we celebrate the ideas and input of our team members.
- **Try New Things:** Growth comes from experimentation and creativity. Don't be afraid to test new approaches that could make a positive impact.
- **Collaboration is Key:** Just as kids need guidance to build healthy habits, we rely on each other to achieve success. Teamwork and mutual support make every success possible.

Diversity, collaboration, and empowerment are the pillars of our culture. By embracing these values, we create an environment where everyone—team members, patients, and families—can thrive. Together, we can achieve more than any one person could alone. Let's celebrate what makes each of us unique and use it to build a brighter, healthier future.

Non-Harassment Policy

At Lone Peak Dental Group, we are committed to creating a workplace where every individual feels valued, respected, and safe. Harassment in any form goes against our mission and values and will not be tolerated. This policy reflects our dedication to maintaining a positive, inclusive environment where team members, patients, caregivers, and visitors are treated with dignity. Lone Peak Dental Group strictly prohibits harassment of any individual based on any legally protected classification, including but not limited to:

- **Actual or perceived race:** This includes hair texture, hair type, or protective hairstyles commonly or historically associated with race (e.g., braids, locs, twists, tight coils or curls, cornrows, bantu knots, afros, and headwraps).
- **Other protected classes:** Color, ancestry, national origin, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), religion, age (over 40), gender or sexual orientation (including actual or perceived orientation, transgender status, gender non-conforming, or intersex). Gender encompasses identity, self-image, appearance, behavior, or expression. Additional protected statuses include physical or mental disability, marriage to a co-worker, medical condition, military or veteran status, results of genetic testing, civil air patrol status, lawful activities during nonworking hours, and other statuses protected under federal, state, or local laws.

This policy is not about regulating personal beliefs but ensuring that no one in our workplace experiences harassment of any kind.

Why This Matters

At Lone Peak Dental Group, every individual contributes to the safe, inclusive, and respectful culture we strive to maintain. Together, we can ensure a workplace free from harassment, where everyone feels empowered to deliver exceptional care and experiences.

What else is considered Harassment?

Harassment is any unwelcome behavior—intentional or unintentional—that creates a hostile, intimidating, or offensive work environment. This includes, but is not limited to:

- **Unlawful Harassment:** Discriminatory behavior based on any legally protected characteristic, such as race, national origin, gender identity, age, disability, religion, sexual orientation, or veteran status.
- **Sexual Harassment:** Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature that affects an individual's employment or creates a hostile environment. Examples include unwanted touching, lewd comments, inappropriate jokes, or displaying sexually explicit material.

Examples of Prohibited Conduct

Harassment includes, but is not limited to:

- Use of slurs, epithets, or offensive jokes.
- Mocking or ridiculing another's culture, appearance, accent, or customs.
- Unwanted sexual advances or inquiries about someone's sexual experiences.
- Displaying or distributing offensive material, including cartoons or graphics.
- Making intimidating or threatening gestures, whether verbal or physical.

What to Do if Harassment Occurs: If a team member feels they have been subjected to behavior that violates this policy:

1. **Report the Concern Immediately:**
 - Notify your Practice Leadership team.

- If you are unable to contact this person or do not receive a satisfactory response within five (5) business days, contact the People team.
- If the concern involves someone in your reporting chain, contact any higher-level supervisor.
- Lighthouse Hotline: Use the confidential, 24/7 hotline to report concerns anonymously if preferred. Hotline details are posted in common areas and included in the Reporting Complaints or Violations section of this guide.

2. **Investigation and Follow-Up:**

- Every reported concern will be fully investigated, and corrective action will be taken where appropriate.
- Confidentiality will be maintained to the extent possible, but full confidentiality cannot be guaranteed due to the need to conduct a thorough investigation.

3. **No Retaliation Policy:**

- Lone Peak Dental Group strictly prohibits any retaliation against individuals who report harassment or participate in investigations. If you believe you have been retaliated against, report it immediately using the same process.

Zero Tolerance for Retaliation

Lone Peak Dental Group strictly prohibits retaliation against anyone who reports harassment or participates in an investigation. If you experience retaliation, report it immediately through the same channels used for reporting harassment.

Our Commitment to a Harassment-Free Workplace

Every report of harassment will be promptly and thoroughly investigated. Confidentiality will be maintained to the extent possible, but complete confidentiality cannot be guaranteed. Violations of this policy, including acts of retaliation, will result in corrective action, up to and including termination of employment.

Your Role in Upholding This Policy

As a team member, you are expected to:

- Treat everyone with respect and dignity, both within and outside the workplace.
- Cooperate fully in investigations of harassment complaints.
- Understand that harassment by anyone—managers, colleagues, contractors, or visitors—is unacceptable.

SECTION 2: TEAM MEMBER CONDUCT

Standards of Conduct

As a team member, you are the heart of Lone Peak Dental Group. You're expected to demonstrate professionalism, respect, and teamwork in all interactions. Our goal is to create a positive environment where team members thrive, patients feel valued, and families trust us with their care.

Core Conduct Expectations

To bring the Kidsperience mission to life, all team members must:

- Support the Kidsperience Vision: Actively embody and promote the service model.
- Demonstrate Respect: Treat patients, caregivers, and teammates with kindness and dignity.
- Be Proactive: Anticipate needs, offer support, and foster a collaborative environment.
- Communicate Clearly: Build trust through honesty, transparency, and thoughtful communication.
- Maintain Professionalism: Exemplify high standards in appearance, punctuality, and work ethic.

Teamwork and Accountability

Teamwork is central to our success. Each team member plays a critical role in ensuring seamless patient care and supporting colleagues. You are responsible for:

- Collaborating with teammates to create a smooth, effective experience for every patient.
- Embracing feedback as a tool for personal and professional growth.
- Acting with accountability by prioritizing the needs of patients and the team above personal preferences.

Behaviors That Go Against Our Standards of Conduct

Maintaining the integrity of our culture is essential to the success of the Kidsperience mission. The following actions undermine trust, morale, and our ability to provide exceptional care. These behaviors may result in corrective action, up to and including termination of employment:

Professional Misconduct

- Conviction or arrest for a felony or any criminal offense involving unethical behavior.
- Participating in acts of physical or sexual assault.
- Harassment, bullying, or workplace violence.
- Use of offensive, harassing, or abusive language.

Dishonesty and Fraud

- Deliberate or negligent falsification of any documents, including patient records, time records, or benefit forms.
- Clocking in or out for another team member or misrepresenting hours worked.
- Dishonesty in financial interactions with patients or caregivers.

Neglect or Misuse of Duties and Resources

- Leaving the work area or patients unattended without proper permission.
- Negligent or willful acts that jeopardize patient care, customer service, or operations.
- Misuse or unauthorized disclosure of confidential information.
- Performing tasks outside the stated scope of one's license, certification, or job description.

Substance Use and Safety Violations

- Use, possession, or sale of intoxicating, illegal, or controlled substances on practice premises or during work hours.
- Sleeping on the job or appearing to sleep while on duty.
- Violating health, safety, or security protocols.

Workplace Disruptions

- Gossiping—defined as discussing another person in a demeaning or disparaging way, whether within or outside of the practice.
- Insubordination, such as refusing to follow lawful instructions from supervisors.
- Gambling or betting while on duty.
- Soliciting or accepting tips, monetary gifts, or other unauthorized compensation.

Unauthorized Activities

- Unauthorized use of phones, internet, or other company resources for personal matters.
- Non-incidental time spent on personal projects using company property or during work hours.
- Recording practice business without prior authorization (including conversations, photographs, or images of documents).
- Allowing unauthorized individuals to access nonpublic or restricted areas.

Attendance and Punctuality Issues

- Absences without notification or approval (no call/no show).
- Excessive tardiness or absenteeism that disrupts patient care or team operations.

Damage to Reputation or Resources

- Willful or negligent destruction of company property.
- Engaging in behaviors on or off duty that harm the practice's image or reputation.

Attendance

Reliable attendance and punctuality are vital to creating exceptional experiences for our patients, caregivers, and team members. Each role is essential to delivering the seamless, high-quality care that defines our mission. By showing up on time and ready to contribute, team members ensure that no patient's experience is compromised and that teammates can rely on one another.

Why Attendance Matters

When team members show up on time, ready to contribute, they build trust with patients and teammates while supporting the Kidsperience mission. Your presence ensures every child and caregiver experiences the care, respect, and excellence they deserve, making a lasting positive impact.

Expectations for Attendance

- **Dependability Matters:** Being present and on time for every scheduled shift demonstrates professionalism and respect for both teammates and patients.
- **Prepared to Serve:** Team members are required to arrive at the practice no less than 10 minutes (and no more than 15 minutes) before patient appointments or team huddles, whichever is earlier. Arriving early ensures you are ready to provide care or contribute to a positive patient experience immediately upon starting your shift.

When Absences Happen

We understand that emergencies or illnesses may occasionally make attendance difficult. In such cases:

- Notify your Direct Report as soon as possible before your scheduled shift begins. Timely communication minimizes disruptions to the practice's operations and ensures patient care is not impacted.
- Absences of three (3) or more consecutive days due to illness or injury require a physician's statement verifying the reason for the absence and expected return date.

Personal Appointments and Planned Time Off

- **Scheduling Personal Appointments:** While we encourage personal matters to be addressed outside of work hours, exceptions may be granted with advance notice.
- **Paid Time Off (PTO):** Planned time off must be approved in advance by the Practice Leadership team. Requests exceeding one (1) week require additional approval, and PTO cannot extend beyond two (2) consecutive weeks without exceptional circumstances.

Responding to Emergencies

Due to the nature of our services, emergencies may require flexibility in schedules. If designated to work during an emergency, team members are expected to adapt and prioritize patient care, even during lunches, breaks, or evenings.

Excessive Absenteeism and Tardiness

Consistent attendance is a cornerstone of teamwork and patient trust. Excessive absenteeism or tardiness, including but not limited to:

- Repeated late arrivals,
- Absences without proper communication, or
- Failing to show up for a scheduled shift without prior notice,

...may result in corrective action, up to and including termination of employment.

If a team member does not report to work or communicate an absence for three (3) consecutive days, this will be considered a voluntary resignation.

Personal Appearance and Dress

At Lone Peak Dental Group, your appearance and presentation play a key role in creating a welcoming, professional environment for our patients, caregivers, and teammates. The way we present ourselves is part of the first impression we make—it conveys our commitment to excellence, cleanliness, and care. A polished, professional appearance inspires trust and reinforces our mission to provide exceptional experiences.

If you're uncertain whether your attire or appearance aligns with Lone Peak Dental Group guidelines, consult your Practice Leadership team or the People team for clarification. Remember, our collective goal is to present a professional, polished image that reflects the excellence and care at the heart of our mission.

The Essentials of Professional Appearance

To maintain a high standard of professionalism and hygiene, team members are expected to follow these guidelines:

- **Personal Hygiene:** Maintain cleanliness and ensure breath and body odor are neutral and pleasant. Avoid wearing heavy perfumes or colognes, as some patients may have allergies or sensitivities.
- **Attire:**
 - **Front Office Team Members:** Wear professional business attire that reflects a polished and welcoming image.
 - **Clinical Team Members:** Wear proper protective clothing while in clinical areas, in line with safety and hygiene protocols.
- **Hands and Nails:** Keep nails conservatively short with smooth edges to prevent glove tears and allow thorough cleaning. If polished, nails should appear fresh and free of chips.
- **Jewelry and Cosmetics:** Opt for a conservative, business-like appearance. Avoid hand jewelry that interferes with glove use or compromises their integrity. Keep piercings minimal and professional.

- **Hair:** Maintain hair that is neat, clean, and well-groomed. For team members working directly with patients, hair should be collar-length or tied back to avoid contact with patients or sterile areas. Colored and styled hair should remain well maintained to reflect a professional image.
- **Tattoos:** Visible tattoos must align with our values and cannot be offensive (e.g., extremist, indecent, racist, or sexist). Tattoos posing safety concerns, such as gang-related imagery, must be covered.
- **Miscellaneous:** Avoid gum chewing during work hours as it can appear unprofessional and distract from patient interactions.

Addressing Odors

Because our services involve close patient interaction, maintaining a neutral and pleasant scent is essential. Team members must avoid odors that could be offensive or problematic, such as:

- Strong perfumes or colognes.
- Tobacco or smoke-related scents.
- Food-based odors (e.g., onions, spicy dishes).

Tobacco use is not only discouraged as part of our smoke-free policy but also stands in contrast to the health advice we give to patients. Patients may also have sensitivities to smoke and strong scents, so it's crucial to present yourself in a clean, odor-free manner. Personal hygiene should be addressed before or after your workday or during breaks.

Inclusivity and Accommodations

Lone Peak Dental Group values diversity and respects the unique needs of our team members. If you require an exception to these appearance guidelines due to religious, cultural, medical, or personal reasons, contact your Practice Leadership team or the People team. We are committed to finding accommodations that balance individual needs with the professional standards of our practice.

Licensure and Certifications

Licenses and/or Certifications may be required to fulfill the job requirements of certain positions within the Practice. Team Members are required to ensure any requirements to maintain the current license or certification are fulfilled and that updated documents are supplied to the Practice before expiration.

Teamwork

At Lone Peak Dental Group, teamwork is the foundation of our success. Every team member plays a vital role in creating exceptional experiences for our patients and families, and collaboration ensures we meet their needs with excellence.

Flexibility and Cooperation

- **Supporting Patient Needs:** Team members may be asked to adapt to different roles or responsibilities based on daily operational requirements. This flexibility ensures seamless care and support for our patients.
- **Staffing Adjustments:** The Practice Leadership team evaluates staffing needs regularly and may ask team members to assist in other areas or locations within proximity when necessary.

Growth Through Teamwork

Being part of a collaborative team means more than helping out—it's an opportunity for personal growth and skill development. By working together and supporting one another, we continue to grow as professionals and add value to the Lone Peak Dental Group mission.

Visitors in the Workplace

Creating a welcoming and professional environment for our patients, caregivers, and team members is a top priority. To ensure that we maintain this standard, we ask team members to limit workplace visitors to only those who are authorized and essential.

Guidelines for Visitors

To minimize disruptions and prioritize safety:

- **Notify Leadership:** If a visitor must come to the workplace, inform your Direct Report in advance and notify the front office staff if appropriate.
- **Take Responsibility:** As the host, you are responsible for your visitor's behavior and ensuring their presence does not interfere with operations or patient care.
- **Clocking Out:** If a visitor stays longer than a brief interaction, your Direct Report may ask you to clock out for the duration of the visit.

While we understand that occasional visits may be necessary, it's best to limit visitors whenever possible to maintain focus on providing exceptional patient care.

Prohibited Visitors

Unauthorized visitors and non-employee solicitors are not allowed on practice property. If you notice an unauthorized visitor, promptly inform your Direct Report or a member of your Practice Leadership team.

By keeping our workplace free from unnecessary distractions, we protect the integrity of the Kidsperience mission and ensure that every interaction contributes to a positive, patient-focused environment. Thank you for your cooperation in maintaining a space that allows us to thrive as a team and serve our patients with excellence.

Children of Team Members in the Workplace

At Lone Peak Dental Group, we understand the importance of family and the joy children bring. While we welcome occasional visits from team members' children, it's essential to ensure these moments are planned thoughtfully to maintain a safe, distraction-free environment for our patients, caregivers, and team members.

Guidelines for Visits

Children are welcome to visit the practice under the following conditions:

- **Occasional and Brief:** Visits should be infrequent, short, and planned to minimize disruption to operations.
- **Supervision:** Children must always remain under the direct supervision of their parent or guardian while in the workplace.
- **Restricted Areas:** For safety reasons, children under 18 are not allowed in patient treatment areas at any time.

If a visit begins to impact the flow of the practice or patient care, the team member will be notified and asked to make adjustments to avoid future disruptions.

Prohibited Situations

To ensure safety and maintain the integrity of patient care:

- **Sick Children:** Ill children may not be brought into the workplace under any circumstances.
- **Childcare Arrangements:** The workplace cannot serve as a substitute for childcare.

Pets and Animals in the Workplace

We strive to create an environment that is welcoming, professional, and safe for our patients, caregivers, and team members. To maintain this standard, pets and animals are not permitted in our practice facilities.

In compliance with applicable laws, the following are permitted:

- **Service Animals:** Animals trained to perform specific tasks for individuals with disabilities.
- **Emotional Support Animals:** As required by law, accommodations for emotional support animals will be considered.

If you have questions about this policy or require assistance with accommodations, please contact the People team.

Use of Social Media

At Lone Peak Dental Group, we recognize that social media is a powerful tool for connection and expression. While we respect team members' rights to engage on platforms like Instagram, Facebook, TikTok, LinkedIn, and others, it's essential to use social media responsibly to protect the trust and reputation we've built with our patients, caregivers, and the community.

Guidelines for Social Media Use

When participating in social media activities, please follow these guidelines to ensure professionalism and alignment with our mission:

- **Personal Time and Devices:** Social media activity should be conducted during designated break times and only on personal devices. Practice equipment and property must not be used for personal social media activity.
- **Confidentiality Matters:** Do not share any confidential or proprietary information about Kidsperience, our patients, or team members. If it's not appropriate to share in person, it's not appropriate to share online.
- **Opinions and Disclaimers:** If you reference Kidsperience or team members while expressing personal opinions—especially on sensitive topics such as politics or Practice actions—always include a disclaimer. For example: "The views expressed are my own and do not represent the views of Kidsperience." This protects the integrity of our organization and ensures clarity.
- **Professional Conduct Applies Online:** Just as in the workplace, team members are expected to maintain professionalism online. Content that is discriminatory, obscene, defamatory, or violent is strictly prohibited. Kidsperience policies apply equally to social media activity.

Social Media and Perception

Remember, social media posts can be rapidly shared and easily misunderstood. Even well-intentioned content can be misperceived, so exercise good judgment when posting. When in doubt, consider how your content aligns with the Kidsperience values of care, respect, and professionalism.

Accountability

Failure to follow these guidelines may result in corrective action, up to and including termination of employment. If you have questions or concerns about social media usage, please consult your Practice Leadership team or the People team.

By engaging thoughtfully and responsibly on social media, you help protect the trust and goodwill that Lone Peak Dental Group has built within the community. Thank you for ensuring your online presence reflects the excellence and care we bring to every patient interaction.

Conflict Resolution and Grievance Procedures Among Team Members

We are committed to fostering a positive, collaborative work environment where team members feel respected, supported, and empowered to do their best work. While we strive for harmony, we understand that disagreements or grievances may occasionally arise. When they do, we are dedicated to addressing them constructively and fairly.

Why Conflict Resolution Matters

We believe that addressing concerns openly and respectfully strengthens our team and builds trust among team members. By resolving conflicts constructively, we maintain a culture of collaboration, kindness, and professionalism—hallmarks of the Lone Peak Dental Group experience.

What Constitutes a Grievance?

A grievance may arise when a team member feels they have been treated unfairly by another team member or believes there is a legitimate basis for a complaint. Examples include:

- A perceived failure to follow procedures outlined in the Culture Guide.
- Personal or technical disputes between team members.
- Interdepartmental disagreements impacting workflow or morale.

Resolving Grievances

If you feel you have grounds for a grievance:

1. **Bring It Forward:** Share your concern with your Direct Report, Practice Leadership team, or the People team.
2. **Collaborate on a Solution:** Leadership will work with you to address and resolve the issue in a fair, respectful, and timely manner.
3. **Final Resolution:** If necessary, the Practice Leadership team or the People team will make the final determination to ensure fairness and alignment with the Lone Peak Dental Group mission.

Encouraging Open Communication

Team members are encouraged to address concerns directly by:

- Speaking with their Direct Report or a member of the Practice Leadership team.
- Contacting the People team for additional support or guidance.

Many workplace concerns are resolved effectively when brought to leadership's attention, and we are here to support you in finding solutions.

Grievance Procedures- Against the Practice

At Lone Peak Dental Group, we aim to create a positive, collaborative environment where grievances are rare. However, we understand that disputes between the Practice and a team member may occasionally arise. To ensure these matters are resolved fairly, efficiently, and with minimal disruption, the Practice utilizes **binding, mandatory arbitration** as the mechanism for resolving such disputes.

How Arbitration Works

Binding arbitration provides a faster, less costly alternative to traditional litigation, helping both parties reach a resolution without unnecessary delays or expense. Through arbitration, claims, disputes, and other controversies are presented to an impartial arbitrator for review and resolution.

Mandatory Arbitration Agreement

As part of your onboarding process, you will find a copy of the **Mandatory Arbitration Agreement and Acknowledgment** included with this guide. This document outlines the arbitration process and the types of claims that are subject to arbitration.

- **Review and Questions:** You are encouraged to carefully read the Agreement. If you have any questions, please speak with your Direct Report or contact the People team for clarification.
- **Condition of Employment:** Because of our strong belief in arbitration as a fair and effective resolution method, signing the Mandatory Arbitration Agreement is a condition of your employment.

By utilizing arbitration, we ensure disputes are addressed fairly and expediently, allowing us to focus on our shared mission of delivering exceptional care and experiences. Thank you for your understanding and cooperation in this process.

Reporting Complaints or Violations

We are committed to fostering a culture of transparency, accountability, and open communication. If you notice a violation of a policy, encounter a potential issue that requires attention, or have questions or concerns, we encourage you to speak up. By addressing concerns proactively, we maintain the trust and excellence that define our mission.

Your Role in Maintaining Excellence

Every team member plays a vital role in protecting the Kidsperience culture. Reporting concerns ensures that our practice remains a safe, supportive, and professional environment for everyone. Whether you reach out directly, use the hotline, or contact leadership, your voice matters. Thank you for helping us uphold the values that make Kidsperience a trusted and exceptional place to work and serve our patients.

How to Report Concerns

We provide multiple ways for team members to report issues or violations to ensure accessibility and confidentiality:

1. **Practice Leadership Team:** Speak directly with a member of your Practice Leadership team about your concern.
2. **Compliance or People Teams:** Contact these teams by phone or email for additional support.
3. **Confidential Hotline:** Use the 24/7 Lighthouse Hotline for anonymous reporting.

The Lighthouse Hotline

The Lighthouse Hotline is available around the clock for confidential or anonymous reporting. No attempts will be made to trace the source of a call or identify the caller if anonymity is requested. Hotline details are available on compliance posters in common areas or break rooms.

- **Website:** www.lighthouse-services.com/lonepeakdentalgroup
- **Phone:**
 - English: 844.377.0009
 - Spanish: 800.216.1288
- **Email:** reports@lighthouse-services.com
- **Fax:** 215.689.3885

Contact Information for Compliance and People Teams

- **Compliance:**
 - Phone: 720.603.4700
 - Email: compliance@lonepeakdentalgroup.com
- **People:**
 - Phone: 720.603.4700
 - Email: people@lonepeakdentalgroup.com

Corrective and Disciplinary Action

At Lone Peak Dental Group, we believe in creating an environment where team members can grow, thrive, and succeed. When performance or behavior falls below expectations, our approach is rooted in guidance and support, not punishment. Corrective action is an opportunity to address challenges, understand causes, and collaboratively find solutions that align with our mission and values.

Guiding Improvement: Skill vs. Will

When a team member faces challenges, we assess whether the concern stems from a **skill** or **will** issue:

- **Skill:** A gap in training, knowledge, or experience. This represents an opportunity for learning and development.
- **Will:** A matter of choice, attitude, or unwillingness to align with our values. This requires accountability and behavioral adjustment.

This distinction allows leadership to provide appropriate support and solutions. Corrective action may involve:

- **Understanding Areas of Concern:** Clearly identifying and communicating the specific issue.
- **Identifying Causes:** Determining whether the concern is skill-based or will-based, and uncovering any underlying challenges.
- **Collaborating on Solutions:** Working together to create actionable steps to improve performance or behavior.

For detailed processes and guidelines, team members should consult the **Team Member Conduct Program**. If you are unfamiliar with this program, reach out to your Direct Report or the People team for more information.

Severe or Immediate Circumstances

In rare cases of severe misconduct or situations requiring immediate action, such as suspension or termination, leadership must contact the People team promptly. These decisions will be handled thoughtfully and in alignment with Lone Peak Dental Group's policies, values, and commitment to fairness.

Commitment to Fairness and Growth

Our goal is to approach corrective action with professionalism, fairness, and a focus on growth. By addressing concerns constructively, we aim to:

- Strengthen our team.
- Support individual success.
- Maintain the high standards that define our exceptional culture.

Corrective action at Lone Peak Dental Group is not about assigning blame—it's about creating opportunities for improvement, holding one another accountable, and ensuring that every team member has the tools to succeed while upholding our Kidsperience values.

SECTION 3: COMPENSATION AND BENEFITS

Pay Periods

Our bi-weekly pay periods run from **12:00 a.m. Sunday** through **11:59 p.m. Saturday** of the following week. These pay periods are used to calculate regular and overtime pay.

If you have any questions about your pay period or how hours are calculated, reach out to your supervisor or the People team at people@lonepeakdentalgroup.com.

Pay Day (Yay Day!)

We know how hard you work to create amazing experiences, and we want payday to feel just as rewarding! Regular payday occurs biweekly on Fridays, following the end of the pay period.

Pay Day Details

- **Federal Holidays:** If payday falls on a federal holiday, paychecks will be issued on the preceding workday.
- **Direct Deposit:** Paychecks are directly deposited into your designated checking and/or savings accounts when you're enrolled in direct deposit.

Pre-Note Process

When you first enroll in direct deposit, your account details will undergo a **pre-note process**. This is a verification step to ensure your banking information is accurate before direct deposit begins. During this period, you may receive a paper check.

We're here to make sure payday is smooth and stress-free! If you have any questions about your paycheck or direct deposit, don't hesitate to reach out to your supervisor or the People team at people@lonepeakdentalgroup.com.

Pay Statements

We are committed to ensuring that all team members are paid accurately and promptly. Your pay statements are an essential record of your compensation, and we encourage you to review them regularly to confirm their accuracy.

Reviewing Pay Statements

Team members should carefully review their wage statements and paychecks after each pay period. If you notice any discrepancies or believe an improper deduction has been made, please take the following steps:

1. **Report the Issue:** Notify your direct supervisor immediately.
2. **Alternative Reporting:** If you are uncomfortable discussing the issue with your supervisor or circumstances prevent it, contact the People team at people@lonepeakdentalgroup.com.

Addressing Concerns

If you believe your wages have not been paid accurately or promptly:

- Report your concern to the People team as soon as possible.
- Every report will be investigated thoroughly. If an error is identified, we will take immediate steps to correct it and reimburse you for any improper deductions.

By promptly addressing pay concerns, we ensure that our commitment to fairness and trust is upheld, allowing you to focus on delivering the exceptional care that defines Lone Peak Dental Group.

Time Records

Accurate timekeeping is essential at Lone Peak Dental Group to ensure compliance with regulations and proper calculation of pay. All non-exempt team members are responsible for recording their total hours worked each day.

Clocking In and Out

- **Daily Clocking:** Team members must:
 - Clock in at the start of their workday.
 - Clock out and back in for lunch breaks.
 - Clock out at the end of their workday.
- **Personal Responsibility:** Team members must clock themselves in and out inside the practice. Clocking in or out for another team member is strictly prohibited.

Timecard Approval

- **End of Pay Period:** Team members must review and approve their timecards on the **last working day of the pay period**. This ensures accuracy before payroll processing.
- **Adjustments:** Supervisors may only adjust time records if changes are submitted in writing by the team member.

By keeping accurate time records and ensuring timely approvals, we maintain fairness and compliance while making sure everyone's hard work is accounted for.

Overtime

At Lone Peak Dental Group, we recognize that operating requirements may occasionally require non-exempt team members to work beyond their regular hours. Overtime ensures these efforts are appropriately compensated while maintaining compliance with federal, state, and local laws.

Definition and Compensation

- **Overtime:** Defined as actual hours worked exceeding 40 in a single workweek or as governed by applicable local and state laws.
- **Pay Rate:** Overtime is compensated at **1.5 times the regular rate of pay** for all hours worked over 40, in accordance with federal, state, or local regulations.
- **Non-Worked Hours:** Paid leave (e.g., PTO, holidays, bereavement, jury duty) does not count toward hours worked for overtime purposes.

Approval and Timekeeping

- **Advance Approval:** All overtime work must be approved in advance by a member of the Practice Leadership team.
- **Accurate Time Records:** Team members' time records must accurately reflect all regular and overtime hours worked each week to ensure compliance and proper pay.

Meal and Rest Breaks

At Lone Peak Dental Group, we ensure that team members have appropriate opportunities to rest and recharge during the workday.

- **Meal Breaks:** Team members must clock out and back in for uninterrupted meal periods as scheduled by their supervisor.
- **Compliance:** Meal and rest breaks are provided in accordance with all applicable federal, state, and local laws.

Bonus/Incentives

We value recognizing team members for their contributions. From time to time, team members may be eligible for discretionary bonuses or incentives based on performance or other criteria.

All bonuses are processed through payroll, with applicable taxes deducted in compliance with federal, state, and local regulations.

Payroll Deductions

At Lone Peak Dental Group, we ensure that payroll deductions are handled in compliance with all applicable federal, state, and local laws. Only deductions required by law or authorized in writing by the team member will be withheld from wages.

Permitted Deductions

Examples of allowed deductions include:

- **Legally Required Deductions:** Federal, state, and local taxes (e.g., income tax, Social Security, FICA, Medicare), garnishments, or other court-ordered deductions.
- **Authorized Benefits Deductions:** Contributions for benefits offered by the Practice, as authorized by the team member.
- **Exempt Team Members:** For exempt team members:
 - During the first or last week of employment, pay will reflect the actual days worked.

Improper Deductions

Lone Peak Dental Group strictly adheres to laws governing payroll practices, including Department of Labor overtime regulations, and prohibits improper deductions.

If you believe your pay has been improperly reduced, promptly notify your supervisor or the People. Any errors will be reviewed and corrected as necessary.

Recovery of Benefits, Overpayments, and Indebtedness

We want to keep things clear and fair when it comes to pay and benefits. If you receive any compensation or benefits in error—whether it's unused Paid Time Off, an overpayment, or a benefit you weren't eligible for—Lone Peak may recover that amount by deducting it from your paycheck or final pay, where allowed by law.

This could include things like unapproved personal charges on a company credit card or missed reimbursements. If legal fees are needed to recover these amounts, you may be responsible for those costs, unless stated otherwise in a specific agreement.

Let's avoid surprises—if something seems off in your pay or reimbursements, speak with Payroll as soon as possible.

Garnishments

We comply with legal obligations to recognize court orders, liens, and wage assignments.

- **Notification:** If a legal garnishment of wages is received, you will be notified, including the amount to be withheld.
- **Release of Garnishment:** Garnishments cannot be released without written notification from the appropriate agency.

For questions regarding garnishments, please contact your supervisor or the People team.

Reimbursement of Expenses & Use of Company Credit Cards

At Lone Peak Dental Group, we understand that team members may occasionally incur expenses necessary for their job duties. To ensure transparency and accountability, all expenses must be properly documented and approved.

Expense Reimbursement

- **Approval Required:** All expenses, including mileage and other work-related costs, must be approved in advance by your Direct Report.
- **Expense Reporting:** Submit a written expense report, with accompanying receipts, within 30 days of incurring the expense.
- **Mileage Reimbursement:** If traveling to a secondary location, mileage can be reimbursed based on the distance from your primary location to the secondary location. For more details, refer to the [Travel and Expense Reimbursement Policy](#).

Use of Practice Credit/Debit Cards

The Practice credit/debit card is provided as a tool for official business purposes and is restricted to authorized Doctors and Operations Managers.

- **Authorized Users:** Includes Doctors (Practice Owners, Managing Doctors, Associate Doctors) and Managers (Regional Operations Manager and Operations Managers).
- **Acceptable Use:** Cards may only be used for approved business purposes in line with job responsibilities.
- **Policy Compliance:** Users must follow the guidelines outlined in the full [Doctor and Manager Credit/Debit Card Usage Policy](#).

Abuse of Privileges

The Practice reserves the right to revoke credit/debit card privileges in the event of serious or repeated misuse.

For questions about expense reimbursement or credit/debit card use, contact your Direct Report or the People team.

Leave Policy

At Lone Peak Dental Group, we are committed to supporting team members with various leave options while ensuring the needs of the Practice are met. Our Leave Policy outlines the types of leave available, eligibility, and the process for requesting time off.

Types of Leave

The Practice offers a range of leave options, including:

- **Paid Time Off (PTO):** For rest, recovering from sickness or injury, relaxation, or personal matters.
- **Other Leave:** Voting leave, bereavement leave, jury/witness duty, personal medical leave, military leave, and domestic abuse crime victim leave, as required by state and federal laws.

Your state-specific leave policy can be found on the [ADP home screen](#) or by contacting your Direct Report or the People team.

Requesting Leave

- **Process:** There are various reasons for taking planned or unplanned time off. Inform your supervisor of your request and submit PTO through the HRIS system for approval when foreseeable. If the need for leave is expected to extend more than 3 consecutive days, please request a Leave of Absence from your supervisor or the People team as soon as possible.
- **PTO Approval:** PTO requests are granted on a **first-come, first-served basis**, subject to Practice needs and staffing requirements.
- **Policy Compliance:** The Practice reserves the right to approve or deny any request for PTO or leave, except for leaves defined by law.

For full details about the types of leave available and the approval process, refer to the Leave Policy specific to your Practice. You can request a copy from your Direct Report or the People team at

people@lonepeakdentalgroup.com.

Workers' Compensation

Worker's compensation isn't just another policy – it's your safety net, ensuring that you're taken care of in times of need. This essential benefit provides crucial support if you're ever injured or fall ill due to work-related circumstances, offering peace of mind and reassurance that your health and financial security are priorities. Understanding the significance of worker's compensation underscores how much your employer values your safety and welfare, reflecting a commitment to your personal well-being beyond just the workplace.

The Significance of Worker's Compensation

Think of worker's compensation as your guardian angel at work. It's not just about getting you back on your feet; it's about showing you that your well-being matters. If anything ever happens while you're on the clock, this benefit steps in to make sure you're financially covered and have access to the care you need.

Coverage and Eligibility

So, what exactly does worker's compensation cover? Well, pretty much anything that happens while you're working – whether it's a physical injury like a needle stick or even something like carpal tunnel from repetitive tasks. The best part? You're entitled to these benefits regardless of fault, meaning you're covered even if the accident wasn't your fault. Your health and recovery are what matter most.

Reporting an Injury

If something does happen, don't stress. Just let your supervisor know as soon as possible, and we'll guide you through the rest. If you are unable to reach your supervisor, ADP's Nurse Navigator can help. Nurse Navigator is an injury triage hotline available through our workers' compensation insurance that provides access to bilingual nurses and can be reached 24/7 at 888-551-5605. We're here to support you every step of the way, ensuring you get the care you need without any added worries.

Return-to-Work Programs

Getting back to work after an injury can be daunting, but we've got your back. Our return-to-work programs are designed with you in mind, offering modified duties and support to ease your transition. We want you to feel confident and empowered as you return to your usual tasks, all while prioritizing your health and well-being.

Prevention and Risk Management

Of course, our goal is to keep you safe and healthy from the get-go. That's why we invest in proactive safety measures, like training and hazard assessments, to minimize risks in the workplace. Your safety matters to us, and we're committed to creating a work environment where you can thrive without worrying about unnecessary risks. If you ever come across anything that seems unsafe please let us know right away so we can get it corrected.

Reasonable Accommodation

We are committed to providing an inclusive and accessible work environment for all team members. In accordance with applicable laws such as the including, but not limited to, the Americans with Disabilities Act (ADA), we will provide reasonable accommodations for qualified individuals with disabilities, unless doing so would cause undue hardship to the company.

Team members who require a reasonable accommodation to perform the essential functions of their job or to access the workplace should let their Direct Supervisor know or reach out directly to the People Team at people@lonepeakdentalgroup.com as soon as possible. The company will engage in an interactive process to assess the request and identify potential accommodation. All requests for accommodation will be handled with confidentiality and in compliance with applicable laws.

We do not discriminate against employees or applicants based on disability, pregnancy, or any related conditions. This includes, but is not limited to, hiring, promotions, job assignments, training opportunities, and other terms and conditions of employment.

Group Health Benefits

At Lone Peak Dental Group, we are committed to providing worthwhile and competitive benefits to help you and your family live a healthy and happy life. That's why we're dedicated to providing you with a comprehensive Total Rewards package that goes beyond just a paycheck. Our commitment to your well-being and success extends to every aspect of your professional and personal life.

Medical, Dental, and Vision Benefits

Your health is paramount. Our comprehensive medical, dental, and vision plans ensure that you and your family receive the care you need to thrive. From routine check-ups to specialized treatments, we've got you covered.

Short-Term and Long-Term Disability (STD/LTD)

Unexpected challenges shouldn't derail your financial security. Our disability plans provide peace of mind, offering financial protection in the event that you're unable to work due to illness, injury or a growing family. *ALL full-time employees receive short-term disability benefits at no cost! Employees who enroll in any medical plan will also receive long-term disability benefits at no cost!*

Health Savings Account (HSA) / Flexible Spending Account (FSA)

Take control of your healthcare expenses with our HSA and FSA options. Whether you prefer the tax advantages of an HSA or the flexibility of an FSA, we provide tools to help you manage your medical costs effectively.

Retirement Savings Plan

Planning for the future is essential. Our retirement options empower you to take control of your financial future, to help you reach your retirement goals.

Life Insurance

Protecting your loved ones is important. Our life insurance coverage provides financial security for your family in the event of your passing, ensuring they have the support they need during difficult times. *Employees who enroll in any medical plan receive Basic Life Insurance at no cost!*

And So Much More!

Our Total Rewards package doesn't stop there. From flexible spending accounts to wellness programs, continuing education to employee discounts, we offer a wealth of benefits designed to enhance your life inside and outside of work.

Eligibility

Full-time Employees

A full-time Team Member is regularly scheduled to work a minimum of 30 hours weekly and maintain continuous employment status.

Part-time Employees

A Team Member who is not in temporary status and who is regularly scheduled to work fewer than 30 hours weekly and who maintains continuous employment status. Part-time Team Members are eligible for some of the benefits offered by the company and are subject to the terms, conditions, and limitations of each benefit program.

- Term Life Insurance
- Hospital Indemnity Insurance
- AD&D Insurance
- Critical Illness Insurance
- Accident Insurance
- FSA & Dependent Care FSA
- Group Legal Benefits
- Commuter Benefits
- Voluntary Short-term-disability

Enrollment

- New Hire or Rehire
- An employee transitions to full-time from any other classification
- When a full-time employee has a QUALIFYING EVENT:
 - A qualifying event allows for an employee to enroll, change or terminate coverage outside of open enrollment. Qualifying events typically include marriage, birth or adoption, death, loss of other coverage or gaining other coverage.
 - Contact your People Team at people@lonepeakdentalgroup.com, immediately if you have questions about a qualifying event. **30-day window from the event to enroll form the event taking place.**
 - To submit a Qualifying Life Event, log in to ADP > Myself Tab > Benefits > Enrollments > Report a Life Change

Effective Dates

- Open Enrollment: Held in May for a June 1st effective date
- Benefits are effective the first of the month following hire/rehire date, or employment status change effective date (Temporary to Full Time status, Part Time to Full Time Status)
- Full Time benefits will terminate at the end of the month following a change from Full Time status to Part-Time or Temporary status

Plan Modifications

The Company reserves the right to modify, change, or eliminate any of its benefits at any time. The terms of the specific plan documents control eligibility, benefits determinations, and other conditions. Team Members are provided access to copies of summary plan descriptions and other relevant information at the time of hire and periodically thereafter as required by law.

For questions about enrollment, eligibility, or coverage, please contact your Direct Report or the People team at people@lonepeakdentalgroup.com.

Employee Assistance Program

The Employee Assistance Program (EAP), often abbreviated as EAP, stands as a pillar of support, ready to aid you and your loved ones in fostering a harmonious blend between your professional endeavors and personal well-being. This comprehensive program offers a spectrum of services tailored to cater to diverse needs, ensuring a holistic approach to maintaining balance in life.

Within the realm of EAP, a team of seasoned professionals comprising **psychologists, licensed clinical social workers, and licensed marriage and family therapists** awaits, armed with expertise to address a myriad of concerns. Whether grappling with emotional turmoil, seeking guidance on parenting and childcare, navigating the complexities of senior caregiving, or striving to enhance overall wellness and daily living, assistance is readily available.

Moreover, the breadth of assistance extends beyond the realms of emotional and familial support. With access to **legal and financial professionals**, individuals can find solace in knowing that challenges spanning legal complexities or financial intricacies can be met with informed guidance and support.

Crucially, the support offered by EAP transcends temporal boundaries, with a dedicated **Lifecare Specialist** at the ready round the clock, every single day of the year. This unwavering availability ensures that, regardless of the curveballs life may throw your way, there's always a lifeline to rely on. These specialists act as beacons of reassurance, offering timely referrals to reputable, local, in-network service providers for face-to-face counseling and ongoing support, ensuring that no individual feels stranded in their journey towards holistic well-being.

In essence, the Employee Assistance Program serves as a steadfast ally, fostering resilience, and empowering individuals to navigate life's challenges with confidence and composure.

1-866-574-7256 (1-800-873-1322 TTY). Please mention your affiliation with ADP TotalSource®.

or

Log in to My TotalSource® and click Myself > Benefits Program > Life Management and select EAP portal

If you or someone you know may harm themselves or others, please seek help immediately. You can contact emergency services by dialing your local emergency number.

Additionally, there are organizations and hotlines specifically designed to offer support and guidance in these situations. You can reach the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255) or text "HELLO" to 741741 for the Crisis Text Line.

Reasonable Accommodations & Interactive Dialogue

At Lone Peak Dental Group, we are committed to fostering an inclusive, supportive environment by complying with all applicable federal, state, and local laws regarding reasonable accommodations. This commitment reflects our dedication to treating every team member with respect and understanding, ensuring they have the tools and support to thrive.

What is a Reasonable Accommodation?

A reasonable accommodation is a modification or adjustment to the work environment or responsibilities to support team members in performing their roles effectively. Lone Peak Dental Group will make reasonable accommodations without regard to any protected classification, including but not limited to:

- **Disabilities:** Physical, medical, mental, or psychological impairments, or a history or record of such impairments.
- **Religious Beliefs:** Sincerely held religious beliefs and practices.
- **Victims of Violence:** Needs arising from domestic violence, sex offenses, or stalking.
- **Pregnancy:** Needs related to pregnancy, childbirth, or related medical conditions.
- **Other Protected Reasons:** Any other circumstance required by applicable law.

Accommodations will be made unless they pose an undue hardship on the operation of the Practice.

Requesting an Accommodation

Team members or applicants seeking accommodations should contact the People team to begin the process.

- **How to Request:** Submit your request in writing using a form provided by the People team.
- **Follow-Up:** If you do not receive an initial response within five (5) business days, contact the People team for an update.

Interactive Dialogue Process

Upon receiving a request—or when Lone Peak Dental Group has reason to believe an accommodation may be needed—the Practice will engage in an **interactive dialogue** to explore possible solutions.

- **Open Communication:** This dialogue may occur in person, by phone, or electronically and will remain confidential, involving only the necessary Direct Supervisor and the People team.
- **Good Faith Exploration:** Lone Peak Dental Group will promptly discuss potential accommodations with the team member and, if necessary, consider alternative accommodations or roles that address the individual's needs.
- **Documentation:** Supporting documentation may be requested to the maximum extent allowed by applicable law.

While Lone Peak Dental Group will strive to meet the specific accommodation requested, it is not required to provide that exact solution if alternative accommodation effectively addresses the needs.

Confidentiality and Retaliation Prohibition

- **Confidentiality:** All discussions, documentation, and related communications about accommodations will be handled with the utmost confidentiality.
- **No Retaliation:** Lone Peak Dental Group strictly prohibits any form of retaliation against team members who request accommodations or participate in the interactive dialogue process.

Our Commitment to You

Lone Peak Dental Group is dedicated to creating an environment where all team members can contribute their best. If you have questions or need assistance regarding reasonable accommodations, contact the People team at people@lonepeakdentalgroup.com.

Pregnancy Accommodation

At Lone Peak Dental Group, we are committed to providing a supportive, equitable workplace for all team members and applicants. Team members have the right to be free from discrimination or unfair treatment due to pregnancy, pregnancy-related health conditions, or physical recovery from childbirth.

Rights and Accommodations

Team members or job applicants who are qualified for a position may request reasonable accommodations for:

- Pregnancy or health conditions related to pregnancy.
- Physical recovery from childbirth.

Lone Peak Dental Group will engage in a **timely, good-faith, and interactive process** to identify reasonable accommodations that enable the team member to perform essential job functions. A reasonable accommodation will be provided unless it imposes an undue hardship on Practice operations.

Examples of Reasonable Accommodations

Accommodations may include, but are not limited to:

- Flexible or longer break periods, including restroom, food, and water breaks.
- Modifications to seating or lifting requirements.
- Periodic rest or reduced physical exertion.
- Adjustments to work schedules for prenatal appointments.
- Temporary transfer to a less strenuous or hazardous position, with a return to the original role after pregnancy.
- Modifications to no-food-or-drink policies.
- Light-duty assignments or assistance with manual labor.
- Time off for recovery from childbirth.
- Any other adjustment necessary to support the team member during pregnancy or recovery, as long as it does not impose undue hardship on the Practice.

No Forced Accommodations or Leave

- We will not require team members to accept accommodations they do not request or need.
- Team members will not be forced to take leave if another reasonable accommodation can enable them to continue working.

Documentation

The Practice may request documentation from a healthcare provider to support accommodation requests, except in cases involving:

- Flexible restroom, food, or water breaks.
- Modifications to seating or standing requirements.
- Adjustments to no-food-or-drink policies.

Support and Questions

Team members who wish to request an accommodation or have questions about this policy should contact the People team at people@lonepeakdentalgroup.com. Additionally, team members who believe they have experienced discrimination related to pregnancy or this policy are encouraged to report their concerns to the People team.

Lactation Break Accommodation

At Lone Peak Dental Group, we are committed to supporting all team members, including those who are breastfeeding, by providing the time and space needed to express milk during the workday. We understand the importance of balancing your work responsibilities with the care of your child and are here to help make that possible. This policy strictly prohibits any form of discrimination or retaliation against team members who exercise their rights under this policy. If you have any questions or concerns, please contact the People team at people@lonepeakdentalgroup.com.

Break Time for Expressing Milk

- **Reasonable Break Time:** Breastfeeding team members will be provided with reasonable break time to express milk for their infant child, as required by applicable law.
- **Concurrent Breaks:** Whenever possible, this break time will run concurrently with existing rest or meal periods.
- **Unpaid Breaks:** If the break time does not align with scheduled rest or meal periods, the additional time will be unpaid, in compliance with applicable law.

Private and Secure Locations

We will make reasonable efforts to provide a private, secure space (other than a restroom) for breastfeeding team members. This location will have a door that locks to ensure privacy and may include:

- A designated lactation room.
- A team member's private office, if available.

Operational Needs

While we strive to accommodate all requests, there may be circumstances where providing additional break time would significantly disrupt operations. In such cases, accommodations will be made to the extent required by applicable law.

How to Request Support

Team members who need break time or a designated space to express milk should notify their supervisor or the People team.

We are here to support you and ensure you feel comfortable and empowered while balancing your professional and personal responsibilities.

Modified Duty

At Lone Peak Dental Group, we prioritize the well-being of our team members while ensuring the operational needs of the business are met. If you are recovering from a temporary workers' compensation illness or injury, including pregnancy-related impairments, we are committed to supporting your return to work in a safe and productive manner.

Returning with Restrictions

- **Individual Assessment:** Each return-to-work release with restrictions will be reviewed on a case-by-case basis, taking into account the team members' limitations and the operational requirements of the Practice.
- **Modified Duty Arrangements:** If a modified duty arrangement is appropriate, it will be:
 - Determined at the discretion of the Practice with input from the People team.
 - Temporary in nature and specific to the situation at the time of assignment.

We believe in creating a supportive environment that helps team members transition back to work while balancing the needs of the entire team. If you have questions or need assistance regarding your return-to-work process, please reach out to your supervisor or the People team.

SECTION 4: GOVERNING PRINCIPLES OF EMPLOYMENT

Your Employment Relationship

At Lone Peak Dental Group, we embrace a relationship built on mutual trust and respect. As part of this relationship, employment with the Practice is considered “**at-will**”, meaning:

- **Flexibility for Both Parties:** You or Lone Peak Dental Group may choose to end the employment relationship at any time, for any lawful reason, with or without notice.
- **No Contractual Agreements:** Nothing in this Culture Guide or any other document is intended to create an employment agreement, express or implied.

No Modifications to At-Will Status

The at-will nature of employment cannot be changed or modified for any team member by any oral or written agreement, unless explicitly authorized in writing by the appropriate leadership and in compliance with applicable law.

Our goal is to foster a supportive, people-first culture where team members feel valued and empowered. While we honor the at-will nature of employment, we strive to make every team member’s experience a positive and meaningful one.

Equal Employment Opportunity

At Lone Peak Dental Group, we are committed to creating a workplace where every team member feels respected, valued, and supported. We proudly uphold Equal Employment Opportunity and strictly comply with all federal, state, and local anti-discrimination laws.

Commitment to Equality

We prohibit discrimination and harassment against any employee, applicant, or intern based on actual or perceived:

- **Race:** Including hair texture, hair type, or protective hairstyles historically associated with race (e.g., braids, locs, twists, afros, cornrows, bantu knots, or headwraps).
- **Gender and Sexual Orientation:** Including gender identity, transgender status, intersex, or non-conforming expressions.
- **Pregnancy and Related Conditions:** Including childbirth, breastfeeding, or medical needs.
- **Religion:** Including sincerely held religious beliefs and practices.
- **Disabilities:** Including physical, mental, or medical conditions.
- **Other Protected Statuses:** Age (over 40), marital status, military or veteran status, genetic information, lawful off-duty activities, and any other category protected under applicable laws.

This commitment applies to all employment practices, including recruitment, hiring, promotion, reassignment, training, compensation, and termination.

Reasonable Accommodations

Lone Peak Dental Group will make reasonable accommodations for team members or applicants with disabilities or sincerely held religious beliefs unless doing so would impose an undue hardship on operations.

- **How to Request an Accommodation:** Contact your Direct Report or the People team for assistance.

Raising Concerns and Prohibiting Retaliation

We encourage team members to bring any concerns about equal employment opportunities to their Direct Report or the People team. Lone Peak Dental Group strictly prohibits retaliation against anyone who:

- Reports harassment, discrimination, or retaliation.
- Opposes prohibited practices or participates in investigations.

Retaliation includes, but is not limited to:

- Avoiding or isolating someone who reports a violation.
- Threatening or intimidating an individual to prevent them from reporting.
- Denying employment benefits or opportunities because of a report or participation in the process.

If you experience retaliation, report it immediately to your Direct Report or the People team so appropriate action can be taken.

At Lone Peak Dental Group, we are dedicated to maintaining a workplace where diversity is celebrated, and every individual has the opportunity to thrive. Together, we create an environment built on respect, fairness, and inclusion.

Complaint Procedure

At Lone Peak Dental Group, we are dedicated to fostering an environment of trust, respect, and inclusivity. If you believe you have experienced or witnessed any form of discrimination, we encourage you to speak up. Your voice matters, and we are here to listen and take appropriate action.

How to Report a Concern

If you have concerns about discrimination, you may report them through any of the following channels:

- Your Practice Leadership team.
- The Compliance team.
- The People team at people@lonepeakdentalgroup.com.
- The confidential **Hotline**.

No Retaliation Policy

We strictly prohibit any form of reprisal, retaliation, or adverse action against team members who:

- Make a complaint.
- Report discrimination.
- Assist in an investigation.

If you suspect retaliation or intimidation, report it immediately through the same channels listed above.

Our Commitment to You

- **Confidentiality:** While we cannot guarantee complete confidentiality, we will handle your report with the utmost discretion.
- **Prompt Investigation:** All complaints will be investigated thoroughly and promptly.
- **Appropriate Action:** If misconduct is confirmed, immediate corrective action will be taken, which may include disciplinary measures up to and including termination.

At Lone Peak Dental Group, we believe in creating a safe space for everyone to share their concerns. By addressing issues directly, we strengthen our culture and ensure fairness for all team members.

Open Door Policy

At Lone Peak Dental Group, we believe in the power of open communication to build trust, resolve concerns, and strengthen our team. Our open-door policy encourages team members to share workplace concerns or challenges at any time.

If you have a question, concern, or issue—whether it's about day-to-day operations, workplace dynamics, or something more serious like discrimination—we want to hear from you.

- **Who to Contact:** Feel free to bring your concerns to your supervisor, a member of your Practice Leadership team, or the People team at people@lonepeakdentalgroup.com.
- **Our Goal:** Together, we'll work to find a fair and effective resolution that aligns with our values and commitment to excellence.

At Lone Peak Dental Group, your voice matters. By sharing your thoughts openly, we continue to create a workplace where everyone feels valued and supported.

Access to Personnel Files

We prioritize the confidentiality and accuracy of personnel files while maintaining transparency for team members. Personnel files are maintained collaboratively by the Practice and People Operations and are managed in accordance with applicable laws.

What You Can Access

Team members, both current and former, may request access to review their personnel files.

- **Access Requests:** Files will generally be made available within three (3) days of the request, unless state law specifies otherwise.
- **Review and Updates:** Team members may request to review their file for accuracy and request corrections or deletion of irrelevant or incorrect information.

Guidelines for Access

- **Team Member Access:** Files can be reviewed, and copies may be made. However, original documents must remain at the Practice.
- **Leadership Access:** Practice Leadership may access personnel files only on a need-to-know basis to support operational requirements.
- **External Access:** Representatives of government or law enforcement agencies may be granted access during their official duties, in compliance with legal requirements.

By working together, the Practice and People Operations ensure personnel files are secure, accurate, and accessible when needed. If you have questions about accessing your file or need assistance, contact the People team.

Personal Information Changes

At Lone Peak Dental Group, we want to ensure your records are accurate so we can support you effectively. It's your responsibility to keep your personal information updated in the HRIS system within 30 days of any changes.

What to Update

Examples of personal information changes include:

- Name or address updates.
- Phone number changes.
- Updates to dependents, marital status, or group insurance information.
- Changes to beneficiaries.

Qualifying Life Events (QLEs)

If you experience a **Qualifying Life Event (QLE)**, such as a birth, adoption, marriage, divorce, or change in insurance coverage, you must notify your Direct Report within 30 days to ensure your benefits are updated appropriately.

For more information on benefits adjustments, see the **Compensation and Benefits** section or contact the People team at people@lonepeakdentalgroup.com.

By keeping your information current, we can better support your needs and ensure your records reflect your life's changes.

Outside Employment

We understand that some team members may choose to take on additional employment. While outside employment is allowed, your role with Lone Peak Dental Group should always remain your priority.

Expectations for Outside Employment

- **Performance First:** Outside employment must not interfere with your ability to perform your role at the Practice.
- **Scheduling:** You are expected to work your assigned schedule, including any required travel, overtime, or schedule adjustments.
- **Reliability:** A second job cannot be used as a reason for absenteeism, tardiness, leaving early, or declining work responsibilities.

When Issues Arise

If outside employment negatively impacts your job performance or responsibilities, you will need to discontinue the activity. Continued conflicts may result in disciplinary action, up to and including termination.

We are here to support your success in and out of work. If you have questions or concerns about balancing outside employment, please speak with your supervisor or the People team.

SECTION 5: OPERATIONAL POLICIES AND PROCEDURES

Employment Classification

At Lone Peak Dental Group, understanding your employment classification helps ensure clarity around benefits eligibility, overtime status, and compliance with federal, state, and local laws. Team members are categorized based on their role and work schedule, and classifications may be reviewed or updated as needed.

If you have questions about your classification or how it impacts your role or benefits, reach out to your supervisor or the People team.

Team Member Definition

A team member is any individual who receives wages or salary through the payroll system and is issued a W-2 for wages earned.

Employment Classifications

- **Regular, Full-Time**
 - Scheduled to work **30 or more hours weekly**.
 - Maintains continuous employment status.
- **Regular, Part-Time**
 - Scheduled to work **fewer than 30 hours weekly**.
 - Maintains continuous employment status.
 - Eligible for select benefits, subject to the terms and conditions of each program.
- **Temporary/PRN**
 - Works on an **as-needed basis** for immediate Practice needs.
 - Employment is of no definite duration.
- **Exempt**
 - Salaried team members holding managerial, administrative, or professional roles.
 - **Exempt from overtime provisions** under the Fair Labor Standards Act (FLSA) and applicable state laws.
- **Non-Exempt**
 - Hourly team members eligible for overtime compensation.
 - Overtime must be approved in advance by the Practice Leadership team for hours worked beyond 40 hours per week.

Recruitment and Hiring

Lone Peak Dental Group's primary goal when recruiting new Team Members is to fill vacancies with persons who have the best available skills, abilities, or experience needed to perform the work. Decisions regarding the recruitment, selection, and placement of Team Members are made based on job-related criteria. When positions become available, qualified current Team Members are encouraged and are welcome to apply for the position.

For employment of relatives refer to the Anti-Nepotism and Non-Fraternization Policy under the Conflicts of Interest section of this Culture Guide.

Age Eligibility of Employment

Employment eligibility, including for staff, temporary team members, and externships, is determined by state laws and Dental Board regulations regarding allowable duties based on the specific job title.

- **Compliance with State Laws:** Age eligibility for employment is guided by state-specific regulations and the Dental Board's scope of allowable duties for each role.
- **Under 18 Considerations:** In rare cases, candidates under 18 may be eligible for certain roles. Supervisors should contact the People team at people@lonepeakdentalgroup.com for guidance before proceeding with hiring decisions.

By following these guidelines, we ensure that all team members meet the necessary qualifications to perform their roles effectively and safely, while upholding the standards of the Lone Peak Dental Group mission.

Background Check

The safety and well-being of the children we serve is our top priority. As part of our commitment to providing a secure and trusted environment, background checks are required for all team members, including temporary staff, before employment is finalized. This ensures that every team member reflects the high standards of safety and professionalism that families expect from us.

What You Need to Know

- **Pre-Employment Requirement:** All offers of employment are contingent upon the satisfactory completion of a background check.
- **Compliance with Laws:** Background checks are conducted in compliance with the Fair Credit Reporting Act (FCRA) and all applicable state and federal laws.
- **Transparency:** Applicants are informed that passing a background check is a condition of employment or continued employment.

How Background Checks Work

- Background checks are initiated during the pre-boarding process, through our Applicant Tracking System, ensuring a consistent and thorough process.
- For questions or concerns, team members can contact the People team at people@lonepeakdentalgroup.com.

By conducting comprehensive background checks, we uphold our commitment to the safety and trust of the children and families who rely on us. It's one of the many ways we ensure that Lone Peak Dental Group remains a secure and exceptional place for care, growth, and positivity.

Immigration Reform and Control Act

We are committed to maintaining compliance with all applicable laws, including the Immigration Reform and Control Act (IRCA). To ensure our team is built on a foundation of trust and integrity, we require all team members, including doctors and temporary staff (but excluding independent contractors), to verify their eligibility to work in the United States.

Employment Eligibility Verification (Form I-9)

To comply with federal law:

1. **Section 1:** All team members must complete and return Section 1 of the Employment Eligibility Verification form (Form I-9) no later than three (3) business days after their first day of work. For team members employed for a single day, Section 1 must be completed by the end of their first day.
2. **Section 2:** Supervisors will complete Section 2 of Form I-9 for new hires within three (3) business days of the team member's start date.
3. **Section 3:** Supervisors are required to complete Section 3 of Form I-9 for rehires within three (3) business days of the team member's start date.

Documentation Requirements

- Team members must present acceptable documentation (or an acceptable receipt for a document) within three (3) business days of their hire date to confirm their eligibility to work.
- Failure to provide the required documentation within this timeframe will result in termination of employment.

We take pride in building a team that reflects the values of compliance and integrity while upholding the legal standards that guide our operations. If you have questions about completing your Form I-9, please reach out to your supervisor or the People team for assistance.

Eligibility of Rehire Employment

We value team members who demonstrate a commitment to our mission, culture, and high performance standards. Eligibility for rehire is determined based on a former team member's standing at the time of their departure, including their alignment with our performance expectations and cultural values.

Rehire Process

To ensure consistency and maintain the integrity of our team:

- **Clearance Required:** Supervisors must obtain approval from the People team before making an offer to rehire any former team member.
- **Eligibility Review:** The People team will review employment records to verify the former team member's standing and eligibility for rehire.

General Rehire Eligibility

- Former team members must have left the Practice in **good standing**, both in terms of performance and adherence to the Lone Peak Dental Group culture.
- Team members discharged due to poor performance or misalignment with cultural values are generally not eligible for rehire.
- Questions about specific rehire cases should be directed to people@lonepeakdentalgroup.com.

By maintaining clear guidelines for rehire eligibility, we ensure that our team remains focused on delivering exceptional care and living the values of the Lone Peak Dental Group mission.

Employee Referral Program

We believe that our team members are our greatest asset, and who better to help us find exceptional talent than those who already understand and embody our company culture?

Full Time Referral Bonus

- \$500 for Patient Service Coordinators, Dental Assistants, Ortho Assistants, Ortho Treatment Coordinator, Clinic Lead, Sterilization Technician, Non-Management Smile Center roles
- \$750 for Direct Supervisors & Dental Hygienists, EFDA/EDDAs, Management Smile Center roles
- \$5,000 for Doctors (Dentist, Orthodontist, Etc.)
- Part-time positions will receive half.

Eligibility

Here's how it works: If you refer a candidate who is hired, you'll be eligible for a referral bonus if you and the team member you referred meet the following criteria:

- You and the referred team member must be employed and in good standing 30 and 180 calendar days following their hire date to receive the bonus.
- The referred team member must be W-2.
- The referred team member was not presented by another employee or third-party staffing agency, and was not a previous employee, temporary employee, or contractor with Lone Peak Dental Group.
- ***Ineligibility Notice*** If you are in a leadership role and have direct hiring authority over the referred team member, or are a Doctor working in the same location as the referred team member, you are not eligible to receive the referral bonus (you may refer a team member to another location if the team member will not be under your direct supervision!)

The first half of the bonus will be paid in the payroll following 30 days of the referred team member's employment, and the second half will be paid in the payroll following 180 days of employment.

Not only does this program provide you with the chance to help shape our team with individuals you believe in, but it also rewards you for your valuable contribution to our growth. Any questions about this program should be directed to the People team.

Business Development

Referral bonuses will be paid out to any team member who makes a practice referral that results in a successfully closed acquisition.

- \$10,000 Single location practice
- \$12,000 Group practice with 2 locations
- \$14,000 Group practice with 3 locations

*For group practice with multiple locations, each location above the 3 locations will get \$2,000 in addition to the \$14,000

Internal Transfers

Team members may request or be considered for transfers to another Lone Peak Dental Group location or role.

To ensure a smooth transition and alignment with operational needs:

- **Approval Process:** Transfers must be approved by both the Practice Leadership of the current location and the Practice Leadership of the receiving location.
- **Coordination with People Team:** The receiving Direct Supervisor should notify the People team in advance of the transfer to ensure all necessary forms and processes are completed by submitting a status change. The People team can be reached at people@lonepeakdentalgroup.com.

Transfers are an opportunity to bring your talents to new teams and communities while continuing to contribute to the Lone Peak Dental Group mission.

Promotions

We believe in recognizing and rewarding exceptional performance. Team members demonstrating excellence in their roles, a commitment to our culture, and a drive for professional growth are encouraged to pursue advancement opportunities.

- **Support for Growth:** Promotions are based on performance, alignment with Lone Peak Dental Group values, and readiness to take on new responsibilities.
- **Leadership Involvement:** Practice Leadership collaborates with the People team to evaluate candidates for promotional opportunities.

Promotions are a celebration of your contributions and potential, reflecting your dedication to creating meaningful experiences for children, caregivers, and teammates.

Orientation and Training

At Lone Peak Dental Group, we believe that every new team member deserves the tools and support to thrive. To help you feel confident and connected, we provide orientation and training to introduce you to our culture, values, and the important role you play in creating exceptional experiences for kids and families.

- **Getting Started:** During your first few days, weeks, and months, you'll participate in an orientation and training sessions tailored to your role. These are provided by our one of a kind: Lone Peak University! Some parts will be specific to your responsibilities, while others will focus on the shared values and practices that unite all team members.
- **Ongoing Learning:** To keep you growing and excelling, we may periodically offer additional training or educational programs. These opportunities may be:
 - **Voluntary:** Designed to support your professional development.
 - **Required:** Ensuring consistency and excellence in delivering the Lone Peak Dental Group mission.

By participating in training, you'll gain the knowledge and skills to shine in your role and contribute to our shared goal of making a positive impact on the children and families we serve. Welcome to the team—we're excited to support your journey!

On Demand eLearning (Lone Peak University)

All training assigned through LPU must be completed within 30 calendar days of the assignment date unless otherwise communicated.

- **Team members are expected to:**
 - Regularly log into LPU to check assignments
 - Complete assigned content before the due date
 - Notify their supervisor if support or additional time is needed
- **Practice Leadership is responsible for supporting training completion by**
 - Providing dedicated time during scheduled shifts when appropriate
 - Monitoring completion reports
 - Following up on overdue items

If you experience access issues or have questions about your training, please contact:
learning@lonepeakdentalgroup.com

Job Performance and Evaluations

At Lone Peak Dental Group, open communication is key to supporting your growth and success. Regular feedback between team members and their supervisors ensures alignment, development, and shared understanding of goals. By fostering regular, open dialogue and celebrating progress, we create an environment where everyone can thrive and contribute to the Lone Peak Dental Group mission.

Ongoing Conversations

Supervisors and team members are encouraged to engage in frequent, informal discussions about job performance. If you feel additional feedback would be helpful, we encourage you to take the initiative to start the conversation.

Performance Reviews

Formal evaluations are generally conducted annually. These provide an opportunity to:

- Reflect on accomplishments.
- Set goals for the future.
- Discuss ways to continue growing within your role.

Compensation Adjustments

Compensation adjustments, when applicable, are influenced by several factors, including:

- Performance and contributions to team goals.
- Attendance and punctuality.
- Responsibilities and experience.

Employee Notices

We want to ensure that team members stay informed and connected. Important notices, updates, and resources are shared through multiple channels to keep everyone in the loop. By using multiple communication methods, we ensure everyone has access to the information they need to stay engaged and informed. If you have questions about employee notices, please contact your supervisor or the People team.

How We Share Information

- **In-Office Notices:** Required labor law postings and important announcements are displayed in the break room on designated bulletin boards.
- **Email and Mailed Notices:** Government-required materials and updates may also be sent directly to team members via mail or email.
- **Private Facebook Group:** Team members are encouraged to join our private Facebook group upon hire for additional updates, announcements, and a space to connect with your teammates.

Operational Updates for Managers

Direct Supervisors receive updates and announcements directly through the **OMO system** to ensure they can effectively share information with their teams.

Parking

Team Members are to park in designated areas that allow the patients to have priority spaces.

SECTION 6: SAFETY

Health and Safety/OSHA

At Lone Peak Dental Group, creating a safe and healthy work environment is a priority. We are committed to maintaining a hazard-free workplace through proactive safety measures, teamwork, and effective emergency management. Every team member plays a vital role in ensuring a safe environment for colleagues, patients, and families.

- **Safe Practices:** Follow common sense rules and safety guidelines in all tasks.
- **Report Issues:** Notify your supervisor and the Smile Center immediately if you identify any health or safety concerns.
- **Teamwork:** Work collaboratively with management to address safety issues and ensure the highest safety standards are maintained.

In Case of Emergency

In the event of an emergency, team members should:

1. Notify the appropriate medical emergency services immediately.
2. Follow the Practice's safety protocols to ensure the well-being of everyone on-site.

We believe safety is everyone's responsibility. By working together, we can create a secure environment where our team members and families feel protected and cared for. If you have any questions about health and safety protocols, contact your supervisor or the Smile Center.

Contagious Disease Policy

The health and well-being of our team members, patients, and the community is always a top priority. We are committed to maintaining a safe workplace and providing clear guidance during outbreaks of contagious diseases, including pandemics.

Guidelines During Outbreaks

- **Following Recommendations:** Lone Peak Dental Group adheres to all guidance and mandates from the Centers for Disease Control and Prevention (CDC), state, and local health authorities regarding current recommendations during disease outbreaks or pandemics.
- **Stay Home if Sick:** Team members experiencing symptoms of a contagious illness are encouraged to:
 - Stay home to prevent the spread of illness.
 - Notify their supervisor promptly.
 - Seek appropriate medical guidance.

By working together and following the latest health guidelines, we can help protect our team, patients, and community. For questions or concerns about health protocols, contact your supervisor or the People team.

Violence Free Workplace

At Lone Peak Dental Group, creating a safe, supportive, and respectful environment for team members, patients, and visitors is central to our mission. We are committed to maintaining a workplace free from violence or threatening behavior of any kind.

Prohibited Behaviors

Acts or threats of violence, whether verbal or physical, are strictly prohibited. This includes:

- Intimidation, harassment, or menacing gestures.
- Stalking or any hostile actions.
- Threatening language or aggressive behavior.

These behaviors are not tolerated in any workplace area, including parking lots, vehicles, or at Lone Peak sponsored events.

Reporting Concerns

Everyone shares responsibility for maintaining a violence-free workplace.

- **Report Immediately:** If you witness or experience concerning behavior, report it to a supervisor or the People team right away.
- **In Immediate Danger:** Contact local authorities if there is an urgent threat.

Our Commitment to Safety

- **Thorough Investigation:** All reports will be promptly and thoroughly investigated.
- **Confidentiality:** Reports made in good faith will be kept confidential to the fullest extent possible.
- **No Retaliation:** Team members who report concerns or cooperate with investigations will not face retaliation.

Consequences for Violations

Any individual found responsible for violence, threats, or related behavior will face disciplinary action, up to and including termination of employment.

By fostering a culture of safety and respect, we create an environment where everyone feels secure and valued. For questions or concerns about this policy, contact the People team.

Drug, Alcohol, and Tobacco-Free Workplace

At Lone Peak Dental Group, we are dedicated to ensuring a healthy, safe, and productive environment for all team members, patients, and visitors. To support this commitment, our workplace is strictly drug, alcohol, and tobacco-free.

Prohibited Activities

The following actions are prohibited on Practice premises, during work hours, or while performing services for the Practice:

- **Drugs:**
 - The unlawful use, possession, purchase, sale, distribution, or being under the influence of illegal drugs.
 - The misuse of legal drugs, including prescription medications and marijuana in states where permitted.
- **Alcohol:**
 - Reporting to work or performing services under the influence of alcohol.
 - Consuming alcohol during work hours or on duty.
- **Tobacco, Marijuana and Smoking Devices:**
 - Smoking or using tobacco or marijuana products, including chewing tobacco, vaping devices, electronic smoking devices, and e-cigarettes, within 50 feet of any office or Practice entrance.
- **Off-Premises Activity:**
 - The off-premises abuse of alcohol or controlled substances, as well as the possession, use, or sale of illegal drugs, is also prohibited when it adversely affects job performance, safety, or the company's reputation.

Substance Abuse Screening

To maintain compliance with this policy, substance abuse screenings may be conducted in accordance with federal, state, and local laws under the following circumstances:

- **For Cause:** If there is reasonable suspicion that a team member is under the influence of drugs or alcohol that could impair job performance or safety.
- **Random Testing:** As required or authorized by applicable federal or state law.

Compliance as a Condition of Employment

All team members must adhere to this policy as a condition of employment. Violations include but are not limited to:

- Testing positive for drugs or alcohol.
- Refusing to submit to substance abuse screening.
- Using prohibited smoking devices or substances on Practice property.

Violations of this policy may result in disciplinary action, up to and including termination of employment.

By maintaining a drug, alcohol, and tobacco-free environment, Lone Peak Dental Group ensures a safe and healthy workplace where everyone can thrive. For questions about this policy, contact the People team or your supervisor.

Use of Facilities, Equipment, and Property

We take pride in maintaining our facilities and equipment to create a safe, efficient, and welcoming environment for our team members and the families we serve. Every team member plays an important role in ensuring that our property and resources are well cared for and used responsibly.

Caring for Practice Equipment

- **Proper Use:** If you're unfamiliar with operating or maintaining equipment such as NOMAD devices, handpieces, or computer backups, it's your responsibility to seek guidance from a qualified team member.
- **Report Issues Promptly:** Notify the Practice Leadership Team immediately if you notice damaged, defective, or malfunctioning equipment. Timely reporting prevents further damage and ensures safety for everyone.

Respecting Intellectual Property

The unauthorized use of Lone Peak's intellectual property is strictly prohibited. This includes:

- Audio or video recordings.
- Printed materials or software.
- The Practice's logo or branding.

Personal Use of Equipment and Property

Team members are not allowed to borrow or use Practice equipment, facilities, or property for personal activities without prior written consent from the Direct Report or a member of the Practice Leadership Team.

By taking care of our resources and respecting policies, we ensure a safe and effective environment that supports our shared mission to provide exceptional experiences. For questions or concerns about the use of facilities or equipment, contact your supervisor or the People team.

Surveillance and Searches

At Lone Peak Dental Group, the safety of our team members, doctors, patients, and visitors is a top priority. To maintain a secure environment, we may monitor workplace activities and the use of Practice property or equipment.

Surveillance for Safety

- **Video Monitoring:** Public areas of the workplace may be monitored through video surveillance to enhance security and ensure safety.
- **Company-Owned Property:** All Company-provided assets, such as offices, desks, files, lockers, cabinets, telephones, computers, and email accounts, are the property of the Company and intended for work-related use.

No Expectation of Privacy

Because these assets and areas are owned by the Company, team members should be aware that their use is not private and may be subject to monitoring if safety or security concerns arise.

Searches and Inspections

If there is a potential danger or safety concern, the Company reserves the right to investigate. This may include:

- **Inspections:** Packages, bags, lunchboxes, or other personal items brought to or from the premises may be inspected if there is a concern for safety.
- **Searches:** Offices, desks, files, lockers, and other areas on Company property may also be searched when necessary.

Cooperation is Required

Team members and doctors working in, entering, or leaving Company premises are expected to cooperate with any inspection or investigation. Refusing to cooperate or being found in violation of company policies during an inspection, may result in disciplinary action, up to and including termination of employment.

At Lone Peak Dental Group, we are committed to maintaining a safe, secure, and trustworthy environment for everyone. If you have questions or concerns about this policy, please speak with your supervisor or the People team.

Emergency Closings

At Lone Peak Dental Group, we understand the importance of being available for our patients, and we prioritize the safety and well-being of our team members. While we make every effort to keep the office open, there may be situations where temporary closures are necessary.

Possible Reasons for Closure

Emergency closures may occur due to:

- Severe weather conditions.
- Mechanical or technical issues (e.g., power outages, HVAC failures, computer or internet problems).
- Public health emergencies (national or global).
- A doctor being unable to work.
- Any other unforeseen circumstances affecting safety or operations.

Decision-Making and Communication

The Practice Leadership team will assess the situation and determine the best course of action. If the office must close or team members need to leave, this decision will be communicated promptly to all team members.

Your Safety Comes First

If the office remains open and you are concerned about your safety, you may choose to leave the office. Notify a member of the Practice Leadership team if you make this decision.

At Lone Peak Dental Group, we are committed to maintaining open communication and making thoughtful decisions during emergencies to ensure the safety of everyone while continuing to serve our patients whenever possible.

Security

Maintaining a secure environment is essential for the safety and well-being of our patients, caregivers, and team members. Here's how we work together to ensure security:

- **Personal Property:** While we take precautions to prevent theft, Lone Peak Dental Group cannot assume responsibility for personal belongings brought onto practice premises or to work events. Please secure your valuables appropriately.
- **Keys and Alarm Systems:** Office keys are provided as needed and must not be duplicated. Security codes are confidential and should not be shared. Team members are responsible for returning keys on or before their last day of employment.
- **Access Restrictions:** Unless expressly authorized, no outside visitors, agencies, or inspectors are permitted beyond the reception area.
- **Reporting Issues:** Immediately notify your Direct Report of theft, suspicious activity, or unauthorized persons.

By following these guidelines, we ensure a safe and secure environment that supports our mission of providing exceptional care and experiences.

SECTION 7: CONFLICTS OF INTEREST AND CONFIDENTIALITY

Conflicts of Interest

At Lone Peak Dental Group, we are dedicated to upholding honesty, integrity, and trust in everything we do. To maintain our reputation and ensure fairness, team members are expected to avoid any conflicts of interest—or situations that may appear to conflict—with the best interests of Lone Peak Dental Group.

What is a Conflict of Interest?

A conflict of interest arises when personal interests or relationships interfere, or appear to interfere, with your responsibilities to the Company. While it's not possible to list every potential situation, examples of conflicts include, but are not limited to:

- **Employment Conflicts:** Simultaneous employment with a competitor, supplier, or other entity that could affect the Company.
- **Business Relationships:** Conducting business with a company where you or a close relative have substantial ownership or interest.
- **Financial Interests:** Holding a significant financial interest in a business Lone Peak Dental Group works with or borrowing money from patients or vendors outside recognized financial institutions.
- **Gifts and Entertainment:** Accepting excessive gifts, substantial entertainment, or favors from outside organizations or agencies.
- **Confidentiality Breaches:** Participating in activities or organizations that risk revealing confidential Company information.
- **Misuse of Position:** Using your role or insider knowledge at Lone Peak Dental Group for personal gain.
- **Legal Violations:** Engaging in practices that violate laws, such as antitrust laws, copyright laws, or anti-discrimination laws.

Anti-Nepotism and Non-Fraternization Policy

We are dedicated to fostering a professional and equitable workplace where all team members are treated fairly and performance is evaluated objectively. To uphold this standard, we maintain clear boundaries regarding personal relationships within the workplace. These policies ensure transparency, prevent conflicts of interest, and protect the integrity of our mission to provide exceptional care.

Employment of Family Members or Domestic Partners

The employment of relatives and/or domestic partners may lead to challenges such as favoritism, conflicts of interest, or workplace disruptions. To address these concerns:

- **Relatives and Domestic Partners:** May be hired only if they will not:
 - Work in a direct supervisory relationship.
 - Create supervision, security, safety, or morale difficulties.
- **Immediate Family Restrictions:** Family members of a Partner/Owner Doctor may not be employed in any office where the Doctor is the PC Holder or works directly.

For this policy, “relative” includes relationships by blood, marriage, or legal action, such as spouses, parents, siblings, children, in-laws, step-relatives, grandparents, and domestic partners. A “domestic partnership” refers to a committed relationship between two individuals sharing a home or living arrangement.

Personal Relationships in the Workplace

Team members who marry, cohabit, or enter into domestic partnerships during employment must adhere to these guidelines:

- **Supervisor/Subordinate Relationships:** Personal relationships between supervisors and their direct reports are prohibited.
- **Alternative Arrangements:** If a personal relationship creates a conflict of interest, the Practice will attempt to transfer one team member to another role, if available. If no suitable position exists, the individuals involved may decide who will resign.

General Guidelines for Personal Relationships

To avoid conflicts or the perception of favoritism, team members must not:

- Work under the supervision of a family member or domestic partner.
- Supervise, evaluate, or audit a family member's work.
- Create an actual or perceived conflict of interest.
- Influence personnel actions, including promotions, wage adjustments, or disciplinary measures, that affect a family member.

Disclosure and Resolution

- Team members must disclose any personal relationships that could fall under this policy. Failure to disclose may result in disciplinary action, up to and including termination.
- If a conflict arises, it should be reported to the People team immediately. The People team, in coordination with the Practice Leadership team, will determine appropriate steps to resolve the situation, which may include a transfer or reassignment.

Maintaining Professionalism

No personal relationship will be permitted if it:

- Disrupts or has the potential to disrupt the work environment.
- Creates an actual or perceived conflict of interest.
- Violates any legal or regulatory mandates.

This policy applies during hiring, promotion, or transfer decisions and is essential to maintaining a fair and respectful workplace for everyone.

If you're unsure whether a situation may constitute a conflict of interest, reach out to Practice Leadership or the People team at people@lonepeakdentalgroup.com for guidance. By staying vigilant and transparent, we protect the integrity of Lone Peak Dental Group and ensure we're working together in the best interests of our patients, team, and community.

Confidentiality

At Lone Peak Dental Group, maintaining the confidentiality of sensitive information is essential to protecting our patients, team members, and business operations. Team members are entrusted with access to various types of Confidential Information, and safeguarding this information is a fundamental part of our commitment to integrity and compliance.

What is Confidential Information?

Confidential Information includes, but is not limited to:

- Non-public information about patients or dentists.
- Trade secrets, business plans, pricing strategies, and financial information.
- Vendor and supplier agreements.
- Advertising campaigns and future proposals.
- Protected Health Information (PHI) under the Health Insurance Portability & Accountability Act (HIPAA).

Your Responsibilities

- **Protect Patient and Business Data:** Confidential information should only be accessed or shared when necessary to perform your job duties.
- **HIPAA Compliance:** Familiarize yourself with and adhere to all procedures regarding the protection of PHI to ensure compliance with HIPAA regulations.
- **Limit Discussions:** Avoid discussing confidential matters with anyone outside of job-related duties.

Violations and Consequences

- **Improper Use or Disclosure:** Sharing or misusing confidential business information or PHI—whether or not it results in personal gain—may result in disciplinary action, including termination and potential legal consequences.
- **Media Inquiries:** If approached by the media for information, refer all inquiries to the Marketing Department to ensure accurate and authorized communication.

By honoring confidentiality, you help protect the trust and integrity of Lone Peak Dental Group, ensuring the safety of our patients and the success of our operations. If you have questions about handling confidential information, contact the People team or your supervisor for guidance.

SECTION 8: TECHNOLOGY

Use of Communications and Computer Systems

At Lone Peak Dental Group, our communication and computer systems are designed to support business operations and provide tools for success. While limited personal use is permitted, this use must not interfere with job responsibilities or violate company policies.

Business Use and Privacy

- **Primary Purpose:** Systems such as voicemail, email, and internet access are provided primarily for business purposes.
- **No Expectation of Privacy:** Team members should not expect privacy when using the company's communication and computer systems. Lone Peak Dental Group reserves the right to access and monitor these systems as necessary.

Monitoring and Access

The Company may access and review communication and computer systems, including email and internet usage, for purposes such as:

- Ensuring system functionality and compliance.
- Investigating misuse or harassment concerns.
- Responding to legal or regulatory requests.
- Maintaining operations during a team member's absence.

Stored communications may be retained or deleted periodically, as determined by the Company.

Tablet and Property Usage

- **Tablets for Patient Care:** Company tablets are provided for patient treatment and business purposes only. Tablets must remain on company property and are not for personal use.

Professional Conduct and Copyright Compliance

- **Harassment-Free Systems:** Communication and computer systems must never be used to send or display content that violates the company's harassment-free workplace policies or that could be perceived as offensive.
- **Password Disclosure:** Team members must provide private access codes or passwords upon request to ensure system continuity and compliance.
- **Copyright Protection:** Unauthorized duplication or use of copyrighted software is strictly prohibited.

Prohibited Activities

- Accessing or attempting to access another team member's computer system without authorization.
- Using systems for activities that could be perceived as discriminatory or harassing.

Policy Violations

Failure to follow this policy may result in disciplinary action, up to and including termination of employment.

Personal Cell Phones

At Lone Peak Dental Group, our focus is on providing exceptional care and creating positive experiences for our patients and families. To minimize distractions and maintain professionalism, team members are expected to limit personal cell phone use during work hours.

Guidelines for Personal Cell Phone Use

- **Timing:** Personal calls should be limited and, whenever possible, made during break or lunch periods.
- **During Patient Interactions:** Personal cell phone use is strictly prohibited while with a patient or guardian. Emergency calls are the only exception.
- **Visibility:** Cell phones should be kept out of sight and set to silent or vibrate mode during work hours.

Wi-Fi and Device Usage

- **Wi-Fi Access:** Personal devices should only connect to the Practice Guest Wi-Fi network.

Camera and Recording Restrictions

To protect privacy, maintain productivity, and prevent the inappropriate sharing of confidential information:

- **Camera Use:** The camera function on personal devices may not be used on company property or while performing work duties.
- **Voice Recording:** Recording conversations or activities on company property or while performing work is prohibited unless authorized by Lone Peak Dental Group and used for legitimate business purposes.

By adhering to these guidelines, we ensure a focused and professional environment for our patients, families, and team members. For questions or clarifications about this policy, please contact your supervisor or the People team.

Use of Artificial Intelligence (AI) Tools

At Lone Peak Dental Group, we believe in embracing innovation with intention. Artificial Intelligence (AI) tools can help us work smarter, solve problems faster, and unlock new possibilities—but only when used thoughtfully and responsibly.

This guide outlines how we integrate AI into our culture in a way that reflects our values of trust, integrity, and care—for each other, our patients, and our partners.

We Use AI to Empower, Not Replace

AI is here to support our work—not to replace the human touch that defines our culture. Whether you're exploring a new tool to streamline a task or brainstorming with AI to spark creativity, remember: your judgment, empathy, and expertise are irreplaceable.

We Seek Approval Before We Experiment

Before using any AI tool, we take a moment to pause and ask:

- Is this tool secure and trustworthy?
- Does it align with our company's goals and values?
- Have I talked to the IT team about it?

Getting approval from IT isn't just a checkbox—it's how we make sure our tools are safe, effective, and aligned with our mission.

We Protect What Matters Most

Confidentiality is part of our DNA. That means:

- We never share sensitive data—like patient info, team member details, or business insights—with AI tools.
- We respect intellectual property and avoid using AI in ways that could infringe on copyrights or proprietary content.

If you're ever unsure, ask. Protecting our people and our data is always the priority.

We Keep Access Secure and Intentional

AI tools approved for use are for internal purposes only. We don't share them outside the organization unless the People and IT teams give the green light.

And we never share login credentials or access without proper safeguards. Security is a shared responsibility—and we take it seriously.

We Stay Compliant and Curious

Using AI responsibly means following our security policies:

- Strong passwords
- Updated Software
- Smart data handling

But it also means staying curious. If you discover a new AI tool or use case, bring it forward! We're building a culture where innovation and compliance go hand in hand.

We Ask Questions and Support Each Other

AI is evolving fast—and so are we. If you're unsure about how to use a tool, what's allowed, or what's next, reach out to the IT or People team. We're here to help you navigate the future with confidence.

Together, we're shaping a culture where AI supports our mission, strengthens our teams, and protects what matters most.

What AI is Not For

To maintain safety, ethics, and compliance, AI should not be used for:

- Smart data handling Entering or copying PHI or team member info
- Writing performance reviews without Direct Supervisor input
- Making clinical decisions or diagnosis
- Replacing training, coaching, or mentorship

By following these guidelines, team members can leverage AI tools responsibly while protecting the integrity and confidentiality of Lone Peak Dental Group's operations. For questions or additional support, contact the IT team or the People team.

SECTION 9: SEPARATION OF EMPLOYMENT

At Lone Peak Dental Group, we view every team member as part of our extended family, even if their journey takes them in a new direction. While transitions are a natural part of professional growth, we are committed to making the process positive and respectful for all involved.

Resignation from Employment

We understand that team members may resign to pursue new opportunities or interests.

- **Notice Period:**
 - Team members are requested to provide at least **10 working days' written notice**.
 - Dental hygienists are asked to provide **30 days' written notice**, unless mutually agreed otherwise.
- **Content of Notice:** Written resignation notices should include the expected date of the final shift. This allows us to adjust schedules and secure a replacement.
- **Exit Meeting:** On or before your final day, your Direct Report or People team member will:
 - Collect company property.
 - Review final pay, unused PTO balances, and benefits.
 - Provide information about **COBRA** or State Continuation coverage, if applicable.

Resignations with appropriate notice are treated as **voluntary terminations** and handled with gratitude for your service.

Discharge

If a team member is involuntarily terminated:

- **Return of Property:** All company property must be returned promptly. Personal belongings will be retrieved in coordination with your Direct report to minimize disruption.
- **Final Pay and Benefits:** Details about final pay, PTO balances, and applicable benefits will be provided in compliance with federal, state, and local laws. Information on benefits continuation, such as COBRA, will be mailed to the address on file.

Reinstatement of Rehires

For team members returning to Lone Peak Dental Group:

- **Within 6 Months:**
 - PTO accrual resumes at the prior rate.
 - Benefits enrollment eligibility will depend on the circumstances of rehire. Check with your Direct Report for details.
- **After 6 Months:**
 - Rehires will follow the new hire policies for PTO accrual rates and benefits eligibility.

Return of Company Property

All team members must return Company-issued property, including but not limited to:

- Keys, badges, uniforms, and equipment (e.g., laptops).
- Manuals, patient lists, or other confidential materials.

Failure to return property may result in deductions from final pay, as permitted by law, or other actions.

Exit Survey

To help us improve, team members who resign will receive an electronic Exit Survey from the Smile Center.

- **Purpose of the Survey:**
 - Identify reasons for turnover and gather feedback to improve working conditions.
 - Clarify misunderstandings or issues that could potentially be remedied.
- **Confidentiality:** Exit Surveys are handled confidentially. If you do not receive one, you may request it from the Smile Center.

The Exit Survey is designed to complement—not replace—the Exit Meeting conducted by your Direct Report.

Alumni Network: Staying Connected

Your journey with Lone Peak Dental Group doesn't end when you leave. We invite you to stay connected through our Alumni Network. This resource provides opportunities to remain part of our community, whether through updates, professional networking, or considering rejoining the team in the future.

AGREEMENT FOR ARBITRATION

As a condition of employment, you must agree that any claim, controversy or dispute between you and Lone Peak relating in any way to your employment, compensation, other terms and conditions of employment, the termination of your employment, or the interpretation of this Attachment, whether sounding in contract, statute, tort, fraud, misrepresentation, discrimination or any other legal theory, claims under Title VII of the Civil Rights Act of 1964, as amended; claims under the Civil Rights Act of 1991; claims under the Age Discrimination in Employment Act of 1967, as amended; claims under 42 U.S.C. sections 1981, 1981a, 1983, 1985 or 1988; claims under the Family and Medical Leave Act of 1973, as amended; claims under the Fair Labor Standards Act of 1938, as amended, claims under the Employee Retirement Income Security Act of 1974, as amended, whether individual or on behalf of the plans; claims under the Colorado Anti-Discrimination Act or state equivalent in the state where you are physically employed; or claims under any other similar federal, state, or local law or regulation, whenever brought or amended, shall be resolved by arbitration. However, if you would be legally required to exhaust administrative remedies before obtaining legal relief, you can and must exhaust such administrative remedies prior to pursuing arbitration. The only legal claims between you and Lone Peak that are not included within this Agreement for Arbitration are claims by you for workers' compensation or unemployment compensation benefits. By signing this Attachment, you voluntarily, knowingly, and intelligently waive any right you may otherwise have to seek remedies in court or other forums, including the right to a jury trial. Lone Peak also hereby voluntarily, knowingly, and intelligently waives any right it might otherwise have to seek remedies against you in court or other forums, including the right to a jury trial. The federal Arbitration Act, 9 U.S.C. sections 1-16 ("FAA") shall govern the arbitrability of all claims, provided that they are enforceable under the FAA, as it may be amended from time to time. To the extent the FAA does not apply or govern, Colorado law shall apply. In the event Colorado law may not lawfully be applied, the law of the state in which you principally performed the duties of your position with Lone Peak shall apply. Additionally, the substantive law of Colorado, to the extent it is consistent with the terms stated in this Attachment, shall apply to any common law claims. This Agreement for Arbitration supersedes any prior arbitration agreement between you and Lone Peak.

A single arbitrator engaged in the practice of law shall conduct the arbitration under the applicable rules and procedure of the Judicial and Mediation Services ("JAMS") under its Employment Arbitration Rules with the additional proviso that the Procedure shall be conducted on a confidential basis. Any dispute that relates to your employment with Lone Peak or to the termination of your employment will be conducted under the JAMS under its Employment Arbitration Rules for the Resolution of Employment Disputes in effect when the demand for arbitration is filed. A copy of the complete JAMS Employment Arbitration Rules may be obtained from at <https://www.jamsadr.com/employment-clauses>. The parties shall mutually agree upon an arbitrator and a location for the arbitration within the state where you work or worked for Lone Peak at the time the dispute arose. Other than as set forth herein, the arbitrator shall have no authority to add to, detract from, change, amend, or modify existing law. The arbitrator shall have the authority to order such discovery as is necessary for a fair resolution of the dispute. The arbitrator may award punitive damages, where provided for by statute or the common law, subject to applicable caps (including but not limited to those set for in 42 U.S.C Section 1981a), regardless of any limitations imposed by federal, state, or local laws regarding punitive damage awards in arbitration proceedings. All arbitration proceedings, including without limitation, settlements under this Agreement for Arbitration will be confidential. You shall not be required to pay more than One Thousand Dollars of the arbitrator's total fees and expenses. The prevailing party in any arbitration shall be entitled to receive reasonable attorneys' fees as provided by law. The arbitrator's decision and award shall be final and binding, as to all claims that were, or could have been raised in the arbitration, and judgment upon the award rendered by the arbitrator may be entered by any court having jurisdiction thereof. The arbitrator's award shall be in writing and shall reveal the essential findings and conclusions on which the award is based. If any party hereto files a judicial or administrative action asserting claims subject to this Agreement for Arbitration, and another party successfully stays such action and/or compels arbitration of such claims, the party filing said action shall pay the other party's costs and expenses incurred in seeking such stay and/or compelling arbitration, not to exceed two thousand, five hundred dollars.

Exception to Agreement for Arbitration for Sarbanes-Oxley (SOX) whistleblower claims. This Agreement for Arbitration does not require arbitration for any claims to enforce rights or remedies provided by 18 U.S.C. & 1514A.

All other claims, other than the one covered by the above exception, remain subject to this Agreement for Arbitration.

TIME LIMIT TO FILE CLAIMS

As a condition of employment, you agree that to the extent the law allows you to bring claims against any Lone Peak company, employee or director relating to your employment, you will bring all such claims within the time required by law or six (6) months from the date of the action or event forming the basis for your claims, whichever comes first. By signing below, you acknowledge that you are not waiving any substantive rights, only agreeing that you must bring claims to enforce your rights within these time limits. You acknowledge that this is a reasonable amount of time for you to decide whether to assert claims. You also acknowledge that both you and Lone Peak have several reasons for requiring you to bring claims quickly, including allowing Lone Peak to ensure it is complying with applicable laws, preventing the loss of evidence or witnesses or failure of memory, and mitigating potential administrative remedies with a governmental agency. For only those claims, the running of the time limit will be tolled or stopped from the date you file your complaint with the governmental agency, and will begin running again on the first date that you are permitted to bring your claims. All other claims must still be brought within the time required by law or six (6) months, whichever comes first. If any part of this paragraph is found to be illegal or unenforceable, you agree that part shall be modified to the minimum extent necessary to make it enforceable.

NO PREVIOUS AGREEMENTS LIMITING EMPLOYMENT WITH LONE PEAK

By signing below, you confirm that you are not bound by any agreement with any previous employer or any party which restricts in any way your prospective employment by Lone Peak (for example, any non-compete agreement, non-disclosure or confidentiality agreement, non-solicitation agreement, etc.). Such agreements may be contained in offer letters from previous employers, stock option grants, employment agreements, independent contractor or consulting agreements, agreements for the sale of a business, etc. By signing below, you also represent that your employment with Lone Peak and the performance of your proposed duties for Lone Peak will not violate any obligations you have to such previous employer or other party. In your work for Lone Peak, you will not disclose or make use of any information or trade secrets in violation of any agreements with or rights of any such previous employer or other party, and you will not bring to Lone Peak premises any copies or other tangible embodiments of non-public information belonging to or obtained from any such previous employment or other party.

CLOSING WORDS

This Culture Guide serves as your roadmap to understanding who we are, what we value, and how we work together to create meaningful experiences for our patients, families, and each other. While this guide provides an overview of our policies, practices, and shared vision, it's the conversations, connections, and collaboration within our team that truly bring our culture to life.

We encourage you to use this guide as a resource and reach out to your Practice Leadership team or the People team whenever you have questions or need further details. We are here to support you every step of the way. As we grow and adapt, changes to our policies or practices may be necessary. Lone Peak Dental Group reserves the right to amend, update, or clarify any part of this guide to ensure it continues to reflect our shared commitment to excellence and care.

Your voice matters here. If you have any questions or ideas, don't hesitate to speak up—we're building this experience together. Welcome to a culture where every moment and every interaction can make a difference.

CULTURE GUIDE ACKNOWLEDGMENT AND RECEIPT

By signing below, I acknowledge that I have received my copy of the Lone Peak Dental Group **Team Member Culture Guide**. I understand that this guide provides an overview of the policies, values, and expectations that shape our culture.

I agree that it is my responsibility to read, understand, and follow the guidelines outlined in this Culture Guide. I also understand that if I have any questions or need further clarification, I can reach out to my Direct Supervisor or the People team at people@lonepeakdentalgroup.com for support.

Not a Contract

I understand that this Culture Guide is not a contract and does not create any guarantees or contractual obligations regarding my employment with Lone Peak Dental Group.

I also understand that my employment is **at-will**, meaning that either I or Lone Peak Dental Group may end the employment relationship at any time, for any lawful reason, with or without notice. I recognize that this at-will relationship cannot be changed except by a written agreement signed by an authorized officer of the company.

Ongoing Evaluation

I understand that the evaluation of my performance and alignment with the Culture Guide is an ongoing process that continues throughout my employment.

Policies May Change

I acknowledge that this Culture Guide is a living document, and the company reserves the right to update, add, or revise policies at its discretion, with or without notice. I also understand that any prior manuals, Culture Guides, or policies issued before this version are no longer in effect if they conflict with the current guide.

A Shared Commitment

By signing this acknowledgment, I affirm my commitment to embracing and embodying the values and expectations outlined in the Culture Guide. I understand that our shared commitment to Lone Peak Dental Group helps create a positive and thriving environment for our patients, families, and team members.

Team Member's Printed Name

Team Member's Signature

Date Signed by Team Member

COMPANY COPY - TO BE PLACED IN TEAM MEMBER'S PERSONNEL FILE