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EMPLOYEE HANDBOOK

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WELCOME TO MISO

Introduction

These are exciting times in the electric industry. The traditional role of the individual utility company is rapidly changing with the creation of Regional Transmission Organizations (“RTOs”) and the introduction of competition in the generation and transmission of electrical power. As an employee of Midcontinent Independent System Operator, Inc. (“MISO” or “Company”), you are at the cutting edge of this change. You are part of an organization that is dedicated to providing you with a professional work environment and the opportunity for you to achieve your full potential.

This Employee Handbook (“Handbook”) sets forth the current general policies and guidelines that will affect your work life as an employee of MISO. It is intended to be a guideline and is informational only. Its provisions may be modified, revoked, or changed at any time with or without notice.

Nothing in this Handbook is intended to create, nor is it to be construed to constitute a contract between MISO and any of its employees. An employee or MISO may terminate employment with MISO at any time, with or without cause.

Please read it carefully and if you have any questions concerning this Handbook, please consult with your manager or contact your human resources business partner.

Core Values

For the past two decades, our employees have shaped and built a steadfast culture here at MISO. This strong foundation helps keep us grounded and focused and serves as the moral compass that has led us to many past successes and will continue to propel us forward in the future. Our culture, steered by a set of values, is not the latest fad or next big thing. Rather, it is the premise behind who we are and why we exist.

Integrity	We always do the right thing
Commitment	We embrace MISO’s vision, mission, and goals
Collaboration	We actively seek to understand diverse voices and be inclusive
Creativity	We craft innovative solutions to create value
Adaptability	We are self-motivated and flexible to change as we learn about our industry/profession

As referenced in our Code of Business Ethics Policy, or the “Code”, it is the responsibility of all employees to report ethical, legal, and compliance concerns. If there could even be the perception of impropriety, MISO encourages all employees to request clarification of a law, rule, regulation, or MISO policy, and to report questionable conduct.

It is important that MISO creates and maintains an environment in which everyone is comfortable raising issues or concerns surrounding ethical behaviors. MISO will not tolerate retaliation against anyone for the good-faith reporting or escalation of issues or concerns related to the topics covered in the Code. Similarly, MISO will not tolerate intentional false reporting of alleged misconduct. Employees should seek guidance from their manager, human resources, legal, internal audit, or standards and assurance if there are any questions about what or how to report a concern.

Even the appearance of a conflict between personal and/or professional gain and Company interests can erode the trust and confidence upon which MISO’s reputation rests. Accordingly, any situation that creates, or appears to create, a conflict of interest should be avoided or eliminated. In furtherance of this policy, MISO requires that competitive bidding be used, whenever practical, in the procurement of materials, supplies, equipment, and contracted services.

PERFORMANCE MANAGEMENT AND **CAREER DEVELOPMENT**

Employee Performance

At MISO our mission is to maximize people capabilities and potential impact through investments in leadership, technical expertise and accountability. We value the work our employees do each and every day. The following outlines our philosophy on performance management.

- **Clear and Aligned Expectations:** Connect each employee to the vision, mission and strategy through clear roles, responsibilities and objectives
- **Active Feedback:** Give and receive feedback and coaching on an ongoing basis to reward and improve performance
- **Growth and Development:** Plan for the future; provide development opportunities for every employee aligned with competencies, business needs and individual aspirations

All employees are expected to maintain satisfactory work performance. If an employee is unable to maintain satisfactory performance, their manager may implement a performance improvement plan to help improve their performance. Unsatisfactory work performance may include an employee's failure to perform their work as required, as well as excessive unexcused absences or tardiness.

There may be instances where there is a need to implement a corrective action process where an employee's behavior or conduct needs improvement.

While MISO's goal is to administer corrective action uniformly, MISO reserves the right to consider individual circumstances and any other appropriate factors in determining corrective action.

The goal of any performance improvement plan or corrective action is for the employee to demonstrate improvement in all areas identified which should lead to a successful outcome.

Management Responsibilities

MISO retains the right to exercise customary managerial functions, including, but not limited to:

- Hire, manage, coach, develop, discipline, and terminate employees as needed
- Set department work hours, including hybrid work and on-call shift schedules as appropriate

- Set objectives and assign responsibilities to employees according to the needs of the business
- Coach and manage employees through the performance management process by providing regular and timely feedback and setting clear expectations
- Establish, maintain, update and enforce departmental policies, and procedures

Internal Job Opportunities

One way that MISO supports the ongoing growth and development of our employees is by providing opportunities to apply and interview for posted positions. Individuals will be selected for open positions without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, genetic information, age, disability, marital, familial, or veteran status, or any other protected status under federal, state or local law.

Typically, employees who have been in their current position for at least one year and have satisfactory job performance are eligible to apply for internal job openings.

Employees must complete the application process on MISO's career center for consideration for any posted internal opening.

Talent Development Opportunities

MISO's Talent Development team innovatively delivers career development opportunities through technology and deepened partnerships to bring value to MISO's diverse workforce.

All employees are encouraged to complete three (3) "Core" classes, plus twelve (12) additional "Flex" hours of development per year. These classes are primarily focused on "human skills", the skills needed to effectively work with others such as communication, collaboration, leadership and healthy conflict. Core classes are applicable to the entire company, whereas Flex classes allow for a more individualized learning experience.

Additional opportunities include:

- Talent planning
- New employee services
- Team-based development services
- Enterprise-wide learning and development
- Leadership development services and programs
- Individual development services (i.e. LinkedIn Learning, individual development plans)

Tuition Reimbursement

MISO supports continuing education to help employees grow and develop in their job. Tuition reimbursement requests should be directly related to enhancing the employee's professional development, skills, and knowledge related to our business. The employee's manager and human resources will determine which specific courses of education will be approved for reimbursement. Tuition fees will be reimbursed to employees who receive a "C" or better grade from a fully accredited college or university. Reimbursement is limited to \$5,250 per calendar year for full-time employees and prorated for full-time employees working more than (thirty) 30 hours but less than (forty) 40 hours per week. Reimbursement payments cover tuition, books, and lab/technology fees only. The amount of reimbursement will be reduced by any scholarships the employee receives from an outside source. In addition, the employee must remain continuously employed with MISO while enrolled in the course, must not be on a performance improvement plan while enrolled in the course, and must be employed by MISO on the date of reimbursement. The human resources management team will be the sole arbiter of all questions regarding eligibility for benefits, suitability of educational programs, and relationship of courses to the MISO job classifications, "successful completion" questions or accreditation, appropriate expense payment, and any other questions regarding the application of this policy. Refer to the Tuition Reimbursement Procedure (HR-OP-041) for full details.

WORKPLACE POLICIES AND PRACTICES

Employment-At-Will

Employment with MISO is “at-will” meaning it can be terminated with or without cause, and with or without notice, at any time, at the option of either MISO or the employee, except as otherwise provided by law.

Nothing in this Handbook nor any other policy or procedure of the Company shall be construed as creating any obligation of the Company or right of employment.

No manager or representative of MISO, other than the Chief Executive Officer (“CEO”) has the authority to enter into any agreement for employment for any specified period or to make any agreement or contract to the foregoing. Any oral or written statements or promises to the contrary should not be relied upon by any prospective or existing employee unless they are in writing and signed by the CEO or his/her designee.

Equal Employment Opportunity

Individuals are selected for employment and advancement without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, genetic information, age, disability, marital, familial, or veteran status or any other protected status under federal, state or local law.

Discrimination is prohibited in connection with all MISO employment policies and practices including, but not limited to, recruiting, hiring, training, job placement, promotion, compensation, benefits, transfers, terminations, and company-sponsored educational, social, and recreational programs.

All employment-related decisions are based solely upon legitimate, job-related factors such as knowledge, skills, ability, and past performance. Further, MISO will make reasonable accommodations for applicants and employees who can perform the essential job functions with or without such accommodations. MISO is committed to engaging in the interactive process to determine what accommodations may be needed given the situation. Employees must cooperate in this interactive process and may be required to provide appropriate documentation to assist MISO in analyzing a particular situation.

Commitment to Diversity

MISO recognizes its talented and diverse workforce as a key competitive advantage. Our business success reflects the quality and skill of our people. MISO is committed to seeking out and retaining the finest talent to ensure top business growth and performance. In recognition of this commitment, MISO has adopted the following diversity statement in acknowledgment of its commitment to achieving a diverse workforce.

The success of MISO as a premier Regional Transmission Organization (RTO) is integrally tied to the competence and professionalism of its workforce. Our mission is to provide a workplace that is free from harassment, encourages diversity and personal development within the context of a team environment, and offers equal opportunity to all.

MISO stands behind a culture that supports its Core Values, focuses on all employees, and builds on the potential that each employee brings to the workplace.

Employees have the opportunity to participate in a diverse community by voluntarily joining an Employee Resource Group (ERG).

- **Advancing Modern Professionals (AMP):** The AMP ERG enhances the development of MISO's next generation of employees by connecting, growing and embracing modern professionals.
- **Community Service (CS):** The CS ERG brings MISO employees together to serve the communities where we work through leadership and participation by volunteering.
- **EmPower:** The EmPower ERG supports the Diversity and Inclusion Council's goal of creating a more culturally aware organization by providing insight, advice, and recommendations on workforce and community subjects related to the African-American community.
- **Global Citizens (GC):** The GC ERG expands appreciation for MISO's international and local cultural experiences, fosters better relationships, and advances the workplace.
- **Innovative Data Engineering and Analysis (IDEA):** The IDEA ERG represents a group of current and future SMEs committed to expanding our capabilities, breaking down silos, responsibly innovating, and solving problems efficiently.
- **Women's:** The Women's ERG is a community that exists to grow, connect and support the women of MISO by expanding their knowledge, skills and abilities, building trusting relationships and serving and encouraging one another.

Standards of Conduct

Employees of MISO are expected to accept and adhere to the Company's policies and procedures, respect the rights and feelings of others, and always exhibit a high degree of personal and professional integrity. Integrity and high standards of ethics are fundamental to

MISO's beliefs and must be upheld by all employees. No employee, intern, or contractor may act in any way, including activity on social media, which could raise questions of conflict of interest or legality in the minds of MISO customers or stakeholders.

When interacting with customers, vendors, and fellow employees, each employee must:

- conduct themselves in a forthright, fair, and honest manner
- avoid conflicts of interest or the appearance of a conflict of interest
- avoid the improper use of confidential company information
- maintain professional behavior in all relationships
- obey the letter and intent of the law

The following list includes some, but not all, types of conduct that violate MISO's Standards of Conduct:

- Disregarding or failing to abide by safety practices or engaging in any conduct such as horseplay, which might create a safety hazard.
- Fighting while on MISO's premises.
- Intentional destruction of MISO property.
- Insubordination, including failure or refusal to follow the direction of an immediate manager or another member of management.
- Possession of a weapon or weapon-related paraphernalia (defined as including, but not limited to ammunition) in a MISO facility or threats to use a weapon or any weapon-related paraphernalia while on MISO's premises. This prohibition is in no way intended to interfere with an employee's right to store lawful firearms and ammunition in a locked container within their personal vehicle pursuant to applicable state law.
- Use, possession, being under the influence of, distribution or sale of alcohol, illegal drugs, drug paraphernalia or the unauthorized use, abuse, possession, distribution or sale of prescription drugs on MISO's grounds or adjacent property, in MISO's vehicles or at MISO sponsored events, while at any supplier or customer of MISO, or any time during the workday including breaks and lunch, with the limited exception of the permitted and responsible use of alcohol at a MISO-sponsored or sanctioned event as detailed in the Drug and Alcohol Policy in this Handbook.
- Possession or use of explosives on MISO premises or at a MISO function.
- Unauthorized possession of MISO or personal property of others or attempting to remove or removing MISO or personal property of others from the premises without authorization.
- Continuing to engage in conduct that management and/or human resources has identified as unacceptable.
- Falsification of any MISO record, including but not limited to, employment application and/or resume. Note: the violation of this rule may result in corrective action and/or termination, regardless of MISO's date of discovery.

A complete version of MISO's Code of Business Ethics Policy (COR-PL-011) can be found on MISOConnect.

Employees are expected to fully comply with all MISO policies and procedures, including this Handbook, all other Corporate Controlled Documents and Procedures, as well as published work level instructions or guides, Real Time Operations documentations and any other governing documents that apply to the employee's work function. Any violation of the above may be subject to corrective action up to and including termination of employment. Suspected violations should be reported to any of the resources listed in the "Complaint Procedure" section of this Handbook.

Nothing in this Handbook is intended to interfere with an employee's exercise of their rights to communicate with each other regarding the terms and conditions of their employment.

Anti-Harassment Policy

MISO is committed to maintaining a workplace free from any form of harassment. This includes but is not limited to harassment based on any of the protected statuses outlined in the Equal Employment Opportunity section of this Employee Handbook.

It is the intent of this policy to affirmatively raise the subject of harassment, to express strong disapproval and prohibition against such actions, to identify a complaint procedure whereby employees have the right to raise harassment issues, to establish an investigative procedure for such alleged misconduct, and to provide for an effective and appropriate response to this type of conduct, including corrective action for anyone violating this policy.

Sexual harassment for purposes of this policy is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when any of the following occur:

- Submission to such conduct is made either explicitly or implicitly a term or condition of the individual's employment
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment

MISO is also committed to ensuring that non-employees such as vendors, contractors, or stakeholders do not subject MISO employees to harassment, and vice versa.

Harassing conduct may take many forms and may include, but is not limited to inappropriate slurs, jokes, e-mails, statements, gestures; unwelcome physical contact; inappropriate advances and/or the dissemination or display of offensive material.

Bullying or Abusive Conduct

MISO specifically prohibits abusive workplace conduct or bullying. The Workplace Bullying Institute defines workplace bullying as *“repeated harmful abusive conduct that is threatening, intimidating, humiliating, work sabotage, or verbal abuse.”*

The hallmarks of bullying conduct include repetitive, aggressive conduct, and an imbalance of power. Power can be gained by position, physical strength, access to information, and even popularity. At MISO, bullying is not acceptable.

Please note this is not a complete list but provides examples of inappropriate conduct:

- Verbal Bullying:
 - Slandering, ridiculing, or maligning a person or their family
 - Persistent, offensive name-calling
 - Making someone the butt of jokes
 - Making abusive or offensive remarks
- Physical Bullying:
 - Pushing, shoving, kicking, tripping, assault, or threat of physical assault
 - Damaging or interfering with a person’s work area or property
 - Gestures or actions to convey threatening messages
- Exclusion Bullying:
 - Repeatedly excluding or disregarding a person in work-related activities

All employees are responsible for maintaining an atmosphere free of harassment and bullying. Employees are responsible for respecting the rights of their coworkers. If an employee experiences or witnesses harassment or bullying of any type, the employee should promptly report the incident to any of the resources listed in the “Complaint Procedure” section of this Handbook.

If any member of management is advised of any alleged harassment or bullying, or if they independently observe conduct that could be considered harassment or bullying, they must immediately report the incident to any of the resources listed in the “Complaint Procedure” section of this Handbook.

Complaint Procedure

MISO strives to maintain an environment where employees can perform at their best. Certain standards of conduct must be maintained to ensure that each employee is treated fairly and consistently. Each employee is required to abide by the policies outlined in this Employee Handbook.

Any employee who believes they have been subjected to or has witnessed conduct prohibited by this Employee Handbook must immediately report that behavior to one of the following:

- A member of the human resources or legal team; or
- A member of management; who must, in turn, forward the report to human resources or legal; or
- Karl Zobrist, Counsel to the MISO Board of Directors at;
 - Phone: (816) 460 – 2545
 - Mailing: 4520 Main Street
 - Address: Suite 1100 Kansas City, MO 64111-7700; or
- The hotline number at 1-866-546-9753 (calls will be answered by a representative of Navex Global, Inc., the independent, third-party vendor retained by MISO to receive hotline calls); or
- The hotline website at <http://misohotline.com> (reports will be received by a representative of Navex Global, Inc., the independent, third-party vendor retained by MISO to receive hotline website reports)

When a complaint is received, MISO will promptly undertake a thorough investigation, or if appropriate, refer to outside counsel for investigation. That investigation will include gathering facts, interviewing witnesses, and reviewing evidence as appropriate. An employee's request for anonymity and/or confidentiality will be honored to the extent possible without compromising the Company's ability to conduct a proper investigation, institute remedial measures, or act in its best interest. The Company will attempt to complete investigations within a reasonable amount of time based on the complexity of the complaint.

Upon the conclusion of such an investigation, MISO will notify the individual who filed the complaint that the investigation has been completed.

If MISO determines that a violation has occurred, appropriate action will be taken to ensure that the issue does not reoccur. The action taken will be dependent upon the severity of the violation and any other factors presented in the circumstances. Violations may be subject to corrective action, up to and including termination of employment. If no determination can be made because the evidence is inconclusive, the parties will be informed of this result and any preventive measures that will be undertaken such as training or monitoring. If the violator is not a MISO employee, reasonable measures will be taken to address and resolve the situation.

MISO prohibits any form of retaliation against any employee for filing a bona fide complaint or for assisting in an investigation. However, if, after investigating any complaint, MISO determines that an employee intentionally provided false information regarding the complaint, corrective action may be taken up to and including termination.

The complaint and any information gathered during an investigation will be kept confidential and will not be revealed except to the extent necessary to assist those conducting the investigation and those determining the appropriate corrective action, if any. MISO requires that employees involved in an internal investigation cooperate fully and keep the information they receive during the investigation confidential if circumstances dictate that such

confidentiality is necessary to protect a witness, prevent the destruction of evidence, preserve testimony, or prevent a cover-up. Complete confidentiality cannot be guaranteed because the investigation may require revealing certain information to witnesses, decision-makers, regulatory agencies, or law enforcement.

Confidentiality

While doing business and serving customers of MISO, employees may have access to confidential information. MISO's goal is to ensure the safe, reliable and cost-effective delivery of electric power to all our customers. To achieve this goal, MISO must act as vigilant stewards of customers' sensitive financial and infrastructure information. In furtherance of MISO's business objectives, all information should be considered confidential unless the employee knows the official classification of the information and who is authorized to view the information. For further information, please refer to the Information Protection Policy (COR-PL-022) found on MISOConnect.

MISO requires its employees to abide by any confidentiality and/or non-disclosure agreements that they may have signed prior to being employed at MISO. MISO also requires its employees to sign an Employee Confidentiality and Assignment of Inventions Agreement as a condition of employment. That Agreement continues throughout an employee's tenure at MISO and after the employee leaves MISO's employment.

Any use of this confidential information for personal gain, to diminish the competitive advantage of MISO, or to embarrass or otherwise harm a fellow MISO employee or MISO stakeholder or customer is strictly prohibited and will subject the employee to corrective action, termination of employment and/or possible civil or criminal penalties. Please note, however, that this Handbook is in no way intended to prevent employees from discussing the terms and conditions of their employment.

Terminated (voluntary or involuntary) employees have a continuing obligation to maintain the confidentiality of information that they received or had access to while employed at MISO.

Upon termination of employment (voluntary or involuntary), a person shall not retain, transfer, or remove from MISO any confidential information. All confidential information in the custody or control of the terminated employee must be provided and/or returned to MISO at the earliest opportunity.

MISO complies with all applicable regulations pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Proprietary Information

All information ideas, concepts, improvements, discoveries, methods, processes, market rules, computer software and inventions, whether patentable or not, and all expressions of ideas which are created, conceived, made, developed, or acquired by a MISO employee, whether tangible or intangible, which relate to MISO's business, products or services prepared by the employee in the scope of employee's employment (whether during business hours or otherwise and whether on MISO's premises or otherwise) shall be the sole and exclusive property of MISO, as set forth in the Employee Confidentiality and Assignment of Inventions Agreement, which all MISO employees must sign.

MISO's proprietary business information is subject to the "Confidentiality" section of this Employee Handbook.

Drug and Alcohol Policy

MISO is committed to providing a safe and productive work environment for all employees. Employees are expected to cooperate in MISO's efforts to maintain a drug and alcohol-free workplace and adhere to this policy to better the overall welfare and productivity of our workforce and stakeholders. Employees are also expected to cooperate in any investigation of any alleged violation of this policy. Violations of this policy may result in referral to a treatment program, corrective action and/or termination of employment, consistent with applicable state and federal law.

It is the intention of MISO to comply with state and federal laws. Where state and federal law conflict, however, MISO will comply with federal law. For example, some state laws permit the use and possession of marijuana for medical and/or non-medical purposes. Federal law does not. Consistent with federal law, MISO considers marijuana to be an illegal drug and its use subject to the prohibitions below, except where such prohibition is made illegal by state law.

Definitions

Alcohol: Any beverage that contains ethyl alcohol (ethanol), including, but not limited to beer, wine, and distilled spirits.

Company Premises or Facilities: Includes but is not limited to the following (wherever located) the offices, facilities, and surrounding areas on property owned or leased by MISO: and offices, facilities, and surrounding areas on which MISO business is being conducted.

Drug: (A) Any drug which is not legally obtainable; (B) any drug which is legally obtainable but has not been legally obtained or used in a legal manner; (C) any prescribed drug not legally

obtained or used in a legal manner; and (D) all illegal substances identified by the Federal Controlled Substance Act.

Reasonable Suspicion: Arises when an employee appears to be in a condition that impairs his/her ability to perform the job. Reasonable suspicion may be based on a number of factors, such as (A) observation of drug or alcohol use; (B) observation of drugs, drug paraphernalia, alcohol or containers traditionally used for drugs or alcohol; (C) the smell of alcohol on an employee's breath; (D) physical symptoms of being under the influence such as staggering or lumbering walk, bloodshot eyes, slurred speech, repetitive talking, flushed face, swaying while standing, slow reactions or impaired judgment, reasoning, concentration or motor control; (E) exhibiting a pattern of irrational or erratic behavior or a marked change in behavior; or (F) engaging in other conduct and behavior in the workplace which reasonably appears to be the result of drug or alcohol use or being under the influence.

Under the Influence: A condition in which a person is affected by drug or alcohol in any detectable manner.

Prohibited Conduct

The following conduct is prohibited under this policy: use, possession, distribution or sale of alcohol, illegal drugs, drug paraphernalia, or the unauthorized use, abuse, possession, distribution, or sale of prescription drugs on MISO's grounds or adjacent property, in MISO's vehicles or at MISO sponsored events, while at any supplier or customer of MISO, or anywhere during the workday including breaks and lunch, or being under the influence of alcohol or illegal drugs with the limited exception of the permitted and responsible use of alcohol at a MISO-sponsored or sanctioned event. If the event in question is held on MISO premises, pre-approval for the use of alcohol must be obtained from the vice president of human resources or his/her designee. Prohibited conduct also includes:

- Storing any illegal drug, drug paraphernalia, or opened alcohol container, as well as any controlled substance whose use is unauthorized in a locker, desk, or other places on MISO's property and grounds, including an Employee's personal vehicle
- Refusing to provide a urine, blood, hair, or breath sample for testing when required or attempting to tamper with or alter the testing procedure or results. Such refusal or tampering constitutes insubordination and may result in corrective action and/or termination of employment

Notwithstanding the above, including the "Clean Air Workplace" section of the Handbook, Minnesota employers may not refuse to hire a job applicant or discipline or discharge an employee because the applicant or employee engages in or has engaged in the use or enjoyment of lawful consumable products if the use or enjoyment takes place off the premises of the employer during nonworking hours.

Employee Testing

As a condition of continued employment, all employees are subject to drug and alcohol testing, including under the following circumstances:

- Reasonable Suspicion: An employee must submit to testing upon a reasonable suspicion that he/she is under the influence of drugs or alcohol during the workday. Such testing will be done at MISO's designated, fully accredited testing facility. Any employee who refuses to submit to a test or tests positive is in violation of this policy and will be subject to corrective action, up to and including termination of employment, consistent with applicable state or federal law
- Post-Accident: Accidents occurring during any work activity must be promptly reported. If an employee is involved in a reportable accident (resulting in more than insignificant damage to MISO property or other's property, injury to the employee or others requiring medical treatment beyond basic first aid or which results in a recordable bodily injury as defined by the Occupational Safety and Health Administration, or other incidents giving rise to a reasonable suspicion that an employee is under the influence of drugs or alcohol), he/she will be asked to submit to drug and alcohol testing as soon as possible, but not later than twelve (12) hours after the accident. Any employee who, because of serious injury, cannot voluntarily submit to testing will be regarded as having consented to appropriate testing to determine whether there were any drugs or alcohol in their system at the time of the accident

Every employee has the right to refuse to test. However, refusal to submit to testing, or failure to promptly cooperate in testing, will be considered insubordination, resulting in corrective action and/or termination. Likewise, providing an adulterated or altered sample will be considered fraud, resulting in corrective action and/or termination. MISO will use a laboratory certified or state-licensed practitioner to perform testing.

Employees are required to follow the procedures adopted by the medical clinic and/or laboratory taking the sample and performing the testing. Failure to follow such procedures will be considered a refusal to comply with testing requests, and constitutes insubordination, resulting in corrective action and/or termination.

Corrective Action

MISO may temporarily suspend an employee or take other action pending the outcome of any test under this Section if MISO believes that it is reasonably necessary to do so to protect the health and safety of the employee, co-employees and/or the public. An employee who is suspended without pay will be reinstated with back pay if the test is negative.

Searches

To keep our employees safe, MISO may find it necessary to conduct a search of its facilities and property at any time if we believe illegal drugs or unauthorized alcohol are present. It is a condition of continued employment for employees to allow MISO and its managers and agents to conduct searches in accordance with this policy. The refusal to allow such inspection or search constitutes insubordination and may result in corrective action and/or termination of employment.

Confidentiality

All information relating to drug or alcohol testing under this policy will be treated as confidential to the extent possible unless MISO is required by law, public health, or safety concerns, or authorized in writing by the employee in question to release such information.

Dress for your Day

MISO's Dress for your Day work environment allows for employees' discretion to select appropriate dress for the business of each workday. Employees may wear casual dress on workdays when they do not have meetings with stakeholders, vendors or other outside third parties. When involved in any such meetings, employees are expected to wear business casual/professional attire.

While Dress for your Day is intended to be relaxed and inclusive for all employees, the expectation is that employees will nevertheless wear clothing appropriate for an office environment.

On occasion, all employees may be asked to forego the Dress for your Day guidelines and will be required to wear business casual/professional attire. These days will be announced in advance so employees can plan accordingly.

Dress for your Day clothing and appearance must:

- Be neat, clean and professional
- Not expose an excessive amount of skin

Appropriate	Inappropriate
Tops/Shirts/Jackets	
Short-sleeve tops Button down shirts Blazers or sport coats Collared knit or golf shirts Zip Pullovers or Sweatshirts (hood down)	Tank tops (straps less than the width of three fingers) Clothing showing midriffs Shirts with offensive writing or large logos
Pants/Dresses/Skirts	
Jeans (free of rips) Dress pants, khakis, or corduroys Dresses or skirts (longer than mid-thigh) Leggings (paired with an appropriate length dress or skirt)	Shorts Sleepwear Sweatpants
Shoes/Accessories	
Boat shoes Athletic shoes Dress sandals with heel strap Dress shoes (loafers, boots, heels, flats)	Slippers Flip-flops Hat

MISO's Dress for your Day guidelines are not intended to be exclusive. Should you have religious, cultural, or disability related dress questions, please reach out to your HR Business Partner.

Clean Air Workplace

MISO is committed to providing a tobacco-free, smoke-free, and clean air work environment for all employees. Smoking and the use of tobacco products are prohibited in MISO's facilities. This also applies to electronic cigarettes or any other airborne method of administering nicotine. Additionally, in accordance with Indiana state law, smoking is prohibited within eight feet of any entrance to MISO's Indiana facilities. Violations may result in corrective action. In accordance with Arkansas and Minnesota state laws, smoking at MISO's Arkansas and Minnesota facilities is only permitted in designated outdoor areas.

Political Participation

When engaging in political activity (including any social media activity), employees are prohibited from stating MISO's official position with respect to any matter unless authorized to do so. Employees should attempt in all activities (including any social media activity) to avoid any conflicts of interest that might negatively impact their ability to do their job. Nothing in this Handbook is intended to interfere with an employee's rights under federal, state, or local law, including the right to discuss the terms and conditions of one's employment.

MISO encourages employees to inform their manager if they intend to seek election or appointment to a political office, solely to alert members of management to possible conflicts of interest that could possibly disrupt business operations.

MISO operates as a non-profit, independent company, and as such, political signage of any nature is not permitted in any MISO work areas, but such prohibition is in no way intended to deter employee discussion regarding the terms and conditions of their employment. If an employee is elected or appointed to a political office, they should not participate in any decision that would affect MISO. (For example, they should abstain from any debate or vote regarding the assessment of MISO property for tax purposes). The employee should make it clear why they are abstaining.

Contacts with External Parties, including Courts, Regulators and State/Federal Agencies

When a matter is pending before a court or similar agency, specific rules govern MISO's contact with certain decision-makers, including:

- State regulatory commissions
- The Federal Energy Regulatory Commission
- The Securities and Exchange Commission
- The courts
- Other state and federal agencies

MISO employees must carefully avoid discussing with decision-makers any matters pending before courts or agencies. If an employee has a question about whether a proposed communication would violate the law or any MISO policy or procedure, they should contact the legal department prior to engaging in the communication, if possible, or as soon as practicable thereafter, if prior communication is not possible.

Under certain circumstances, external parties may ask an employee to execute a non-disclosure agreement. In that event, the employee should contact the MISO legal department for assistance before executing any such agreement.

Employee Documentation

MISO maintains employment documentation for each employee. This documentation may contain information regarding all aspects of an employee's tenure with MISO, such as performance appraisals or actions, letters of commendation, etc. MISO maintains any required medical information in a separate confidential file.

Employees who wish to review the documentation required by law to be maintained should contact the human resources department. Upon written request, every six (6) months, an employee may review this documentation within seven (7) days of the request if the documentation is maintained in the same state as the employee, or within fourteen (14) days of the request if the documentation is maintained in a different state. The employee may only review their file in the office while in the presence of a human resources representative. If an employee feels that erroneous information is contained in the documentation, they may make a written statement that will also be maintained in the documentation.

MISO reserves the right to withhold from an employee's access any documents which MISO, in its sole judgment, deems to invade, impair, compromise or in any way affect the rights or legitimate expectations of others to privacy or confidentiality. The Company further reserves the right to withhold comments which it deems private, confidential, or privileged.

MISO will respect and protect each employee's privacy. It will not voluntarily disclose employee or medical records, salary, benefits, or terms of employment without an employee's prior permission except as noted in this paragraph. However, managers may be allowed to review parts of employees' employment documentation on a need-to-know basis. Courts or regulatory agency representatives, during their business, may be permitted access to this documentation. Further, emergency or medical personnel will be able to view medical records during an emergency medical situation.

Minnesota employees have the following rights regarding reviewing their employee documentation:

- Following the end of employment, employees have the right to review their employee records once per year for as long as MISO retains such records
- Employees may dispute the information contained in their employee documentation and request that such information be removed. If MISO does not agree with the employee's request to have the information removed, the employee has the option to include a statement (not to exceed five (5) pages) that outlines their position
- Any information improperly omitted from an employee's documentation may not be used in any administrative, judicial, or quasi-judicial proceeding unless such information was unintentionally omitted and the employee was given a reasonable opportunity to review it prior to use in such proceeding
- MISO will not retaliate against any employee exercising their rights with respect to employee documentation

- Employees have the right to bring a civil action to compel compliance regarding their rights to employee documentation

Use of Photograph, Video, and Audio Footage

MISO conducts business in strict adherence with our NERC Reliability Standards (including but not limited to NERC Critical Infrastructure Protection (CIP) standards) and Confidentiality provisions. Any use of audio, video, or still image recording information for personal gain, to diminish the competitive advantage of MISO, or to unlawfully harass, bully, or injure a fellow MISO employee, customer, or stakeholder is strictly prohibited and will be subject to corrective action and/or termination of employment.

The use of any audio, video, or still image recording devices within MISO Physical Security Perimeters (including but not limited to, control rooms and data centers) may be permitted with prior written approval of the appropriate MISO director. Before approving such a request, a director must evaluate the information to be captured and ensure that appropriate controls are in place.

The use of audio, video, or still image recording devices for the purpose of capturing MISO sensitive proprietary and confidential information (e.g., client information, technical data concerning MISO's operations) is prohibited unless prior approval from Corporate Communications is obtained.

Employees of MISO may expect to be included in photos, newsletters, videos, and other Corporate Communication products without compensation. If an employee does not wish to be included, they should notify either human resources or Corporate Communications.

The guidelines above are not all-inclusive to specific Company policies. Additional information may be found in the specific policies located on MISOConnect (Controlled Documents).

Employment Verifications and References

Employees are not authorized to provide reference information on current or former employees or contractors. All requests for verification of employment must be in written form and submitted to the human resources department. Employment dates and current/previous positions will be given without a signature from the employee via The Work Number (866-604-6572). Requests for additional information, such as salary information require an employee's written authorization or in some cases, a court order/subpoena.

Release of Personal Information

Employees are not allowed to disclose personal information about other employees or contractors (or their dependents) to other employees or third parties unless there is a clear business or legal requirement. Any violation may result in corrective action, and/or termination of employment. Please note, however, that this Handbook is in no way intended to prevent employees from discussing the terms and conditions of their employment.

Request for MISO Information

Mail or telephone requests for information regarding MISO (including client information and sensitive technical/proprietary data regarding the Company's operations) from governmental officials or the public should be referred to Client Relations. Inquiries from reporters for newspapers and radio or television stations requesting MISO's official position on an issue or inquiries related to MISO (including Customer/Market Participant information and sensitive technical/proprietary data regarding the Company's operations) should be referred to Corporate Communications. If the reporter has specific questions for an employee regarding these matters, Corporate Communications will assist such employee by providing background information to reporters or by helping such employee prepare their remarks. It is MISO's process to provide aggregate regional or sub-regional information rather than company-specific information. Reporters who would like information about a particular MISO member will be referred to the news media contact for that member system.

If an employee receives a request (whether written or oral) to speak publicly or to write an article that purports to communicate MISO's official position on a subject or in any way relates to the confidential and proprietary nature of MISO's business operations (e.g., Customer/Market Participant information or sensitive technical and proprietary information regarding operations), that employee must contact Corporate Communications for specific guidance. All such professional content must be reviewed by Corporate Communications prior to presentation or publication.

If an employee receives a request to publicly endorse or recommend a product, consultant, or supplier, on MISO's behalf, that employee must contact the legal department for specific guidance before making the endorsement or recommendation.

Employees are, of course, permitted to discuss the terms and conditions of their employment without having to seek prior approval.

Outside Employment

Employees may only accept employment outside of MISO provided that: (1) such employment does not conflict with the best interests of MISO (including but not limited to accepting employment with an entity that provides competitive services); (2) notification is made in advance to their manager; and (3) the outside employment does not adversely affect the individual's regular work schedule or work performance.

If MISO determines an employee's outside work interferes with performance or the ability to meet the requirements of MISO, the employee will be asked to terminate the outside employment if they wish to remain employed by MISO. Nothing prohibits MISO from terminating the employee with or without cause. Additionally, employees on medical leave, including but not limited to leave under the FMLA, are prohibited from engaging in outside employment where such activities would be inconsistent with their medical certification that forms the basis of the leave of absence.

Employment of Relatives

Relatives of existing employees or contractors may be employed by MISO, including employees who become married to each other while employed by MISO. However, no related employees or contractors will be allowed to work in positions where one would have management responsibilities over the other, nor may they work in the same group, reporting to the same director.

Employment of Employees of Independent Auditors

MISO prohibits the hiring or solicitation of active employees of independent audit firms retained by the Company to perform financial or SSAE 18 audits.

An active employee of an independent audit firm is defined as any person currently in the employment of the independent audit firm.

Attendance

Regular attendance is an essential function of every employee's position. By being late or by not reporting for work, an employee places an additional burden on their co-workers and impedes the efficient operation of MISO's business.

Excessive absences or tardiness or failure to properly notify an employee's manager of absences may result in corrective action and/or termination of employment. An employee has an obligation to keep their manager apprised of any situation necessitating an absence. If necessary, MISO may require an employee to provide proof of a valid reason for absence. Any

employee who fails to report to work without notification to their manager for a period of three (3) or more days will be considered to have voluntarily resigned their employment relationship with MISO.

Authorization to Sign Contracts or Other Documents Binding MISO

Procurement contracts or agreements may be signed in accordance with the spending and approval limits set out in the Supply Management Policy (FIN-PL-001). Questions regarding signature authority for non-procurement contracts or other documents which bind MISO should be directed to the employee's manager. Any employee who executes a contract agreement, or other document which binds MISO on behalf of MISO when not authorized to do so will be subject to corrective action up to and including termination.

Records Retention

Records and related data created by employees of MISO are the property of MISO and subject to MISO's Records Management Policy (COR-PL-003) and Retention Schedule.

Destruction of Records and related data should be in accordance with the retention periods on the Retention Schedule.

Failure to comply with MISO's Records Management Policy is a violation of MISO policy that could result in corrective action up to and including termination.

Records and related data relevant to the subject of a legal hold must be preserved in accordance with MISO's Legal Hold Policy and Procedure.

Workspace Etiquette

As a courtesy to everyone, employees are encouraged to help maintain a professional work environment that fosters collaboration, creativity, and productivity. For example, when working in open spaces, please be considerate of your neighbors, keep the volume at a respectable level, and remember to keep shared workspaces clean.

As a general reminder, for safety reasons personal heating devices are prohibited without prior approval of the facilities department. Prior to granting such approval, the facilities department will confirm that the device is UL approved and there is adequate electric service to prevent outages.

Working Hours

MISO operates a 24x7 business 365 days/year. For all non-shift full-time employees, a normal workweek is Monday through Friday, working eight (8) hours/day. For employees who work on shift, schedules will vary in support of the business needs.

An employee's employment status (i.e., part-time or full-time) depends on the number of hours employees are normally scheduled to work each week. The benefits an employee receives will vary according to the employee's status as outlined below.

Full-time: An employee who regularly works thirty (30) hours or more per week or designated shift schedule. These employees are eligible to participate in all MISO benefit programs.

Part-time: An employee who regularly work twenty (20) hours per week, but not to exceed thirty (30). These employees are eligible to participate in select MISO benefit programs.

All jobs at MISO are classified as either "exempt" or "non-exempt." Non-exempt positions are entitled to overtime pay for all hours worked over forty (40) in a workweek under the Fair Labor Standards Act. Non-exempt employees work outside of their scheduled hours only at the direction of a manager and are compensated accordingly.

Emergency Work Responsibilities

MISO provides services that are essential to public safety and health; therefore, responding to emergency assignments is a requirement of employment.

Severe weather conditions, equipment failure, and unusual electricity demand can adversely impact the electric system and disrupt services vital to the health and safety of the community.

Emergency work is considered work that is unscheduled but necessary to maintain or restore the electric transmission system.

When the CEO or their designee declares a business emergency, all employees have a responsibility to respond when called upon to perform emergency work.

To enable MISO to effectively respond to system emergencies, management may deny requests for time off and mandate working hours outside of the standard workday for critical operating personnel and support staff.

When a manager has advised an employee that emergency work is necessary, the employee will be expected to come to work or, as required, be placed in a standby mode.

When an employee is placed in a standby mode, they are expected to be available to come to work if necessary (or log-on remotely if appropriate) and to be able to be contacted by one or more of the following means:

- Carrying a MISO cell phone
- Providing a telephone number where they can be reached
- Calling into a pre-arranged telephone number for instructions

Disregarding this emergency procedure and/or the willful failure to respond to emergency conditions may result in corrective action and/or termination of employment.

Workforce Adaptability

MISO aims to be the most reliable, value-creating RTO by being an employer of choice to attract and retain top talent, help us be the trusted leader across the industry, and deliver value to all those we serve.

We recognize that our people are critical to our success. Workforce adaptability means we have trust in our highly professional employees' integrity and commitment to use their judgment in determining how to meet work and personal responsibilities.

By providing guidelines that facilitate greater autonomy in making adaptable, creative and flexible workforce decisions, MISO demonstrates trust in our employees.

We are creating a culture of trust through Integrity, Commitment, Collaboration, Creativity and Adaptability.

Employees are trusted to:

- remain adaptable to meeting organizational needs, which may arise unexpectedly
- honor their professional commitments
- meet performance expectations
- use their judgment when making choices for themselves and their situations
- communicate openly and honestly

Flexible Workplace Guidelines

- It is recommended that non-site essential employees may work from home two (2) days per week, but all should maintain the flexibility to adjust as needed based on business needs and requirements
- Designated site-essential employees may work remotely as their schedules allow, with management approval and assuming adherence to the same flexibility to adjust as

needed. Managers may approve additional days per week depending on the individual business and employee circumstances

- MISO will occasionally consider requests for 100% remote work. Those requests should go to the HR Business Partner and require approval by the Officer responsible for the respective area
- The actual schedule and number of days may vary based on either business needs or individual performance. For example, if an employee has performance challenges and requires more in-person training or collaboration, they may be required to work in the office more often than others
- Employees working remotely must be available via cell phone and/or Teams during their scheduled work hours
- Employees must attend required in-person meetings, training, etc., where virtual attendance is not supported or as needed or instructed by management
- It is recommended that newly hired employees work onsite full-time for their first 90 days for orientation and acclimation purposes

If you have questions about applying these Guidelines, please contact your leader or HR Business Partner.

Emergency Closings

MISO may send non-essential employees home in the event of hazardous or emergency conditions during regular business hours. Employees allowed to leave early due to emergency closings will not lose pay for the time missed.

Employees who were not at work for any reason during an emergency closing will not be paid an additional amount or receive any additional time off.

Operating and critical support personnel may be required to work an extended day to maintain reliable operations until relief personnel can report to work during inclement weather or other such emergencies. Any critical support personnel may be moved to a back-up Control Center.

Although MISO's office may not be closed, some employees may live in counties surrounding the county where the MISO office is located where local or state authorities declare official emergencies and employees are unable to come to work. In these cases, affected employees may choose to account for the time missed by using available benefit time, charged to the current year's time allocation.

If hazardous or emergency conditions develop prior to the regular business hours, it is the responsibility of each manager to determine whether their team should report to the office, work from a remote location, or use benefit time in lieu of working. Managers will contact employees if changes are made to the working schedule later in the day.

PAYROLL

Payroll Information

Exempt employees will be paid semi-monthly. Non-exempt employees will be paid bi-weekly.

Exempt paydays are on the 15th and the last day of the month. When a payday falls on a weekend day or holiday, the payday will be the previous business day. Non-exempt paydays will occur every other Friday.

Two types of deductions will be made from paychecks: those required by law and those employees specifically authorize.

All garnishments served to MISO will be dealt with in accordance with state and federal regulations. If MISO receives a garnishment notice pertaining to an employee, the employee will be notified prior to any funds being withheld from the employee's paycheck. Any garnishment fees, including court costs and interest incurred by MISO, will be the responsibility of the employee and will be deducted from the employee's pay up to the maximum allowed by law.

All employees are required to enroll in the online pay statement feature, a secure web-based product provided by MISO's payroll service provider.

Original W2s will be mailed to the employee and a copy will be available online via the ADP website no later than January 31st of each year.

Employees are responsible for the accurate and timely recording of their time worked using MISO's time records system. Failure to properly comply with the recording procedures may result in corrective action.

Employees who believe that there is an error in their pay must contact the human resources department.

An employee's final paycheck(s) will be paid on the same schedule described above or in accordance with applicable state laws.

Wage Disclosure Protection (Minnesota Employees)

Under the Minnesota Wage Disclosure Protection law, Minnesota employees have the right to tell any person the amount of their own wages. MISO cannot retaliate against an employee for disclosing their own wages. An employee's remedies under the Wage Disclosure Protection law are to bring a civil action and/or file a complaint with the Minnesota Department of Labor and Industry at (651) 284-5070 or 1-800-342-5354.

Any employee who believes they have been retaliated against for disclosing their own wages should immediately report the matter to any of the resources listed in the "Complaint Procedure" section of this Handbook.

Direct Deposit

MISO requires that employee paychecks be direct deposited to an account at the financial institution of their choice. Direct Deposit changes must be made online in the payroll system.

Through direct deposit, an employee's pay is deposited into account(s) specified by the employee and is available each payday without having to make a bank transaction.

Personal Information Changes

MISO maintains a record of the name, home address, and telephone number of each employee. It is important that these records be kept up to date. Emergencies may arise when such information is of the utmost importance to an employee, his/her family, and/or MISO.

An employee must promptly make changes to their legal name, home address, and telephone number by editing them in ADP (Workforce Now). Changes in marital status, the number of dependents, or the designation of beneficiaries for insurance or other benefits should be made promptly as well by editing them in ADP.

To revise the number of exemptions for federal and state income taxes, the employee must complete the appropriate federal and/or state tax forms electronically in ADP. A paper copy should be completed and returned to the payroll department to update state taxes for Indiana. The payroll department should be contacted for questions.

Please notify your manager and human resources business partner if you plan to either temporarily work remotely or will be requesting 100% remote work arrangements and moving to a different state other than the one listed in your ADP records. A change in residence may have payroll tax implications.

INFORMATION TECHNOLOGY

Company Issued Electronic Devices

MISO embraces the use of technology. Management authorizes all company-issued electronic devices, which are intended for business-related activities. All information transmitted, stored, or accessed using Company-issued electronic devices is the property of MISO and employees should have no expectation of privacy when using such devices. MISO reserves the right to monitor communications/use of such devices consistent with the Monitoring Use of MISO Computer Systems Policy (COR-PL-012). Therefore, personal usage of company issued electronic devices is not recommended.

It is expected that employees use good judgment when using any company-issued electronic devices. Employees shall send/receive electronic communications within MISO's Standards of Conduct guidelines, Integrity and Ethics provisions, Confidentiality provisions, and the Acceptable Use Policy (ITS-PL-002). To that end, employees are prohibited from engaging in or accessing electronic communications that are slanderous, obscene, threatening, abusive, discriminatory, harassing, or in any way prohibited by federal or state law or MISO policies.

Employees may not disrupt the operation of MISO's network through abuse of or by vandalizing, damaging, or disabling hardware or software. Disabling of monitoring, management or anti-virus services on any company-supplied computing device is prohibited.

MISO licenses much of its computer software from outside companies. MISO does not own such licensed software or its related documentation and, unless authorized by the software developer, MISO does not have the right to reproduce it. According to U.S. copyright law, illegal reproduction of software is subject to substantial civil damages and criminal penalties, including fines and imprisonment. Regarding use on Local Area Networks ("LANs") or on multiple machines, employees should use the software only in accordance with the license agreement.

Internet/Social Media Usage

MISO provides internet access to employees primarily for business communications subject to the following conditions:

- Web browsing and/or social media may be done during times that do not interfere with an employee's work schedule or productivity.
- Employees may not misrepresent their identity.
- Web browsing and/or network connectivity may be blocked or filtered to selected sites by MISO systems at the sole discretion of MISO management.

- Employees are strongly encouraged to use caution when transmitting personal or corporate information through electronic media (e.g., credit card numbers).
- Employees shall exercise good judgment and refrain from posting any comments or statements, including political statements, which could raise questions of conflict of interest or legality in the minds of MISO customers or Stakeholders.

Employees who engage in personal social networking activity must abide by all of MISO's policies and procedures that include, without limitation, the Company's Code of Business Ethics, non-disclosure policies, confidentiality policies, anti-discrimination policies, anti-retaliation policies, anti-harassment policies, and computer use policies. In particular, Employees shall exercise good judgment and refrain from posting any comments or statements, using any device, which could raise questions of conflict of interest or legality or *violate MISO's Political Participation policy or Code of Business Ethics Policy regarding Political Activities (5.18.2)* in the minds of MISO customers or Stakeholders. Please refer to the Corporate Use of Social Media Policy (COM-PL-002) located on MISOConnect for additional information regarding appropriate social media use.

Electronic Devices Usage and Security

Employees should be mindful of the following guidelines to ensure the safety and security of their company-issued electronic devices:

- If traveling outside the United States or its territories, MISO employees must follow the Foreign Travel Policy (IT-PL-036) regarding use of any MISO electronic devices.
- Avoid writing down or leaving user IDs or passwords visible in carrying cases.
- User IDs and passwords should only be stored in a secure format.
- VPN Entrust grid cards should not be stored in the same carrying case as the laptop/iPad.
- When traveling by car, keep all electronic devices out of sight. A good practice is to keep the device(s) locked in the trunk. However, laptops/iPads should not be left in unattended vehicles overnight.
- Avoid leaving laptops/iPads in extreme temperatures (i.e., temperatures above 80 degrees Fahrenheit or below 50 degrees Fahrenheit).
- To ensure that your work is properly backed-up, only store information on a network drive (store limited information on your local hard drive).

The guidelines above are not all-inclusive. Please refer to the referenced policies and other company policies for additional information. These documents can be found on MISOConnect (Controlled Documents).

Nothing in these policies is intended to abridge any rights under federal or state law. These policies are in no way intended to prevent employees from discussing the terms and conditions of their employment.

EMPLOYEE BENEFITS

Employee Benefits

The MISO benefit program is an important part of each employee's compensation package. Employees enjoy a broad range of valuable benefits that are designed to meet the various needs of MISO employees and their families. For complete information regarding each benefit plan, including eligibility, employees should refer to the applicable Summary Plan Description or contact the human resources department.

MISO reserves the right to add, delete or modify any component of its benefits program at any time.

While many important benefits are summarized in this Handbook, the following summaries do not supersede or alter the specific terms and conditions contained in other documents, such as insurance contracts or employee benefit plan documents, which explain available benefits in greater detail. This Handbook is not intended to be a summary plan description for any employee benefit. If a provision in this Handbook is inconsistent with the terms of an employee benefit plan, the terms of the employee benefit plan control. The amount and type of benefits provided by MISO, as well as any required employee contribution, may be amended or changed from time to time.

Enrolling for Coverage

Participation in MISO's benefit plans is voluntary. Enrollment must be completed within the first thirty (30) days of hire as a full-time or part-time employee. If an employee or their dependent(s) requests enrollment after the initial eligibility period, the employee must wait until the open enrollment period to make changes or enroll in MISO's benefit plans.

If an employee experiences a work or family status change, the employee is eligible to make benefit elections and changes within the first thirty-one (31) days following such change. (See next section for information on status changes.) If the work or family status change results in a dependent losing eligibility, the employee must remove the dependent within thirty-one (31) days of such change. Failure to notify human resources of a status change that would render a dependent ineligible may be considered insurance fraud and may result in disciplinary action, up to and including termination.

Family or Work Status Changes – In general, a family or work status change means a change in an employee's family or work situation that has an effect on that employee's benefit elections. This includes but is not limited to:

- Marriage or divorce

- The birth or adoption of a child
- The death of a spouse or child
- Employee's retirement
- A disability
- A change in dependent's eligibility
- The involuntary loss of certain other benefits coverage
- Spouse starts or stops working

If the employee does not make the benefit election change within the thirty-one (31) day enrollment period following the status change, that employee and/or their dependents may be subject to a coverage waiting period based on the plan document.

Consolidated Omnibus Budget Reconciliation Act (COBRA) Insurance

When employees or their enrolled dependents are no longer eligible for regular coverage under MISO's medical, dental, vision, and flex medical, the employees (and/or their dependents) may be eligible for continued coverage by paying the monthly premium for the coverage. This is guaranteed to employees under COBRA if:

- The employee was covered under the group plan at the time of a qualifying event (see "Qualifying Events" below)
- The employee is not eligible for Medicare
- The employee is not eligible for coverage under another company's group plan
- The employee has not applied to convert their group coverage to an individual health/life insurance policy

Qualifying Events

An employee has the right to choose continuation coverage (COBRA) if the employee loses their group insurances because of a reduction of hours in employment or the termination of their employment (voluntary or involuntary) for reasons other than gross misconduct.

A covered spouse or dependent child has the right to choose continuation coverage (COBRA) if coverage is lost for any of the following reasons:

- The employee's death
- Termination (voluntary or involuntary) of the employee's employment or reduction in hours of employment
- Divorce or legal separation
- The employee becomes eligible for Medicare

- The employee's child is no longer considered a "dependent child" under the terms of MISO's insurance policy

If an employee has any questions regarding continuation coverage (COBRA) or their responsibility to obtain and maintain continuation coverage (COBRA), contact the human resources department.

Short-Term Disability Plan

Regular, full-time employees of MISO are eligible to participate in MISO's Short-Term Disability Plan beginning on their date of hire. Short-term disability begins on the ninth (9th) consecutive workday of an absence due to an illness or injury and continues for up to ninety (90) days with a benefit of one hundred percent (100%) of base pay. The benefits offered under this plan are not a guarantee of continued employment with the Company.

The first eight (8) consecutive workdays of disability will be credited against sick days, personal floating holiday days, vacation days and/or days without pay before short-term disability begins.

Complete information on MISO's Short-Term Disability Procedure can be found in the materials provided by the human resources Department to all employees or the plan documents located in the human resources department.

MISO's Short-Term Disability Procedure is self-funded by the Company at no cost to the employee.

Pay for employees on Maternity leave will be governed by this plan.

Long-Term Disability Plan

Regular, full-time employees of MISO are eligible to participate in the Long-Term Disability Plan ("LTD") after ninety (90) days on short-term disability leave. Long-Term Disability plan premiums are "grossed up". As a result, MISO will add the cost of the premium to every individual's semi-monthly pay with the total premiums paid reflected on the W2 at the end of each year. MISO pays the premium and the employee pays the tax on the premium, resulting in a tax-free benefit for the employee.

LTD leave begins on the ninety-first (91st) day of disability at sixty-six and 67/100 percent (66.67%) of base pay up to a maximum benefit of twenty thousand dollars (\$20,000) per month. The benefits offered under this plan are not a guarantee of continued employment with the Company.

Complete information on MISO's LTD Plan can be found in the materials provided by the human resources department to all employees or the plan documents located in the human resources department.

In the event an employee is on approved LTD leave, the Company will maintain group health coverage under any existing group health plan for no more than an additional three (3) months, for a total of six (6) months coverage while on leave of absence.

The employee will be responsible for making any other contributions to other benefit plans in which they normally participate. Arrangements for payments must be made with human resources.

If an employee is denied LTD coverage, refer to the Unpaid Leave section of this Handbook.

401(k) Plan

Full-time employees of MISO are eligible to participate in MISO's 401(k) plan based on the plan document.

Employees will automatically be enrolled at six percent (6%) unless they decline to participate or select a different amount.

MISO will match employee contributions to the plan on the schedule set forth in the plan document.

If an employee terminates their employment for any reason, the employee's salary deferral contributions are one hundred percent (100%) vested.

Complete information on the 401(k) plan can be found in the legal plan document, the summary plan description, and the materials provided by the human resources department to all employees or the plan documents located in the human resources department.

Profit-Sharing Program

MISO will make a monthly contribution to a full-time employee's retirement account currently equal to six percent (6%) of the employee's eligible earnings, subject to the financial standing of the Company.

The Profit-Sharing contribution is subject to a vesting schedule as follows:

Years of Service	Vesting Percentage
Second anniversary	25%
Third anniversary	50%

Fourth anniversary	75%
Fifth anniversary	100%

Complete information on the MISO Profit Sharing Program can be found in the legal plan document, the Summary Plan Description, and the materials provided by the human resources Department to all employees. Specific questions should be directed to the human resources Department.

Sick Time

Employees are immediately eligible for sick time benefits. New employees' sick benefits are prorated for the remainder of the calendar year in which they were hired.

An employee may use sick time benefits for the absences due to an illness or injury of the employee's dependent child, spouse, sibling, parent, grandparent, stepparent, mother-/father-in-law or grandchildren for such reasonable period as the employee's attendance may be necessary, on the same terms that the employee is able to use sick time benefits for the employee's own illness or injury. An employee may also be required to utilize sick time concurrent with leave under the Family and Medical Leave Act ("FMLA").

An employee may use sick time benefits for "safety leave", which is leave for the purpose of providing or receiving assistance because of sexual assault, domestic abuse, or stalking. Employees may also take safety leave to obtain their own assistance or aid with a relative listed above.

MISO prohibits any form of retaliation against an employee who requests or uses sick leave benefits for the purposes described above. Recording of sick time in timekeeping occurs in the following manner:

Sick Hours Taken	Amount deducted from sick time balance
Greater than 0 and up to 2	2 hours
Greater than 2 and up to 4	4 hours
Greater than 4 and up to 6	6 hours
Greater than 6 and up to 8	8 hours
Greater than 8 and up to 10	10 hours
Greater than 10	12 hours

During an employee's first full year of employment, they will receive sixty-four (64) hours of sick time per year. This amount will be prorated according to the employee's start date and employment status.

Part-time employees will receive half of the full-time allotment. For example, employees working twenty (20) hours per week would get thirty-two (32) hours of sick time per year.

Unused sick time may be carried over to the following year to a maximum of one hundred twenty-eight (128) hours. Each year, up to an additional sixty-four (64) hours will be added to each employee's sick time benefit, to a maximum of one hundred twenty-eight (128) hours. Unused sick time is not paid out at termination.

If an employee is using sick time pursuant to the FMLA, the employee's sick time should be recorded, and the sick leave balance reduced, in 15-minute increments.

Observed Holidays

Full-time employees receive eight (8) hours paid for the ten (10) observed holidays each calendar year. Part-time employees receive four (4) hours paid for the ten (10) observed holidays each calendar year. As observed days may vary between years, employees should reference the annual Holiday Schedule available on MISOConnect for the specific observed holidays each year.

In addition, each full-time employee receives twenty-four (24) hours and each part-time employee receives twelve (12) hours of paid floating holidays. Floating holidays are prorated during the first (1st) calendar year of employment as described below. All floating holidays must be approved in advance by the employee's manager and must be recorded in timekeeping.

Employee Hire Date	Floating Holidays Hours
January 1 – April 30	24
May 1 – August 31	16
September 1 – November 30	8
December	0

Exempt employees who are required to work on a recognized holiday shall normally be granted another day off at their managers' approval during the calendar year or within sixty (60) days, whichever comes later.

Employees who work in any of the rotating shift departments receive holiday pay per the applicable pay policy.

All observed holidays must be taken in full-day increments. Floating holidays may be taken in two (2) hour increments. Floating holidays do not carry over to the following year, and unused floating holidays are not paid out at termination.

The recording of floating holidays in timekeeping occurs in the following manner:

Floating Holiday Hours Taken	Amount deducted from floating holiday balance
Greater than 0 and up to 2	2 hours
Greater than 2 and up to 4	4 hours
Greater than 4 and up to 6	6 hours
Greater than 6 and up to 8	8 hours
Greater than 8 and up to 10	10 hours
Greater than 10	12 hours

Employees who voluntarily resign from MISO may not make a MISO paid holiday their last date of employment.

Vacation

Vacation days are earned according to the following service schedule for full-time employees:

Years of Service			Vacation Time
Date of Hire (prorated for the first (1 st) year of employment)	up to	6 Years	120 hours
6 Years	up to	15 Years	8 additional hours per year
15+ Years			200 hours

Vacation days for employees who begin employment after January 1st will be calculated pro-rata using an accrual formula that equates one (1) month of employment in the calendar year equal to 1/12th of the employee's annual vacation allotment, as determined in the schedule defined in the above chart.

Employees who are hired as an intern and/or part-time employee and then are hired as a full-time employee with either no break in service or a break in service less than six (6) months, will have their benefits calculated based on their original date of hire.

Vacation time must be scheduled in advance with the employee's manager and must be taken and recorded in timekeeping in the following manner.

Vacation Hours Taken	Amount deducted from vacation balance
Greater than 0 and up to 2	2 hours
Greater than 2 and up to 4	4 hours
Greater than 4 and up to 8	8 hours
Greater than 8 and up to 10	10 hours
Greater than 10	12 hours

One-half (1/2) of an employee's vacation time allotment may be rolled over to the next year and must be used in the following year or those rollover days will be forfeited. If an employee has carried over vacation from the previous year, they must use this balance first before using their current year vacation accruals.

Upon termination, unused vacation will be paid out on a prorated basis. The accrual formula used equates to one (1) month of employment in the calendar year equal to 1/12th of the employee's annual vacation allotment, minus time taken. Employees termed after the 15th of the month will receive that month's accrual. Employees termed on or before the 15th will not receive an accrual for that month. If rollover time from the year prior to termination is available, that accrual will be paid to the employee, less any time taken. Additionally, if an employee resigns from MISO, they may not extend their termination date by using vacation days.

During a business emergency, an employee may be contacted to return from vacation and will be credited back those days of vacation that were not used due to the emergency.

Accrued Vacation Donation Benefit

MISO recognizes that an employee may experience a medical emergency that causes a severe impact to the employee personally or to a member of the employee's family. This may result in a need for additional time off following the exhaustion of the employee's available paid time off (e.g., vacation, sick, and personal floating holiday benefits).

To address such a need, MISO has an Employee Accrued Vacation Donation benefit to allow an employee, if eligible, to donate in two-hour increments up to a maximum of 40 hours of their accrued vacation bank to an eligible co-worker requesting the need for additional leave benefits. The requesting employee can receive up to 10 workweeks (400 hours) of donated leave through the voluntary donations of accrued but unused vacation benefits from multiple employees. Participation is strictly voluntary and the decision to grant or deny a request for donated leave is in MISO's sole discretion. It is important to note the following:

- Donated Leave will not be made available for the birth of a son or daughter, to care for a newborn child, or for time from work for the placement with the Requesting Employee of a child for adoption or foster care, or to care for the newly placed child.
- Once vacation is donated, the donation cannot be “reversed”.
- Donated vacation time cannot be “cashed out” upon termination of employment.
- Employees must exhaust all paid time off before utilizing donated leave time, but the request for donated time can be made before paid time off is exhausted.

Details regarding the procedure for requesting additional benefits or donating accrued vacation can be obtained from human resources.

Relocation Benefits

To maintain a competitive hiring strategy, MISO will reimburse certain relocation and travel expenses associated with the recruitment of new employees and transfers/promotions of current employees. The reimbursements will be in accordance with IRS Publication 521.

Refer to the appropriate Relocation Guides (available from human resources) for full details of eligible circumstances and expenses for reimbursement.

Retirement Benefits Under the Rule of 70

Employees whose age plus years of service with MISO equal seventy (70) may qualify for certain retirement benefits. To qualify for retirement benefits, an employee’s age plus years of service at MISO must equal seventy (70) (i.e., age of 55 + 15 years of service = 70) or any combination that equals seventy (70). Service time with MAPPCOR will also count towards this total.

Benefits Paid to Eligible Retirees

All employee benefits will be treated the same as an employee who has voluntarily resigned from the company except for Short-Term Incentive (STI) and Vacation. These two benefits will be treated as follows:

- Retired employees will receive the corporate portion of any approved MISO annual incentive for the year in which they retire. (Note: Retired employees are not required to be employed on the date of payment to receive the payment.) An employee who retires prior to the payout of the annual STI payment but has eligible earnings in the

award year of the payout, will remain eligible to receive their STI payment at the time of the payout. For example:

- An employee who retires on November 10, 2018, will be eligible to receive the 2018 STI payment (on 2018 eligible earnings) in April 2019
- An employee who retires on February 15, 2019, will still receive the 2018 payout (on 2018 eligible earnings) in April 2019 and will receive the 2019 payout (on 2019 eligible earnings) in April 2020
- Retired employees will also be paid out their full annual vacation days, not just the prorated balance that remains on our records at the time of retirement. For example: if an employee is currently eligible for 25 days of vacation each year, and they retire as of March 28, 2018, they will receive 25 days (plus any carryover days from the previous year and less any days already used that year prior to their retirement date).

Eligibility

- Any period of active employment without a separation from employment of more than one year is considered consecutive service.
- Time spent on a qualified approved leave (short-term disability, FMLA, military, vacation, sick, floating holiday, bereavement, jury duty, approved leave without pay of (thirty) 30 days or more) is considered service time.
- Time spent on Long-Term disability will not be considered service time with the company.
- Part-time and reduced hour employment is considered service time with the organization.
- Phased retirement employment is considered MISO service time.

A full description of Miso's Retirement Procedure is located on MISOConnect.

Religious Accommodations

MISO respects the religious beliefs and practices of all employees and will make, on request, an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on the company's business. An employee whose religious beliefs or practices conflict with their job, work schedule, or with other aspects of employment, and who seeks a religious accommodation must submit a written request for the accommodation to human resources. The written request must include the type of religious conflict that exists and the employees' suggested accommodation.

Human resources, in consultation with legal, will evaluate the request considering whether a work conflict exists due to a sincerely held religious belief or practice and whether an

accommodation is available that is reasonable and that would not create an undue hardship on MISO's business. Human resources and the employee, and if necessary, the employee's manager, will work together to identify potential accommodations.

Disability Accommodations

Title I of the Americans with Disabilities Act ("ADA") and corresponding state and local law requires MISO to provide reasonable accommodation to qualified individuals with disabilities who are employees or applicants for employment unless to do so would cause an undue hardship on MISO's business. Furthermore, reasonable accommodations may be available to individuals with temporary impairments, including impairments related to pregnancy or childbirth. An accommodation is any change in the work environment or in the way things are customarily done that enables an individual with a disability/impairment to enjoy equal employment opportunities.

MISO is committed to engaging in the interactive process to identify potential accommodations. Employees must cooperate in this interactive process and may be required to provide appropriate documentation to assist MISO in analyzing a particular situation.

An employee may request a reasonable accommodation through human resources at any time during the period of their employment. All requests for Accommodations should be directed to the lead, total rewards in the human resources department. Managers who learn of an employee's need for accommodation must immediately inform Human resources of the potential need. Accommodation requests and associated medical documentation (if any) will be reviewed by the MISO human resources department and legal counsel to determine whether the requested Accommodation is necessary and reasonable. In making this determination, the human resources department and MISO legal counsel may consult with the respective manager regarding the individual's job responsibilities. The human resources department and MISO legal counsel will serve as the ultimate authority in making Accommodation decisions. Responses to Accommodation requests will be provided as soon as possible consistent with the needs of the business.

MISO is not required to provide the preferred Accommodation of the individual. Rather, MISO may choose which Accommodation to provide, so long as the chosen Accommodation is effective. MISO cannot require an individual with a disability or impairment to accept an Accommodation that he/she does not want. However, if such Accommodation is necessary to perform an essential function or to eliminate a direct threat and the individual refuses to accept an effective Accommodation, such individual may not be qualified to remain in his/her position.

EMPLOYEE LEAVES

Family and Medical Leave

Eligibility

In accordance with the Family and Medical Leave Act (“FMLA”), an employee may be eligible to take up to twelve (12) weeks of unpaid leave if the employee has been employed by MISO for at least twelve (12) months prior to the request for leave, and has worked one thousand, two hundred fifty (1,250) hours during the prior twelve (12) months. A “rolling” twelve (12)-month period measured backwards from the date an employee takes leave will be used for computing the period within which the twelve (12) weeks of leave may be taken. Any leave qualifying under the FMLA will be counted against an employee’s annual FMLA leave up to a maximum of twelve (12) weeks.

An eligible employee may take FMLA leave for any of the following reasons:

- To care for an employee’s child after birth, or placement for adoption or foster care
- To care for an employee’s spouse, child or parent who has a serious health condition. The term “Spouse” is defined in a manner consistent with the applicable Department of Labor regulations
- For an employee’s serious health condition that makes that employee unable to perform their job

Leave for the birth of a child or for placement of a child for adoption or foster care must be concluded within twelve (12) months from the date of the birth or placement. Leave taken to care for a family member with a serious health condition or due to the employee’s own serious health condition may be taken intermittently or on a reduced work schedule when medically necessary.

Military Caregiver Leave

An eligible employee with a spouse, son/daughter, parent or next of kin who is a service member shall be entitled a total of twenty-six (26) weeks of unpaid leave in one twelve (12) month period to care for the service member, only if the employee has been employed by MISO for at least twelve (12) months prior to the request for leave. A combined unpaid leave total of twenty-six (26) weeks which includes the leave reasons stated above, as well as caring for the covered service member as listed below:

- Leave due to active duty of spouse, son/daughter, or parent or of notification of order to active duty, the employee shall provide notice to the Company as soon as practicable.

The Company may require a request for certification of active duty or call to active duty prescribed by the human resources department. The employee shall provide a copy of the certification to the Company as soon as practicable.

- In the case of spouses employed by the Company, service member family leave is limited to a total of twenty-six (26) unpaid workweeks during a twelve (12) month period
- To attend to a “qualifying exigency” arising out of the fact that a spouse, child or parent is on active duty or had been notified of an impending call or order to active duty in the Armed Forces (or the National Guard or Reserves) [Note: Qualifying exigencies include: short-notice deployment (i.e., seven or less days of notice); military events and related activities (i.e., official program and events sponsored by the military); child care and related activities (i.e., arranging for alternative child care); financial and legal arrangements; counseling; rest and recuperation (15 calendar days); post-deployment activities (i.e., attending arrival ceremonies); and caring for a serving member’s parent who is incapable of self-care]

Leave Notice and Medical Certification

In the case of foreseeable leave, an employee is required to give MISO thirty (30) days calendar notice of their intention to take FMLA leave. Upon an employee’s request for leave due to their own serious health condition, or to care for a family member with a serious health condition, MISO will require the employee to submit a completed Medical Certification of Health Care Provider form signed by an appropriate health care provider. Failure to give the required notice may result in a delay in the employee’s leave. Failure to submit the required documentation may result in a delay in or a denial of leave until the certification is provided and may cause the employee’s absence(s) to be considered unexcused.

Under FMLA regulations, the use of a Health Insurance Portability and Accountability Act (“HIPAA”) release forms allow the Company to contact the employee’s healthcare provider to verify and authenticate Medical Certifications.

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, employees should not provide any genetic information when responding to this request for medical information. “Genetic information,” as defined by GINA, includes an individual’s family medical history, the results of an individual’s or family member’s genetic tests, the fact that an individual or an individual’s family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual’s family member or an embryo, lawfully held by an individual or family member receiving assistive reproductive services.

If the employee's need for leave is not foreseeable, the request for the leave is to be made as soon as practicable. The employee must return all required documentation no more than fifteen (15) calendar days after MISO requests such documentation unless it is not practicable under the circumstances despite the employee's diligent good faith efforts. Failure to provide this documentation within fifteen (15) days may result in a delay or in denial of the employee's FMLA leave and may cause their absence(s) to be considered unexcused. Failure to provide this documentation may result in the FMLA Leave request being denied.

MISO may require an employee to obtain a second health care provider opinion from a health care provider of MISO's choice regarding the employee's serious health condition at MISO's expense. If the opinions of the first and second health care providers differ, MISO may require the employee to obtain an opinion from a third health care provider of the Company's and employee's joint choosing, at MISO's expense.

Leave cannot be formally designated as FMLA leave until a completed Medical Certification is received. MISO may require Medical Recertification that a serious health condition exists at legally allowable intervals during the employee's leave. After such a request has been made, the employee must submit a completed Medical Recertification within fifteen (15) calendar days of the request unless it is not practicable under the circumstances despite the employee's diligent, good faith efforts. Failure to provide a required Medical Recertification within fifteen (15) days may result in a delay in or denial of the employee's FMLA leave and may cause the employee's absence(s) to be considered unexcused which will subject him/her to corrective action and/or termination of employment.

FMLA is unpaid time unless otherwise provided for by MISO policy or law; however, MISO will require the employee to substitute all accrued paid leave available to them (sick, personal floating holidays, and/or vacation) except for five (5) days accrued paid leave for FMLA leave.

Employees qualifying for paid disability leave will be required to substitute paid leave time for the waiting period before disability benefits begin.

Additionally, workers' compensation or paid disability leave may be used concurrently with FMLA leave if the leave is due to a serious health condition. Where paid leave is concurrent with FMLA leave, the employee's leave will count against both the paid leave available to the employee and the twelve (12) weeks of unpaid leave available under the Family Medical Leave Act.

The Employee's Duty to Make Periodic Reports to Human resources

While on FMLA leave, the employee must communicate with human resources regarding their leave status and their intent to return to work.

The Employee's Insurance Coverage While on Leave and Premium Payments

For the duration of leave under the FMLA, for up to the maximum of twelve (12) workweeks, MISO will maintain health group coverage under any existing "group health plan." The employee will be responsible for any contributions that they normally make toward the group health plan. The employee will also be responsible for making any other contributions to other benefit plans in which they normally participate. Arrangements or payments must be made with human resources prior to the commencement of the leave.

If the employee is on unpaid FMLA leave, they must make their premium payments on time. If payment is not made within thirty (30) days of the due date, their group health benefits may be canceled, provided the Company notifies the employee in writing at least fifteen (15) days before the date that their health coverage will lapse. If the FMLA leave involves no payments from MISO, the employee will be required to make required premium payments to MISO. If an employee is on paid short-term disability leave, the employee's share of premiums will be made through payroll deduction.

MISO may recover portions of health plan premiums paid during the employee's unpaid FMLA leave if the employee fails to return to work after their leave has expired for reasons other than the continuation, reoccurrence or onset of a serious health condition entitling the employee to leave under the FMLA, or due to circumstances beyond their control.

State-specific Pregnancy/Parenting Leaves

(Minnesota employees): Unpaid pregnancy and parenting leave of 12 weeks, to be run concurrently with FMLA leave, is available to: 1) a biological or adoptive parent in conjunction with the birth or adoption of a child or 2) a female employee for prenatal care or incapacity due to pregnancy, childbirth, or related health conditions.

Military Leave

Employees who are members of United States Reserve Component Forces will be granted paid leave if "ordered to report" for service as stated below:

- "Annual Training", which allows employees a maximum of eighty (80) hours of their annually paid scheduled salary
- "Ordered to Report", which allows employees a maximum of eighty (80) hours of their annually paid scheduled salary
- "Called to Active Duty", which allows employees up to eighty (80) hours of annually paid scheduled salary

Vacation time remaining as of December 31st will be paid out during the first quarter of the following calendar year. Sick and floating holidays are not paid out.

Upon returning, the employee's vacation bank will be credited with the normal annual allotment. Sick days will be credited back to the account up to a maximum of 16 days. The normal annual allotment of floating holidays will be credited as well.

Additional leave will be granted in accordance with all applicable state or federal laws. An employee's manager should be notified of the dates of such employee's military leave as far in advance as possible. An employee may be required to provide proof of their military status and the period required by documented official correspondence and validate by published orders. Employees with questions regarding military leave as it relates to state or local law should contact a member of human resources.

Jury Duty Leave and or Required Court Proceedings

Employees who are called for jury duty or subpoenaed to serve as a witness in a court case in which the employee is not a principal (a plaintiff or a defendant) will be granted time off with regular pay for up to five (5) days. Any jury duty greater than five (5) days will be handled on a case-by-case basis. MISO will not otherwise penalize or retaliate against an employee for having taken such leave.

Bereavement Leave

Employees will be granted three (3) days of paid leave due to the death of an immediate family member.

Immediate family members are defined as spouse/domestic partner, child, stepchild/domestic partner's child, parent, grandparent, grandchild, sibling, child's spouse/domestic partner, spouse's/domestic partner's parent, spouse's/domestic partner's grandparent, and spouse's/domestic partner's sibling.

In the case of the death of a relative not delineated above, employees will be granted one (1) day of paid leave for the purpose of attending the funeral when it conflicts with a work schedule.

In extenuating circumstances, additional vacation, floating holiday and/or unpaid time off may be granted by the employee's manager due to the death of a relative.

School Appearances Leave

Employees are entitled to paid leave of up to sixteen (16) hours during the calendar year to attend dependent children grade school-related (pre-K through grade 12) events that cannot be scheduled during the employee's nonworking hours or to observe services provided by preschool and after school child caregivers. The employees must provide reasonable notice of the leave and make a reasonable effort to schedule the leave to avoid undue disruption of MISO's operations.

Community Service Leave

MISO supports community involvement where there are reasonable opportunities for employees to contribute time and talents to organizations dependent on volunteer help. Employees are granted four (4) hours each month to be used for community service. Employees should provide reasonable notice of community service leaves to ensure their manager is informed and a reasonable effort is made to schedule the leave avoiding undue disruption of MISO's operations. If employees would like to combine community service hours for a volunteer activity, they should receive approval from their manager. The employee must provide their manager with a detailed description of the volunteer activity, the date(s) and the number of hours requested. Paid time off for community service should be coded as Community Service Hours in MISO's timekeeping system. It cannot be carried over to the following year.

Occasional Time Off

MISO may provide occasional paid time off when absence from the office is unavoidable during normal working hours. The employee's manager must authorize paid occasional time off in advance. Examples of circumstances for which the respective department manager may approve occasional paid time off include:

- Personal emergencies
- Medical and dental appointments (maximum of two (2) hours)
- Legal appointments
- Voting in general elections (when unable to do so before or after working hours)

Unpaid Leave

Many people have special needs, interests, and responsibilities during their working lives which may require them to be away from their normal job for a few weeks or even a few months on a

non-vacation status. It is MISO's practice to recognize this possibility and accommodate the employee as much as possible consistent with the needs of MISO to meet its business obligations. In such circumstances, MISO may grant an employee a personal leave of absence. Personal leaves of absence are unpaid leaves that are not granted in other leave of absence categories.

Personal leaves of absence will be granted at the discretion of an employee's manager. It must also be approved by human resources prior to the leave being taken or as soon as practicable thereafter. Employees must use all fixed benefits before qualifying for additional unpaid leave.

MISO will maintain group health coverage under the current elected group health plan for employees on an approved FMLA or approved non-FMLA leave, up to a maximum of twelve (12) weeks.

In the event an employee goes on Long Term Disability (LTD), the Company may maintain group health coverage under any existing group health plan for no more than an additional three (3) months, for a total of six (6) months coverage while on a leave of absence.

The employee will be responsible for making any other contributions to other benefit plans in which they normally participate. Arrangements for payments must be made with human resources prior to the commencement of the leave.

Abuse of Leave, Reimbursements during Leave and Failure to return

Leave misuse, abuse or fraud may result in corrective action and/or termination of employment. Employees are prohibited from working a second job while on any form of leave, including FMLA. Failure to return from any leave of absence as scheduled will be considered voluntary termination of employment by an employee.

SAFETY AND SECURITY

Physical Safety

It is MISO's guiding principle to provide a safe work setting and comply with all applicable federal, state, and local occupational safety laws and regulations. The safety of all workers is a primary concern to MISO management. Safety is an integral part of everyday operations and no work assignment is of such importance that the safety of employees or customers should be compromised.

Unsafe conditions or practices must be immediately reported to MISO management.

Report all unsafe conditions and accidents to your immediate manager or the Physical Security and Safety:

Location	Phone Number
Carmel Security Operations Center	(317) 249 – 5888
Carmel 720 Security Desk	(317) 249 – 2071
Sheridan Security Desk	(317) 846 – 3292
Eagan Security Desk	(651) 632 – 8400
Little Rock Security Desk	(501) 378 – 4104

If an injury or illness at work is so serious that medical attention is required, call 911 and contact the Physical Security and Safety team immediately, so assistance can be dispatched.

If an employee accidentally dials 911, the employee should not hang up. Remain on the line and inform the emergency services dispatcher of the error.

Emergencies such as fires or tornados have a much greater chance of causing serious injuries to personnel than do work-related injuries or illnesses. Employees should know what to do in emergency situations by being familiar with the building evacuation and severe weather/tornado procedures. Also, employees should always participate in company building evacuation and severe weather/tornado drills to enhance their personal awareness.

Safety Plans for Fire Protection, Hazardous Chemicals, and Blood Borne Pathogen Exposure Control can be found on MISOConnect (Controlled Documents).

On the Job Injuries

Despite good efforts to avoid them, accidents can still occur. If an employee becomes injured at work, regardless of the severity of the injury, they must report the incident to their manager

and human resources department immediately, as detailed below. A neglected injury can become a serious problem if not treated promptly. An employee must complete certain necessary medical forms and accident reports. Complete and timely documentation is necessary to expedite claim processing and to enable the Company to help assure a safe workplace.

If an employee sustains an injury, at an assigned job site, during scheduled working hours, while performing assigned duties, the employee should report to a treatment center preferred by MISO to handle employee injuries. Human resources will advise the employee of the preferred treatment center for each MISO office location.

If the Worker's Compensation claim is approved, the Workers' Compensation Carrier may direct care, if necessary. Employees who receive medical attention by a qualified physician and are not physically able to return to work may be eligible for Workers' Compensation leave.

Lost Time and Workers Compensation

MISO provides comprehensive workers' compensation insurance program at no cost to employees. This program covers injuries or illnesses sustained in the course and scope of employment that are deemed compensable. Subject to applicable legal requirements, workers' compensation insurance provides certain wage replacement benefits, subject to a statutory maximum.

Employees are expected to inform their manager and the human resources department as soon as reasonably possible but in no event later than leaving work or eight (8) hours after becoming aware that they believe they have sustained a work-related injury. No matter how minor an on-the-job injury may appear, it is important that it be reported in a timely manner. This will enable an eligible employee to qualify for coverage as quickly as possible.

The Company will provide eligible employees with up to ninety (90) days of "supplemental benefits", defined as a total of 90 days of supplemental pay for the same injury as described herein.

All employees entitled to workers' compensation benefits for compensable claims may receive from the carrier disability benefits (a/k/a "wage replacement") equal to sixty (66) 2/3 of their average weekly wage, subject to a statutory cap or maximum payment.

For up to ninety (90) supplemental benefit days following a compensable work-related injury, MISO will provide a supplement to these statutory disability benefit payments so that the employee will receive the equivalent of the gross amount of their base pay (or base hourly rate) for a forty (40)-hour workweek for full-time employees, prorated for part-time employees based on the average number of hours worked in the month preceding the date of injury.

No overtime or other forms of additional incentive payments will factor into these supplemental payments. After ninety (90) supplemental benefit days following the injury date, employees will not be eligible for further wage supplementation from the Company. Thus, the maximum amount of time for this wage supplementation or supplemental benefit for a compensable work-related injury from MISO is ninety (90) benefit days following the date of the injury, regardless of whether the employee is on continuous leave or intermittent leave.

These payments are in lieu of, and not in addition to, any benefit under the MISO Short Term Disability Procedure.

Security

MISO employees, contractors, visitors, and suppliers will always be required to wear their access badge on their outermost garment so that the access badge is easily visible. Employees must contact Physical Security & Safety immediately if they see anyone who does not have a valid access badge.

Immediately notify Physical Security & Safety if you have lost your access badge.

Do not “piggyback” or “tailgate” behind anyone when entering a secure or card reader-controlled area. Employees must present their access badge at all card reader-controlled doors. Employees in violation of this rule are subject to corrective action, and/or termination of employment.

If you need to acquire additional physical access, please first consult with your manager and then submit a request for additional access.

If you have authorized access to any Physical Security Perimeters, please follow all required visitor management procedures.

Do not allow anyone else to use your access badge for access into a secure or card reader-controlled area. Employees in violation of this rule are subject to corrective action, and/or termination of employment.

Visitors must be continuously escorted by MISO staff with authorized access inside all employee-only spaces.

Suspicious Activity

All MISO employees, interns, and contractors are charged with responsibility for recognizing and reporting suspected physical attacks and/or threats to Site Security. All employees, interns,

and contractors must, therefore, be observant of their respective work areas, as well as common areas such as hallways, bathrooms, break rooms, and parking lots.

Report all suspicious activity immediately to the location's Security Officers or contact the Security Operations Center at 317-249-5888.

Suspicious activity includes the following:

- Suspicious or unclaimed packages or other items/containers
- Suspicious phone calls or emails, such as those where an unfamiliar person attempts to obtain personal or work-related information or makes threatening statements.
- Unfamiliar persons in controlled areas without a visible access badge
- Individuals taking photos of any MISO locations
- Any individual wandering on MISO property or acting suspiciously
- Damaged security equipment such as cameras, card readers, or door hardware.
- Any MISO facility door not closing properly or propped open

For more information on identifying suspicious activity, please refer to the Physical Security and Safety page on MISOConnect.

Lost or Suspected Stolen Company Property

If an employee suspects MISO property has been stolen, the employee must notify a member of management, human resources, or physical security immediately.

If an employee has lost a company cell phone, iPad, laptop, or a personal device used to conduct MISO business that employee must immediately report it to their manager and to the ITOC at 317-249-5555 to have the device wiped clean. If an employee has lost any other company property, they must contact their manager as soon as possible to report the loss.

If an employee suspects personal property has been stolen, the employee should notify their manager and Physical Security who will involve local authorities as necessary.

Physical Security

If an employee is having a dispute or differences with another employee, the Company encourages them to discuss it with their manager or the human resources department before the situation escalates into potential violence.

MISO has adopted the following guidelines to deal with intimidation, threats or actual violence that might occur on any MISO premises. MISO does not allow employees to possess a weapon

or any weapon-related paraphernalia in a MISO facility. MISO also prohibits any threats to use a weapon or any weapon-related paraphernalia while on MISO's premises.

All employees, interns, consultants, contractors, vendors, and stakeholders should always be treated with courtesy and respect. Employees are expected to refrain from fighting, bullying, "horseplay," or other conduct that may be dangerous or threatening to others.

MISO will not tolerate conduct that threatens, bullies, intimidates, or coerces another employee, a customer, or a member of the public at any time, including after hours.

Safety and Violence Prevention

MISO has an Armed Aggressor Emergency Policy (PSS-PL-008) which provides guidelines for how MISO employees and contractors should respond in the event an armed aggressor enters MISO property. Individuals should ready themselves for an emergency by:

- Knowing all emergency exits, evacuation routes, Hiding Locations, and first aid cabinets in their area and all other areas of their facility.
- Understanding their options and survival strategies for an Armed Aggressor situation.
- Recognizing individuals demonstrating troubling behavior and reporting any suspicious behavior to human resources or to a member of the physical security and safety team.
- Being aware of their surroundings at all times.
- Complying with the response procedures of MISO security officers and local law enforcement personnel.

Please refer to the Armed Aggressor Response Procedure (PSS-OP-013) for further details.

All threats of (or actual) violence, either direct or indirect, or any other suspicious activities, should be reported in accordance with the Armed Aggressor Emergency Policy as soon as possible using the Complaint Procedure in this handbook. The Company will promptly and thoroughly investigate all reports. To maintain workplace safety and the integrity of its investigation, MISO may suspend an employee, either with or without pay, pending the conclusion of the investigation.

DEPARTING THE COMPANY

Separation of Employment

The separation of any employee is considered very serious and requires careful review. Accordingly, no manager is authorized to terminate any employee without prior review and approval. This review and approval will include at least two decision-makers: (1) a member of management, typically the employee's manager and (2) a representative of human resources. However, this in no way alters an employee's "at-will" status.

Exit Process

Although MISO hopes that employment with the company will be a mutually rewarding experience, it is understood that varying circumstances do cause employees to voluntarily resign employment. Should this time come, employees are asked to follow the guidelines below regarding exit procedures.

- Notice of resignation. Employees are encouraged to provide reasonable notice to facilitate a smooth transition out of the organization. A two week notice is ideal.
- Form of resignation notice. All resignations (including the effective date) must be sent in writing to the employee's manager and human resources, email is fine.
- Pay in lieu of notice. Human resources reserves the right to provide an employee with pay in lieu of notice in situations where job or business needs warrant. Such a decision should not be perceived as reflecting negatively on the employee, given that it may be due to a variety of reasons (such as moving to a Market Participant) not known to the individual or other employees.
- Exit interviews. Resigning employees will be scheduled for an exit interview with human resources. The exit interview will entail the following:
 - Confirm mailing address to ensure that benefit information and W2 are received in a timely manner
 - Collect all equipment in good working order (employees who fail to return any company property may be subject to legal proceedings on behalf of MISO)
 - Be reminded of the employee's ongoing obligation to maintain the confidentiality of MISO's information classified as confidential and/or protected information
 - Review benefits information (such as COBRA, Employment Verification, Vacation payout, etc.)
 - Provide an opportunity to discuss any questions or concerns
 - Once the exit interview is complete access will be turned off and the employee will be escorted out of the building/asked to log-off

Please note, in the event an employee terminates employment for any reason other than death, retirement, job elimination, or total disability prior to the date short-term incentive is paid, the employee shall have no right to receive payment of an incentive.

Rehire

Former employees may be eligible for rehire provided an appropriate position is available and the proper application process is followed. MISO retains the discretion to make hiring decisions, and previous employment with MISO does not guarantee that a former employee will be rehired for any position.

ADMINISTRATION

Responsibility of Human resources

The human resources department is responsible for ensuring that this Handbook is kept up to date, serving as its interpretive authority, and reviewing individual situations to ensure consistency of application. Human resources' recommendations will be referred to management for appropriate disposition.

Responsibility of Employee

Employees may be asked periodically to affirm their knowledge of and compliance with this Handbook. This will be done on at least an annual basis during the annual recertification process, at which time employees acknowledge their receipt of this employee Handbook in the online Learning Center. If an employee is a manager, he/she should periodically review this subject matter with their subordinates, stressing the need for a continuing commitment to these principles.

Each employee has specific responsibilities with respect to this Handbook. These include maintaining individual compliance, being alert to situations that could result in inadvertent actions that are improper and bringing violations to the attention of appropriate personnel. An employee should seek counsel of management if they have any doubts about their responsibilities.

Failure to Conform

An employee whose conduct fails to conform to this Employee Handbook or any other MISO policies or procedures may be subject to appropriate corrective action, and/or termination of employment.

Revision

Revisions may be made periodically to this Employee Handbook. Human resources is responsible for maintaining and updating all Employee Handbook changes. It is the responsibility of each employee to read and ensure an understanding of the updated Employee Handbook each year during the required annual recertification process. If employees have

questions about anything found in the Handbook, they should reach out to their manager or HR Business Partner for clarification.

A current version of the Employee Handbook is available electronically to all employees on MISOConnect.

References

Additional information and specific policies mentioned in the Employee Handbook may be found on MISOConnect in the controlled documents folder under the Library tab.

Disclaimer

This document is prepared for informational purposes only to support the application of the provisions of the MISO Tariff and the services provided thereunder. MISO may revise or terminate this document at any time at its discretion without notice. However, every effort will be made by MISO to update this document and inform its users of changes as soon as practicable. Nevertheless, it is the user's responsibility to ensure you are using the most recent version of this document in conjunction with the MISO Tariff and other applicable procedures, including, but not limited to, the applicable NERC Reliability Standards as they may be revised from time to time. In the event of a conflict between this document and the MISO Tariff, the MISO Tariff will control and nothing in this document shall be interpreted to contradict, amend, or supersede the MISO Tariff. MISO is not responsible for any reliance on this document by others, or for any errors or omissions or misleading information contained herein.

Number	Reason for Issue	Revised By	Effective Date
HR-PL-013-r21	<p>Added:</p> <ul style="list-style-type: none"> • Departing The Company • Performance Management and Career Development • Reference to the Information Protection Policy <p>Updated:</p> <ul style="list-style-type: none"> • Commitment To Diversity • Dress for your Day • Employee Documentation • Part-Time Benefits • MISOConnect replaced the GRID • Management Responsibilities 	L. Mullenbach	JAN-01-2022
HR-PL-013-R20	<p>Updated:</p> <ul style="list-style-type: none"> • Workforce Adaptability 	M. Lake	AUG-16-2021
HR-PL-013-R19	<p>Updated:</p> <ul style="list-style-type: none"> • Dress for your Day • Workforce Adaptability 	L. Mullenbach	JUN-01-2021
HR-PL-013-R18	<p>Updated:</p> <ul style="list-style-type: none"> • Accrued Vacation Donation Benefit • Authorization to Sign Contracts • Disability Accommodations • Employment of Relatives • Internet/Social Media Usage • Payroll Information • Political Participation • The Work Number • Tuition Reimbursement • Vacation • Violence Prevention (Safety and Security) • Working Hours <p>Removed:</p> <ul style="list-style-type: none"> • Direct Deposit – Pre-Note • First Positive Confirmatory Test Result • Reporting Impairment Due to Use of Prescription Drugs 	L. Mullenbach	JAN-01-2021

	<ul style="list-style-type: none"> • Subsequent Positive Confirmatory Test Result • Treatment Program Testing (Minnesota Employees Only) 		
HR-PL-013-R17	Updated: <ul style="list-style-type: none"> • Inserted Core Values • Inserted Integrity – Doing The Right Thing • Updated Drug & Alcohol Policy 	L. Mullenbach	JAN-01-2020
HR-PL-013-R16	Updated: <ul style="list-style-type: none"> • Separation of Anti-Harassment & Bullying policy • Addition of Accrued Vacation Donation • Addition of Retirement Benefits Under Rule of 70 • Personal Information Changes • 401(k) • Reference to additional safety plans • Addition of State-specific Parenting Leaves 	L. Mullenbach	JAN-01-2019
HR-PL-013-R15.1	Updated: <ul style="list-style-type: none"> • Internet/Social Media Usage • Standards of Conduct paragraph 	L. Mullenbach	JUL-15-2018
HR-PL-013-R15	Updated: <ul style="list-style-type: none"> • Re-arrangement of content to improve the flow and tone • Content update to remove redundancy • Updates headings for some topics • Company Issued Electronic Devices • Employment Verification and References • Addition of part-time benefits – vacation and sick time • Standards of Conduct – addition of intentional destruction of MISO property • Personal Use of Social Media • Employee Address Changes • Flexible Work Arrangements 	L. Mullenbach	JAN-01-2018

	<ul style="list-style-type: none"> • Lost Time and Workers Compensation • 401(k) Plan • Removed the Code of Business Ethics Policy from Appendix 		
HR-PL-013-R14	<p>Updated:</p> <ul style="list-style-type: none"> • Anti-Harassment & Bullying Policy and Complaint Procedure • Clean Air Workplace • Community Service Leave • Contacts with External Parties, Including Courts and State and Federal Agencies • Discharge • Dress At Work • Flexible Work Arrangements • Management Responsibilities • Telecommuting • Working Hours <p>Added to Appendix:</p> <ul style="list-style-type: none"> • Code of Business Ethics Policy 	L. Mullenbach	JAN-01-2017
HR-PL-013-R13	<p>Updated:</p> <ul style="list-style-type: none"> • Updated Welcome to MISO • Updated Equal Employment Opportunity • Updated Integrity & Ethics • Updated Confidentiality • Updated Complaint Procedure • Updated Reporting Violations • Updated Anti-Harassment & Bullying Policy and Complaint Procedure • Updated Violence Prevention Policy • Updated Reporting Procedures for Lost or Suspected Stolen Property • Updated Reasonable Accommodation Requests • Updated Clean Air Workplace • Updated Standards of Conduct • Updated Political Participation • Updated Use of Photograph, Video, and Audio Footage 	M. Lake	JAN-01-2016

	<ul style="list-style-type: none"> • Updated Release of Personal Information • Updated Outside Employment • Updated Internal Hiring Process • Updated Drug and Alcohol Policy/Drug and Alcohol Testing Policy • Updated Flexible Work Week • Updated Attendance • Updated Telephone Usage • Updated Internet and Electronic Communications Systems (E-Mail) Usage • Updated Personal Use of Social Media • Updated Use of Company Provided Electronic Devices • Updated Sick Time • Updated Vacation • Updated Tuition Reimbursement • Updated Family and Medical Leave • Updated Military Leave • Updated School Appearance Leave • Removed Sabbatical • Updated Abuse of Leave and Failure to Return from Leave • Updated Administration • Updated Revision 		
HR-PL-013-R12	<p>Updated:</p> <ul style="list-style-type: none"> • Updated Welcome to MISO • Updated Equal Employment Opportunity • Updated Integrity & Ethics • Updated Confidentiality • Updated Dress at Work • Updated Complaint Procedure • Updated Reporting Violations • Updated Anti-Harassment & Bullying Policy and Complaint Procedure • Updated Violence Prevention Policy • Updated Reporting Procedures for Lost or Suspected Stolen Property 	M. Lake	JAN-01-2015

	<ul style="list-style-type: none"> • Updated Reasonable Accommodation Requests • Updated Smoke-Free Workplace • Updated Personnel Files • Updated Use of Photograph, Video, and Audio Footage • Updated Outside Employment • Updated Corrective Action Policy • Updated Rehire • Updated Drug and Alcohol Policy/Drug and Alcohol Testing Policy • Updated Authorization to Sign Contracts • Updated Records Retention • Updated Telecommuting • Updated Flexible Work Week • Updated Attendance • Updated Emergency Closings • Updated Discharge • Updated Payroll Information • Added Wage Disclosure Protection (Minnesota Employees) • Updated Direct Deposit • Updated Telephone Usage • Updated Internet and Electronic Communications Systems (E-Mail) Usage • Updated Personal Use of Social Media • Updated Employee Benefits • Updated Eligibility and Participation • Removed Benefit Plans • Updated COBRA Insurance • Updated 410(k) Plan • Updated Profit Sharing Program • Updated Short-Term Disability Plan • Updated Long-Term Disability Plan • Updated Sick Time • Updated Observed Holidays • Updated Tuition Reimbursement • Updated Relocation Benefits 		
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	<ul style="list-style-type: none"> • Removed Fitness Center Rules • Added Abuse of Leave and Failure to Return • Updated Family and Medical Leave • Updated Leave Due to Required Court Proceedings • Updated Bereavement Leave • Updated Jury Duty Leave • Updated Occasional Time Off • Updated Sabbatical • Updated Safety • Updated Security • Updated Sabotage • Updated On the Job Injuries • Updated Administration • Updated Revision • Updated References • Updated Appendix A – Drug and Alcohol Testing Consent Form 		
HR-PL-013-R11	<p>Updated:</p> <ul style="list-style-type: none"> • Updated Terms of Employment • Updated Integrity & Ethics • Updated Confidentiality • Updated Ownership and Confidentiality of Proprietary Information • Updated Dress at Work • Updated Complaint Procedure • Updated Reporting Violations • Updated Anti-Harassment Policy and Complaint Procedure • Updated Violence Prevention Policy • Updated Procedures for Lost or Suspected Stolen Property • Revised and updated Life-Threatening Illnesses to Reasonable Accommodation • Updated Smoke-Free Workplace • Updated Emergency Responsibilities • Updated Standards of Conduct 	M. Lake	JAN-01-2014

	<ul style="list-style-type: none"> • Updated Personnel Files • Updated Use of Photograph, Video, and Audio Footage • Updated Employment of Relatives • Updated Employment of Employees of Independent Auditors • Updated Internal Hiring Process • Added Rehire section (29) • Updated Drug and Alcohol Policy/Drug and Alcohol Testing Policy • Updated Records Retention • Updated Telecommuting • Updated Working Hours • Updated Flexible Work Week • Updated Emergency Closings • Updated Payroll Information • Updated Telephone Usage • Updated Internet and Electronic Communications System (E-mail) Usage • Updated Personal Use of Social Media • Updated Use of Company Provided Electronic Devices • Updated Laptop Policy & Tips • Updated Eligibility and Participation • Updated Benefit Plans • Updated Tuition Reimbursement • Updated Long-Term Disability Plan • Updated Relocation Benefits • Updated Additional Unpaid Leave • Updated Safety • Updated Security • Updated On the Job Injuries • Updated Administration • Updated Midcontinent Independent System Operator, Inc. to Midcontinent Independent System Operator, Inc. • Remove VP of Information Services 		
HR-PL-013-R10	Updated:	M. Lake	JAN-01-2013

	<ul style="list-style-type: none"> • Updated Equal Employment Opportunity • Updated Integrity & Ethics • Updated Confidentiality • Updated Ownership & Confidentiality of Proprietary Information • Updated Smoke-Free Workplace • Updated Political Participation • Updated Use of Photograph, Video & Audio Footage • Updated Release of Personal Information • Updated Request for Information • Updated Attendance • Updated Discharge • Updated Telephone Usage • Updated Internet & Electronic Communications System (E-mail) Usage • Added Personal Use of Social Media Section (44) • Updated Laptop Policy & Tips • Updated Eligibility & Participation • Updated Benefit Plans • Updated Retirement Plan • Updated Short Term Disability Plan • Updated Vacation • Updated Relocation Benefits • Updated FMLA • Updated Safety • Updated Sabotage • Updated Appendix C • Updated Annual Review 		
HR-PL-013-R9	Updated: <ul style="list-style-type: none"> • Updated Equal Employment Opportunity • Updated Dress at Work • Updated Standards of Conduct • Updated Political Participation 	M. Lake	JUN-01-2012

	<ul style="list-style-type: none"> • Updated Drug and Alcohol Testing Policy • Updated Telephone Usage • Updated Family and Medical Leave Act • Updated Military Leave • Added Sabotage Section (72) • Updated On the Job Injuries • Updated Appendix C • Annual Review 		
HR-PL-013-R8	<p>Updated:</p> <ul style="list-style-type: none"> • Updated Commitment to Diversity • Updated Confidentiality • Updated Complaint Procedure • Updated Reporting Violation • Updated Anti-Harassment Policy and Complaint Procedure • Updated Reporting Procedures for Lost or Suspected Stolen Property • Updated Standards of Conduct • Updated Employment of Employees of Independent Auditors • Updated Corrective Action Policy • Updated Drug and Alcohol Policy/Drug and Alcohol Testing Policy • Updated Records Retention • Updated Emergency Closings • Updated Discharge • Updated Payroll Information • Updated Personal Information Changes • Updated Direct Deposit • Updated Telephone Usage • Updated Use of Company Provided Electronic Devices • Updated Laptop Policy & Tips • Updated Eligibility & Participation • Update Benefits Plan • Update COBRA Insurance • Update Long-Term Disability Plan • Update Sick Time 	M. Lake	JAN-01-2012

	<ul style="list-style-type: none"> • Update Observed Holidays • Update Vacation • Update Family and Medical Leave • Update Additional Unpaid Leave • Update Occasional Time Off • Updated Community Service Leave • Update Sabbatical • Update Safety • Update Security • Update On the Job Injuries • Update Lost time and Workers Compensation • Updated Administration • Update Revision • Update Appendix C 		
HR-PL-013-R7	Updated: <ul style="list-style-type: none"> • Updated Anti-Harassment Policy and Complaint Procedure • Updated Violence Prevention • Added St. Paul Police Dept. Information • Added home-based workstations • Updated Community Service Leave • Updated Appendix C 	M. Lake	JUN-01-2011
HR-PL-013-R6	Updated: <ul style="list-style-type: none"> • Updated Confidentiality • Updated Relocation Benefits • Updated School Appearances Leave • Updated Community Service Leave • Updated Appendix C 	G. Powell	JAN-01-2011
HR-PL-013-R5	Updated: <ul style="list-style-type: none"> • Updated Complaint Procedure • Updated Reporting Violations • Updated Appendix C 	G. Powell	AUG-25-2010
HR-PL-013-R4	Updated: <ul style="list-style-type: none"> • Updated Confidentiality • Updated Violence Prevention Policy • Updated Standards of Conduct • Updated Personnel Files 	P. Kuhn	JUN-30-2010

	<ul style="list-style-type: none"> • Updated Release of Personal Information • Updated Drug & Alcohol Policy/Drug & Alcohol Testing Policy • Updated Records Retention • Updated Observed Holidays • Updated Vacation • Updated FMLA • Updated Safety • Added Security • Updated Appendix C 		
HR-PL-013-R3	Updated: <ul style="list-style-type: none"> • N/A 	P. Kuhn	JAN-01-2010
HR-PL-013-R2	Updated: <ul style="list-style-type: none"> • Updated Human resources Contact • Updated Request for Information • Updated Use of Photograph, Video, and Audio Footage • Removed Use of Image and Audio Recording Equipment Policy • Updated Telecommuting • Updated Telephone Usage • Updated Internet and Electronic Communications Systems Usage • Updated Usage of Company Computers • Updated Laptop Policy & Tips • Updated Long-Term Disability Plan • Updated Sick Time • Updated Observed Holidays • Updated Vacation Time • Updated Tuition Reimbursement • Added Fitness Center Rules • Updated School Appearance Leave • Updated Additional Unpaid Leave • Updated Revision • Updated Appendix B Title • Update Appendix C • Removed Code of Business Ethics 	P. Kuhn	JAN-01-2010
HR-PL-013-R1	Updated:	P. Kuhn	JAN-01-2009

	<ul style="list-style-type: none"> • Updated unacceptable business attire • Updated Anti-Harassment Policy and Complaint Procedure • Updated Corrective Action Policy • Updated Observed Holidays • Updated Vacation • Updated Family and Medical Leave • Updated Appendix C and D • Updated Appendix C and D 		
HR-PL-013	Updated: <ul style="list-style-type: none"> • Converted to the Controlled Document template • Updated Family and Medical Leave and Military Leave Sections • Deleted Affirmative Action • Added Appendix "D" • Removed Travel and Expense Reimbursement Policy 	P. Kuhn	JUL-31-2008