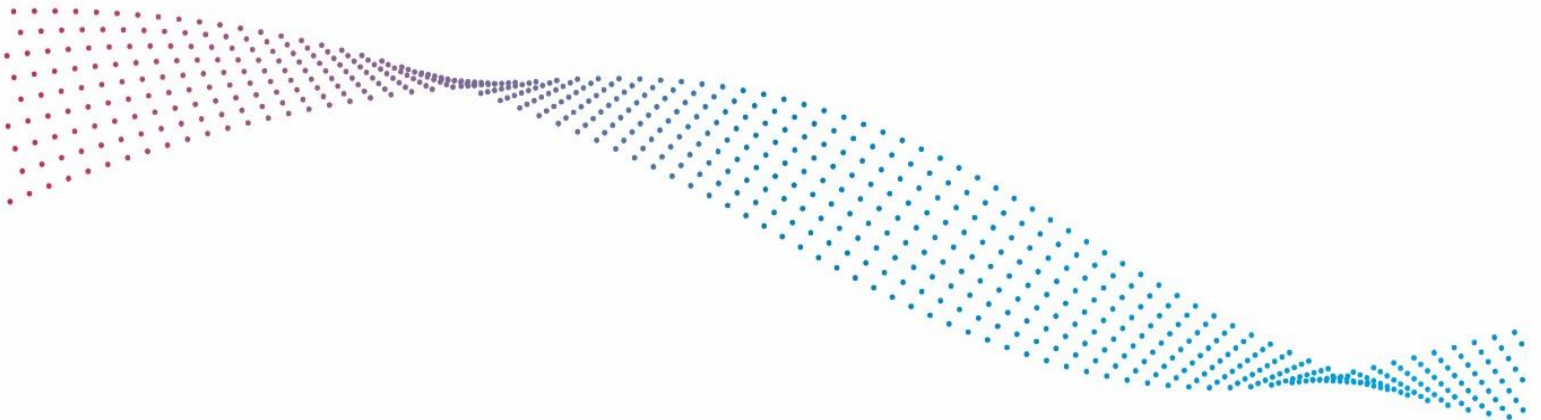


Employee Handbook



Welcome to Centene. We're glad you're here!

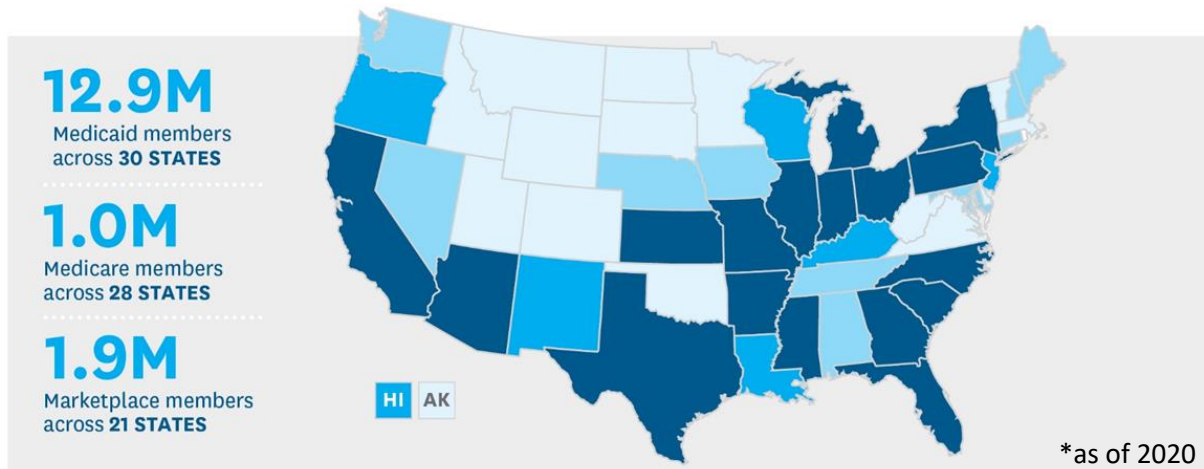
Centene Corporation is a global healthcare enterprise that delivers affordable and high-quality healthcare services to more than 1 in 15 individuals across all 50 states. It's our honor to serve our communities as the largest Medicaid managed care organization in the country, and the national leader in managed long-term services and supports.

We help even more individuals as the #1 insurer in the nation on the Health Insurance Marketplace and through a host of high-quality Medicare products and services.

23 million managed care members

Leading government-sponsored healthcare across the United States

- Health plan operations
- Medicaid or Medicare
- Medicaid and Medicare
- Medicaid, Medicare, and Marketplace



Centene operates internationally through subsidiaries and investments in the UK, Spain, and Slovakia.

The ultimate foundation of everything we do at Centene is our purpose: **“Transforming the Health of the Community, One Person at a Time.”** This single, enduring and overarching promise continues to be the driving force behind why we're in business. Every decision we make as employees of Centene – no matter how big or small – should be grounded in helping to achieve our purpose. And transforming the health of the communities we serve starts with you.

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Overview

Whether you recently joined our team or have been at Centene (“the Company”) for some time, we’re glad you’re here. At Centene, we celebrate ambitious individuals who desire to make an extraordinary impact. Our team is made up of purpose-driven self-starters who thrive in a supportive, results-oriented community and are committed to the relentless pursuit of continuous growth. Centene Corporation is a fast-growing, multi-national healthcare enterprise dedicated to delivering relevant solutions at the local level, where you’ll have more opportunity for continuous development, empowered to take on real-world challenges and play a significant part in improving health outcomes, today and tomorrow.

Guided by one singular purpose, we are a diverse and supportive community, united in our promise to put members at the center of all we do. We’re proud to deliver results that have a positive impact on the individuals we serve, and the communities we call home. Our rapid growth and broad scope of products, services and locations provide unique opportunities for ambitious, mission-driven self-starters eager to take on real-world challenges. We look forward to building a successful working relationship, confident you will find our Company to be a dynamic and rewarding place to work.

In your role, this handbook will serve as a reference guide to help familiarize you with Centene’s purpose and our company policies. From employee benefits and paid time off, to workplace expectations, development opportunities and our inclusive work environment, you’ll find answers here to many frequently-asked questions. Further details on the topics covered here and other aspects of employment can also be found on our company intranet site, CNET, under the Company Policies and Procedures tab.

Have Questions?

Ask HR has answers. If you are unsure how to complete an item on your new hire to-do list or want to learn the specifics of a company policy or procedure, *Ask HR* is a great place to start.

- **Max** — Available to chat 24/7, Max is Centene’s virtual assistant found on CNET and Request Central. Let Max help maximize your day for your HR and IT-related questions.
- **833-GoAskHR** — Call 833-462-7547 weekdays from 7:30 a.m. to 7 p.m. CT.
- **Request Central** — [Submit an HR request](#) at any time.



Who We Are

At Centene, shaping the future is at the core of everything we do. The bold steps we're taking today as a leader in healthcare are supported by a solid, purpose-driven foundation, and guided by our shared principles. The decisions you make daily can have a big impact on the lives of the members we serve and their communities, regardless of your role here at Centene. Understanding the foundations and core principles of our company can help you continue to contribute to our success.

Our Purpose

From our work in 1984 until today, our purpose continues to be the driving force behind why we're in business. We have held firmly to the belief that everyone deserves access to high-quality healthcare, which is best delivered locally. Our commitment to our employees, members, and providers remains steadfast in everything we do. Every decision you make as employee of Centene – no matter how big or small – should be grounded in helping to achieve this purpose.

Transforming the health of the community, one person at a time.

This single, enduring and overarching purpose is applied across our organization. Our three brand pillars further highlight what sets us apart as a company: our focus on individuals, commitment to whole health, and active local involvement. These pillars are based on the foundational beliefs of the company. This is what Centene should always represent, everywhere and for everyone.



Focus on the Individual



Whole Health



Active Local Involvement

Our Culture

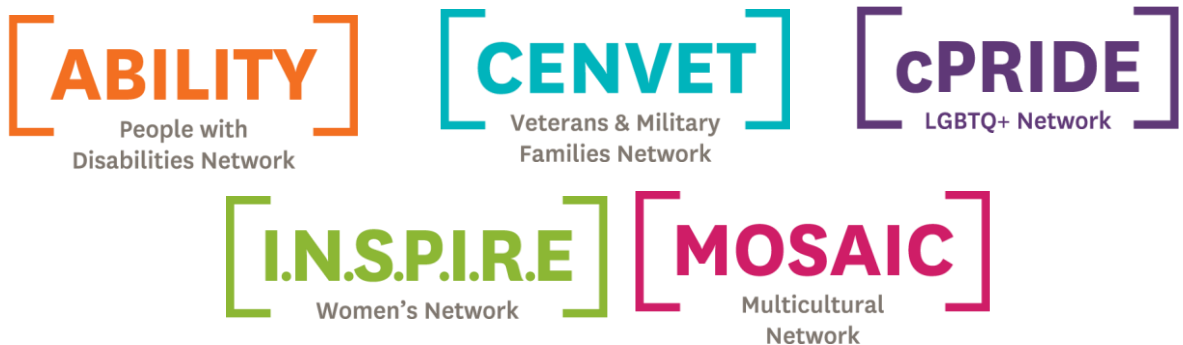
As we look to the future and strengthening our delivery of culturally competent care, we know we have to continue nurturing a workplace that supports and empowers all employees to be heard, respected, and appreciated. We continuously strive to be a great place to work for all and are proud to consistently rank among the best for our diversity and inclusion practices. These practices work hand in hand with our respectful workplace expectations to create a culture in which all team members feel valued.

Diversity & Inclusion

Diversity & Inclusion (D&I) is woven into the very fabric of our company. We believe in fostering an inclusive environment and depend on the diverse ideas, experiences, and cultures our employees bring to the workplace. Along with commitment and advocacy from leaders at all levels of the company, Centene's approach to Diversity & Inclusion is driven by four key pillars:



In addition to enhancing the experience of our employees through our D&I initiatives and learning offerings on Centene University, we purposefully create space for them to engage in innovative thinking and creativity, share insights and generate better business outcomes through our Employee Inclusion Groups (EIGs). Our EIGs are a core piece of our inclusive culture and have demonstrated value in talent recruitment and retention, career development, brand enhancement, and community engagement. Our five EIGs are:



For our full policies in support of our inclusive workplace, including information on how to report an anti-harassment or anti-discrimination concern, please visit our Policies section on CNET.

Respect & Values in the Workplace

We celebrate the unique contributions of each individual with commitment and advocacy from leaders at all levels of the company. We meet each employee where they are and partner with them on a journey of growth and development. We know that having a workforce that reflects the communities we serve and will serve in the future is the key to innovation.

We believe the Company and its employees will be the most successful if everyone contributes to a workplace culture of professionalism, respect, and individual accountability. Under our common-sense rules of conduct we expect all employees to exhibit honesty and integrity by:

- Respecting all people, systems, processes, and policies
- Talk openly and often to your People Leader or departmental leadership about workplace opportunities or concerns, and help identify causes of dissatisfaction to ensure all people receive fair and equitable treatment
- Encouraging and implementing innovation and change in a constructive manner
- Ensuring all information entered in Company systems or records is accurate and complete
- Using Company property and resources only when reasonable, necessary, and business-related
- Safeguarding member data and other confidential information from unauthorized disclosure or transmission outside of Company systems
- Respecting the health and safety of all employees, members, customers, and business partners
- Maintaining a work environment that is free from the use, possession, or influence of alcohol and illegal or unauthorized drugs

Equal Employment Opportunity

The Company provides equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of actual or perceived: race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status (including registered domestic partnership status where applicable), sex (including pregnancy, childbirth, lactation and related medical conditions), gender (including gender identity and expression), age (as defined by state law), sexual orientation, military and veteran status and any other consideration protected by federal, state or local law (sometimes referred to, collectively, as “protected characteristics”). This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline and termination.

Our Responsibility

In our role as the leader of government-sponsored healthcare, knowing the impact we have in the lives of some of the most vulnerable populations is a responsibility we take very seriously. In our work together, Centene is committed to an environment where open, honest communications are the expectation, not the exception.

In all situations, we desire that you feel comfortable in approaching leadership regarding potential violations of the law or questions related to adhering to our policies and standards of conduct. If you think someone associated with Centene is violating established policies through fraud, theft, non-compliance or abuse—please report it through the Ethics and Compliance Helpline at 800-345-1642, the Fraud, Waste and Abuse Helpline at 866-685-8664, or online at centene.ethicspoint.com.

At Centene, each of us is responsible for Compliance at all levels of the organization. The Ethics & Compliance Department is responsible for the oversight of Centene’s compliance program, which includes the prevention, detection and resolution of instances of conduct that do not conform to federal and state law, contract requirements, and Centene’s ethical business practices.

Members of the Ethics and Compliance team also help protect Centene’s integrity, drive consistency across the enterprise, and serve as the subject matter experts for all regulatory and policy requirements that impact the respective operational areas they support. The Ethics and Compliance team is available to all employees across the organization for any questions, concerns or issues related to the Company’s adherence to compliance program.

How We Work Together

Our Leadership Model

At Centene, we take the lead in challenging ourselves and the world around us to be better. Every individual is a leader at Centene. Our Leadership model was developed to align all employees around a common understanding of what it means to be a leader at Centene. The model’s four characteristics are:



Talent multipliers coach and inspire the people around them to be better, building an inclusive workplace where individuals have the support to learn, generate ideas and solve problems every day. By developing yourself and others, you help the organization move forward.

Purpose-driven employees align every action with our core purpose and inspire others to do the same. Working with purpose and vision fosters engagement and stronger execution of our strategic priorities.

As an agile leader, you are flexible and adapt to frequent changes. You approach problem solving by asking new questions and testing new ideas regularly. You are open and responsive to others, and you focus on the most important work first to drive the biggest impact for the business.

Results-oriented employees challenge conventional belief systems to find new opportunities for innovation and growth. Every decision is made with a clear and measurable goal in mind. Whether you are on day one or day one hundred of your career at Centene, these four characteristics drive the work you do, the choices you make, and the journey you take to continued growth and learning.

Our Culture of Continuous Improvement

The continuous growth and development of our employees is a top business priority. The Company has established Centene University to enhance and develop our employees' capabilities and build skills for now and the future. You can access Centene University's tools through personalized online learning, the Company's state of the art education facility, or enterprise leadership development programs.

My Learning

Looking to build a new skill or brush up on the basics? Through the My Learning tool at Centene University you can complete courses, view assigned learning, or discover something new. Courses are sorted based on your job role, your interests, your completed courses, and even top rated courses completed and reviewed by your own peers. This tool is customizable to meet your needs.

My Career

To empower our organization for the future, our performance development cycle is designed to enable you to collaborate with your manager. This forward focused tool helps you set goals, identify strengths and development opportunities, and receive feedback.

Every employee should have four to six goals aligned to one or more of the enterprise goal categories: leadership, diversified growth, financial discipline, quality, and operational excellence. Setting annual goals provides you with clear direction and priorities for your individual performance and ensures every employee is working towards achieving Centene's business priorities.

Tracking your performance development is key to identifying new growth opportunities in your career. The career development tool in Centene University prepares you for future challenges, whether that includes moving into a broader leadership role, lateral movement across a function or team, or growth in a current position by deepening your level of expertise and competence.

My Communities

What better way to learn than from Centene's greatest resource – our own people! My Communities is a collaborative social learning experience that taps into the knowledge base of your fellow employees across the company. Browse and join communities of shared interests, from APEX: Igniting Leadership to the Company's Employee Inclusion Groups. Connect with employees and senior leaders through online discussions where you can post, like and engage with community members who share your interests. Continue learning from a library of resources found in each community's topic pages.

Career Growth and Development

We are committed to providing opportunities for growth and career development through both employee promotions and transfers. Generally, all positions are posted and subject to the competitive hiring process.












You may apply to a new position if you are in good standing, possesses the minimum qualifications for the new position, and have completed the required minimum period of time in your current position, usually 12 months. Internal candidates for promotion or transfer will be considered based on their qualifications, their work history with the Company, and other skills or qualities that indicate a likelihood of success in the desired role.

Employees may be promoted by applying to and being hired for a posted position, or may be promoted within their own department where warranted by both performance and business needs. All applications must be submitted through the Company's online application tracking system available in CNET's Life & Careers section. It is the candidate's responsibility to notify their current People Leader if contacted for an interview.

You are encouraged to discuss your career goals with your People Leader and notify them if relevant seminars, workshops, or courses are completed which may enhance your career at the Company. Employees may be temporarily or permanently assigned to other departments and locations to meet business needs.

Systems and Applications Overview

We have a number of systems and applications available to employees to help you accomplish your daily tasks effectively and efficiently. This guide helps identify and explain the various options available to you. For more information about any of the below tools, please contact the IT helpdesk at 1-866-675-8852.

Logo	System or App	Description	Summary
	Access Central	Access Requests	Submit your requests to access applications and folders. People Leaders can approve both applications and application removals.
	ADP	Payroll	View your personal information and paystubs and make changes to direct deposit and tax elections.
	Centene Connect	Remote Work	Connect to Centene applications via the internet while not being located directly in a Centene office.
	Centene University	Personalized Learning	Search online courses, join learning communities, and access performance and career development tools.
	CNET	Company Intranet	Access quick links to each of our Centene Systems, Company news, and Human Resources information.
	Concur	Expense Reports/Travel	Create and submit business expense reports for reimbursement.
	Duo	Multi-Factor Authentication	Quickly verify your identity when using Password Manager.
	EmpCenter	Timekeeping	Enter in Paid Time Off (PTO) and view PTO balances. Submit and track your hours worked (non-exempt).
	Request Central	Service Needs and Help Station	Submit requests for tools, systems access, and resources to complete your job duties. Requests can be submitted for software, hardware, facilities, equipment, building access, payroll, and shared folders.
	Single Sign-On	Identity Authentication	Gain access to all Centene systems through a single password.
	Taleo	Recruitment	Recruit and track applicants if you are a Human Resources employee or People Leader.
	Workday	Goal Setting and Reviews	Manage and change your personal information, submit benefits enrollment, and complete plans for performance reviews, goal setting and development.

Employee Benefits

Centene offers a comprehensive and competitive benefits with choices to fit each individual's needs. Just as we serve our members, Centene provides benefits for employees as a whole person. Your Centene benefits, and the peace of mind they offer you and your family, are important.

Employment benefits vary according to the position and status of the employee. Benefits offered to regular, full-time employees include the following:

401(k) Retirement Plan
Adoption Assistance and Reimbursement
Basic Employee and Dependent Life Insurance
Business Travel Accident Insurance
Employee Assistance Program (EAP)
Employee Discount Program
Employee Stock Purchase Program (ESPP)
Flexible Spending Accounts (FSAs)
Health Savings Accounts (HSAs)
Medical, Dental, and Vision Insurance
Paid Parental Leave
Referral Bonus
Short Term and Long Term Disability Insurance
Supplemental Employee Accidental Death and Dismemberment Insurance
Supplemental Employee and Dependent Life Insurance
Tuition Reimbursement
Wellness Program

The first day an employee reports to work is their "official" anniversary date. This anniversary date is used to compute various benefits described below. A more detailed description of available benefits and eligibility criteria can be found on the CNET Life and Careers page. Employees may also call Ask HR: 855-735-4393, engage with Max via Chat, or submit a ticket through Request Central for additional benefits information.

Payroll and Compensation

Employee Categories and Classifications

In compliance with state and federal hour laws, all Centene jobs are classified in one of the following categories. If you have any questions about which of the below options apply to you, please contact your People Leader or Human Resource Business Partner (HRBP).

Exempt	Individuals whose job duties meet specific tests established by the federal Fair Labor Standards Act (FLSA) and state law, and who are exempt from minimum wage and overtime pay requirements. These employees are compensated on an annual salary basis.
Non-Exempt	Individuals whose job positions do not meet FLSA or applicable state exemption tests and/or whose roles are compensated on an hourly basis to meet business needs. These employees are NOT exempt from minimum wage and overtime pay requirements. Nonexempt employees are eligible to receive overtime pay for hours worked in excess of 40 hours in a given week, or as otherwise required by applicable state law.
Regular Full-Time	Regularly-scheduled employees who work a standard work week of 30 hours or more for an indefinite period of time.
Regular Part-Time	Regularly-scheduled employees who work less than 30 hours per week and provide services required consistently throughout the year.
Project Employee	Individuals with an established skill set, brought in for a fixed period of time to work on a specific project.
Seasonal Professional Associates (SPAs)	Associates who perform work with respect to the Company's government contracts and are scheduled on a rotational basis, either full-time or part-time.
Seasonal Intern	Performs full-time seasonal positions available only during established periods, such as school summer break or open enrollment.
Part-Time Intern	Interns who do not exceed 24 hours per week, and work at any time during the year.
Per Diem or PRN	PRN employees are hired to work an as-needed basis.

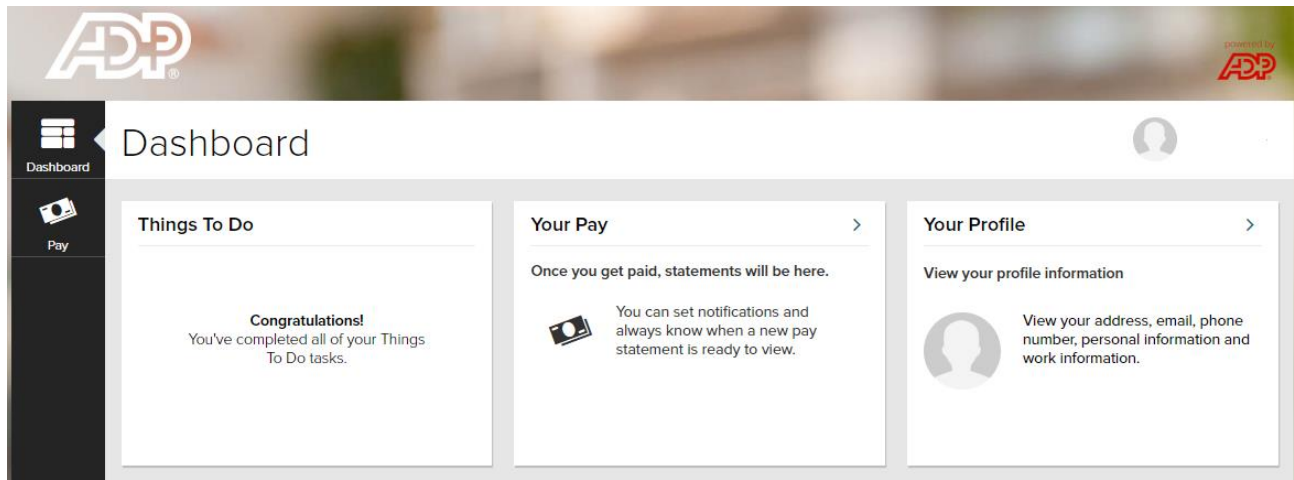
Compensation Philosophy

Centene attracts a diverse talent pool by maintaining compliant and competitive compensation practices. When determining appropriate pay, the Company considers job scope, market rates, individual and company performance, internal equity, and other key factors. Annual pay increases are considered each year based on job performance.

Pay Day Policies and Deductions

For payroll purposes, the week begins on Sunday at 12:00 a.m. and ends on Saturday at 11:59 p.m. Employees are paid on a bi-weekly basis, every other Friday, for the two-week period ending the prior Saturday. Should a payroll date fall on a holiday, checks will be issued on the prior business day.

Centene is required by law to make certain deductions from your paycheck. These deductions typically include federal Social Security tax (FICA), Medicare tax, state and federal income tax, and other state and local taxes based on where you live or work. Depending on your benefit elections, additional deductions may be authorized. The amount of all deductions is listed on your pay stub.



If you have questions about deductions from your pay, believe you have been subjected to improper deductions, or believe that the amount paid does not accurately reflect your total hours worked or salary, please contact Payroll as soon as the discrepancy has been noticed. You can either open a ticket through Request Central or reach out to Ask HR at 1-833-462-7547.

Hours of Operation

The Company's normal business hours are 8:00 am - 5:00 pm. Individual departments, offices, or business units may set different hours to meet business needs. Please contact your People Leader if you have any questions about the expectations in your individual office or department.

Overtime and Holiday Pay

To meet the needs of clients, customers and the Company's business, non-exempt employees may occasionally be scheduled to work overtime. Employees should only work overtime when asked to do so and scheduled in advance. No overtime or additional compensation is provided to exempt employees, who are expected to work as is necessary to complete their job responsibilities.

Non-exempt employees will be paid 1.5 times their regular rate of pay for all hours in excess of 40 hours worked in one work week, or as otherwise required by applicable state and federal law. These hours do not include paid time off such as sick pay, holiday pay, vacation pay and jury duty pay. Non-exempt employees will also be paid 1.5 times their regular rate of pay when required to operate on the official, observed holidays listed in the Life and Careers section of CNET.

Working off the clock to “catch up” is not permitted because it results in incomplete payment, prevents the Company from supporting employees who need coaching, and may misconstrue the time needed to complete job duties. Instead, we encourage you to discuss any performance or production issues with your People Leader.

Meal and Rest Breaks

Any rest breaks lasting between 5 and 20 minutes will be counted as “hours worked” and paid accordingly. Meal breaks lasting 30 minutes or more are not considered “hours worked” for purposes of federal law and will not be paid for non-exempt employees. Non-exempt employees must record the beginning and end time of their meal breaks in their time record each day and be completely relieved from work duties during any unpaid meal breaks.



We encourage you to take all meal breaks and rest breaks every day. During meal breaks, log out of your computer, move away from your desk, and/or place a sign on your monitor indicating that you are on break. If circumstances prevent you from taking a meal or rest break, discuss it with your People Leader and be sure that you have recorded all time worked. If you are asked or feel pressured to skip meal or rest breaks contact AskHR. It is our policy to comply with all laws regarding meal and rest breaks.

If an employee works in a state where there are no applicable meal or rest break requirements, we will provide break time as appropriate, subject to operational needs and People Leader discretion. Please consult your People Leader or local HRBP and refer to state-specific timekeeping policies for additional information regarding meal and rest breaks practices in your region.

Inclement Weather and Office Closures

We value the safety of our employees, and encourage each of you to evaluate your own situation and the risks involved when deciding whether it is safe. If you choose not to travel to work during extreme weather or a community-wide emergency, you may use paid time off to cover hours missed.

In the event of inclement weather or other unforeseen emergency circumstances, the decision to close or delay opening an office will be made by the Business Unit/Site Leader or their designee. We make every effort to continue operations during normal business hours, but office closures, delayed openings, and early closures, may occur based on individual circumstances. Please call your designated hotline for office closure updates or follow the directions outlined by Management. Lost time due to Company-directed full or partial office closures will be paid at straight time and not considered in calculations of overtime pay.

Timekeeping

We value our employees and want to be sure that they are correctly paid for all hours worked. Maintaining accurate time and pay records is an important part of compliance programs, and requires the support of both employees and People Leaders. Accurate timekeeping helps determine company-wide labor needs, appropriate production goals, and data points for meaningful job performance conversations between employees and People Leaders. The Company complies with all requirements of the Fair Labor Standards Act (FLSA) and applicable state laws relating to wage and hour practices.

Non-Exempt Employees

Employees who are classified as non-exempt (often referred to as “hourly”) must complete an accurate, daily record of actual time worked in the Company’s timekeeping systems, including arrival, departure, and meal breaks. Non-exempt employees should log into EmpCenter and start the web clock before logging into any other system, before performing any work at the start of the day, or before returning to work after any unpaid meal break. If you are in a field-based role, use the EmpCenter mobile app to record time.

Time Entry		Feb 16, 2020 to Feb 22, 2020							Show All Weeks				
S	M	T	W	T	F	S	S	M	T	W	T	F	S
16	17	18	19	20	21	22	23	24	25	26	27	28	29
Pay Code	Sun 02/16	Mon 02/17	Tue 02/18	Wed 02/19	Thu 02/20	Fri 02/21	Sat 02/22						
+ Clock		08:30 am	08:30 am	08:30 am	08:30 am	08:30 am							
+ Lunch		12:30 pm	12:30 pm	12:30 pm	12:30 pm	12:30 pm							
+ Clock		01:00 pm	01:00 pm	01:00 pm	01:00 pm	01:00 pm							
+ Please Select		04:30 pm	04:30 pm	04:30 pm	04:30 pm	04:30 pm							
Total	0.00	7.50	7.50	7.50	7.50	7.50	0.00						

Submission of timesheets in EmpCenter (see above) includes an acknowledgement that all time has been accurately recorded, so it’s important that all employees review their entries before submission.

Missed punches should be used infrequently and entered manually as soon as possible. You should never work off the clock either voluntarily or at the direction of a People Leader. If you become aware of a missed or forgotten punch made in error, it should be manually corrected on the same day. If the error is discovered after the timesheet has been submitted, you must contact your People Leader as soon as possible to identify the error so that a change can be made in the system.

Non-exempt employees may have occasional needs for scheduled or unscheduled changes that require early departures or late arrivals. In most cases, employees can “make-up” the time missed during the same week it is taken by submitting a written request to their People Leader, coming to an agreement on how and when to make up the time, and receiving final approval. In some states, such as California, employees may have different or additional procedures for making up time.

If your role is compatible with a flexible schedule and your People Leader has approved it, record actual time worked, even if it means clocking in and out several times during the day.

People Leaders of Non-Exempt Employees

People Leaders assist the Company in ensuring proper payments to employees and maintaining accurate time records for the Company by completely and carefully reviewing timesheets for approval at the close of each pay period. If a timesheet contains inaccurate entries or excessive manual entries, People Leaders will hold a follow up discussion with the employee. These responsibilities assist the Company with compliance, support performance discussions with employees, and provide data to inform the business of staffing needs.

Exempt Employees

Exempt employees are paid on a salary basis according to the terms of the Fair Labor Standards Act and applicable state laws. Exempt employees receive a predetermined amount of compensation each pay period. That amount covers all hours worked and will not be reduced because of variations in the quality or quantity of an employee’s work. The Company may require an exempt employee to use available vacation or sick time, as a replacement for salary, when taking time off.

Timekeeping Violations

As a company founded on ethical behavior, we take timekeeping violations seriously. It is a violation of Company policy for anyone to work off the clock, incorrectly report hours worked, or alter another employee’s time records without a legitimate reason or authorization to do so. It is also a violation to instruct, encourage, or pressure someone to engage in any of those acts.

Any employee who engages in behavior that results in inaccurate timekeeping or incorrect payment is subject to discipline up to and including termination. If you are aware of or suspect such behavior, please report the incident to a People Leader, the AskHR team (833-462-7547), or an HRBP immediately. If an exempt employee believes that an improper deduction has been made to their salary, the employee should immediately report this information to Payroll.

Business Travel and Expense Management

Employees’ job duties may require some business travel and expenses. To support employees in fulfilling these duties, the Company will reimburse reasonable expenses incurred while on pre-approved assignments away from their normal work location. Please ask your People Leader for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement, or any other business travel issues *before* traveling or incurring any expenses.

To seek reimbursement, submit your receipts and supporting documents through the Company's expense reporting system. If the Company's preferred travel site was used to book the trip and expenses have both fallen within company guidelines and been limited to reasonable amounts, the actual cost of travel, meals, lodging and other expenses directly related to accomplishing business travel objectives will be reimbursed.

Exempt employees will be paid their regular salary for any weeks in which they travel, while non-exempt employees will be paid for travel time and time worked according to both company policy and federal and state wage and hour laws.

Paid Time Off

For a positive work-life balance, employees need time away from the office to relax and be with family, attend to personal or family illness, and address other obligations. For this reason, we provide paid:

- Vacation/Personal Time
- Sick Time
- Holidays
- Jury and/or Witness Duty
- Bereavement Leave

Any paid time off taken in accordance with the policies and procedures below will not be used for disciplinary action under any attendance policy. Instances in which the employee does not record paid time off in an accurate and timely manner will be considered a falsification of time records and may result in disciplinary action, up to and including termination of employment.

Vacation/Personal Time and Paid Sick Time

We believe that when employees take time off, they return refreshed and more engaged in their work. The Company encourages employees to use the vacation, personal, and sick time offered to balance personal needs with job requirements. Time accrues each pay period of the calendar year according to the rates below, with annual accrual increases on Jan. 1 of your anniversary year.

Full-time Employees

Full-time employees with a regular weekly work schedule of at least 30 hours or more are eligible for vacation/personal time, sick days, and company holidays. Sick days are granted on Jan. 1 of each year for active employees, though newly hired full-time employees receive it after 90 days of employment.

Those who work in jurisdictions with greater paid sick leave requirements, or who work on certain federal contracts, will be granted all sick hours and leave to which they are entitled in accordance with federal, state, and local sick leave laws. See your People Leader or HRBP for details.

Length of Service	Vacation/ Personal Accrual	Bi-Weekly Payroll Accrual	CA, AK, MT, NE Maximum PTO	Sick Days Granted	Holidays Granted	Total
1-7 Years	18 Days	5.54 Hours	216 Hours	4 Days	11 Days	33 Days
8+ Years	23 Days	7.08 Hours	276 Hours	4 Days	11 Days	38 Days

Though paid time off may not be carried over from year to year (except as required by law), unused sick time may be carried over up to a maximum of 15 days (120 hours).

Part-time Employees

Part-time employees with a regular weekly work schedule between 20 - 29 hours are eligible for paid vacation and personal time, but are not eligible for sick or paid holiday time unless state specific regulations apply.

Length of Service	Vacation/ Personal Accrual	Bi-Weekly Payroll Accrual	CA, AK, MT, NE Maximum PTO
1-7 Years	8 Days	2.46 Hours	96 Hours
8+ Years	10 Days	3.08 Hours	120 Hours

If an employee's accrued amount is not large enough to cover their current requirements, it can be "borrowed" up to 40 hours at a time (full-time) and 16 hours at a time (part-time). Paid sick days and accrued vacation/personal time (except where required by law) are not paid out upon termination.

Holidays

We share our employees' excitement to celebrate holidays with our friends, families, and communities. All regular full-time employees are eligible to receive holiday pay from the first day of employment. All regular non-exempt employees who are scheduled and work on a holiday will receive Holiday Pay and will be paid at 1.5 times their hourly rate of pay for all hours worked on a holiday. Regular part-time employees, Interns, PRN, or Per-Diem employees are not eligible for holiday pay.

Offices will be closed and paid time off will be provided for eligible employees on the following holidays:

New Year's Day	Independence Day	Christmas Eve (1/2 Day)
Martin Luther King Jr.'s Birthday	Labor Day	Christmas Day
Memorial Day	Thanksgiving Day	New Year's Eve (1/2 Day)
Spring Holiday	Day after Thanksgiving	Floating Holiday

In the event that one or more of the above holidays should fall on a weekend, management will adjust the paid holiday to allow for a day off work in observance. The "floating holiday" will be determined by the Company. Some variations may apply on a state by state basis.

Jury and/or Witness Duty

The Company will pay regular compensation for jury duty for up to two work weeks in accordance with the number of hours the employee is regularly scheduled to work.

Bereavement

We understand that employees need time with their loved ones following the death of an immediate family member and provide employees up to three days of paid time off. An immediate family member includes an employee's spouse, domestic partner, child (including biological, adopted, foster, a stepchild, a legal ward, or a child of a person standing in loco parentis), parent, step-parent, parent-in-law, grandparent, grandchild, brother, brother-in-law, sister, sister-in-law, aunt, uncle, niece, nephew or current or former legal guardian.

If additional time off is necessary, please contact your People Leader for other arrangements or use your accrued vacation time. Full details on the procedures for requests, approval, and requirements concerning paid time off can be found in the full paid time off policy on CNET.

Leaves of Absence

Centene recognizes that employees may need to be absent from their jobs for extended periods of time or for regular and/or anticipated intervals due to illness/injury/medical condition, military service, or other compelling personal circumstances. In recognition of these needs and in compliance with applicable federal, state and local law, the Company provides the following employee leaves of absence and associated benefits:

Family and Medical Leave (FMLA)
Non-FMLA Medical/Disability Accommodation Leave
Paid Parental Leave
Personal Leave
Military Leave
Workers' Compensation Leave
Short and Long Term Disability Benefits

Eligibility may depend on employment status, length of service, hours worked, or other factors. FMLA, Short and Long Term Disability benefits, and ADA Accommodations are administered by a third party Disability and Leave Administrator. The Company's Absence Management Team tracks and supports all other leaves of absence such as Personal Leave and Military Leave. Some states require employers to provide additional leaves of absence, such as pregnancy disability leave, bone marrow donation leave, and domestic violence victim leave.

Please check with Ask HR at 833-462-7547 for more information on the Absence Management Team or additional leaves of absence.



Although not actively working, it is important that employees on approved leaves of absence continue to adhere to the Company's business ethics and code of conduct rules, meet other expectations, and follow all procedures as described in the Leaves of Absence policy found on CNET. Failure to meet any of the stated obligations may result in disciplinary action such as revocation of leave approval, denial of income replacement or other benefits, loss of a protected right to reinstatement, or other disciplinary measures up to and including termination of employment.

For additional information on any of the below sections, please refer to the Leave of Absence Policy on CNET.

Family and Medical Leave Act (FMLA)

FMLA allows "eligible" employees of a covered employer to take protected, unpaid leave for up to 12 work weeks in any 12 months because of the "qualifying reasons" set forth below:

1. The birth and care of a newborn child of the employee
2. Placement and care of a child for adoption or foster care with the employee
3. Care for an immediate family member with a serious health condition
4. Care for the serious health condition of the employee
5. Any qualifying exigency arising out of a family member's active duty or call to active duty in support of a contingency operation in the National Guard or Reserves

FMLA also allows an eligible employee to take up to 26 work weeks of leave in a 12 month period in order to care for an injured or ill covered service member. To be eligible for FMLA, an employee must have worked for the Company for at least 12 months or 52 weeks (not necessarily consecutively), and have worked at least 1,250 hours (actual hours worked) during the 12 month period immediately preceding start of FMLA leave.

Non-FMLA Medical/Disability Accommodation Leave

We understand that there may be circumstances in which an employee is not eligible for or has exhausted Family Medical Leave, but is unable to work due to a medical condition, illness, injury, or certain pregnancy-related conditions. These employees may be granted time off from work as a reasonable accommodation under the Americans with Disabilities Act ("ADA") or similar state or local law. This leave, as an accommodation for a disability, is available only for the employee's own illness, injury, or medical condition.

The Company will determine whether the employee is covered by the ADA or other applicable law, including whether the employee's condition qualifies as a disability and whether the employee is otherwise qualified for the position.

The determination of whether an additional period of leave is a reasonable accommodation will be made on a case-by-case basis by engaging in an interactive process with the employee. This process may require additional medical documentation, clarification and/or information from the employee and/or the employee's health care provider(s). Employees are expected to fully engage in the interactive process with the Company. The Company Disability and Leave Administrator will collect all medical information to substantiate the request and may advise the Company in determining appropriate accommodations.

Personal Leave

You may request Personal Leave for compelling personal situations which do not qualify for Family and Medical Leave or other leaves of absence provided by the Company's Leave of Absence policy. Personal Leave is not intended to supplement the Vacation/Personal Time provided. To be eligible for Personal Leave, you must have performed at least six (6) months of consecutive service for the Company as a full-time, active employee.

Military Leave

If you are required to be absent from work for the purpose of military service and/or examination, you may be eligible for a military leave of absence in compliance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) and/or other applicable state military leave laws.

Income Replacement during Medical Leaves of Absence (Short and Long Term Disability Benefits)

When an employee is unable to work due to illness, non-work related injury, or pregnancy, the Company provides eligible employees with Short Term Disability benefits as a means of income replacement. The terms and conditions are set forth in the Short Term Disability Summary Plan Description (SPD) on CNET.

Workplace Guidelines

Accommodations

Disability Accommodation

Centene is committed to ensuring equal employment opportunities for individuals with disabilities and will make reasonable accommodations for applicants and employees with physical or mental limitations related to a disability who are otherwise qualified for employment. Any employee who requires an accommodation in order to perform the essential functions of their job should call Ask HR at 1-833-462-7547.

Once the employee has submitted all requested materials to the Disability, Leaves and Accommodations Administrator in a timely manner, the HR Accommodation team will communicate with the employee and engage in an interactive process to determine the nature of the issue and what, if any, reasonable accommodation(s) may be appropriate.

If an identified accommodation will permit the employee to perform the essential functions of their job without imposing undue hardship on the Company and/or creating a direct threat to the health and/or safety of the individual or others, the Company will provide the requested accommodation or an alternative effective accommodation.

Employees' cooperation in providing all necessary documentation supporting the need for accommodation, engaging in conversations about their requests, and considering alternative accommodations is required to ensure a successful outcome. For additional details, consult the Disability Accommodation policy on CNET and/or Ask HR Team at 833-GoAskHR.

Religious Accommodation

We take pride in the diversity of our employees and the inclusivity of our workplace. The company provides reasonable accommodation for employees' religious beliefs, observances, and practices when a need is identified and reasonable accommodation is possible.

If you perceive a conflict between your job requirements and religious belief, observance, or practice, please bring the conflict and your request for accommodation to the attention of your People Leader. You or your People Leader may choose to enlist the resources of the Ask HR Team or HRBP in identifying a reasonable accommodation, which eliminates the conflict between religious beliefs, observances, or practices and job requirements, without causing undue hardship to the Company. Requests for religious accommodation should be made in writing in a timely manner.

Nursing Mother Accommodation

Private rooms or lactation areas are provided for employees who wish to express breast milk for their infant child. There are also secure locations for storage of expressed milk, which can be identified by Facilities.

Those desiring to express breast milk during work hours will be provided break time. If possible, this should occur during already scheduled meal and rest breaks, or if additional time is needed, non-exempt employees should contact their People Leader to schedule and report unpaid time. During any unpaid lactation breaks, employees will be relieved of all work-related duties.

Expectations

For specific information regarding the below workplace expectations or any special rules relating to your business unit or department, please visit the Policies and Procedures section of CNET or contact Ask HR.

Appearance

We strive to instill confidence in our members, customers, and coworkers. The Company believes that a consistent, professional appearance helps us achieve this goal. While dress codes may vary for different locations, business units, and jobs, employees are expected to maintain an overall neat, clean, and well-groomed appearance.

For specific information, refer to the Appearance Policy on CNET, your People Leader, or Ask HR.

Attendance and Punctuality

In order to provide the best possible service to the Company's members and customers, it is important that employees follow their assigned work schedule. We do understand, however, that there will be times when employees are absent from work. Emergencies, illnesses, or personal business that cannot be scheduled outside work hours may arise. Employees should communicate with their People Leader to schedule time off or follow the department call-in procedure when an unplanned absence or late arrival is expected.

Absences, late arrivals, and early departures will be covered by our Paid Time Off policy when requested following the policy procedures. These requests will be considered and approved by your People Leader as available by law (e.g. family leave) or based on other compelling circumstances.

Business Ethics and Code of Conduct Policy (BECC)

At Centene, each of us is responsible for Compliance at all levels of the organization. Each year, employees review and acknowledge our BECC policy and complete related Compliance trainings to protect Centene's integrity, drive consistency across the enterprise, and serve as subject matter experts for all regulatory and policy requirements that impact the respective operational areas they support. BECC is available on CNET or may be obtained by contacting the Company's Chief Compliance Officer.



You may report potential violations of the BECC to the Ethics and Compliance Helpline at 1-800-345-1642 or contact your People Leader, the local or corporate Compliance Officer, or a member of Senior Management. The helpline is operated by a third party independent of the Company and anonymous reporting is available.

Employment of Relatives/Domestic Partners/Significant Others

Employees who are relatives, domestic partners, or engaged in a romantic relationship are permitted to work for the Company, unless such relationships create perceived or actual conflicts of interest, or have an adverse effect on the workplace. To avoid these problems, the Company may refuse to hire or place individuals who are in a familial or intimate relationship.

If the relationship between two employees changes subsequent to hire, including familial relation, romantic involvement, and household residence as domestic partners, the employees may not remain in a reporting relationship, or any other position in which one individual may affect the compensation or employment conditions of the other.

In cases where there is no reporting relationship but there is potential for perceived or actual conflict, one of the employees may be reassigned or asked to apply to another department. If a transfer is not practical, the Company may insist that one of the affected employees resign or be terminated.

Employees are not eligible to participate in the referral bonus program for referring relatives for employment with the Company.

Fraud, Waste and Abuse (FWA) Program

Every employee plays a role in preventing, detecting, and reporting fraud, waste, and abuse. The Company holds itself and its employees to the highest standards to ensure that government funds are used wisely and for the legitimate healthcare needs of our members. That is why each employee receives annual training on the Company's comprehensive FWA program.

Should you suspect an incident, call the toll-free Fraud and Abuse Hotline at 1-866-685-8664.

Centene affords employees all protections required by the False Claims Act (FCA), including "whistleblower provisions" that allow people with evidence of fraud against the government to sue, on behalf of the U.S. Government, in order to recover the stolen funds. The FCA also contains a provision that protects the whistleblower from retaliation by his or her employer. This provision applies to any employee who is discharged, demoted, suspended, threatened, harassed, or discriminated against as a result of the employee's lawful acts in a whistleblower suit.



These claims are taken seriously and any individual or entity that knowingly submits a false or fraudulent claim for payment of United States Government funds can be held liable for significant penalties and fines. Potential fines for violating the FCA includes a penalty of: (1) up to three times the amount of the payment made on each false claims; (2) additional civil penalties for each false claim; and (3) payment of the cost of the civil action by the entity or individual that submitted the false claims. If found liable, the entity or individual may be excluded or suspended from participating in federal health care programs.

In addition to the Federal FCA, a number of states also have False Claims Acts with similar penalties that work to discourage fraud perpetrated against state governments. For more information, see the Business Ethics and Code of Conduct or the Fraud, Waste, and Abuse policy (CC.COMP.16).



Performance Management

We are committed to providing employees with the information, training, and development tools necessary to succeed. Employees are empowered to take responsibility for their own career success by working with their People Leaders to understand their roles, be informed of their progress, make improvements when needed, and seek out growth opportunities. Annually, the Company's strategic initiatives are cascaded enterprise-wide to align business unit and individual performance goals, which guide the year-end reviews that drive compensation decisions.

Despite the tools offered, there are circumstances when employees may fall short of job duties, standards for behavior, or conduct principles. When this occurs, the Company generally follows a policy of progressive discipline in which we provide employees with notice of deficiencies and an opportunity to improve.

Measures of progressive discipline may include, but are not limited to, a documented warning, performance improvement plan, last chance agreement, and termination of employment. The level and type of disciplinary action administered will be based on all relevant facts in a particular situation. Though an employee may be placed on an administrative leave while information is being gathered, this measure is not a form of discipline.

Solicitation

To maintain a productive workplace and protect employees' freedom to choose the organizations and activities they wish to support, the Company prohibits solicitation, distribution, and posting of materials on or at Company property. Non-employees are not permitted to solicit or to distribute written material on company property, including common areas such as cafeterias or break rooms.

Employees may engage in solicitation activities only during non-working times and in non-work areas and may not engage in solicitation during the working time of the employee(s) toward whom such activity is directed. Working time includes all time for which an employee is paid and/or is scheduled to be performing services for the Company and does not include break periods or meal periods.

Solicitation includes direct solicitation for requests of time, money, in-kind donations, or resources through personal verbal or written contact, as well as indirect solicitation, such as posting or providing order forms, sign-up sheets, literature, etc. The Company's electronic resources must not be used for solicitation purposes at any time.

People Leaders should not solicit subordinates in their supervisory chain for fundraising activities in support of organizations to which their family members belong or from which they derive a benefit (e.g. school and team fundraisers) at any time. The restrictions of this policy do not apply to charitable and community activities supported by the Company, such as the United Way, or sponsored programs related to the Company's products, services, and community initiatives as designated by the Community Outreach and Employee Involvement Office.

Policies and Procedures

Further details on the below policies and procedures can be found on our company intranet site, CNET, under the Company Policies and Procedures tab.

Employment Guidelines

At-Will Employment

All Centene employees are considered “at will,” which means that both you and the Company have the right to terminate employment with or without cause, and with or without notice, at any time, except as limited by applicable law. The Company may also implement necessary forms of discipline, up to and including termination, at its discretion. No statement or promise by any member of management may be interpreted as a change in policy, nor will it constitute an agreement with an employee. The full text of the policy, which can be found on CNET, contains additional information.

Employment Verification and References

Current or former employees that are in need of employment and/or income verification can obtain that information through The Work Number, a third-party vendor. The Work Number (www.theworknumber.com or 800-367-5690) will provide dates of employment, title, and rate of pay as of the date of inquiry or at the time of separation from the Company. People Leaders may not write letters of recommendation or provide substantive work references for current or former employees.

Separation from Employment

To assist in transition within your team, we request that employees give their People Leader or department leader two (2) weeks advance notice in writing of their intention to resign from their position. For People Leaders and above, advance notice of four (4) weeks is preferred.

Eligibility for Re-employment

To be considered for re-employment, a former employee must have been in good standing at the time of their previous termination of employment with the Company and have provided at least two (2) weeks advance notice of their intention to terminate their employment with the Company. Employees re-employed within six (6) months of their termination date will keep their original anniversary date. If an employee is re-employed within 31 days of their termination date, they will be reenrolled in their prior benefits. These re-employed employees will have the opportunity to make benefits elections changes during annual enrollment or unless they experience a qualifying event.

Employee Safety

The Company is concerned about the physical and emotional well-being of our employees and is committed to maintaining a safe, productive and healthy work environment. It is our goal to maintain a workplace free from violence, threats of violence, and unreasonable intimidation and harassment. Employees should help maintain a violence-free workplace by reporting threatening or violent conduct. All reports of workplace violence will be investigated and, if appropriate, remedied promptly.



Centene Safe

As our organization continues to grow, Centene has expanded its resources to offer you access to Centene SAFE, a company-wide program designed to provide you with emergency preparedness procedures, safety information, and dedicated safety experts. Through Centene SAFE you have easy access to live safety information, suggestions, and documents. This resource also establishes Emergency Response Teams and First Aid Responders, located at each of our physical locations.

Firearms & Weapons

To keep our employees safe, possession of licensed and unlicensed firearms, and all other weapons, is prohibited on Company premises or in Company vehicles. Company premises include owned or leased properties and adjacent parking lots (to the extent allowed by law). Certain Company security personnel may be authorized to carry weapons to protect the Company and its employees.

Reporting Work-Related Injuries or Accidents

It is our top priority to create a health working environment for all employees by providing safe working conditions, equipment, and facilities. This requires the support of our employees through observation of all operations, upkeep of equipment and facilities, and reporting of any unsafe conditions. It is also the responsibility of Company management to report to their leadership anytime a workplace injury or accident occurs. This ensures that the incident is properly documented and that a claim can be reported to the workers' compensation carrier if necessary.

Healthy Working Environment

Centene is committed to providing a safe and healthy working environment for all employees. We need your support to help us accomplish this mission by reporting any unsafe conditions to management, the Facilities team, or Human Resources. Please follow the safety and health rules and practices listed below, and report to work ready to fulfill your job duties.

Drugs and Alcohol

The presence of drugs and alcohol in the workplace, and the influence of those substances on employees during working hours, pose safety and health risks to the user, their team members, those we serve, and members of the public who we engage. Therefore, impairment caused by drugs and alcohol threatens not only everyone's safety, but also the present and future success of our business.

Testing may be required for employees reporting to work whose behavior or appearance reasonably suggest that they may be under the influence of drugs or alcohol. Additional drug testing, such as pre-employment or random testing, may be required for employees of certain business units. All testing will be done in compliance with state and local law to ensure the welfare of all employees.

Tobacco Usage

Centene is committed to maintaining a safe and healthy workplace. Tobacco usage is permitted only in designated outside areas, and is banned in any area inside company buildings or facilities. This applies to all types of tobacco, including smokeless forms. We ask employees who have visitors to clearly inform them of this policy to prevent violations.

Technology Usage

Company Communications Systems

Centene is committed to respecting privacy and keeping important personal information confidential. We expect the same from employees when utilizing information technology tools.

Centene's Internet and email systems are provided to help you do your job, and should be used primarily for business purposes. The Company understands that, under certain circumstances, limited, occasional, and infrequent personal use may be acceptable. If, however, you spend excessive time using email or the Internet for non-business matters or if your personal use interferes with your job duties, you may have your access restricted and could face other disciplinary action.

Business or personal messages, including any attached electronic files/content, sent or received using email, Internet/Intranet, instant messaging, telephone and voicemail systems, or other Company assets are property of Centene and, as such, remain subject to review by the Company at any time. Lawfully monitoring and reviewing our electronic communications systems is necessary to meet our obligations to maintain member and patient privacy, protect health information, guard against data theft, avoid dissemination of insider information and trade secrets, and investigate reports of unlawful behavior. Additionally, in the event Centene becomes involved in litigation or an investigation, employee emails or Internet history may be turned over to third parties.

You should never send email or other electronic communications that you would not write in a printed document. Your work, whether it consists of email, paperwork, computer files, products, customer calls, or other interactions, belongs to Centene. All of this work is subject to review, where permitted by law. Additionally, business equipment, including computers, desks, and file cabinets, belongs to Centene and is also subject to search or investigation for business and security reasons. Contact the Ethics & Compliance Department if you have any questions about the above information.

Confidential Information

Employees help the Company protect and maintain all Company proprietary and confidential information and should not share it with either the public or with Company employees who do not need the information in order to do their job.

The information that the Company considers to be confidential includes, but is not limited to, business records, trade secrets and proprietary business or financial information, “insider information,” and health and personal information of our members and employees. A more detailed explanation of “Confidential Information” can be found in the Business Ethics and Code of Conduct. Employees may disclose their own personal information to the public or other employees and/or authorize others to disclose such information on their behalf.

Personnel Records and Personal Data

To better assist you or your family in the event of a personal emergency, we maintain up-to-date contact information for each employee. Maintaining accurate information in our files is also important for recordkeeping, payroll, and benefits related purposes. Employees are required to maintain current personal information in Workday to support these efforts.

We respect the privacy and confidentiality of all employees. Corporate Human Resources Compliance protects this privacy by controlling access to all personnel files, which they maintain as property of the Company. You may view certain personnel information in Workday or payment information in ADP, however a written request is needed to view or copy your personnel record as required by law.

This handbook contains only general information and guidelines. It is not comprehensive nor does it address all the possible applications of, or exceptions to, the general policies and procedures described. The full text of the policies, which can be found on CNET, contain additional information and are controlling. The policies, procedures or contents of this handbook do not create any contractual obligations.

The Company, at its discretion, may change, delete, suspend or discontinue any part or parts of the policies in this handbook or in the Policies and Procedures listed on CNET at any time without prior notice. No statement or promise by any member of management may be interpreted as a change in policy, nor will it constitute an agreement with an employee. This handbook supersedes and replaces all former handbooks.

In the event that statements in this handbook conflict with federal, state or local laws that provide greater rights or benefits to employees, the company will follow the applicable law.