

**TEAM MEMBER HANDBOOK**



**EFFECTIVE: JANUARY 2024**

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## INTRODUCTION

### **WELCOME TO KEY 360 SUPPORT SERVICES, LLC!**

We're very happy to welcome you to our company. Thanks for joining us! The company would like you to feel that your employment with us will be mutually beneficial and enjoyable.

You are joining an organization that has established an outstanding reputation for quality products and services. Credit for this goes to every one of our employees and we hope that you will find satisfaction and take pride in your work here.

### **HISTORY**

#### Building for the Future

As with any business, revenues are an absolute necessity for maintaining jobs and building for the future. Rather than look at generating sales and revenue as an "undesirable task", we look at it as a "must" situation. How do we continue to generate revenues to ensure a secure future and continued opportunities for all team members? With teamwork. Together we must meet the challenges we face on a daily basis.

In general, we have mentioned benefits, responsibilities and operations. We have saved the most crucial component of this business for last – you.

### **MISSION AND VISION**

The company provides a continuum of needs-based support services for individuals with intellectual and developmental disabilities. Our dedicated, certified staff implement individualized programming with the goal of maximizing skill development, independence and integration into community life.

### **CORE VALUES**

At all times, you represent the company, and it is up to each one of you to take this responsibility seriously. This company exists with your joint efforts. Don't underestimate your contribution to it. A great many people outside the business who invest their time, money and faith in us are part of that equation. They are the individuals we support. They will determine how fast we grow, how many people we will employ, how much service we render and the profit we make. In order to retain these service recipients, we want to ensure that our good service continues by always providing them with high quality services. Working together and working well provides us with a bright future and with the most important commodity, a good reputation.

### **HANDBOOK PURPOSE**

This employee handbook is presented as a matter of information and has been prepared to inform employees about the company's philosophy, employment practices, policies, and the benefits provided to our valued employees, as well as the conduct expected from them. While this handbook is not intended to be a book of rules and regulations or a

contract, it does include some important guidelines which employees should know. Except for the at-will employment provisions, the handbook can be amended at any time.

This employee handbook will not answer every question employees may have, nor would the company want to restrict the normal question and answer interchange among us. It is in our person-to-person conversations that we can better know each other, express our views, and work together in a harmonious relationship.

We hope this guide will help employees feel comfortable with us. The company depends on its employees; their success is our success. Please don't hesitate to ask questions. Every manager will gladly answer them. We believe employees will enjoy their work and their fellow employees here. We also believe that employees will find the company a good place to work.

No one other than authorized management may alter or modify any of the policies in this employee handbook. No statement or promise by a supervisor, manager, or designee is to be interpreted as a change in policy, nor will it constitute an agreement with an employee.

Should any provision in this employee handbook be found to be unenforceable and invalid, such a finding does not invalidate the entire employee handbook, but only the subject provision. Nothing in this handbook is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act (NLRA) or be incompatible with the NLRA.

We ask that employees read this guide carefully, become familiar with the company and our policies, and refer to it whenever questions arise.

## EMPLOYMENT

### EQUAL EMPLOYMENT

It is the policy of the company to provide equal employment opportunities to all qualified individuals and to administer all aspects and conditions of employment without regard to the following:

- Race
- Traits associated with race, including hair texture and hairstyle
- Color
- Age
- Sex
- Sexual orientation
- Gender
- Gender identity
- Religion
- National origin
- Pregnancy
- Physical or mental disability
- Military or veteran status
- Citizenship and/or immigration status
- Genetic information, including family medical history
- Child or spousal support withholding
- Wage garnishment for consumer debt
- Marital status
- Receipt of public assistance
- Local human rights commission activity
- Use of lawful consumable products off the premises and outside of work hours
- Any other protected class, in accordance with applicable federal, state, and local laws

The company takes allegations of discrimination, intimidation, harassment and retaliation very seriously and will promptly conduct an investigation when warranted.

Equal employment opportunity includes, but is not limited to, employment, training, promotion, demotion, transfer, leaves of absence and termination.

### BACKGROUND CHECKS

The company may conduct a background check on any applicant or employee with their signed consent. The background check may consist of prior employment verification, reference checks, education confirmation, criminal background, credit history, or other information, as permitted by law. Third-party services may be hired to perform these checks. All offers of employment and continued employment are contingent upon a satisfactory background check. Refusal to consent to a background check may result in discipline, up to or including termination.

### AT-WILL NOTICE

The employment relationship between the company and employees is at-will. This means that employees are not hired for any specified period of time and their employment may be terminated at any time, with or without cause, and with or without notice, by either the company or the employee. Company policy requires that all employees are at-will;

any implied, oral, or written agreements or promises to the contrary are void and unenforceable, unless approved by an officer with the power to create an employment contract. There is no implied employment contract created by this Handbook or any other company document or written or verbal statement or policy.

#### **ANNIVERSARY DATE AND SENIORITY**

The employee's date of hire is their official employment anniversary date. Seniority is the length of continuous service starting on that date. Should an employee leave the company and then be rehired, previously accrued seniority will be lost and seniority will begin to accrue again on the date of rehire. With the exception of certain protected leaves and paid time off, seniority does not accrue during leaves of absence that exceed 30 calendar days.

#### **IMMIGRATION LAW COMPLIANCE**

All employees are required to complete Section 1 of Form I-9 on their first day of employment, and produce, within three business days, acceptable proof of their identity and eligibility to work in the United States. Failure to produce the proper identifying documents within three days will result in termination.

#### **INTRODUCTORY PERIOD**

The employee's first 60 days of employment with the company are considered an introductory period. This introductory period will be a time for getting to know fellow employees, managers and the tasks involved in the position, as well as becoming familiar with the company's products and services. The supervisor or manager will work closely with each employee to help them understand the needs and processes of their job.

This introductory period is a try-out time for the employee and the company. During this introductory period, the company will evaluate employees' suitability for employment and employees can evaluate the company as well. At any time during this first 60 days, employees may resign. If, during this period, employee work habits, attitude, attendance, performance or other relevant factors do not measure up to our standards, the company may terminate employment.

At the end of the introductory period, the supervisor or manager will discuss each employee's job performance with them. During the course of the discussion, employees are encouraged to give their comments and ideas as well.

Completion of the introductory period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for cause. Completion of the introductory period also does not imply that employees now have a contract of employment with the company, other than at-will. Successful completion of the introductory period does not alter the at-will employment relationship.



A former employee who has been rehired after a separation from the company of more than one year is considered an introductory employee during their first 60 days following rehire.

#### **EMPLOYMENT CLASSIFICATIONS**

The company has established the following employee classifications for compensation and benefit purposes only. An employee's supervisor or manager will inform the employee of their classification, status, and responsibilities at the time of hire, re-hire, promotion or at any time a change in status occurs. These classifications do not alter the employment at-will status.

##### Regular Full-Time Employee

An employee who is scheduled to work no less than 100% of the scheduled work hours in a workweek on a fixed work schedule (not less than 36 hours). The employee may be exempt or non-exempt and is generally eligible for all employment benefits offered by the company.

##### Regular Part-Time Employee

An employee who is scheduled to work less than 36 hours in a workweek and may be eligible for some benefits.

##### Temporary Employee

An employee who is scheduled to work on a specific need of the company. The employee will not receive any benefits unless specifically authorized in writing.

##### Exempt

Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law and who are exempt from overtime pay requirements. The basic premise of exempt status is that the exempt employee is to work the hours required to meet their work responsibilities.

##### Non-Exempt

Employees whose positions do not meet FLSA and state exemption tests and who are paid a multiple of their regular rate of pay for overtime hours worked. Unless notified otherwise in writing by management, all employees of the company are non-exempt.

#### **PERSONNEL RECORDS**

The company maintains various employment files while an individual remains an employee of the company. Such files may include employee personnel files, attendance files, I-9 files, and files for medical purposes. Employees are required to notify their manager should any of their personal information change (e.g., address, phone number, last name) so the appropriate updates can be made to the files. The company will take reasonable precautions to protect employee files and employees' personally identifiable information in its records.

Employee files are restricted based on who reasonably needs access to all or parts of the files. Employees may review their own personnel file by making a written request to their manager or Human Resources. The written request will become a part of the employee's personnel file. Review of files must take place in the presence of the employee's manager or Human Resources.

#### **EMPLOYEE REFERENCES**

All employee reference check requests should be forwarded to Human Resources; only authorized members of management or Human Resources may provide this information. When the company is contacted for a reference check or employment verification, generally only positions held and dates of employment will be confirmed. In some circumstances, past salary and eligibility for rehire may be provided as well.

#### **JOB TRANSFERS**

The company aspires to promote qualified internal candidates to fill open positions whenever possible and practical. When job openings occur, current employees are encouraged to apply.

Management reserves the right to place an employee in whatever job it deems useful or necessary. All job transfers, reassignments, promotions, or lateral transfers are at the discretion of the company.

#### **EMPLOYMENT OF RELATIVES**

The company does not have a general prohibition against hiring relatives. However, an employee will generally not be hired, transferred, or promoted into a position where they will be managed, directly or indirectly, by a family member or romantic partner. Other factors may also be considered when hiring a relative or romantic partner of a current employee, placing them in a particular position, or creating reporting relationships. The company may transfer an employee or otherwise change their employment status at any time for any reason, including to avoid the appearance of favoritism or other conflict of interest.

## CONDUCT AND BEHAVIOR

### GENERAL CONDUCT GUIDELINES

Employees are expected to exercise common sense and courtesy at all times, for the benefit of service recipients, co-workers, and the company as a whole. Professionalism is expected, as is respect for the safety and security of people and property. Failure to meet these expectations may be grounds for discipline, up to and including termination. The following are examples of unacceptable conduct, but this is not an exhaustive list.

- Failure to follow the policies outlined in this handbook.
- Failure to meet job expectations outlined in the employee's Job Description.
- Negligent, careless, or inconsiderate treatment of service recipients or their information.
- Theft, misappropriation, or unauthorized possession or use of any property that does not belong to the employee.
- Unauthorized removal of company property from the premises.
- Sharing trade secrets or other confidential business information with anyone who does not have an official need to know.
- Accessing, without authorization, confidential information pertaining to service recipients or employees.
- Falsifying or changing any type of company, service recipient, or employee document or record without authorization.
- Willfully, negligently, or carelessly damaging, defacing, or mishandling property of the company, a service recipient, or an employee.
- Taking or giving bribes of any nature.
- Entering company premises without authorization.
- Violating security, safety, or fire prevention regulations, or tampering with safety equipment.
- Unauthorized use of a personal vehicle for company business.
- Conduct that is illegal under federal, state, or local law.
- Creating a disturbance on company premises.
- Use of abusive language.
- Any rude, discourteous, or unbusinesslike behavior, on or off company premises, which is not protected by Section 7 of the National Labor Relations Act and that adversely affects the company services, operations, property, reputation, or goodwill in the community, or interferes with work.
- Insubordination or refusing to follow instructions from a supervisor or manager; refusal or unwillingness to accept a job assignment or to perform job requirements.
- Leaving during scheduled work hours without permission; unauthorized absence from assigned work area during regularly scheduled work hours.
- Sleeping during regular working hours.
- Recording time for another employee or having time recorded by another employee.
- Use or possession of illegal drugs on company premises at any time.

- Use of alcohol or illegal drugs during working hours, or working under the influence of intoxicants.
- Unauthorized possession of a weapon on company premises.
- Illegal gambling on company premises.
- Soliciting, collecting money, vending, and posting or distributing bills or pamphlets during working hours in work areas. Such activity by employees during non-working time, including meal and rest periods, is not restricted so long as such activity does not interfere with the regular operation of business, is orderly, lawful, in good taste, conducted in an orderly manner, and does not create a safety hazard or a mess. Non-employees are prohibited from all forms of solicitation on company property at all times.

#### **SEXUAL AND OTHER UNLAWFUL HARASSMENT**

The company is committed to providing a work environment free of harassment in any form, including inappropriate and disrespectful behavior, intimidation, and other unwelcome conduct directed at an individual because of their inclusion in a protected class. Applicable federal and state law defines harassment as unwelcome behavior based on someone's inclusion in a protected class. Sometimes language or actions that were not expected to be offensive or unwelcome actually are, so employees should err on the side of being more sensitive to the feelings of their co-workers rather than less.

The following are examples of harassment; behaviors not in this list may also be considered harassment:

- Unwanted sexual advances;
- Offering employment benefits in exchange for sexual favors;
- Retaliation or threats of retaliation for refusing advances or requests for favors;
- Leering, making sexual gestures or jokes, or commenting on an employee's body;
- Displaying sexually suggestive content;
- Displaying or sharing derogatory posters, photographs, or drawings;
- Making derogatory epithets, or slurs;
- Ongoing teasing about an employee's religious or cultural practices;
- Ongoing teasing about an employee's sex, sexual orientation, or gender identity;
- Physical conduct such as touching, assault, or impeding or blocking movements

Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by a manager, or harassment by persons doing business with or for the company, such as support team members or vendors.

#### **Retaliation**

Any form of retaliation against someone who has expressed concern about any form of harassment, refused to partake in harassing behavior, made a harassment complaint, or cooperated in a harassment investigation, is strictly prohibited. A complaint made in good faith will under no circumstances be grounds for disciplinary action. Individuals who make

complaints that they know to be false may be subject to disciplinary action, up to and including termination.

### Enforcement

All managers and supervisors are responsible for:

- Implementing the company's harassment policy;
- Ensuring that all employees they supervise have knowledge of and understand the company policy;
- Reporting any complaints of misconduct to the Administrative Team, so they may be investigated and resolved internally;
- Taking and/or assisting in prompt and appropriate corrective action when necessary to ensure compliance with the policy; and
- Conducting themselves in a manner consistent with the policy.

### Addressing Issues Informally

Employees who witness offensive behavior in the workplace - whether directed at them or another employee - are encouraged, though not required, to immediately address it with the employee whose behavior they found offensive. An employee who is informed that their behavior is or was offensive should stop immediately and refrain from that behavior in the future, regardless of whether they agree that the behavior could have been offensive.

### Harassment Complaint Procedure

Employees are encouraged to use the Complaint Procedure to report behavior that they feel is harassing, whether or not that behavior is directed at them. The Complaint Procedure provides for immediate, thorough, and objective investigation of claims of harassment. Appropriate disciplinary action will be taken against those who are determined to have engaged in harassing behavior.

### **ABUSIVE CONDUCT**

Abusive conduct means malicious conduct in the workplace that a reasonable person would find hostile or offensive and unrelated to an employer's legitimate business interests. Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the sabotage or undermining of a person's work performance. A single act will generally not constitute abusive conduct, unless especially severe.

The company considers abusive conduct in the workplace unacceptable and will not tolerate it under any circumstances. Employees should report abusive conduct to a manager or Human Resources. Managers are responsible for ensuring that employees are not subjected to abusive conduct. All reports will be treated seriously and investigated when appropriate. Employees who are found to have engaged in abusive conduct will be

subject to discipline, up to and potentially including termination. Retaliation against an employee who reports abusive conduct or verifies that it took place is strictly prohibited.

#### **COMPLAINT PROCEDURE**

The company has established a procedure for a fair review of complaints related to any workplace controversy, conflict, or harassment. Employees may take their complaint directly to the person or department listed in Step 2 if the complaint is related to their supervisor or manager or if the employee feels the supervisor or manager would not provide an impartial resolution to the problem.

##### Step 1

The complaint should be submitted orally or in writing to a supervisor or manager within three working days of the incident or as soon as possible. Sooner is better, as it will assist in a more accurate investigation, but complaints will be taken seriously regardless of when they are reported. Generally, a meeting will be held within three business days of the employee's request, depending upon scheduling availability. Attempts will be made to resolve the issue during the meeting, but regardless of whether there is an immediate resolution, the supervisor or manager will give the employee a written summary of the meeting within three business days. Resolution may take longer if further investigation of the complaint is required. If the employee is not satisfied with the resolution, they may proceed to Step 2.

##### Step 2

The employee may submit an oral or written request for review of the complaint and Step 1 resolution to the Administrative Team or a designated investigator. This request should be made within three working days following the receipt of the Step 1 resolution. The Administrative Team or the designated investigator will review the complaint and resolution and may call an additional meeting to explore the problem. If warranted, additional fact-finding will be undertaken. A final decision will be rendered within 10 working days after receiving the Step 2 request, and a written summary of the resolution will be provided to the employee who filed the complaint.

#### **CORRECTIVE ACTION**

A high level of job performance and professionalism is expected from each employee. In the event that an employee's job performance does not meet the standards established for the position, they violate company policies or procedures, or their behavior is otherwise unacceptable, corrective action may ensue. Corrective action may include, but is not limited to coaching, oral or written warnings, performance improvement plans, paid or unpaid suspension, demotion, and termination. The type and order of actions taken will be at management's sole discretion and the company is not required to take any disciplinary action before making an adverse employment decision, including termination.

## **COMPENSATION**

### **PAY PERIODS**

The standard seven-day payroll workweek for the company will begin at 12:00 a.m. on Sunday. The designated pay period for all employees is bi-weekly. Paydays are every other Friday. Except as otherwise provided, if any date of paycheck distribution falls on a holiday, employees will be paid on the preceding scheduled workday.

### **TIMEKEEPING**

All non-exempt employees are required to use the timekeeping system to record their hours worked. For the purpose of this policy, all forms of timekeeping will be referred to as clocking in or out.

Employees should clock in no sooner than five minutes before their scheduled shift and clock out no later than five minutes after their scheduled shift. Additionally, employees are required to clock in and out for their designated lunch periods. The length of the lunch period will be designated by the employee's manager; alteration or waiver of the lunch period requires manager approval. Lunch periods are unpaid time when employees are relieved of all duties. Waiver of the lunch period requires prior approval of the employee's manager. Under no circumstance may the waiver of the lunch period result in overtime work.

Accurate timekeeping is a federal and state wage and hour requirement, and employees are required to comply. Failing to enter time into the timekeeping system in an accurate and timely manner is unacceptable job performance. Employees may not ask another employee to clock in or out for them. Should an employee miss an entry into the timekeeping system, they must notify their manager as soon as possible for correction.

Non-exempt employees are not permitted to work unscheduled time without prior authorization from their manager. This includes clocking in early, clocking out late, or working through scheduled break or lunch periods.

### **OVERTIME**

The company complies with all applicable federal and state laws with regard to payment of overtime work. Non-exempt employees are paid overtime at the rate of one and one-half times the regular rate of pay for all hours worked over 40 in a workweek.

Employees are required to work overtime when assigned. Any overtime worked must be authorized by a supervisor or manager, in advance. Working unauthorized overtime or the refusal or unavailability to work overtime is not acceptable work performance, and is subject to discipline, including but not limited to termination.

### **PAYROLL DEDUCTIONS**

The company complies with the salary basis requirements of the Fair Labor Standards Act (FLSA) and does not make improper deductions from the salaries of exempt employees. There are, however, certain circumstances where deductions from the salaries of exempt employees are permissible. Such circumstances include:

- When an exempt employee is absent from work for one or more full days for personal reasons other than sickness or disability
- When an exempt employee is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide sick leave plan that provides compensation for salary lost due to illness
- To offset amounts received as witness or jury fees, or for military pay
- For disciplinary suspensions of one or more full days imposed in good faith for serious workplace policy violations
- For penalties imposed in good faith for serious safety infractions
- When an employee is on unpaid leave under the Family Medical Leave Act
- During an employee's first and last week of employment, if they work less than a full week

If an employee believes that an improper deduction has been made, they should immediately report this to their manager or the person responsible for payroll processing. Reports will be promptly investigated and if it is determined that an improper deduction has occurred, the employee will be promptly reimbursed.

### **PAY ADJUSTMENTS, PROMOTIONS AND DEMOTIONS**

All pay increases are based upon merit, market factors, and the profitability of the company. There may not be an automatic annual cost of living or salary adjustment. Employee pay also may be adjusted downward. Salary decreases may take place when there is job restructuring, job duty changes, job transfers, or adverse business economic conditions. Demotion is a reduction in responsibility, usually accompanied by a reduction in salary. If demotion occurs, employees will maintain their seniority with the company.

### **PERFORMANCE EVALUATION**

Employees will generally receive an appraisal of their job performance annually. This evaluation may be either written or oral. Such evaluation may not occur at exactly the same time each year, but thereabout, at the discretion of the employee's manager.

If the employee receives an evaluation sheet or other written document, they will be required to sign it. An employee's signature does not necessarily indicate that the employee agrees with all the comments, but that they have been given the opportunity to examine the evaluation and discuss it with their manager. The completed and signed evaluation form will be placed in the employee's personnel file and the employee will receive a copy of the performance evaluation.



In addition to performance evaluations, informal counseling sessions may be conducted from time to time.

#### **WORK ASSIGNMENTS**

On occasion employees may be required to perform duties that are not part of their job description or usual tasks. This may happen because a co-worker is absent, a position is temporarily vacant, the business or department is particularly busy, or for other reasons. Employees are expected to perform these additional duties in a timely fashion and to the best of their ability. Should questions about process or procedure arise, employees should speak with their manager. Unless informed otherwise, employees will be paid at their regular rate of pay.

#### **EXPENSE REIMBURSEMENT**

The company will cover all reasonable, business-related expenses. Any cost that does not fall within the guidelines below must be approved by the appropriate manager *before* the expense is incurred. Employees may not be reimbursed for expenses that were not approved in advance and are deemed unnecessary or extravagant.

The following types of expenses may be reimbursable under this policy:

- Lodging
- Travel expenses including airfare, reasonable airline luggage fees, train fare, bus, taxi, and related tips
- Meals, including tips up to 20%
- Laundry and dry-cleaning expenses during trips in excess of five days
- Car rental, parking fees, and tolls
- Mileage on a personal vehicle at the current IRS reimbursement rate
- Conference and convention fees
- Business entertainment expenses, up to pre-approved limits

The following expenses are examples of expenses not reimbursable under this policy:

- Airline club dues
- Traffic fines
- Tips in excess of 20%
- In-flight movies, mini-bar expenses, and other forms of personal entertainment
- First-class airfare

No policy can anticipate every situation that might give rise to legitimate business expenses. Reasonable and necessary expenses not listed above may be reimbursable. When prior approval is required, managers should use their best judgment to determine if an unlisted expense is reimbursable under this policy.

### Credit Cards

Company-issued credit cards are to be used for purchases on behalf of the company and for any travel expenses incurred while traveling on company business only. At no time may an employee use a company credit card for purchases intended for personal use; such expenses will require that the company be reimbursed and may lead to revocation of credit card privileges and other discipline. Credit card expenses require the same reimbursement documentation as other expenses.

### Documentation

Requests for reimbursement of business expenses must be submitted on the Expense Report Template. In order to comply with IRS regulations, all business expenses be supported with adequate records; employees are responsible for keeping these records as expenses are incurred. These records must include:

- The amount of the expenditure
- The time and place of the expenditure
- The business purpose of the expenditure
- The names and the business relationships of individuals for whom the expenditures were made

Requests for reimbursement lacking this information will not be processed and will be returned to the employee. While original receipts are preferred for all expenses, they are required for those greater than \$25.00. Requests for exceptions to this policy should explain why the exception is necessary and be approved by management.

### Approvals

Expense reimbursement forms, together with required documentation, must be submitted to the employee's manager for review and approval. Once the expense reimbursement has been approved, it should be submitted for processing no more than 30 days after the expenses occurred. Managers approving expense reports are responsible for ensuring that the expense report has been filled out correctly with the required documentation and that the expenses submitted are allowable under this policy.

### **ADVANCES AND LOANS**

The company does not give advances or loans to employees.

## **BENEFITS**

### **HOLIDAYS**

The company observes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving

All non-exempt employees who work on the observed holiday will be paid at a rate of time and one-half their regular rate of pay for all hours worked.

All exempt employees are required to be on-call on all observed holidays listed above, and respond to, or coordinate a response to, any situation that involves the health, safety and well-being of the individuals we support.

### **EARNED SICK AND SAFE TIME**

All employees who work at least 80 hours in a year for the company will accrue 1 hour of paid sick and safe time (ESST) for every 30 hours worked. Exempt employees will earn ESST based on 40 hours of work per week, unless they are regularly scheduled to work less than that, in which case accrual will be based on their usual schedule.

Employees are eligible to use ESST as soon as it's accrued. Annual accrual is limited to 48 hours and total accrual is limited to 80 hours. Unused time will carry over into each new benefit year.

ESST will be paid at an employee's regular rate of pay or minimum wage, whichever is greater. Time can be used in the smallest increments tracked by the payroll system.

Employees may use ESST for the following reasons:

- Their own or their family member's mental or physical illness, injury, or health condition, including preventive medical care
- Certain covered reasons related to domestic abuse, sexual assault, or stalking of the employee or their family member
- The closure of their workplace because of weather or a public emergency
- To care for their family member whose school or place of care is closed because of weather or a public emergency
- Their inability to work because the employer is concerned about the transmission of a communicable illness related to a public emergency, or because the employee is seeking tests or diagnoses related to a public health emergency
- When health authorities or a health care professional have determined the employee or their family member is a risk to others due to their exposure to a

communicable disease

If an employee's need to use ESST is foreseeable, they should provide seven days' notice when possible. If the need for leave is unforeseeable, the company should be notified as soon as practicable.

Employees who are absent for more than three consecutive workdays may be required to provide reasonable documentation of the need for ESST.

Employees will not be paid for unused ESST at the end of employment. Employees rehired within 180 days will be credited with their previously accrued but unused sick time.

#### **PAID TIME OFF**

In order to help employees foster a work-life balance, the company offers paid time off (PTO). PTO may be used for any purpose, including but not limited to vacation, personal matters, and recovery from injury or illness. PTO should be scheduled with the appropriate manager with as much notice as is possible, so as to not disrupt the workplace.

Regular full-time employees are eligible and will accrue PTO according to the following schedule:

- 1 Year: 80 Hours
- 2 Years: 80 Hours
- 3+ Years: 120 hours

PTO begins to accrue immediately upon hire and may be used after completion of an employee's introductory period. PTO must be taken in minimum of 1 hour increments for non-exempt employees and 4 hour increments for exempt employees.

Employees will not be paid wages in lieu of unused PTO. PTO will not accrue during unpaid leaves of absences or other periods of inactive service unless required by law. PTO use may be required during leaves of absence where permissible by law. Unused PTO does not carry over from year to year, unless required by state law. PTO may not be used following the notice of resignation. Unused PTO will be forfeit upon employment separation, unless payout is required by state law.

#### **UNPAID TIME OFF**

All regular employees may be eligible for unpaid time off in certain circumstances at the discretion of the company. PTO must be applied prior to unpaid time off.

Group Home: Part-time employees are not eligible for PTO. Employees are relied upon for coverage of all regularly schedule shifts and if a part-time employee is in need of a day off for reasons not covered under the ESST, they are responsible for finding coverage from

a fellow team member. If they are unable to obtain coverage, the team member must work their scheduled shift. In extenuating circumstances, the team member must speak to their supervisor to discuss the situation and coordinate coverage.

In extenuating circumstances, full-time employees who do not have PTO available may be granted unpaid time off if approval from their supervisor is received.

#### **PUBLIC HEALTH EMERGENCY LEAVE**

The company provides up to 21 days of leave to employees when needed to isolate or quarantine or to care for a minor or adult family member who is disabled or considered a vulnerable adult when that person is in isolation or quarantine. Employees are eligible for this leave when they or the person they are caring for isolates or quarantines because of:

- A commissioner's directive,
- An order of a federal quarantine officer,
- A state or federal court order, or
- A written recommendation of the commissioner (or their designee) that they isolate or quarantine.

Employees should provide the company with notice of their need for leave as soon as practicable.

#### **HEALTH AND WELFARE BENEFITS**

The company complies with all applicable federal and state laws with regard to benefits administration. All regular employees scheduled and generally working at least 36 hours a week are entitled to health insurance and other company-sponsored health benefits, when in effect. The company reserves the right to change or terminate health plans or other benefits at any time.

New qualifying employees will be eligible for coverage immediately following the 60-day introductory period. New employees may elect not to be covered, with the permission of the company, provided the percentage of employees not covered is within the benefit plan specifications.

#### **CONTINUATION OF BENEFITS**

Under the federal Consolidated Omnibus Budget Reconciliation Act (COBRA), or a state mini-COBRA law, employees may be allowed to continue their health insurance benefits, at their own expense, for a set number of months after experiencing a qualifying event. Length of coverage may be dependent upon the qualifying event.

To qualify for continuation of health benefits, the covered individual must experience a qualifying event that would otherwise cause them to lose group health coverage. The following are qualifying events:

#### For Employees

- Voluntary or involuntary termination of employment for reasons other than gross misconduct
- Reduction in numbers of hours worked

#### For Spouses

- Loss of coverage by the employee because of one of the qualifying events listed above
- Covered employee becomes eligible for Medicare
- Divorce or legal separation of the covered employee
- Death of the covered employee

#### For Dependent Children

- Loss of coverage because of any of the qualifying events listed for spouses
- Loss of status as a dependent child under the plan rules

See Human Resources for additional information.

#### **TEMPORARY DISABILITY LEAVE**

The company recognizes that a temporary disability may prevent employees from coming to work for a period of time. In such cases, the company may grant a temporary disability leave. This leave does not have a minimum or maximum time frame. Rather, the company will attempt to reasonably accommodate the needs of the employee as well as the needs of the company. If a leave is granted, any extensions will be subject to the same considerations.

Employees requesting a temporary disability leave must document their request in writing. That request should be accompanied by a doctor's statement identifying how the temporary disability limits the employee's ability to work, the date and the estimated date of return and, where appropriate, diagnosis and prognosis. Should the employee's expected return date change, the employee should notify the company as soon as possible. Prior to returning to employment with the company, employees will be required to submit written medical certification of their ability to work, including any restrictions. Upon returning to work, if employees qualify, they will be reinstated to their former position or one that is substantially the same, depending upon the availability of any position at that time.

The leave will be unpaid, except that employees must use any available paid sick leave concurrently and may choose to use other accrued paid time off concurrently once their sick leave has been exhausted.

**PARENTAL LEAVE**

Employees are entitled with up to 12 weeks of unpaid parental leave for the birth or adoption of a child. Upon return from leave, employees are entitled to their former or comparable positions with the same benefits and pay.

An employee who uses the provided 12-week leave is entitled to continued coverage under any group insurance policy, group subscriber contract, or health care plan during absence at the employee's expense. An employee, by agreement with the company, may return to work part-time during the leave without forfeiting the right to return to full-time employment at the end of the leave.

**MILITARY LEAVE**

Employees on a military leave of absence are entitled to be restored to their previously held position or similar position, if available, without loss of any rights, privileges or benefits provided they meet the requirements specified in the Uniformed Services Employment and Reemployment Rights Act (USERRA).

USERRA generally applies to employees who are in the:

- Army, Navy, Air Force, Marines, and Coast Guard (both active and reserve components)
- Army and Air National Guard
- Commissioned Corps of the Public Health Service
- Federal Emergency Management Agency reserves
- Any other category designated by the President in time of war or emergency

In certain circumstances, a letter from the employee's commanding officer may be requested to establish the dates of duty.

**FAMILY OF INJURED MILITARY PERSONNEL LEAVE**

Employees who have an immediate family member who has been injured or killed while on active duty with the U.S. Armed Forces may take up to ten days of unpaid leave. Employees should provide as much notice as practicable.

**JURY SERVICE LEAVE**

Employees will be allowed time off to attend jury duty. The company may request that the employee ask to be excused from service, or request postponement, if their absence from work would create a serious hardship to the company.

Employees must submit a copy of the original summons to their manager as soon as it is received. For periods of service longer than two days, the company may require proof that the employee attended jury service. Employees should report for work on any day, or partial day, not actually spent attending jury duty.

Employees may keep any fees received for jury duty. Jury duty leave is unpaid, though employees will be allowed to use accrued paid time off, if any is available. Exempt employees will be paid in accordance with the Fair Labor Standards Act.

#### **WITNESS LEAVE**

If an employee is a victim or witness and misses work in order to respond to a subpoena or request by the prosecutor, the employee will be granted leave without pay for such time as it is necessary to comply with the request. The company may request proof of the need for leave.

#### **VOTING LEAVE**

If an employee cannot vote because of their scheduled work hours, then the employee will be given paid leave to vote in any regularly scheduled state primary elections, general elections or elections to fill vacancies in the state legislature, the U.S. Congress, or in a presidential primary election. The voting leave will be compensated at the employee's regular rate of pay.

Employees who serve as an election judge are entitled to leave to perform those duties if they provide at least 20 days' notice of their need for leave. The leave will be paid, less any fees they receive for serving as an election judge. Exempt employees will be paid in accordance with the Fair Labor Standards Act.

#### **ELECTED OFFICIAL LEAVE**

Employees will be provided leave to attend any meeting of the State Central Committee or Executive Committee of a major political party if they are a member of that committee. Employees may also attend any convention of delegates for a major political party if they are a delegate or alternate delegate to that convention. Employees must provide at least 10 days' written notice of the need for leave. These leaves will be unpaid. Exempt employees will be paid in accordance with the Fair Labor Standards Act (FLSA) requirements.

If an employee is selected to serve as an election judge, they may do so if 20 days' written notice is provided to the company. The written request for absence to serve as an election judge from the appointing authority must also include the hourly compensation paid to the employee for services as an election judge and the hours during which the employee will serve. The company will reduce the employee's salary by the amount the appointing authority pays the employee for service as an election judge.

#### **CRIME VICTIM LEAVE**

Victims of violent crime, as well as the victim's spouse or immediate family members, will be allowed a reasonable amount of time off from work to attend to criminal proceedings relating to the victim's case.



**BONE MARROW DONATION LEAVE**

The company will grant paid leave of absences to employees who work at least an average of 20 hours per week who seek to donate bone marrow.

An employee determines the length of time missed from work; however combined leaves must not exceed 40 hours. The company may require verification by a physician for the purpose and length of each leave.

**SCHOOL ACTIVITY LEAVE**

Employees may take up to 16 hours of unpaid leave during any 12-month period to attend school conferences or school-related activities for their child, if such activities cannot be scheduled outside of normal working hours. Employees must provide reasonable notice and attempt to schedule the leave so it is least disruptive to operations. Employees have the option of using any accrued paid leave for these absences.

**PERSONAL LEAVE OF ABSENCE**

Regular full-time employees who have been with the company for more than six months may request a personal leave of absence without pay. The employee must submit their request in writing and state the date they would like the leave to begin, the date they expect to return, and the reason for the leave. The company will consider all factors, including the necessity of the leave and the impact on business operations, and provide written approval or denial of the request at its sole discretion.

If approved, employees must use their leave of absence for the approved purpose. Sick leave, vacation time, seniority and other benefits will not accrue during an unpaid leave of absence. Holidays that occur during the leave of absence will not be paid. If an employee fails to return to work on the scheduled date of return, the company will assume the employee has resigned.

**BEREAVEMENT LEAVE**

A regular full-time employee of the company may request a leave of absence with pay for a maximum of 24 hours of paid leave in the two-week period following the death of an immediate family member. Employees must have completed their introductory period for this benefit. Members of the immediate family are defined as parents, spouse, domestic partner, child, sibling, grandchild, parent-in-law, and corresponding step-relatives. You must provide notice of your need for bereavement leave as far in advance as possible. Proof of the need for leave may be required.

**401k**

All employees may participate in the company 401(k) plan after completing any applicable waiting period as defined in the plan. The company will notify you if you are eligible to participate in the 401(k) plan. Refer to your Summary Plan Description (SPD) for specific information. Contact your supervisor to understand your eligibility requirements.

## **HEALTH, SAFETY, AND SECURITY**

### **NON-SMOKING**

Smoking, vaping, and use of chew are not permitted in any company buildings, work sites, or vehicles. Employees wishing to engage in these activities may do so during their designated break times, outside of company buildings, in designated areas (or off the property if no area is designated), and in accordance with local ordinances.

### **DRUG AND ALCOHOL**

The company is dedicated to providing employees with a workplace that is free of drugs and alcohol. While on company premises, whether during work time or non-work time, employees are prohibited from being under the influence of drugs or alcohol. There are limited exceptions for the use of prescription drugs (not including marijuana), as long as they do not create safety issues or impair an employee's ability to do their job, and the moderate use of alcohol at company-sponsored or sanctioned events.

Employees are strictly prohibited from possessing illegal drugs, cannabis, or excessive quantities of prescription or over-the-counter drugs while on company premises, performing company-related duties, or operating any company equipment. Any drugs confiscated that are suspected of being illegal will be turned over to the appropriate law enforcement agency.

Employees taking medication should consult a medical professional to determine whether the drug may affect their personal safety or ability to perform their job and should advise their manager of any resulting job limitations. Once notified, the company will make reasonable efforts to accommodate the limitation.

The company reserves the right to test any employee for the use of illegal drugs, marijuana, or alcohol, in accordance with applicable law. Employees in safety-sensitive positions may be subject to regular or random drug testing. Drug or alcohol tests may also be conducted after an accident in which drugs or alcohol could reasonably be involved, or when behavior or impairment on the job creates reasonable suspicion of use. Under those circumstances, the employee may be driven to a certified lab for testing at the company's expense. Refusal to be tested for drugs or alcohol will be treated the same as a positive test result.

Violation of this policy may result in discipline, up to and including termination.

To the extent that any federal, state, or local law or regulation limits or prohibits the application of any provision of this policy, then that particular provision will be ineffective in that jurisdiction only, while the remainder of the policy remains in effect.

## **REASONABLE ACCOMMODATIONS**

### Disability

If the company is made aware of an employee's disability and resulting need for accommodation, Human Resources or the employee's manager will engage with them in the interactive process. This process will determine what, if any, accommodations are necessary and reasonable in order to assist the employee in doing the essential functions of their job. Whether an accommodation is reasonable will be determined based on a number of factors, including whether it will effectively assist the employee in doing the essential functions of their job, the cost, and the effect on business operations. In most cases, employees will be required to provide documentation from an appropriate healthcare provider. Human Resources will provide employees with the necessary form.

All employees are required to comply with safety standards. Employees who pose a direct threat to the health or safety of themselves or others in the workplace may be temporarily moved into another position or placed on leave until it is determined if a reasonable accommodation will effectively mitigate the risk.

### Pregnancy

The company will provide reasonable accommodation to pregnant employees for known limitations related to pregnancy, childbirth, or other related medical conditions, provided that such accommodations would not create an undue hardship. Examples of potential accommodations include:

- Seating
- Additional break time to use the bathroom, eat, and rest
- Leave or time off to recover from childbirth
- Limitations on strenuous activities
- Flexible hours

If you need an accommodation, notify your manager or HR. If the need for a particular accommodation is not obvious, you may be asked to provide additional information, such as how it will address limitations caused by pregnancy, childbirth, or related medical conditions. If additional discussion is necessary, the company will engage with you in the interactive process to accurately understand your limitations and find reasonable accommodations.

If leave is provided as a reasonable accommodation, it may run concurrently with other leave(s) provided by federal, state, or local law.

This policy reflects an employee's right to accommodations under the federal Pregnant Workers Fairness Act and does not override any additional rights or accommodations provided by state or local law.

**PREGNANCY RIGHTS NOTICE**

Employees will be provided with reasonable accommodations for limitations resulting from pregnancy or childbirth. Examples of potential accommodations include longer breaks, seating, modified job duties, temporary leaves of absences, and work schedule modifications.

Employees who take a leave of absence as an accommodation are entitled to an equivalent position upon return to work and will receive any pay raises, benefits, and seniority as if no break in service occurred.

Employees who need, or may need, an accommodation related to pregnancy or childbirth should notify their manager or Human Resources.

**INJURY AND ACCIDENT RESPONSE AND REPORTING**

If an employee is injured or witnesses an injury at work, they must report it immediately to the nearest available manager. Employees should render any assistance requested by that manager. When any accident, injury, or illness occurs while an employee is at work, regardless of the nature or severity, the employee must complete an injury reporting form and return it to Human Resources as soon as possible. Reporting should not be allowed to delay necessary medical attention. Once the accident is reported, follow-up will be handled by Human Resources or the designated Safety Officer, including a determination as to whether the injured employee may return to work.

Questions asked by law enforcement or fire officials making an investigative report should be answered giving only factual information and avoiding speculation. Liability for personal injury or property damage should never be admitted in answering an investigatory question asked by law enforcement or fire officials.

In addition to compliance with safety measures imposed by federal Occupational Safety and Health Act (OSHA) and state law, the company has an independent interest in making its facilities a safe and healthy place to work. The company recognizes that employees may be in a position to notice dangerous conditions and practices and therefore encourages employees to report such conditions, as well as non-functioning or hazardous equipment, to a manager immediately. Appropriate remedial measures will be taken when possible and appropriate. Employees will not be retaliated or discriminated against for reporting of accidents, injuries, or illnesses, filing of safety-related complaints, or requesting to see injury and illness logs.

**WORKERS' COMPENSATION**

The company carries insurance that covers work-related injuries and illnesses. The workers' compensation insurance carrier governs the benefits provided. These benefits will not be limited, expanded, or modified by any statements of company personnel or company documents. In the case of any discrepancy, the insurance carrier's documents will control.

### **WORKPLACE VIOLENCE AND SECURITY**

The company expects all employees to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional, or veiled threat of harm to any employee, service recipient, support team member, business partner, or company property will be acceptable. Acts of violence or intimidation of others will not be tolerated. Any employee who commits, or threatens to commit, a violent act against any person while on company premises, will be subject to discipline, up to immediate termination.

Employees share the responsibility of identifying and alleviating threatening or violent behaviors. Any employee who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, should immediately report this information to a manager. Threats will be investigated and appropriate remedial or disciplinary action will be taken.

### **DRIVING SAFETY**

Employees who drive on company business are expected to drive safely and responsibly and to use common sense and courtesy. Employees are also subject to the following rules and conditions:

1. A valid driver's license must be maintained as a condition of continued employment for positions that require driving. The company may request to see an employee's license at any time.
2. Employees may not use a company vehicle without express authorization from management.
3. If company vehicles are generally used for company business, employees must receive authorization from management to use their personal vehicle instead.
4. Employees who drive their own vehicles for work must maintain the minimum amount of insurance required by state law as a condition of continued employment. The company may request proof of insurance at any time.
5. Employees must wear seat belts at all times, whether they are the driver or a passenger.
6. With the exception of a phone being used only for navigation purposes, employees are required to turn off cell phones or put them on silent before starting their car. Employees are permitted and encouraged to communicate to service recipients, associates, and business partners the reason why calls may not be returned immediately.
7. Employees who are using a device for navigation purposes should complete all set up before starting the vehicle.
8. Use of electronic devices for purposes other than navigation is strictly prohibited. This includes, but is not limited to, making or receiving phone calls, sending or receiving text messages or e-mails, browsing the internet, reading books, and downloading information from the web. If an employee needs to engage in any of

these activities while driving, they must pull over to a safe location and stop the vehicle prior to using any device.

9. Employees should not engage in other distracting activities such as eating, shaving, or putting on makeup, even in stopped or slow-moving traffic.
10. The use of alcohol, drugs, or other substances that in any way impair driving ability is prohibited. This includes, but is not limited to, over-the-counter cold or allergy medications and sleep aids that have a residual effect.
11. Employees must follow all driving laws and safety rules, such as adherence to posted speed limits and directional signs, use of turn signals, and avoidance of confrontational or offensive behavior while driving.
12. All passengers must be approved by management in advance of travel.
13. Employees must not allow anyone to ride in any part of the vehicle not specifically intended for passenger use or any seat that does not have a working seat belt.
14. Employees must promptly report any accidents to local law enforcement as well as the company.
15. Employees must promptly report any moving or parking violations received while driving on company business or in company vehicles.

## **WORKPLACE GUIDELINES**

### **HOURS OF WORK**

Employees are expected to be at their work area and ready to work at their scheduled time. Employees will be given their work hours upon hire and at the time of any change in position. If the normal work hours are changed or if the company changes its operating hours, employees will be given notice.

### **OFF-THE-CLOCK WORK**

Non-exempt employees must accurately record all time worked, regardless of when and where the work is performed. Off-the-clock work (doing work that is not reported in the timekeeping system) is prohibited. No member of management may request, require, or authorize non-exempt employees to perform work without compensation. Any possible violations should be reported promptly to a member of management.

### **MEAL PERIODS**

Employees working eight consecutive hours or more are entitled to take a non-compensated meal period each workday of 30 minutes.

### **REST PERIODS**

Employees will be allowed adequate time within each four consecutive hours of work to utilize the nearest convenient restroom.

### **LACTATION ACCOMMODATION**

The company provides a supportive environment to enable employees to express milk during work hours. Accommodations under this policy include reasonable paid break time and a clean, private, and secure place (other than a bathroom) that is close to the employee's work area to express milk. Lactation breaks do not need to run concurrently with regular breaks, if provided.

Any form of discrimination or harassment related to this policy is unacceptable and will not be tolerated.

### **ATTENDANCE AND TARDINESS**

Employees are expected to report to and fulfill all regularly scheduled shifts agreed to upon hire, or following an agreed upon schedule change. Employees are expected to be at work and ready to go when their scheduled shift begins or resumes, and stay for the duration of the scheduled shift. If an employee is unable to be at work on time, or at all, they must notify their manager no later than 4 hours before the start of their scheduled work day. If an employee's manager is not available, the employee should contact another member of management. If an employee is physically unable to contact the company, they should ask another person to make contact on their behalf. Leaving a

message with a co-worker or answering service is not considered proper notification. Excessive tardiness or absences are unacceptable job performance.

When an employee calls in absent, they should provide their expected time or date of return. The company reserves the right to require proof of the need for absence, if allowed by law.

If an employee is absent for two consecutive work days with no communication with the company regarding the absences, the company will assume that the employee has voluntarily quit their position and will proceed with the termination process as job abandonment.

If an employee becomes ill during their scheduled work day, or a situation arises and they feel they need to leave before the end of their shift, they must receive prior approval from their manager. If an employee is unable to perform their job at an acceptable level, they may be sent home until they are well enough to work.

Absences should be arranged as far in advance as possible. When an employee needs to be absent during the workday they should attempt to schedule their outside appointment or obligation so that their absence has the smallest impact possible on business operations.

The company reserves the right to apply PTO to unexcused absences and require at least a 2-week notice for all schedule change requests. If changes in scheduled shifts are made, you must follow the site's protocol for shift changes. You are responsible for filling all shifts that you agreed to work whether it is verbally or in writing unless the time off is covered under ESST.

#### **ID BADGE**

You will be issued an identification badge upon hire. It must be worn where it can be seen at all times when you are working outside of an individual's home or Community Residential Setting.

#### **VISITORS**

Under no circumstances should an employee have visitors at a service recipient's home or in the community while out with a service recipient during working hours. Under no circumstances should an employee visit a location with a service recipient that is not authorized by the organization or approved by their supervisor. Such locations include but are not limited to the home of the employee, the home or place of work of employee's friend or family member or any location that is solely for the employee's benefit.

#### **PERSONAL APPEARANCE AND HYGIENE**

Employees are expected to present a professional image, both through behavior and appearance. Accordingly, employees must wear work-appropriate attire during the



workday or any time they are representing the company. Clothing does not need to be expensive, but should be clean and neat in appearance. Employees should consider their level of service recipient and public contact and the types of meetings they are scheduled to attend in determining what attire is appropriate.

The following are generally not acceptable:

- Bare feet
- Sagging pants or shorts
- Sexually provocative clothing or exposed undergarments
- Clothing with offensive slogans or pictures
- Clothing showing excessive wear and tear
- Any clothing or accessories that would present a safety hazard
- Visible tattoos that are not appropriate in content

All employees are expected to maintain appropriate oral and bodily hygiene. Hair (including facial hair) should be clean and neat. Accessories should not interfere with an employee's work. The excessive use of perfume or cologne is unacceptable, as are odors that are disruptive or offensive to others or may exacerbate allergies.

Managers are responsible for enforcing dress and grooming standards for their department. Any employee whose appearance does not meet these standards may be counseled. If their appearance is unduly distracting or the clothing is unsafe, the employee may be sent home to change into something more appropriate.

Reasonable accommodation will be made for employees' sincerely held religious beliefs and disabilities when such accommodations do not cause an undue burden. Employees who would like to request an accommodation or have other questions about this policy should contact their supervisor.

#### **CONFIDENTIALITY**

Employees may not disclose any confidential information or trade secrets to anyone outside the company without the appropriate authorization. Confidential information may include internal reports, financials, service recipient lists, methods of production, or other internal business-related communications. Trade secrets may include information regarding the development of systems, processes, products, design, instrument, formulas and technology. Confidential information may only be disclosed or discussed with those who need the information. Conversation of a confidential nature should not be held within earshot of the public or service recipients.

When any inquiry is made regarding an employee, former employee, service recipient, or support team member, the inquiry should be forwarded to a manager or Human Resources without comment from the employee.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications. In addition, nothing in this policy is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act.

#### **SOLICITATION AND DISTRIBUTION**

Solicitation during work time and in work areas is prohibited. Solicitation is defined as the act of asking for something, selling something, urging someone to do something, petitioning, or distributing persuasive materials. This could include, but is not limited to, asking for donations for a child's school (including through sales of a product), attempting to convert someone to or from a religion, distributing political materials, or collecting signatures. Work time includes time when either the person soliciting, or being solicited to, is scheduled to be performing their work duties. Work areas include areas where employees generally do work, such as cubicles, offices, or conference rooms, and does not include areas such as the lunch or break room.

This policy does not prevent employees from using their approved breaks and rest periods to solicit outside of working areas and is not intended to infringe an employee's Section 7 rights. Those not employed by the company are prohibited from solicitation on company property at all times.

#### **HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)**

The company is not a covered entity as defined by HIPAA. The company does, however, maintain certain health information that is subject to HIPAA requirements. Thus, the company will follow HIPAA privacy and security provisions with respect to that protected health information (PHI). HIPAA regulations will be followed in administrative activities undertaken by assigned personnel when they involve PHI in any of the following circumstances: health information privacy, health information security, and health information electronic transmission. The company will consider any breaches of privacy and confidentiality with respect to PHI to be serious, and disciplinary action will be taken in accordance with the corrective action policy.

#### **CONFLICT OF INTEREST**

A conflict of interest arises when an employee is engaged in activity that could be detrimental to the company. This includes when an employee improperly uses their position with the company for personal gain or the gain of someone with whom they have a relationship. *Improper use* includes behavior that is illegal, as well as behavior that is unethical or questionable to a reasonable person. These are some examples of a conflict of interest:

- An employee requesting or requiring gifts or discounts in exchange for starting or continuing a business relationship with a service recipient or vendor
- An employee selecting a relative's company as a supplier when they have not produced the best proposal

- An employee taking a second job working for a competitor and sharing confidential company information with the competitor
- An employee taking a second job that interferes with their ability to do their work for the company at their full potential, whether due to scheduling, exhaustion, or some other factor

Because how things appear, whether accurate or not, has a significant impact on the company's reputation, employees should also avoid the appearance of a conflict of interest. If questions arise as to whether a certain activity or behavior is a conflict of interest, employees should speak with their manager or HR.

#### **BUSINESS GIFTS**

Employees are prohibited from directly or indirectly requesting or accepting a gift for themselves or the company. If an employee is offered or given anything of value from any service recipient, prospective service recipient, vendor, or business partner in connection with company business, they should alert their manager immediately.

#### **OUTSIDE ACTIVITIES**

Employees may engage in outside employment during non-working hours, provided doing so does not interfere with their job performance or constitute a conflict of interest. Prior to accepting outside employment, employees should notify their manager in writing. The notice must include the name of the company, the title and nature of the position, the number of working hours per week, and the time of scheduled work hours. If the position constitutes a conflict of interest or interferes with the employee's job at any time, they may be required to limit or end their outside employment.

#### **REPORTING IRREGULARITIES**

Employees should immediately report any actual or suspected theft, fraud, embezzlement, or misuse of company funds or property, as well as suspicious behavior. An employee who is aware of such activity but does not report it will be considered part of the problem and disciplined accordingly.

#### **INSPECTIONS AND SEARCHES**

Any items brought to or taken off of company premises, whether property of the employee, the company, or a third party, are subject to inspection or search unless prohibited by state law. Desks, lockers, workstations, work areas, computers, USB drives, files, e-mails, voice mails, etc. are also subject to inspection or search, as are all other assets owned or controlled by the company. Any inspection or search conducted by the company may occur at any time, with or without notice. Failure to submit to a search will be grounds for discipline.

#### **VIDEO SURVEILLANCE**

The company has determined that the use of surveillance cameras is necessary to ensure the safety of employees, service recipients, company property, and company equipment.

While the main purpose of the surveillance cameras is to promote safety and security and to deter theft, the company reserves the right to use footage on such cameras for the purpose of monitoring employee performance, monitoring employee compliance with company policies, and workplace accident investigations.

The company has installed surveillance cameras in the following locations:

#### Key 360 Community Residential Settings

All areas subject to surveillance will be identified by signs that are clearly posted, when possible. At each location, cameras will record images between the hours of 12:00am and 11:59pm, Sunday through Saturday.

Access to footage will only be provided to authorized individuals on a need-to-know basis. Personal information contained on the footage shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law.

Footage from the surveillance cameras will generally be kept for 180 days. Old footage that is not reused or recycled for surveillance will be shredded, burned, magnetically erased or otherwise made permanently unreadable.

Individuals who fail to follow this policy or who use surveillance camera footage inappropriately will be subject to disciplinary action, up to and including termination.

#### **HARDWARE AND SOFTWARE USE**

The following guidelines have been established for using the Internet and email in an ethical and professional manner. For the purpose of this policy, company Internet includes productivity software, instant messaging applications, the company cloud and networks, the intranet, and any other tool or program provided by or through the company or its internet connection.

- Company Internet and email may not be used for transmitting, retrieving or storing any communications of a defamatory, discriminatory, harassing, or obscene nature.
- Telephones should only be used for company business. Employees should be professional and conscientious at all times when using company phones or when using a personal phone for company business.
- Use of personal cell phones or other devices should be held to a reasonable limit. Reasonableness will be determined by management.
- Disparaging, abusive, profane, and offensive language are forbidden.
- Employees must respect all copyrights and may not copy, retrieve, modify, or forward copyrighted materials, except with permission or as a single copy for reference only. Almost every piece of content is or could be copyrighted (a notice of

copyright is not required), so employees should proceed with caution when using or reproducing materials.

- Unless necessary for work, employees should avoid sending or receiving large files, watching videos, mass-forwarding emails, or engaging in other activities that either consume large amounts of bandwidth or create electronic clutter.
- Employees may not download any programs, applications, browser extensions, or any other files without prior approval or upon request of a manager.
- Each employee is responsible for the content of all text, audio, or images they place on or send over the company's internet and email system. Employees may not send messages in which they are not identified as the sender.
- Email is not guaranteed to be private or confidential. The company reserves the right to examine, monitor, and regulate email messages, directories, and files, as well as internet usage.
- Internal and external email messages are considered business records and may be subject to discovery in the event of litigation.

All company-issued hardware and software, as well as the email system and Internet connection, are company-owned. Therefore, all company policies are in effect at all times when they are in use. Access to the internet through the company's network is a privilege of employment that may be limited or revoked at any time.

## **SOCIAL MEDIA**

### The Guiding Rule

Conduct that negatively affects an employee's job performance, the job performance of fellow employees, or the company's legitimate business interests—including its reputation and ability to make a profit—may result in disciplinary action up to and including termination.

Below are some guidelines for the use of social media. These guidelines are not intended to infringe on an employee's Section 7 rights and any adverse action taken in accordance with this policy will evaluate whether employees were engaged in protected concerted activity.

### Avoiding Harassment

Employees must not use statements, photographs, video, or audio that could reasonably be viewed as malicious, obscene, threatening, or intimidating toward service recipients, employees, or other people or organizations affiliated with the company. This includes, but is not limited to, posts that could contribute to a hostile work environment on the basis of race, sex, sexual orientation, disability, religion, national origin, or any other status protected by state or federal law.

### Avoiding Defamation

Employees must not post anything they know or suspect to be false about the company or anyone associated with it, including fellow employees and service recipients. Writing

something that is untrue and ultimately harmful to any person or organization is defamation and can lead to significant financial liability for the person who makes the statement.

### Confidentiality

Employees must maintain the confidentiality of company trade secrets and confidential information. Trade secrets include, but are not limited to, information regarding the development of systems, products, and technology. Private and confidential information includes, but is not limited to, financial data and private personal information about other employees or service recipients that they have not given the employee permission to share.

### Representation

Employees must not represent themselves as a spokesperson for the company unless requested to do so by management. If the company is a subject of the content being created—whether by an employee or third party—employees should be clear and open about the fact that they are employed with the company but that their views do not necessarily represent those of the company.

### Accounts

Employees must not use company email addresses to register for social media accounts unless doing so at the request of management. Employees who manage social media accounts on behalf of the company should ensure that at least one member of management has all the login information needed to access the account in their absence.

### **TELECOMMUTING**

Employees are permitted to work from home (WFH) occasionally or regularly, depending on a number of factors and the arrangements they've made with their manager. Working from home is a privilege that may be revoked at any time. The company may request that an employee be present in the office at any time (regardless of scheduled WFH time) or deny a request to work from home based on business needs, employee performance, or viability of doing the work from home. To be eligible to WFH, an employee must have access to reliable internet and a space that is free from excessive noise or distraction.

### Submitting Requests

Employees must submit their remote work request to their supervisor and notify appropriate team members. Requests for recurring or extended WFH arrangements will be considered after 3 months of employment, or in the case of a public health emergency.

Employees wishing to request additional remote workdays in any given workweek are required to speak with their manager in advance for approval. If approved, the employee must submit their request to their supervisor and notify appropriate team members.

### Costs

The company will supply the employee with appropriate office supplies and reimburse the employee for all other reasonable business-related expenses. Employees must get pre-approval for expenses associated with working from home if they are more than \$40 in total. Any equipment supplied by the company is to be used for business purposes only, unless otherwise specified. Employees must take appropriate action to protect these items from damage or theft.

The company is not responsible for costs associated with the initial setup of the employee's home office such as remodeling, furniture or lighting, or for repairs or modifications to the home office space.

### Security

As with employees working in the office, those who WFH will be expected to ensure the protection of proprietary company, employee, and service recipient information through use of locking doors, desks, file cabinets, and media storage, regular password maintenance, and any other steps appropriate for the job and the environment. Unless you live alone, computers should be locked when you walk away, and other household members should be not allowed access to or use of company property.

### Expectations

When working from home employees must:

- Work their full, typical schedule
- Attend all meetings in a virtual capacity
- Achieve the same level of production as in the office
- Maintain equivalent availability for colleague and service recipient communication, supervisor questions, etc.
- Be available online and by phone for the duration of their usual workday, minus breaks and rest periods
- Respond promptly to communication via messaging app, email, and phone
- Take all required break and rest periods, as if they were in the office
- Communicate consistently regarding their workload and status (break, lunch, working on a project, etc.)
- Follow all company procedures and policies
- Refrain from using alcohol or illegal drugs

### **PERSONAL CELL PHONE USE**

The use of personal cell phones, or work cell phones for personal matters, should be held to a reasonable limit during work hours and not interfere with an employee's productivity or the productivity of their coworkers. Reasonableness will be determined by management.

**PERSONAL PROPERTY**

The company is not liable for lost, misplaced, or stolen property. Employees should take all precautions necessary to safeguard their personal possessions. Employees should not have their personal mail sent to the company, as it may be automatically opened, and should check with their manager before having larger items delivered to the workplace.

**PARKING**

All parking is at an employee's own risk. Employees and visitors should lock their vehicles and take appropriate safeguards to protect their valuables, including removing them from the vehicle if appropriate under the circumstances.



## **EMPLOYMENT SEPARATION**

### **RESIGNATION**

The company requests that employees provide at least two weeks' written notice of their intent to resign. This notice should be submitted to an employee's manager. Dependent upon the circumstances, an employee may be asked to not work any or all of their notice period, in which case they will be allowed to use up to two weeks of accrued paid time off, if available, from the time notice is given. An exit interview may be requested.

### **TERMINATION**

All employment with the company is "at-will." This means that either the company or the employee can terminate the employment relationship at any time, with or without notice, and for any reason allowed by law or for no reason at all. An employee's at-will status can only be changed by written contract, signed by both the employee and the President or CEO.

### **PERSONAL POSSESSIONS AND RETURN OF COMPANY PROPERTY**

All company property, such as computer equipment, keys, tools, parking passes, or company credit cards, must be returned immediately at the time of termination. Employees may be responsible for any lost or damaged items. When leaving, employees should ensure that they take all of their personal belongings with them.

## EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

I acknowledge receipt of the Key 360 Support Services, LLC Employee Handbook and agree to follow the guidelines within it. I also acknowledge the following:

1. Receipt of this handbook does not create a contract of employment or in any way alter my at-will employment status; the company or I can end the employment relationship at any time, with or without notice, and with or without cause.
2. I am not entitled to any particular sequence of disciplinary measures prior to termination.
3. With the exception of the at-will employment policy, this handbook may be modified at any time.
4. Violation of any policy in this handbook, or any policy included as an addendum, may be grounds for discipline, up to and including termination.
5. This handbook does not include every process, policy, and expectation applicable to employees, or my position specifically; I may be counseled, disciplined, or terminated for poor behavior or performance even if the behavior or performance issue is not addressed in the handbook.
6. Should any provision in this handbook be in conflict with federal, state, or local law, that provision only will be considered ineffective, while the rest of the handbook remains effective.
7. If I have questions regarding any policy in this handbook, or other expectations related to my behavior or performance, it is my responsibility to speak with my manager or Human Resources.

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Signature

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Printed Name

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Date