Employee Handbook

Effective Date: March 1, 2021

This Employee Handbook replaces all previous versions.

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Preface

This Employee Handbook **(Handbook)** supersedes all prior policies, procedures, and practices, whether verbal or written. For convenience, masculine pronouns may be used; such references apply equally to any gender. The reference of "The Company" is used as a substitute for the full corporate name of Lasting Change, Inc.

Nothing in this Handbook is intended to create *(nor shall be construed as creating)* an express or implied contract of employment or to guarantee employment for any term. There is no contract of employment between The Company and any of its employees, unless a written agreement signed by the CEO or the Board of Directors is entered into.

You may resign your employment at any time for any reason at all, with or without notice. Similarly, The Company may terminate the employment relationship with you at any time.

Acknowledgement of Receipt of Handbook

The following text is identical to that appearing on the Acknowledgement Form that you completed. It appears here for your reference.

> I have received a copy of the Lasting Change, Inc. **(The Company)** Employee Handbook **(Handbook)** dated March 1, 2021, and agree to immediately read and keep the Handbook for future reference. I understand that I should direct any questions about the information in the Handbook to the Human Resources office.
>
> I understand that this Handbook communicates a variety of policies, work rules, and procedures that govern and apply to my employment relationship with The Company and that my failure to adhere to the policies and work rules contained herein will result in disciplinary action up to and including termination. I further understand that The Company, as it deems appropriate, reserves the right to modify, change, delete, or add to the policies, procedures, benefits, and other information contained in the Handbook.
>
> I have entered into my employment relationship with The Company voluntarily and acknowledge there is no specified length of employment. I understand items contained in this Handbook do not create a contract of employment and do not alter my at-will employment relationship with The Company. I understand that "at-will" means the employer or the employee can terminate the employment relationship at any time for any reason. Only the CEO or Board of Directors, with a written and signed document, can change my at-will employment relationship with The Company to something other than an at-will status.
>
> I recognize that during my employment, I may have access to confidential information related to The Company, its employees, and its persons served. Confidential information includes, but is not limited to: information that reveals the identity of persons served; psychological, medical, and background information about persons served; social security numbers of persons served and of employees or contractors; information about employees' salaries, benefits, and medical status; proprietary products, documents, procedures, credit card and bank information, and services developed or owned by The Company; and information not publicly available about The Company's finances and operation. I understand that I am to protect such confidential information and shall not directly or indirectly use or disclose this confidential information without written authority from the respective Administrative Staff. Further, I

acknowledge that certain medical information about The Company's employees and persons served may be protected by HIPAA rules and regulations to which I am obligated to adhere.

I understand that unauthorized disclosure or use of confidential information or of The Company names, logos, trademarks, and other identifying information of any kind may subject me to immediate discharge, with forfeiture of all benefits, and possible criminal and civil penalties.

Introduction

This Handbook is designed to acquaint you with The Company and provide you with information about working conditions, employee benefits and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by The Company to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

The matters discussed in this Handbook are of great importance, but are not, and are not intended to be, a complete list of all of The Company's rules, regulations, and policies. The Company reserves the right to modify, change, or rescind its policies, benefits and rules, including those in this Handbook, as necessary. Every employee is expected to comply with each of the rules and policies discussed in this Handbook as well as any other adopted by The Company, in the exercise of its right to manage its business. **Failure to adhere to the policies and work rules contained herein will result in disciplinary action up to and including termination.** If you have any questions about any of the rules and policies, please direct them to the Human Resources department.

Guiding Principles - *from The Company's Tenets of Culture, located in the Appendix*
The Company is a faith-based organization serving children and families.

Our mission statement

Changing hearts and bringing hope to individuals, families, and communities.

Our vision

To be the national leader in restoring, rebuilding, and reclaiming the family

Our Core Values

- We are committed to and we adhere to biblical teachings.
- We consider families to be the foundation for success.
- We operate our organization as a business with biblical stewardship principles.

Why we exist

We exist to help individuals succeed, families thrive, and communities prosper.

What we do

We help individuals and families discover solutions that will help them restore hope, rebuild relationships, and reclaim control.

Employment Policies

Employee Conduct
It is every employee's responsibility and duty to conduct himself in a manner consistent with The Company's Tenets of Culture. This includes every employee maintaining appropriate boundaries between himself and any and all recipients of the services provided by The Company, including appropriate boundaries so that there is no appearance, let alone inappropriate conduct or inappropriate relationship or contact with recipients of The Company's services. Any employee who violates this rule on conduct shall be subject to discipline up to and including immediate discharge.

Sexual violence will not be tolerated by The Company. Sexual violence is defined as physical, sexual acts perpetrated against a person's will or where a person is incapable of giving consent due to the victim's use of drugs or alcohol, or unable to give consent due to intellectual or other disability, or a medically diagnosed impairment. Also included in The Company's definition of sexual violence is sexual abuse as a result of or by virtue of an employee's position of trust or having supervisory or disciplinary power over the victim. Sexual violence is a criminal offense. Any employee who engages in sexual violence will be terminated immediately. In addition, The Company will cooperate with any authorized governmental investigation including any criminal investigation.

Any employee that is aware of sexual violence or any other sexual misconduct taking place has an absolute responsibility to immediately report it to the Human Resources Office or any officer of The Company.

Equal Employment Opportunity
Equal Employment Opportunity applies to employees and applicants and to all phases of employment including hiring, promotion, discharge, demotion, and treatment during employment, rates of pay or other forms of compensation, and termination of employment.

As required by law, equal employment opportunities will be available to all persons without regard to race, sex *(including pregnancy)*, age, color, religion*, national origin, citizenship status, status as veteran, disability, genetic information, gender identity, sexual orientation/preference, or any other category protected under federal, state, or local law.

> ** Faith-based actions consistent with our Tenets of Culture will be required for all positions involved in management and direct client care.*

In addition to The Company's commitment to comply with its legal obligations with respect to discrimination, The Company is committed to treating all its employees in a non-discriminatory manner. Employment decisions, including promotions, will be made on the basis of skills, qualifications, abilities, performance, and conduct.

The Company encourages employees to apply for new employment opportunities that become available within the corporation, when employees believes their skills and interests are suited to the new position.

Anti-Harassment
The Company is committed to providing a workplace free of harassment of any employee because of the race, sex *(including pregnancy)*, age, color, religion, national origin, citizenship status, status as veteran,

disability, genetic information, gender identity, sexual orientation/preference, or any other category protected under federal, state, or local law. To be unlawful, harassing conduct must be sufficiently severe and pervasive to unreasonably interfere with an employee's ability to work.

The Company does not condone nor tolerate any harassing conduct based on an employee's race, sex *(including pregnancy)*, age, color, religion, national origin, citizenship status, status as veteran, disability, genetic information, gender identity, sexual orientation/preference, or any other category protected by law.

Harassing conduct may include, among other things:

1. Epithets; slurs; stereotyping; or threatening, intimidating, or hostile acts that relate to race, sex *(including pregnancy)*, age, color, religion, national origin, citizenship status, status as veteran, disability, genetic information, gender identity, sexual orientation/preference, or any other category protected under federal, state, or local law.
2. Written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, sex *(including pregnancy)*, age, color, religion, national origin, citizenship status, status as veteran, disability, genetic information, gender identity, sexual orientation/preference, or any other category protected under federal, state, or local law.

The agency is committed to protecting employees from such harassment whether from other employees or non-employees such as vendors, visitors, or customers. Specifically included in this is a commitment to provide a workplace free of sexual harassment. Sexually harassing conduct may include, among other things:

1. Unsolicited and unwelcome comments or conduct of a sexual nature or that are demeaning to any individual or group.

   Examples include: offensive or vulgar jokes, name calling, comments about ones' body or sex life, stereotyping based on a person's gender, touching, leering, ogling, patting, pinching, indecent exposure, physical gestures, or displaying sexually explicit photographs or objects that might interfere with a reasonable person's work.
2. Unsolicited and unwelcome demands or requests for sexual favors, sexual encounters, or amorous social engagements.
3. An explicit or implicit promise of preferential treatment with regard to a person's employment in exchange for sexual favors, sexual activity, or amorous social engagements.
4. The use of an employee's or applicant's submission to or rejection of sexual or amorous advances as a basis for making, influencing, or affecting an employment decision that has an impact upon the terms and conditions of the individual's employment.
   Examples include: hiring, firing, promotion, demotion, compensation, benefits, or working conditions.

Given the nature of this type of conduct and the serious effects such conduct can have on the person harassed and the person accused, the agency treats alleged violations of this policy seriously and, to the extent possible, confidentially. The agency expects all individuals to treat alleged violations in the same responsible manner.

Violations of this policy that are substantiated will not be tolerated and will result in disciplinary action, up to and including employment termination for cause.

If you believe you or any other employee is being subjected to conduct or comments that violate this policy, you are encouraged to, and have a responsibility to, immediately report these matters to Human Resources (HR), or to a Lasting Change, Inc. officer. No action will be taken against any employee, acting in good faith, because he reports behavior believed to violate this policy. All employees are assured that action will be taken to investigate and resolve complaints and that the agency is firm in its commitment to maintaining an environment free of discrimination and harassment.

If you believe this policy has been or is being violated, you should report the violation immediately to the HR Department or to a Lasting Change, Inc. officer.

Non-Retaliation

The Company's Equal Employment Opportunity and Anti-Harassment policies will have little positive effect unless employees can report violations of those policies without fear of retaliation from The Company or from fellow employees. Consequently, The Company cannot and will not tolerate acts of reprisal taken against any employee for reporting what he or she, in good faith, reasonably believes constitutes a violation of either policy. No employee who reports what he or she reasonably believes constitutes a violation of either policy will suffer any adverse employment consequences because of such a report, nor will any employee or other who is a witness or who participates in an investigation. Any employee who retaliates against or harasses another employee for making such a report, or encourages another to do so, will receive appropriate discipline, up to and including termination for cause. The Company cannot promise confidentiality for those who make retaliation complaints, but their identities will be revealed only on a need-to-know basis.

Procedures for Reporting Unlawful Discrimination, Harassment, and Retaliation

If you believe you or any other employee is being subjected to conduct or comments that violate The Company's EEO, Anti-Harassment, or Non-Retaliation policies, you have a responsibility to immediately report these matters to your immediate supervisor or to the Human Resources department. In those limited circumstances when an employee may not feel comfortable reporting concerns to any of those persons already listed, such as if his supervisor is believed to be violating these policies, you may report your concerns to the officer over Human Resources.

Supervisors who become aware of any potential violations of this policy must report the potential violation to the Human Resources department.

Sexual Abuse or Harassment of Service Recipients

The Company will not tolerate sexually abusive or harassing conduct by staff which is aimed at service recipients.

Accused employees will be immediately relieved of direct-care duties pending the results of an investigation. The investigation may be conducted by The Company or by an outside authority. If the investigation substantiates the accusation, the employee will be immediately terminated for cause. The Company will cooperate with and assist any investigation by outside authorities. This includes The Company's cooperation with any law enforcement agency for any potential criminal activity. The Company's insurance coverage will not cover any employee that engages in sexually inappropriate conduct.

As an employee, it is your responsibility to report suspected sexual abuse or misconduct of service recipients by staff to your supervisor, or in the absence or involvement of the supervisor, to a Lasting Change, Inc. officer. If you are reporting sexual abuse, you may also have an obligation to report the incident to Child Protection Services. See "Child Abuse & Neglect" below. An employee failing to report sexual abuse or harassment of service recipients by a staff member may face criminal charges.

Child Abuse and Neglect

The Juvenile Code of the State of Indiana requires that any person who suspects a child is a victim of abuse or neglect shall report it immediately. All employees of The Company are therefore required to fulfill this obligation.

Mandate Reporters: By Indiana Law (IC 31-33-5-1), any individual who has reason to believe that a child is a victim of child abuse or neglect has the duty to make a report; therefore everyone in Indiana is considered a "mandated reporter."

Professional Reporters: By Indiana Law (IC 31-33-5-2, 3), are members of the staff of a medical or other public or private institution, school, facility, or agency. These reporters are legally obligated to report.

Employees are to report suspected abuse or neglect to their supervisor, or in the absence or involvement of the supervisor, to the next supervisor in the chain of command.

Be aware that your responsibility to report does not end if the administrator fails to make a report. Within 24 hours, you are to confirm that the administrator has made the report. If not, file one yourself. To make a report, call:

Child Abuse Hotline: 800-800-5556

The following definitions apply:

- **Institutional Child Abuse** occurs when the staff, or anyone representing the facility, injures a resident or child in our care. If the resident or child in our care is injured, it is defined as abuse, whether it is an overt act or an omission.
- **Institutional Sexual Abuse** occurs when the staff performs or submits to sexual intercourse, deviant sexual conduct, fondling or exploitation of a resident or child in our care.
- **Institutional Neglect** occurs when the staff fails to provide a resident or child in our care with necessary food, clothing, shelter, medical care, education, or supervision, or when a resident or child in our care is injured because the staff fails to provide appropriate supervision.
- **Emotional Abuse** includes humiliation of, harassment of, or bizarre behaviors toward a resident or child in our care.
- **Emotional Neglect** involves gross failure to provide for a resident's emotional needs.

When reporting abuse or neglect to a supervisor or to the Indiana Child Abuse Hotline, the following information is needed:

- Time and date you are making report
- Your name, title, address, employer, and phone number
- Name, date of birth (or age), and current location of the child alleged to have been abused or neglected
- Name of agency, court, parent, or other legally responsible party of the child
- Name of facility, location, phone number and setting in which the abuse or neglect allegedly occurred
- When the alleged abuse or neglect occurred.
- Name, address, current location, and position of the alleged perpetrator
- Name of person receiving your report
- Description of the alleged abuse or neglect

An employee failing to report child abuse or neglect may face criminal charges. The Company will cooperate with any investigation by any authorized outside agency.

Nepotism

To avoid even the appearance of impropriety, The Company will not permit an employee to supervise a member of his immediate or extended family or an individual with whom he is involved with in a dating or cohabitation relationship. The existence of such relationships should be reported immediately to the department head or a corporate officer so that appropriate corrective steps may be taken. Such steps may include reassignment of personnel to avoid the potential for the personal relationship to adversely affect the individual's employment relationship in any manner. If neither of the employees can be reassigned, it may be necessary to terminate or lay off one of the employees.

Contact with Persons Served

Based on best practices and /or ethical codes related to the services The Company provides, employees' contact with persons being served is restricted to job-related or clinically approved times and activities. Other times and activities may be requested and **must be approved, in writing, and in advance** by the appropriate executive staff. Approved activities must be noted in the case files.
The following activities are never permitted:

- Employee dating of persons served
- Social events with persons served
- Amorous, physical, or sexual contact with persons served or any of their dependents
- Employee dating of parents/ legal guardian(s) of persons served or any of their dependents
- Babysitting persons served or any dependent of persons served
- Persons served staying overnight or being employed at an employee's home/residence.

Non-Discriminatory Service

The agency is committed to ensuring that all customers are treated with the highest regard irrespective of their race, sex, age, color, religion, national origin, ancestry, citizenship status, sexual orientation, status as veteran, disability, genetic information, or gender identity. It is the responsibility of all management and employees to treat all customers equally in providing service to them.

All customers will be provided the same rights, privileges, and services, unless an individual's medical condition poses a direct threat to the health and safety of the individual, employees, or the public, or disrupts the orderly flow of the agency's operation. The agency will take appropriate steps to provide reasonable accommodations upon request to individuals with disabilities, as long as doing so does not cause undue hardship.

> *Note: The Company operates a group home and a child caring institution that have been licensed by the State of Indiana. Each license restricts the number, age, and sex of the clients served in the facility. Such restrictions are lawful and are not in violation of the above policy.*

Immigration Law Compliance

The Company is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and must present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with The Company within the past three (3) years, or if their previous I-9 is no longer retained or valid.

Employees with questions or who are seeking more information regarding immigration law issues are encouraged to contact the Human Resources department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Healthful Workplace

The Company has a desire to provide a drug-free, healthful, and safe work environment. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a safe and effective manner.

While on company premises or while operating a company-owned vehicle, and while conducting business-related activities off company premises, no employee may use, possess, manufacture, distribute, sell, or be under the influence of alcohol or illegal drugs. *Exception:* An officer of The Company may designate events where legal consumption of alcohol is acceptable for employees and guests. However, it is up to the employee to ensure they act responsibly and within the bounds of applicable laws when attending such an event.

The use of legally prescribed drugs and over-the-counter, non-prescription drugs is permitted on the job only if the drugs do not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger himself or other individuals in the workplace. Distribution of a prescription drug to others is a violation of this policy and a criminal offense.

The use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to Human Resources. The employee may be asked to obtain a written release from the attending physician releasing the person to perform his duties any time he obtains a performance-altering prescription.

For the safety of all, the agency may place persons using such prescription drugs in a less hazardous job assignment, provided such assignment is available, or place them on temporary medical leave until released as fit-for-duty by the prescribing physician.

The Company observes a tobacco-free policy for all its properties. This policy covers e-cigarettes, all vaping products, and all tobacco products. Employees are expected to politely inform visitors and guests of this policy. Employees may not use tobacco products of any kind while on any owned/leased property of company, while in a company owned/leased vehicle, or while representing The Company at meetings or functions. The Company looks to all its employees to support this policy to better the overall safety, health, productivity, and welfare of all employees.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor or the Human Resources office to receive assistance or referrals to appropriate resources in the community. The Employee Assistance Program (EAP) offered by the company may be a helpful resource to begin care and/or as a referral for other available services.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abide by all The Company policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause The Company any undue hardship.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify the Human Resources department of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five (5) days of the conviction. The Company, in turn, as required under the Drug-Free Workplace Act, within ten (10) days of receipt of such notice will notify in writing any state agencies with which we are contracted and the Indiana Department of Administration. Violations of this policy will lead to disciplinary action, up to and including immediate employment termination for cause, and/or required participation in a substance abuse rehabilitation or treatment program. Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with the Human Resources department.

Reasonable Suspicion Drug and/or Alcohol Testing

All employees may be subject to a urine and/or blood test when there is a reason to believe that drug or alcohol use is adversely affecting job performance. A reasonable suspicion referral for testing will be made when The Company is presented with reasonable evidence, testimony, or facts, which are consistent with the short-term effects of drug/alcohol use.

Refusal to take a drug or alcohol test will be the equivalent of failing the test.

Examples of reasonable suspicion include, but are not limited to:

- Physical signs and symptoms consistent with prohibited substance use or alcohol misuse.
- Evidence of the manufacturing, distribution, dispensing, possession, or use of controlled substances, drugs, alcohol, or other prohibited substances.
- Occurrence of a serious or potentially serious accident that may have been caused by prohibited substance abuse or alcohol misuse.
- Fights *(to mean physical contact)*, assaults, and flagrant disregard or violations of established safety, security, or other operating procedures.

Any employee who is reasonably suspected of being intoxicated, impaired, under the influence of a prohibited substance, or not fit for duty shall be suspended from job duties pending an investigation and verification of condition. A drug or alcohol test is considered positive if the individual is found to have a quantifiable presence of a prohibited substance in the body, or if there is evidence of tampering with or altering the sample.

Employees found to be under the influence of prohibited substances or who fail to pass a drug or alcohol test will be disciplined up to and including termination.

Post-Accident and Post-Injury Drug and Alcohol Testing

An employee is required to inform his supervisor within one hour of an auto accident, fall, joint injury, or head injury that occurs while working. All employees involved in an accident or incident with an agency vehicle or with their own personal vehicle at any time while driving for or in the course of the completion of work responsibilities or those who suffer a slip, trip, or fall while working will be required to undergo post-accident drug and alcohol testing within eight (8) hours of the accident or incident**.** Grounds for testing include any property damage or injury, regardless of severity.

Note: The definition of "accident" may include some incidents where an individual is injured even though there is no vehicle collision, such as with agency equipment.

The employee is required to go to an Occupational Health or any walk-in urgent care facility so as to meet the eight (8) hour time requirement associated with these tests. If the circumstance is such that an employee is unable to locate one of these types of facilities, then he may proceed to the nearest hospital emergency room. If an employee is unable to transport himself to a medical facility, he will contact his supervisor and/or arrange for emergency transportation. Any employee refusing the tests will be considered to have failed the tests.

If a drug and/or alcohol test is unable to be performed *(i.e., employee is unconscious, employee is detained by law enforcement agency, etc.)*, the agency may use drug and/or alcohol post-accident results from tests administered by state and local law enforcement officials or a medical facility.

Initial drug and alcohol testing required as a result of an accident while conducting company business will be paid at The Company's expense. The employee may instruct the medical facility to bill The Company for services rendered, or may pay for the services directly and submit a request for reimbursement. Any request for reimbursement must be submitted within 90 days of the date of the services in order to be eligible for reimbursement.

If an employee's urine drug test is positive for drugs and the employee disputes the results, the employee may voluntarily submit to a blood test to disprove the urine drug test results. The employee must submit to the blood test within one (1) hour of being notified of the urine test results. The cost of the blood test is the responsibility of the employee. However, if the blood test results disprove the urine test results, the employee will be reimbursed by The Company for the cost of the blood test.

Employees may not dispute positive results for alcohol use.

Random Drug and/or Alcohol Testing
The Company reserves the right to conduct random testing for drug or alcohol use.

The Company reserves the right to determine the time and location of the tests. Random testing can be administered at any time without warning. Testing may be administered to individual employees or to a group of employees. Refusal to take a drug and/or alcohol test will be the considered to have failed the test(s) and employment will be terminated for cause.

Employees found to be under the influence of prohibited substances or who fail to pass a drug and/or alcohol test will be will be disciplined up to and including termination.

If an employee's urine drug test is positive for drugs and the employee disputes the results, the employee may voluntarily submit to a blood test to disprove the urine drug test results. The employee must submit to the blood test within one (1) hour of being notified of the urine test results. The cost of the blood test is the responsibility of the employee. However, if the blood test results disprove the urine test results, the employee will be reimbursed by The Company for the cost of the blood test.

Employees may not dispute positive results for alcohol use.

Electronic Information Systems
The Company is committed to the use of available communications technology as a means of accessing and communicating information critical to the provision of timely, quality services to our customers and for the efficient completion of tasks.

E-mail, computer, company-issued cell phones, and voice mail systems are the employer's property and are intended for business, not personal use. Employees are responsible for any issues arising out of personal use of company-issued electronic property.

The Company reserves the right to conduct audits to monitor participation and use of social media. The company reserves the right to determine whether particular conduct violates any of The Company's policies or is otherwise inappropriate. Violation may result in discipline up to and including termination. An employee's use of any of the electronic systems constitutes consent to the employer's monitoring and auditing of electronic communications. Further questions regarding company policy on social media and your compliance with it should be directed to the Human Resources department.

Employees have no right of privacy as to any information or file maintained in or on the employer's property or transmitted or stored through the employer's electronic information systems or other technical resources. Use of the Internet to transmit any material in violation of any federal or state regulations or agency policy is prohibited.

Examples include, but are not limited to:

- Copyrighted material or material protected by trade secret
- Threatening or obscene material
- Use for commercial activities or product advertisement
- Use for political lobbying

The Company strives to maintain a workplace free of harassment and is sensitive to the diversity of its employees and customers. The Company prohibits the use of its electronic information systems in ways that are unlawful, disruptive, offensive to others, harmful to morale, or in violation of any company policies.

Employees should remember that when using the employer's electronic information systems, they are creating "public" documents. These documents are not private and may be read by other authorized employees and, under some circumstances, by outsiders. Employees should also be aware that even though a message may be deleted from the system, a record of it may remain either on the daily backups of all data or in other ways. Therefore, ultimate privacy of messages is not assured to anyone. Under any circumstances, the employer - at management's discretion - may access information stored in its electronic information systems. While it is impossible to list all of the circumstances under which access may occur, some examples follow:

1. During regular maintenance of the system.
2. When the employer has a business need to access the employee's mailbox or computer files *(for example, the employee is absent)* because information that is relevant to the day's business is located in the employee's files.
3. When the employer receives a legal request to disclose electronic information.
4. When the employer has reason to believe that employees are using its electronic information systems or other technical resources in violation of the employer's policies.

Because of the rapidly changing nature of the use of electronic information systems, this policy cannot lay down rules to cover every possible situation. Instead, it expresses the employer's philosophy and sets forth general principles to be applied to the use of electronic information systems and other technical resources.

Violations of this policy may result in disciplinary action up to and including termination. Employees aware of any misuse of the employer's electronic information systems or a violation of this policy must notify a company officer of such misuse or violation immediately. Failure to comply with the notice obligation will subject the employee to disciplinary action.

Social Media

The Company and its employees must protect the confidentiality of our clients *(both past and present)*, our customers and the referring agency staff. When The Company employees participate in internet social networking, they are representing both themselves and The Company. It is not our intent to restrict an employee's ability to have an online presence; however, all employees must be aware of confidentiality issues and prevent any misuse of this form of communication media.

Internet social media refers to online communities of individuals and/or organizations who share interests and/or activities, such as Facebook, Instagram, Twitter, LinkedIn, video calls (i.e. Facetime, Zoom), etc. Social networking may take many forms, including but not limited to, internet forums, blogs, online profiles, tweets, snapchats, online publishing, podcasts, online posting of picture and video, emails, and instant messaging.

In order to avoid the breach of confidentiality and misuse of communication media, the following guidelines have been established to define appropriate online conduct for employees who choose to create or participate in any form of internet social media or internet social networking.

1) Employees are prohibited from using, disclosing or posting company confidential and/or proprietary information, or any documents related to The Company, its clients and known potential clients, or other company employees.
2) Employees are responsible for the content that they post.
3) Employees are prohibited from posting online any photographs or identifying information about clients.
4) Employees will refrain from making any references to clients, referring agencies, employees or customers.
5) Employees will know and follow all other company employment policies. For example, employees must not engage in any communication that violates the company's policy prohibiting sexual and other unlawful harassment, the company's conduct rules, or the company's policy regarding confidential information and HIPAA.
6) Employees will respect all copyright, fair use and financial disclosure laws.

Remember that what you write is public and will be for a long time, if not permanently.

Any questions regarding this Social Media policy and your compliance should be directed to Human Resources. The Company reserves the right to conduct audits to monitor participation and use guidelines established above. The company also reserves the right to determine whether particular conduct violates any part of this policy or is otherwise inappropriate. Any violation may result in disciplinary action, up to and including termination.

Non-Union Philosophy

The Company is a non-union employer. We believe that remaining non-union is in the best interest of each employee. We believe that we do not need an outside group, such as a union, putting itself in the middle of our employment relationship. By continuing to deal directly with each other, we will have the freedom to maintain and, where necessary, improve our relationship with each other.

Non-Competition
It is the responsibility of every employee to safeguard The Company's assets. These assets include various documents, procedures, proprietary products and services, logos, trademarks, customer lists, etc. Some positions within the agency have greater exposure to these assets and, therefore, are held to an even higher standard of confidentiality. Non-compete agreements will be used to protect The Company's interests in these assets.

The Company may require any applicant to sign a non-compete agreement as a condition of an employment offer. The Company may require any employee to sign a non-compete agreement as a condition of holding any position, or changing to any position, within the agency.

Use of Company Equipment
Company equipment has been issued to employees holding certain positions. Employees agree to use, transport, and/or store the equipment in such a way as to protect the equipment from damage, and to care for it as they would their own. The employee is responsible for returning the equipment in the condition in which it was released at the time it was borrowed, or better. Employees issued certain equipment will be required to sign a responsibility acknowledgement form.

If the equipment issued to or borrowed by an employee is damaged or lost due to the employee's action or inaction, or inappropriate use, the employee will pay for any and all costs to repair or replace the equipment on a pro-rated basis, if applicable. Reimbursements may be withheld until these costs are paid.

Company equipment cannot be borrowed for personal use without the express written permission of the CEO or a company Officer.

Theft and Falsification
The Company employees have access to a wide variety of company equipment and supplies. These assets are to be used exclusively for the agency. Removing the assets, or using the assets for personal use, is not tolerated. The Company has zero tolerance toward theft of corporate assets.

The Company prohibits the removal or personal use of company supplies and materials. Employees violating this policy will receive disciplinary action up to and including discharge for cause.

Employees' job duties often require documentation of services provided, time worked, use of company assets, billing information, expense reimbursement claims, etc. Falsifying any of these entries may put the company at risk and/or result in unwarranted expenditures. Employees falsifying job related documentation and/or omitting interactions during services will receive disciplinary action up to and including discharge for cause.

Conflict of Interest
Potential or perceived conflicts of interest may exist on the part of company employees in carrying out their respective roles for the organization. Therefore, employees have a continuous duty to appropriately report any personal ownership or interest in a vendor or supplier of The Company. Employees must also report other relationships that might affect their ability to exercise impartial, ethical, and business judgments in the area of their responsibilities.

A potential or perceived conflict of interest exists when the employee is doing or attempts to do business with suppliers, customers, vendors, and other persons, where:

- the business relationship benefits the employee, or,

- the business relationship benefits an immediate family member of the employee, or,
- the business relationship benefits an organization where the employee, or an immediate family member of the employee, has an ownership interest, has an employment relationship, or has a director's role.

Employees of The Company are expected to conduct their responsibilities with respect to suppliers, customers, vendors, and other persons doing or seeking to do business with The Company in a completely impartial manner, without favor or preference based upon any consideration other than the best interest of The Company.

Employees shall not seek or accept, directly or indirectly, any payments, fees, or services from any person or business entity that does or seeks to do business with The Company. This does not, however, prohibit an employee from receiving compensation for services that such persons may render, where services will not affect the impartial discharge of such person's duties or obligations to The Company.

Employees shall not seek or accept, directly or indirectly, preferential terms, conditions, or other relationships from any person or business entity that does or seeks to do business with The Company.

Employees shall not seek or accept for themselves or any members of their immediate family from any person or business entity that does or seeks to do business with The Company any gifts, entertainment, or other favors of a character that goes beyond common courtesies consistent with ethical and accepted business practices.

Employees shall not conduct business on behalf of The Company with a relative or a business entity with which the employee or immediate family is associated, except where such dealings have been disclosed and specific approval and written authorization has been given.

Employees shall annually disclose in writing possible conflicts of interest. All newly hired employees shall disclose conflicts of interest at the time of hire.

Employees who knowingly participate in activities that constitute a conflict of interest as described above, without proper reporting of the existence of such conflict, may be subject to termination for cause of such employment or other disciplinary action that may be deemed appropriate.

Preferential Treatment

The Company provides services in an ethical manner and is guided in making decisions by professional responsibility as opposed to personal interests.

Video Surveillance

Some of the properties of The Company utilize video surveillance. This surveillance helps maintain safe and efficient operations for our clients. While the primary focus of surveillance is to monitor client activity, employees may be videoed at such facilities and their work performance monitored.

Employment Practices and Procedures

Nature of Employment

While we hope that your employment relationship with us will be an enjoyable one, you may resign your employment at any time for any reason at all, with or without notice. Similarly, The Company may terminate the employment relationship at any time.

> Nothing in this Handbook is intended to create *(nor shall be construed as creating)* an expressed or implied contract of employment or to guarantee employment for any term or in a specific position.

There is no contract of employment between The Company and any of its employees *(possible exception: the CEO or Officers may each have a written contract if approved and signed by the Board of Directors)*.

From time-to-time, pay rates may be converted into weekly, monthly, or annual equivalents for the purpose of illustrating benefits, deductions, potential compensation, etc. Stating pay rates in various time equivalents does not create a promise of employment or of pay for the length of time demonstrated in the time equivalent.

Requesting or Applying for a Job Position Change

Employees who have worked at least one year in their current position may request and/or apply for a position change. Exceptions to this time requirement may be considered on a case-by-case basis. Request and/or application for a position change does not guarantee the change will be approved.

Applicant Health Regulations

A "post-offer, pre-employment" physical examination and "10-panel" substance abuse screen is required for all new successful applicants as part of the onboarding process. If an applicant's 10-panel substance abuse screen shows evidence of a prohibited substance, the employment offer may be rescinded by The Company.

Due to licensure requirements, all successful applicants for a direct-care position are required to be tested for active tuberculosis on a post-offer, pre-employment basis. If the applicant's skin test is positive, he will be responsible for providing the results of a chest x-ray as evidence he does not have active TB.

Cost of the x-ray will be reimbursed if it disproves active tuberculosis. Any request for reimbursement must be submitted within 90 days of the date of the services in order to be eligible for reimbursement. New and existing employees are reimbursed through the monthly reimbursement process.

If an applicant has a communicable disease (*other than tuberculosis)*, a determination will be made whether the disease causes a direct threat to the health or safety of others in the workplace or to service recipients, with or without reasonable accommodation. Each individual's circumstances will be considered on a case-by-case basis.

Employee Health Regulations

Certain direct care positions are required to have an annual tuberculosis test. The Company will pay for this annual test and reserves the right to select the physician or clinic that will administer the test. If an employee tests positive for active tuberculosis, The Company will cover the cost of a chest x-ray only to further test.

Direct care positions may expose employees to Hepatitis B. Due to this, direct care employees are encouraged to consider receiving the Hepatitis B vaccinations. Under the Affordable Care Act, the Hep B vaccinations are covered at 100% cost. If an employee does not carry medical insurance The Company will reimburse an employee up to a maximum of $225 toward the required series of three (3) adult vaccinations for Hep B *(not to exceed $75 per injection)*. The reimbursement for new employees will occur following successful completion of the introductory period and a copy of related invoices and/or payment receipts turned in to the Finance Department within 90 days of the date of service. New and existing employees are reimbursed through the monthly reimbursement process.

> *Note: All employees will be trained in universal precautions as part of The Company's safety protocol. Select employees may also be required to receive training in First Aid and CPR.*

Personal Appearance

You are expected to maintain high standards of personal cleanliness and attire. Employees shall not wear attire that is potentially unsafe as it relates to their job activities, or attire that hinders the performance requirements of their position. Employee appearance should not be a distraction to people we serve or other employees. Personal appearance that is consistent with areas of responsibilities and professional decorum is required. Your supervisor may establish specific guidelines for your appearance and dress code policies.

The Company reserves the right to determine that particular attire is inappropriate for its business and to inform you of this and ask that your attire be changed if it is not appropriate. If an employee is directed to leave work to comply, due to violation of the dress code, the time away from work will be unpaid. The Company has also established specific dress code standards for many positions *(see below)*. The dress code standards vary depending on the staff position, the duties performed, and the situation.

The following standards apply in addition to the "Dress Code by Position" information provided below.

- Unnatural hair color may not be permitted for some professional positions.
- Facial hair must be groomed, well-kept, and maintained at a length that does not present a safety hazard.
- Food prep staff must wear a hat or hair net and a beard net, if applicable.
- Piercings should be limited, should not distract from professional representation of the company, and may not present safety issues. The Company reserves the right to determine appropriate levels of piercings. For their safety, direct care staff must remove non-post piercings when on duty.
- Offensive tattoos must not be visible. Examples of offensive tattoos include, but are not limited to, those that contain profanity, nudity, demonic pictures or references, and sexually suggestive slogans or pictures.
- Clothing should be clean and free from holes, fraying, and excessive wear.
- Any jeans worn must be well-fitting and worn at the waist or hips.
- Shirts and blouses with inappropriate advertising, slogans, or logos are prohibited.
- Short shorts or short skirts/dresses, low cut blouses, tank tops, muscle shirts, tops with spaghetti straps, and any shirt/blouse that exposes skin in the midriff area are not permitted.
- T-shirts and shorts are only permitted for participating in physical or outdoor activities.
- If required by the position or activity, The Company issued clothing and identification badges are to be worn.
- High heels, open-toed shoes, sandals, flip-flops, and other similar footwear are considered a safety risk and cannot be worn by any staff while providing direct care.

Dress Code by Position

Office / Administrative Staff	
General Activities	Collared shirt, ladies dress shirt, sweater Dress slacks, khaki/Docker-type slacks, dress Capri pants, skirt, dress Dress shoes
Presentation / Visits:	Business suit or shirt & tie, ladies dress shirt, sweater Dress slacks, khaki/Docker-type slacks, dress Capri pants, skirt, dress Dress shoes
Casual Day: *When a casual clothing day is announced, the following attire is acceptable.*	Collared shirt, sweater, ladies blouse Khaki/Docker-type slacks, jeans, Capri pants, casual skirt, casual dress Casual shoes
Project Incentive	
Classroom instruction	Collared shirt, sweater, ladies shirt Khaki Docker-type slacks, jeans, Capri pants Casual or tennis shoes *(no open toes)*
Meetings with funding sources or supporters	Shirt & tie, ladies dress shirt, sweater Dress slacks, dress Capri pants, skirt, dress Dress shoes

The Company reserves the right to require staff to wear uniforms or other issued clothing, and also reserves the right to establish other appearance requirements when deemed necessary. Additionally, The Company remains committed to supporting our employees' religious and cultural beliefs and will modify the dress code accordingly.

Virtual Meetings Etiquette

Virtual meetings have become a very common business practice within The Company and with our customers and clients, as well. To ensure a professional virtual meeting occurs, the following practices are to be followed:

- Dress professionally: dress code standards aligning to those listed above are to be followed. At no time are t-shirts, sweatshirts, or hoodies to be worn.
- Be prepared with your technology: as much as is possible, login to check your equipment prior to the meeting, making sure there is a working camera *(when needed)* and a working microphone.
- Choose an appropriate location: your location should be well-lighted, with a simple background, clean area, and minimal visual distractions. Your location should be quiet with minimal interferences.

Performance Evaluations

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Performance evaluations are conducted from time to time to provide both you and your supervisor with the opportunity to discuss your job tasks, encourage and recognize strengths, identify and correct deficiencies, and to discuss methods for improving your performance. However, understand that a positive performance evaluation does not guarantee an increase in compensation, a promotion, or even continued employment. Compensation increases and the conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the agency's discretion.

The Company will attempt to evaluate new employees' performance after 90 calendar days of their employment *(end of the introductory period).* The agency will also attempt to evaluate current employees' performance within 90 calendar days of a position change.

The Company will attempt to evaluate current employees every twelve (12) months. More frequent evaluations may be necessary to monitor changing job responsibilities, changing performance, etc.

Employees shall have an opportunity to read all of their performance evaluations and will be requested to sign each evaluation prior to it being filed in their personnel records.

Conflict Resolution

Misunderstandings and concerns may occur from time to time and must be given prompt attention. Most misunderstandings can be resolved by informal discussion between the employee and the respective supervisor. Employees are encouraged to refer to The Company's Tenets of Culture.

When a concern or misunderstanding cannot be resolved through informal discussion, an employee is encouraged to contact Human Resources for a Conflict Resolution form within five (5) working days of the event leading to a concern. This form outlines the step-by-step protocol for an employee to have his concern reviewed at various levels of leadership.

Note: This option does not apply to a discharge decision.

Employee Protection (Whistleblower)

The Company is committed to high standards of ethical, moral and legal conduct and will adhere to all contracts, codes of ethics, and state and federal laws. Consistent with this commitment and The Company's commitment to open communication, this policy is intended to provide an avenue for employees who reasonably believe that some practice or activity of The Company is in violation of the applicable standards. This policy allows an employee to raise concerns and have assurance that he will be protected from reprisals or victimization for raising such issues to The Company's management. This whistleblower policy is intended to cover protections for you if you, in good faith, reasonably believe that some policy, practice or activity regarding The Company is in violation of the applicable standards, such as concerns including, without limiting the foregoing, to the following:

- Incorrect financial reporting;
- Unlawful activity;
- Activities that are not consistent with The Company's policies, or
- Activities, which otherwise amount to serious, improper conduct.
  Note: This policy is intended for reporting serious issues. Please refer to the Conflict Resolution section of this manual for normal problem-solving practices.

Harassment or Victimization

The Company will not retaliate against an employee who in good faith has made a protest or raised a complaint against some practice of The Company. Harassment or victimization by The Company's management or other employees or agents for reporting concerns under this policy will not be tolerated.

Confidentiality

Every effort will be made to treat the complainant's identity with appropriate regard for confidentiality. However, it may not be possible to maintain strict confidentiality.

Anonymous Allegations

This policy encourages employees to put their names to allegations because appropriate follow-up questions and investigation may not be possible unless the source of the information is identified. Concerns expressed anonymously will be explored appropriately, but consideration will be given to:

- The seriousness of the issue raised;
- The credibility of the allegation; and
- The likelihood of confirming the allegation from other sources.

Bad Faith Allegations

Allegations made in bad faith may result in disciplinary action.

Reporting

Everyone has an obligation to be vigilant for events that indicate unethical or illegal conduct. When practical, employees should discuss their concerns with management. However, there are circumstances when concerns are so sensitive that one may not feel comfortable going directly to management, but would prefer to report the concern confidentially.

For these circumstances, we contracted with Fulcrum Financial Inquiry LLP ("Fulcrum"), a completely independent accounting firm. Fulcrum will receive, record, and help resolve complaints involving unethical conduct. You may register a complaint by contacting Fulcrum:

- By phone at (213) 596-1899 *(You can reverse the call charges if desired, using the company name to remain anonymous)*
- By email at whistle@fulcrum.com
- By internet at www.fulcrum.com/The Company.htm *(you need to click on this link)*
- By fax at (213) 891-1300
- By mail at 888 S. Figueroa Street, Suite 2000, Los Angeles, CA 90017

Complaints reported to Fulcrum will be kept anonymous and confidential, unless you specifically and explicitly direct otherwise. All reports will be taken seriously and addressed promptly, discreetly, and professionally. Complaints received by Fulcrum will be reported to and investigated by only those that are completely independent from the complaint.

Whether reported to Fulcrum or management, we will not retaliate, harass, discriminate, threaten, demote, discharge, or take any other adverse action against any person that reports their good faith concern.

<u>Timing</u>
The earlier a concern is expressed, the easier it is to take action.

<u>Evidence</u>
Although the employee is not always expected to prove the truth of an allegation, the employee should be able to demonstrate to the person who contacts them that the report is being made in good faith.

In the event that a violation was committed by both the CEO and the Board President, or if both are unavailable, or if the employee does not feel comfortable discussing the violation with the CEO or Board President, the employee should report the violation to the Human Resource Department as soon as possible after the occurrence of the incident.

Employee Absences

The Company reserves the right to implement disciplinary action up to and including termination in the event of unexcused employee absences.

Additional Employment

No prohibition against additional employment will occur unless the additional employment is considered inappropriate. The additional employer cannot be a competitor or customer of The Company *(or a related organization)* unless approved by an officer of the organization in advance. The additional employer's type of business and the employee's duties cannot reflect poorly on the image and/or reputation of The Company.

All employees shall provide their supervisor with the name of any additional employer, a description of the work being performed, and the days and times of such employment. Additional employment will not be considered an excuse for poor job performance, failing to meet job expectations, absence, tardiness, leaving early, refusing to travel, or refusing to work overtime or a changed schedule.

Volunteer Firefighters/EMS/Rescue Department Workers

An employee who is a volunteer firefighter, EMS, or rescue department worker may report to work late and/or leave early because of a call by the volunteer department. A "volunteer emergency worker" is an individual who serves in a volunteer role and does not receive monetary compensation for his services.

In order to be protected by this policy, an employee must submit a form *(available from HR)* setting forth his involvement in a qualifying volunteer organization.

> *Note: Even though an employee submits this form, the employer has the ability to define the employee as an "essential employee" if their absence from work will result in economic injury to the organization. Being defined as an "essential employee" will impact the provision provided by this policy and may exclude an employee from the protection provided under this policy. The determination of an essential employee will be made on a case by case basis.*

If an employee will be absent or late to work as a result of serving in an emergency role, the employee must make a reasonable effort to notify his supervisor that he may be absent or late to work.

The Company reserves the right, following an employee's absence, to request that the employee provide a written statement from the supervisor or acting supervisor of the agency for which the employee volunteered. This documentation must state that the employee responded to an emergency, and indicate the time and date of the emergency.

Access to Personnel File

Personnel files for each employee are established and maintained throughout the employment period. The files contain records of employment, training, performance evaluations, correspondence and other data. Personnel files are the property of The Company. Files will be retained for the time frame required by law following separation of employment. Employees may review the contents of their own file in person or electronically during standard office hours in the presence of a witness representing the Human Resource department. A request for such a review must be made in advance and must be scheduled at a time convenient to both parties. No costs related to the review of the employee's file will be reimbursed.

Emergency Closings

Weather, power failure, and other emergencies can disrupt agency operations and an employee's ability to report to work. Closings, service suspension, and delays will be treated as mutually exclusive actions for each company location. The CEO or a company officer must approve a specific location's closing, and determine whether it is a forced or permissive closing, in order for employees to be paid. Executive leadership reserves the right to approve driving for services and regional office closings in specific situations. Decisions will be communicated to staff affected by such decisions.

In the event of such a closing, all exempt staff will receive their regular compensation. Non-exempt and hourly employees who are asked to report to work will receive compensation. Non-exempt and hourly employees who cannot report to work, or are not asked to report to work, may elect to utilize Planned Time Off, if available, or take the time off without pay.

Weapons and Hunting

Hunting and fishing is prohibited on company properties without approval from the Officer responsible for facilities.

Employees are prohibited from bringing any weapons into company buildings or company owned vehicles. Any employee bringing a weapon into a company building will be discharged for cause.

Weapons include, but are not limited to, firearms, bow and arrows, crossbow and arrows, and knives. Pocket or penknives are permitted if the overall length, when open, from tip of blade to butt of handle is less than six inches. Open, fixed-blade knives are prohibited.

> *Note: If an employee is legally authorized to carry a firearm in the state of Indiana and has the firearm in his vehicle, that firearm must be stored out of plain sight in a locked vehicle.*

If an employee has a client with him in his vehicle, any weapons must be locked in the vehicle's glove compartment, trunk, or similarly secure location of the vehicle prior to the client entering the vehicle.

HIPAA Compliance

The Company complies with the rules and regulations contained in the Health Insurance Portability & Accountability Act of 1996 (HIPAA).

HIPAA regulations apply to the use, storage, and transmission of the personal health information of the clients we serve. Violations of the regulations can carry severe civil and criminal penalties. In the simplest of terms, if you do not have a need to know about someone's medical information, do not ask. Medical information includes information regarding an individual's physical, mental, and behavioral health. If you have access to someone's medical information, do not share it without proper authorization. Proper authorization refers to an acceptable request form that has been reviewed and approved by The Company's assigned staff. Only after such a form has been completed and approved may information pertaining to a client be released. The only exception to this is in relation to information provided directly to the placing authority of an active case. Keep in mind that medical information includes clinical diagnoses of behavioral issues a client has, medications the client is using, and possible other behavioral matters.

HIPAA regulations also apply to the medical information of The Company's employees. The agency is only allowed to ask for employees' personal medical information on a restricted basis. If employees are properly notified, The Company can request medical information that is required by health insurance underwriters in order to quote insurance coverage and premium rates. Once the information has been used for underwriting purposes, The Company will destroy such information in its possession. The Company will make every attempt to have this information submitted directly to the insurance company or its agent; therefore, The Company will not have access to the information.

Any employee records containing personal medical information will be maintained in files separate from other employment records. Such records may include workers' comp reports of injury or illness, physician reports regarding medical leave, physician reports permitting the employee's return to work following medical leave, etc.

The Company must comply with HIPAA both as an employer and as a service provider. This Handbook contains copies of documents from The Company's HIPAA policy manual in the appendix section at the back of this Handbook. Employees have a responsibility to comply with HIPAA policies or procedures and report suspected violations.

To report a violation, complete a "HIPAA Breach Report" available from your supervisor or The Company's Compliance Officer. The completed form can be hand delivered, emailed, mailed, or faxed *(use the secure fax number appearing on the form)* to the attention of the Compliance Officer.

Receiving of Gifts
Employees will not encourage individuals and families being served, customers, or vendors, to make gifts to employees or to the agency.

It is only acceptable to encourage gifts as part of an organized giving, or fund drive campaign approved and/or administered by the corporate office.

Employees receiving gifts of significant value *(over $25.00)* shall report the gift to the Director of Human Resources.

Employees may be asked to return or surrender gifts that give any appearance of impropriety. Employees need to be aware that gifts of significant value should be reported as taxable income for tax purposes.
The Company defines gifts as including, *but not limited to*, cash and cash equivalents, food/meals, goods, services, entertainment, trips, and event tickets.

Layoffs
From time to time, it may be necessary for The Company to adjust the number or assignment of employees. Such adjustments may be necessary due to changes in customer base, available funding from grants or special projects, changes in regulatory requirements, and other outside factors affecting operations.

Due to the distinctive nature of The Company programs, many of the staff have unique credentialing and work experiences. The layoff selection process will attempt to retain those staff with unique credentials. The process will also give weight to employees with strong performance records. Seniority may be considered, but will not be the critical factor.

If an employee is laid off due to work shortage or other non-disciplinary reasons, the employee will be paid out any unused PLTO.

It is further understood that employees do not have employment contracts and can be released "at will."

Employment Separation – Discharge for Cause
The Company will terminate the employment relationship when an employee's conduct fails to protect the interests and safety of any clients, employees, visitors, and/or the organization. When an employee is discharged for cause, the employee will be relieved of duties immediately. The termination date on record will be the employee's last day worked.

Most discharges for cause result from repeated unsatisfactory performance reviews, poor attendance or tardiness, and/or failure to follow established procedures and policies. Employees may also be discharged for cause without any prior warning when the employee's conduct is so severe of a violation as to warrant immediate action.

> Planned Time Off *(PLTO)* benefits are considered awards, not earned. When an employee is discharged for cause, the employee immediately forfeits eligibility for benefits including unused balances of PLTO and EMP.

Note: While it is not possible to list all forms of unacceptable behavior or conduct, the following are examples that could result in immediate discharge for cause (and possible criminal investigation):

- Theft or inappropriate removal or possession of company property
- Falsification of employment records, payroll documents, and billing documents
- Inappropriate physical contact with a resident or client
- Sexual misconduct
- Working under the influence, or having possession, of alcohol or illegal drugs
- Negligence or improper conduct leading to the damage of company or customer owned property
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Violating the confidentiality of protected information and documents
- Fighting or threatening violence in the workplace
- Exposing clients, employees, or visitors to an unsafe condition
- Criminal activity that reflects a “Disqualified” status upon completion of any required criminal history background check(s) and that is considered “Not eligible to be waived” by the DCS.
- Criminal activity that may or may not reflect a “Disqualified” status upon completion of any required criminal history background check(s) and that was undisclosed at the time of application or upon committing the crime while employed.

Employment Separation – Resignation of Employment

When an employee chooses to resign from his employment with The Company, he is expected to provide a resignation letter, stating his last day of work, to his immediate supervisor and to the Human Resources office.

An employee providing an acceptable notice period, and who continues to work regularly during the notice period, will be allowed to claim up to 80 hours of unused PLTO for pay-out if the employee has been employed full-time continuously for at least one year.

The acceptable notice period for resignation is at least four calendar weeks from the date of notification of resignation.

An employee who does not provide proper notice will not be eligible for rehire. Exceptions may be made on a case-by-case basis. If an employee is eligible for rehire and returns to The Company within one year of his date of termination, the employee’s seniority in relation to benefits will be reinstated. This timeframe may be extended for those who terminated due to military service.

Any employee who resigns and wishes to rescind his resignation must have approval of the Director over his department.

If an employee has given proper notice and is relieved of duties unrelated to disciplinary reasons during the notice period, the employee is still eligible to be paid for up to 80 hours of unused PLTO if the employee has been employed full-time continuously at least one year at the time of his resignation notice. Salaried employees who have been employed full-time at least one year will be paid through the end of their notice period.

Upon notice of resignation, an employee's PLTO is frozen and unable to be used. A possible exception may be considered on a case-by-case basis if time off for medical reasons is requested during a proper resignation notice period for the purpose of an illness, injury or other medical condition for the employee, or for the employee to care for an immediate family member during an illness, injury, or medical condition only when such an absence is substantiated by a doctor's written statement. Such exception will be reviewed and must be approved by the VP of the employee's department. If the exception is approved, payment for the absence will not occur until an approved/acceptable statement is received. If employee fails to provide such statement prior to his last day of employment, no payment for the absence will be made.

Note: Unused EMP will not be paid out.

Anytime a resignation notice period begins in one benefit year and ends in the next, the employee will not receive a new, additional award of PLTO when the new benefit year begins. Additionally, for new employees, if the resignation notice begins prior to his receiving his award of PLTO, no PLTO will be awarded. PLTO benefits allocations end on the date of notice.

Termination Documentation and References

Separating employees, except those who were discharged for cause, may be asked to complete exit interview questionnaires.

Staff supervisors and co-workers are not permitted to provide work references for current or former employees.

The Company only provides date of hire, date of termination, and title at time of termination when requested to provide information about former employees.

Future Contact Following Separation

The Company imposes a restriction on future contact with any youth and/or families served by The Company.

As a condition of employment, employees agree to avoid any future contact for the first six months following the separation of their employment.

The Company reserves the right to seek legal remedies to enforce this restriction of contact.

Payroll Practices and Procedures

Employment Classifications

For the purpose of designating eligibility for certain benefits, employment classifications fall into one of the following categories:

1. Regular, Full-Time

   A regular, full-time position at The Company is defined as an employee consistently working 40 hours per week and not seasonal or temporary in nature.

   A Regular, Full-Time position is eligible for agency paid Statutory Benefits *(see Benefits Section)* and all other benefits that may be available to staff *(e.g. health insurance, life insurance, disability insurance, 403(b) Plan, etc.)*

   If an employee is classified as full-time status and has worked an average of less than 30 hours consistently for more than four (4) consecutive weeks, the employee will be reclassified as part-time. *(Exceptions would be a temporary medical condition: FMLA, Worker's Compensation, or an authorized personal leave of absence, not to exceed 12 weeks.)*

   If an employee is classified as part-time status, but has worked 30 or more hours consistently for more than four (4) consecutive weeks, the employee will be reclassified as full-time. *(Exceptions would be an employee who is temporarily filling in for an employee on a temporary leave of absence.)*

2. Regular, Part-Time, Hourly

   A regular, part-time position is defined as an employee consistently working less than 30 hours and not seasonal or temporary in nature, or works a minimum of 12 hours per month.

   A Part-Time position is eligible for agency paid Statutory Benefits *(see Benefits Section)* and the organization's 403(b) Plan.

3. Temporary Position

   A temporary position, whether full-time or part-time, is defined as an individual being assigned responsibilities that are not expected to last more than six months in duration.

4. Intern

   An intern is defined as a student seeking work experience for a defined period of time. An intern may be paid or unpaid by The Company at The Company's discretion. An intern is not eligible for any agency benefits other than agency paid Statutory Benefits even if he is a paid intern.

Introductory Period

All employees hired for regular part-time or full-time employment must complete a minimum 90-day introductory period.

During the introductory period, an employee may decide that his new job is not what he thought it would be. Alternatively, the employee's supervisor may conclude that he has misjudged the employee's qualifications for that job or that the job and employee's skills and qualifications are not a good fit. The 90-day introductory period provides an employee with the opportunity to demonstrate his ability, skill, and interest and to determine if he is satisfied in the position he has taken.

The employee’s supervisor will attempt to give feedback on the new employee’s performance and conduct throughout the introductory period. If management determines that the employee is not meeting
the performance expectations, the employee can be terminated at any time during the introductory period. Management may conclude that an extension of the introductory period is appropriate.

All employees are employees-at-will. As such, employment may be terminated by the agency or by the employee for any reason or for no reason at any time before or after the completion of the introductory period.

Change in Employment Classification

If an employee’s classification changes from full-time status to part-time status, the employee’s seniority date as it applies to company full-time medical benefits will be frozen - no PLTO may be used during this time. If the employee remains part-time for more than 90 days, any unused PLTO up to a maximum of 80 hours will be paid out to the employee after that time if the employee has been employed full-time continuously for at least one year prior to going to part-time status. PLTO will be paid out at the hourly rate, or its equivalent for salaried staff, in effect prior to the employee going to part-time status.

> *Note*: If the employee returns to full-time classification in the same calendar year, no new PLTO will be awarded until the next award year.
>
> Please contact the Human Resources department for any questions regarding this.

Pay Methods, Pay Periods and Paydays

At the time of their employment, and with position changes, employees are informed as to whether they will be paid on an hourly or salaried basis.

The Company currently pays on a bi-weekly *(every other week)* basis and publishes a schedule detailing the pay-period end dates, deadlines for submitting time sheets, and the pay dates. This schedule is provided to all new employees when they complete their payroll withholding paperwork and is updated and provided at the beginning of each year. In addition, most company work locations have posted the schedule at a location visible to staff and it is available on the company’s HR system. The Company reserves the right to change the pay period and frequency at any time.

When it is necessary to pro-rate pay rates within a pay period, the company will use 2,080 hours.

> *Note: A reference to annual projected compensation levels does not create an employment agreement. Such references are made to clarify information and do not change an employee’s work-at-will status.*

Employees are required to report all time worked in the week worked. An employee failing to submit his timesheet(s) by the established schedule will miss having those hours processed in the current pay cycle. Those hours will be added to the next pay cycle. Any payroll deductions that should have been withheld will also be added to the next pay cycle.

When a timesheet(s) is submitted after the deadline through no fault of the employee, the employee may request a next day pay.

If ever a mistake occurs in relation to an employee's pay, The Company will make good-faith efforts to correct the mistake when it is brought to The Company's attention. The Company also expects the employee to remedy any mistake, including returning any funds paid that were not due.

Overtime and Working "Off the Clock"

Hourly and Non-Exempt Salary employees are not authorized to work overtime without explicit authorization from their supervisor in advance. Additionally, employees are not authorized to work when off duty. *(a.k.a. "off the clock")* Employees who have a specific location where their work is performed may not work when away from that location without approval from their supervisor.

The Company currently defines its pay periods as bi-weekly *(every other week)*.

For purposes of determining overtime eligibility, the agency defines a workweek as beginning 12:00 a.m. on Sunday through 11:59 p.m. on Saturday. Non-exempt employees working in excess of 40 hours during this workweek will be paid one and one-half times their normal hourly rate for those hours worked in excess of 40. Overtime is paid only on time worked. Therefore, PLTO, EMP, holidays, emergency closings, or any other time paid but not worked is not used in the calculation.

> **Example**: John is a full-time, regular employee who worked 40 hours from Tuesday through Saturday of Labor Day week. He had not worked on Labor Day. He will be paid for 40 hours worked at his regular rate plus eight (8) hours of holiday pay at his regular rate. No overtime exists.

Hourly and non-exempt salaried employees, whether full-time, part-time, seasonal, or temporary, are eligible for overtime as non-exempt employees. Generally speaking, The Company's salaried, exempt employees fill positions and perform duties that make them exempt from overtime eligibility.

Time Reporting

Employees are required to report all time worked in the week worked; however, they are not permitted to enter time on a timesheet before the work is performed. Entering time not worked or not yet worked is considered an act of fraud or conversion and will be punishable by termination. All hourly employees are expected to enter their time worked on their timesheet on a daily basis to the nearest quarter-hour.

Falsifying information on timesheets or their equivalent, including entering time not yet worked, will result in immediate discharge for cause and forfeiture of all benefits.

Accurate Reporting

All employees are responsible to accurately report the hours they work and the services they provide in the appropriate software and/or on the appropriate form(s) provided by The Company. The time and services reported as being provided may be used by The Company to claim payment for services. Additionally, employees are responsible to accurately report any business mileage or expenses that are eligible for reimbursement. Falsifying reported work hours (to including entering time on one's timesheet that has not yet been worked), services provided, service hours, or request for mileage or expense reimbursement will be considered an act of fraud or conversion. The Company may terminate the employee immediately and pursue civil or criminal remedies, and may report any inappropriate conduct to the appropriate governmental agency(ies).

Deductions

The Company's payroll system allows for a number of payroll deductions - some required, some optional. Under Indiana Code 22-2-6-2, employees must give The Company written authorization to make certain payroll deductions.

Required deductions include: Social Security and Medicare taxes, federal income tax, state income tax, and applicable county/local income taxes.

The Company may also be required to make deductions by court order for garnishments and child support, etc.

If employees enroll for certain benefit plans, The Company will also deduct the premiums and/or 403(b) contributions, as applicable.

Employees may also use payroll deductions to make a voluntary contribution to The Company or other allowable voluntary deductions approved by the employee.

Direct Deposit

It is mandatory that all employees are paid via direct deposit. Employees will have their net pay direct-deposited into their checking and/or savings accounts.

> *Note: If an employee provides incorrect information causing the deposit to go into an incorrect account, The Company will attempt to get the funds returned, but will not be responsible to refund the payment if the funds are not retrieved.*

Reimbursement Deposits

Expense or mileage reimbursements are included on paychecks and are paid via direct deposit. Expenses are to be submitted monthly via the Concur expense reporting system.

There is a 90 calendar-day deadline from the date of the receipt for submitting receipts for reimbursement.

Exempt Staff Pay Deductions

Salaried exempt employees work as few or as many hours as are necessary to get the job done to the satisfaction of their supervisor. For this reason, and subject to the exceptions below, The Company does not reduce a salaried exempt employee's predetermined compensation for any partial day absence *(other than intermittent FMLA leave)*, any partial week absence due to office closings (*i.e. weather related, loss of power, etc.)* including holidays and partial week shutdowns, or because of variations in the type of work performed.

Deductions from salary may occur in the following circumstances:

1. Full-day absences for personal reasons
2. Full-day absences due to the employee's own sickness or injury *(including work related injuries and FMLA related absences)* so long as the deductions are made in accordance with The Company's paid time off policies, state worker's compensation laws and regulations, and all federal laws
3. A penalty imposed for an infraction of a safety rule of major significance
4. Full-day absences for unpaid disciplinary suspensions for infractions of The Company's policies or workplace conduct rules
5. When no work is performed in a work week

The Company reserves the right to require an employee *(hourly or salaried)* to utilize available paid time off (PLTO) benefits for partial day absences due to personal reasons or the employee's own illness or injury.

The Company encourages any exempt employee who believes his salary has been improperly reduced to report the problem immediately to the Human Resources Department. Employees are assured that The Company is committed to comply, and expects all supervisors and managers to comply, with this policy and not to make improper deductions from salary. The Company will reimburse an employee for any improper deduction.

Benefits

Note: Some of the benefits sponsored through The Company have a plan description document. These documents and other information about the benefits are available from HR. In the event the description or other provision described in this Handbook conflicts with anything stated in a plan document or contract, the latter will govern and supersede this Handbook.

All non-statutory benefits are subject to change at The Company's discretion.

Statutory Benefits

In accordance with applicable law, the following benefits are provided to all employees:

1. Worker's Compensation Insurance: This provides wage replacement and medical benefits in case you are injured in the course of doing your work. This coverage is in compliance with the worker's compensation laws of Indiana, and the agency pays the entire cost of this protection. In the event a worker's compensation claim occurs, the claim will be considered to be in the jurisdiction of the state of Indiana. An employee receiving worker's compensation benefits may not supplement these benefits with other compensation such as Planned Time Off or EMP. However, Planned Time Off, EMP, and unpaid time off may be requested during the initial worker's comp eligibility period. Worker's compensation time off will run concurrently with any eligible FMLA time off.

   Employees have a responsibility to immediately report a work-related injury or illness to their supervisor. The supervisor will notify the Human Resources office immediately and the supervisor will submit the First Report of Injury form to the Human Resources office within 24 hours. Additionally, the supervisor will assist in gathering the information required for any additional reports needed. If an employee files a fraudulent claim, he will be discharged for cause.

   The Company has in place a Return to Work Program to provide meaningful work activity for employees who are temporarily unable to perform all or portions of their regular work duties due to a work-related injury or illness. The goal of this program is to allow employees to return to productive, regular work as quickly as possible. By providing temporary transitional or modified work activity, injured employees remain an active and vital part of the organization.

   If work is available that meets the restrictions and limitations defined by the approved medical provider caring for the employee, the employee may be assigned transitional or modified work for a period of time. The employee's transitional or modified duty assignment will be re-evaluated after each doctor's visit, but no less than every four weeks. The employee's full salary will be continued during the modified duty assignment.

2. Unemployment Insurance: Based on your earnings, the agency pays eligible claims for your unemployment insurance benefits. These benefits are paid to you should you become unemployed and qualify for assistance under the laws governing this insurance. It is The Company's practice to contest an employee's benefit claim if the employee was discharged for cause or voluntarily resigned.

3. Social Security coverage: This entitles you and your family to certain health and retirement benefits based on your income and the number of years you have worked. The agency contributes to Social Security as required by law.

4. COBRA: The Consolidated Omnibus Budget Reconciliation Act (COBRA) gives workers and their families who lose their health benefits the right to choose to continue group health benefits provided by their group health plan for limited periods of time under certain circumstances.

Insurance Programs
Regular employees working the required number of hours per week are eligible for company benefits.

Levels of coverage and eligibility requirements may vary for each insurance program depending upon federal and state requirements and the insurance policy's contract language.

The agency periodically reviews the features of its insurance programs, including coverage, carriers, agents, and employee participation requirements. Any significant changes in the group insurance plans will be communicated to covered employees prior to the effective date of the changes. Specific questions concerning benefits and coverage should be directed to the servicing agent. Contact the Human Resources office if you need assistance in contacting the agent.

The agency provides a group medical insurance plan for regular, full-time employees. The agency may contribute towards the premium for this benefit and the amount may vary depending upon the financial resources of the corporation. Employees may elect coverage for eligible dependents. The employee's share of the premium is payroll deducted on a pre-tax basis.

Under Indiana Code 22-2-6-2, employees must give The Company written authorization to use payroll deductions to collect premiums.

Other optional insurance benefits may be made available to employees. The employee's dependents may also be eligible for these benefits. In many of these plans, coverage is flexible and can be customized to the employee's needs. The agency collects and pays the premium through payroll deduction. Some premiums may be eligible for pre-tax deduction. The Company does not contribute to the premium.

If employment is terminated, for any reason, before the employee has made their required contribution to activate the coverage, the coverage may be deemed to have never been in effect, except as may be provided by COBRA requirements.

Employees wishing to change or terminate insurance coverage must notify the Human Resources Department. Generally speaking, by contract, changes and terminations are not permissible until the next open enrollment period unless the employee has a qualifying life event (QLE). Examples of a QLE include: marriage, divorce, loss of coverage through a parent or spouse's coverage, and the addition of a child through birth or adoption.

The IRS limits the types of changes an employee may make for QLEs and the time frame in which to make these changes. Essentially, an employee has 30 days from the day of the QLE *(the day the event occurs is counted as day one)* to elect the changes. If the changes are not made during this 30-day window of time, the opportunity is lost.

Planned Time Off

Planned Time Off (PLTO) is available to full-time employees to provide opportunities for rest, relaxation, personal pursuits and business not adverse to The Company's interests. New hires must meet a waiting period requirement. An employee's seniority or time of employment is used only to calculate the award amount. To increase the likelihood of approval and to avoid conflicting requests from other employees, it is recommended that requests be made as early as possible.

PLTO time is awarded to eligible employees who are actively employed. Employees who have provided a notice of resignation are not considered "active" under this scenario. The PLTO award combines vacation, sick, and personal time into one bank that can be used for any of these reasons. PLTO must be used concurrently with FMLA.

Up to 40 hours of PLTO may be carried over to a new calendar year as long as the PLTO hours carried over combined with the new year's PLTO award does not exceed 304 hours total.

An additional amount of up to 40 hours of PLTO may be carried over into a new year if allocated to an employee's Extended Medical Plan (EMP). A deposit into an EMP is secondary to a carryover of PLTO hours. The EMP is available for employees' future medical planning and needs. *(See EMP information below.)*

Any unused PLTO not carried over, as identified above, is forfeited at the end of the calendar year.

Employees discharged for cause, or who fail to provide proper resignation notice, forfeit any unused PLTO.

PLTO can be used in minimum increments of two (2) hours. Requests for PLTO *must* be submitted via the HR software. The employee's immediate supervisor, if he approves the PLTO request, will approve it within the HR software system. PLTO hours claimed should not put an employee over more than 40 hours in a week.

New, eligible employees and employees newly becoming eligible by moving from a part-time status to a full-time status receive an initial PLTO award following successful completion of their Introductory Period or, in the case of those who have newly become eligible after 90 days, based on the month they are hired or in which they become full-time:

The initial awards for PLTO are shown below *(based on month of hire / month when become full-time)*:

January 1 - June 30	120 hours
July 1 - September 30	60 hours
October 1 - December 31	0 hours *(falls into next calendar year)*

Upon completion of the first calendar year of employment, PLTO is awarded on January 1st of each year according to the schedule below:

- Employed less than three (3) years as of January 1st: 144 hours *(18 days)*
- Employed less than five (5) years but at least (3) years as of January 1st: 184 hours *(23 days)*
- Employed less than ten (10) years but at least five (5) years as of January 1st: 224 hours *(28 days)*
- Employed at least ten full calendar years as of January 1st: 264 hours *(33 days)*

PLTO is paid at the employee's base salary or hourly pay rate in effect when the PLTO is used, unless the employee has moved to a part-time status. *See "Change in Employment Classification" section.*

Upon notice of resignation, an employee’s PLTO hours are frozen and unable to be used, even if approval had been given prior to the resignation notice. A possible exception may be considered on a case-by-case basis if planned time off is requested during a proper separation notice period for the purpose of an illness, injury or other medical condition for the employee, or for the employee to care for an immediate family member during an illness, injury, or medical condition and only when such an absence is substantiated by a doctor’s written statement. Such exception will be reviewed and must be approved by the Director over the employee’s department. If the exception is approved, payment for the employee’s absence will not occur until an approved/acceptable statement is received. If employee fails to provide such a statement prior to his last day of employment, no payment for the days of absence will be made.

Part-time employees are not eligible for PLTO.

Extended Medical Plan

The Extended Medical Plan (EMP) is a bank of hours which employees may create for themselves for the sole purpose of having additional paid time available for extended medical-related absences. An employee may contribute to their EMP bank at year end by depositing up to 40 hours into the bank from PLTO hours he may have remaining at the end of the calendar year. A deposit into an EMP is secondary to a carryover of PLTO hours. The maximum balance an EMP bank may have is 480 hours.

The hours in the EMP bank will be available for use after an employee has been absent for more than three (3) days due to medical reasons. After all EMP has been exhausted (if applicable), then PLTO hours will be applied for the absence. Documentation from a medical provider confirming an employee is off work for medical reasons is required in order to claim EMP hours.

The EMP bank will not provide an employee with job protection. Requirements to hold an employee’s job and reinstate the employee after a medical leave will generally be determined by the internal policies and practices of The Company, as well as by state and federal laws such as the Family and Medical Leave Act (FMLA) and the Americans with Disabilities Act (ADA).

Any balance in an employee’s EMP bank is forfeited at termination of employment.

Part-time employees are not eligible to make use of EMP.

Medical Absences

If unable to report for work due to medical reasons, employees are encouraged to notify their supervisor as far in advance of their scheduled work time as possible. Failure to give at least four (4) hour notice may result in the denial of the request for the absence to be paid via PLTO.

Employees who miss more than three (3) consecutive unscheduled days may be required by their supervisor to present a doctor's release to the Human Resources department that permits them to return to work and to be paid via PLTO. The Company reserves the right to require a doctor’s written release permitting the employee to return to work even though the illness or injury lasts less than three (3) days.

Unpaid Time Off

An employee may not request nor use unpaid time off (UTO) until all his PLTO has been utilized and, if the need for the absence is related to medical reasons, all hours in the employee's EMP bank are also used. Requests for Unpaid Time Off *must* be submitted via the HR software. The employee's immediate supervisor, if he approves the UTO request, will approve it within the HR software system. Approvals for UTO are generally reserved for urgent or exceptional circumstances, and are considered on a case-by-case basis. Employees are prohibited from working elsewhere during a UTO absence for their own illness.

Holiday Time Off

Employees eligible for Holiday Time Off (HTO) hours will be paid for HTO immediately following one day of scheduled work time. HTO time is not paid for staff who are on leave *(i.e. FMLA, Leave of Absence).*

Eligible employees will be paid HTO on the observed holiday. Eligible employees required to work on a holiday will be paid for the holiday and for any hours worked.

Observed Holidays will be posted annually at the beginning of the calendar year.

Bereavement Time Off

Full-time employees may request up to three (3) days paid Bereavement Time Off (BTO) for absences related to the death of the employee's spouse, child, parent, parent-in-law, guardian, brother, sister, grandparent, grandchild or step (parent, son, daughter or grandchild). BTO time in addition to hours worked cannot exceed 40 hours per pay period. A copy of the obituary for the deceased or a funeral/prayer memorial card will need to be provided to an employee's supervisor in order for BTO to be approved.

Employees desiring or needing additional BTO or time off for relatives other than those named above may make a request to the Vice President over their department. The Company reserves the right to extend paid Bereavement Time off at the sole discretion of the corporate officers on a case-by-case basis.

"Comp" Time

The Company does not recognize the concept of "compensatory" time off. The only employee absences eligible for pay are described in the policies listed above.

Leaves of Absence

1. Military Leave

   To request a leave of absence for military duty, an employee must furnish The Company with written proof of the service requirements two weeks in advance of the service dates, as soon as otherwise feasible, or as required by law. Full-time eligible employees may elect to use available PLTO time during military service. See section 4 for further information concerning Family and Medical Leaves of Absence including military service provisions.

   The agency will comply with all applicable laws regarding military leaves of absence including Indiana's Military Family Leave Law.

2. Jury or Witness Duty

   The Company recognizes that jury or witness duty is the obligation of all citizens and encourages its employees to fulfill this obligation.

An employee called for jury duty, or subpoenaed as a witness in a court or administrative agency action, will be granted excused time away from work.

Employees are expected, however, to return to their duties any time they are not needed at court. Employees should notify their supervisor and provide a copy of the summons or subpoena as soon as possible after learning they must serve.

An employee called for jury duty that requires service during their regularly scheduled shift will be paid their regular earnings for that time up to a maximum of one month. To be entitled to such pay, the employee will be required to endorse over to The Company checks received in compensation for serving on jury duty. Employees will not be compensated for time spent as a witness.

3. <u>Personal Leave of Absence</u>
   After an employee has been employed for 90 days or after the employee's Introductory Period has passed *(whichever is later)*, The Company, at its discretion, may grant unpaid personal leave of absence upon an employee's written request to the vice president over their department after the employee has used all available EMP (if the absence is for medical reasons) and PLTO.

   A "Request for Personal Leave of Absence" form must be submitted and clearly state the reason for the leave and the amount of time requested. Requests will be granted only for urgent or exceptional circumstances lasting more than two weeks. Personal leave is available to employees not otherwise eligible for FMLA leave or for whom the leave is not designated as an FMLA leave.
   We reserve the right to:
   (a) Request supporting documentation associated with the request.
   (b) Confirm expected duration of any medical condition that causes the employee to perform their essential tasks with or without an accommodation.
   (c) Deny a request for medical leave if it can be determined employee is able to perform work
   (d) Continue medical leave if it determines, from medical evidence, that the employee is not able to perform essential functions for the job with or without reasonable accommodations.

   Employees are prohibited from working elsewhere during a medical PLOA related to their own illness or medical condition. At the conclusion of a personal leave of absence, the employee will generally be restored to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment based on the employee's qualifications, prior performance, and the agency's then current business and personnel needs.

   Failure to return to work at the end of a personal leave will result in immediate termination of employment. Additionally, The Company reserves the right to require an employee who does not return to work after a leave of absence to repay The Company for share of premiums paid by The Company for the employee's benefits while the employee was on leave.

4. <u>Family and Medical Leave Act (FMLA)</u>
   Employees who have worked for the agency for at least 12 months and have worked at least 1,250 hours in the past year may request FMLA leave. Under FMLA guidelines, employees may

also request a leave of absence for military duty after furnishing The Company with written proof of the service requirements two weeks in advance of the service dates, as soon as otherwise feasible, or as required by law. Full-time eligible employees may elect to use available PLTO time during military service.

Note: The Company's uses the Rolling Backward calendaring method to determine the amount of leave time available for an employee.

Note: FMLA leave may be taken in a block or intermittent /reduced schedule basis.

Note: For FMLA absences related to the birth or placement of a healthy child, The Company only allows use of a block of time or a modified schedule. Intermittent leave is not allowable in this circumstance.

An employee may request up to 12 weeks of unpaid leave in a 12-month period as part of FMLA for the following reasons:

a) To care for a new son or daughter, including by birth or adoption or foster care placement;
b) To bond with a child *(leave must be taken within 1 year of the child's birth or placement)*;
c) To care for the employee's spouse, child or parent who has a qualifying serious health condition;
d) For his or her own serious health condition if the condition renders the employee unable to perform his or her job functions.
e) Because of any qualifying exigency arising out of the fact an immediate family member is on active duty or called back to duty in the Armed Forces in support of contingency operations.
f) Eligible employees who are the spouse, child, parent or next of kin of covered service members will be able to take up to 26 work weeks of leave in a single 12-month period to care for a covered service member with a serious illness or injury incurred in the line of duty on active duty.
g) Eligible employees are allowed up to 12 weeks of FMLA during the normal 12 month period and under the Qualifying Exigency Leave. This "military leave" entitlement is to help families of members of the National Guard and Reserves manage their affairs while the member is on active duty in support of a contingency operation.

The FMLA and its interpretive regulations define terms and establish rules for each of these types of leave. Employees are encouraged to contact the Human Resources office to request specific information concerning the FMLA.

An employee must notify the Human Resources office of his desire to take FMLA leave by submitting the appropriate FMLA request forms at least 30 days prior to the date FMLA leave is to begin *(except in cases of medical emergency or unexpected changed circumstances, in which case the employee must give notice as soon as practical)*.

All FMLA requests must be approved by The Company's Human Resources office prior to taking FMLA leave *(except in cases of medical emergency or unexpected changed circumstances, in which case the employee must give notice as soon as practical*). FMLA Request forms and Certification of Health Care Provider forms are available through the Human Resources

Department. The Company requires a separate certification be provided for each FMLA condition/reason.

When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the employer's operations. If an employee fails to give thirty days of notice for a foreseeable leave with no reasonable excuse for the delay, The Company may deny FMLA leave until at least thirty days after the date the employee provided notice of the need for FMLA leave.

The Company reserves the right to require a second opinion from a provider of The Company's choice and at its expense to confirm the medical condition for which FMLA leave has been requested.

Employees who are granted an FMLA leave and want to maintain their healthcare coverage must continue to pay their share of healthcare premiums monthly. Payments are due the first of a month. Employees have a minimum 30-day grace period in which to make premium payments. If payment is not made timely, an employee's group health insurance may be cancelled.

The Company reserves the right to require an employee who does not return to work after an FMLA absence *(for reasons other than a continuation, recurrence, or onset of a serious health condition or other circumstances beyond the employee's control)* to repay The Company for the share of premiums paid by The Company for the employee's benefits while the employee was on FMLA leave.

Employees must use all PLTO and EMP hours concurrently with FMLA. PLTO hours will be used secondary to EMP hours (if applicable). This means that if the employee has any unused EMP days/hours, then for each day the employee is on FMLA, a day of EMP will be deducted from the employee's EMP balance, and then PLTO hours will be deducted in the same manner if the employee remains on FMLA. Additionally, if an employee is off work due to a Workers Comp claim, and if the claim qualifies as an FMLA event, then the time off during the Workers Comp claim may be designated an FMLA leave by The Company. While on FMLA leave, an employee will be required to report periodically on his status and intent to return to work.

Employees should notify HR in writing of their intent to return to work, or of any medically necessary changes in the date of return, two weeks prior to the anticipated date of return. Employees must provide a physician's statement releasing the employee to return to work before the employee may return to work. If the leave was due to an employee's own serious health condition, HR will require a "Fitness for Duty" certification from the employee's health care provider, verifying the employee's ability to return to work, with or without restrictions.

Upon return from FMLA leave, employees will generally be restored to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment. Certain salaried, key employees of The Company may be denied restoration if their reinstatement would cause substantial and grievous economic injury to The Company. If, during FMLA leave, a layoff or other event occurs that would have changed, or even eliminated the employee's job had he not taken leave, the returning employee will have no greater rights than if the employee had been continuously employed during the same FMLA leave. The Company will determine whether an employee will be restored to the same position or to an equivalent position.

<u>Education Assistance</u>
The Company encourages staff to take advantage of educational opportunities.

Regular, full-time employees may be eligible for tuition assistance from The Company for educational costs if the course work is directly related to improving the employee's current or future job related performance.

In order to be considered for the assistance outlined in the chart below, the employee must meet the following conditions:

- Employer assistance *(funds provided by The Company)* must be applied for and approved **<u>prior</u>** to beginning the course work.
- Only those courses that benefit The Company will be considered for direct assistance.
- Approved direct assistance funds are paid upon successful completion of the course work. For any course completed with a passing grade below "B," the direct assistance funds for that course will be reduced by 50%.

Upon submission of the "Employee Educational Assistance Request" form, The Company will consider requests for assistance after reviewing the availability of funds, the nature of the course work, and the expected improvement in job performance.

The following chart summarizes the potential tuition assistance available. "Seniority" for employer assistance is determined at the date of the beginning of course work. Requests for reimbursement must be made within 90 days of the completion of a course(s). Payment for employer assistance may be considered taxable income and, therefore, may be paid through payroll. This determination will be made according to IRS guidelines.

Seniority	***Undergraduate***	***Graduate***	***Doctorate***
Less than 1 yr.	*$25 per credit hour ($300 maximum per semester)*	*$50 per credit hour ($600 maximum per semester)*	*$75 per credit hour ($900 maximum per semester)*
More than 1 yr., less than 3 yrs.	*$50 per credit hour ($600 maximum per semester)*	*$75 per credit hour ($900 maximum per semester)*	*$100 per credit hour ($1,200 maximum per semester)*
More than 3 yrs.	*$75 per credit hour ($900 maximum per semester)*	*$100 per credit hour ($1,200 maximum per semester)*	*$125 per credit hour ($1,500 maximum per semester)*

Other educational assistance may be offered at The Company's discretion.

<u>Licensing Exam Assistance</u>
For those positions which require a license, The Company will consider requests for assistance to reimburse fees associated with one licensing exam based on availability of funds and the expected improvement in job performance. The employee must request this assistance and it must be approved prior to taking the exam. Requests for reimbursement must be made within 90 days of passing the exam.

Tax Sheltered Retirement Plan (403(b))

Regular full-time and regular part-time employees may make voluntary contributions to The Company's sponsored Tax Sheltered Annuity Retirement plan. Employees control investment decisions within the available options.

Contributions are made through payroll deductions with the employee's written authorization. Employees must contact the Human Resources department to complete the necessary documents. Employees may also contact the Human Resources department for help in reaching the service representative if they have additional needs, such as a rollover or investment questions.

Regular eligible employees, age 21 or older, who are contributing to the plan can qualify for matching contributions made by The Company. Determination of match percentage is based on an employee's full-time seniority.

Contributions are immediately vested to the employee.

Driving for The Company

Activities Eligible for Reimbursement

Many of The Company's employees use their personally owned vehicles to perform job-related duties or use vehicles provided by The Company. The Company will pay employees for mileage in a manner consistent with the policy within their department for the use of their personally owned/leased vehicle if the use of the vehicle is job-related and benefits The Company.

Basic Principles

It is The Company's goal to create policies and guidelines that are fair to both the employee and to The Company. To that end, there are some basic principles that apply:

Commuting

The Company does not recognize as a reimbursable event the round-trip time or distance required to travel between your residence and place of employment.

In order to identify commuting time and distance, employees are assigned a primary work location. It may be an office or a residential facility. For HBS Staff, if the employee lives in the region in which he primarily works, then his home is considered his work location. If the employee lives outside the region in which he primarily works, then his commute time and distance to the region in which he primarily works is not reimbursable. It is reimbursable once the employee reaches the region in which he primarily works.

Reportable Time

Generally speaking, if the employee is driving "on the clock", the mileage is reimbursable.

Embedded Time

Generally speaking, if an employee is required to travel within the normal hours of his job, then the mileage is reimbursable in a manner consistent with the policy within his department.

Interagency

Generally speaking, if an employee is required to travel from his primary work location to other company locations, then the mileage is reimbursable.

Job Change

If the primary work location for an employee is changed, then the mileage to the new primary work location may be reimbursable for a defined period of time.

Company vs. Personal

If a company-owned or leased vehicle is available, then the company vehicle is to be used.

Driver Requirements

Whether or not an employee is seeking mileage reimbursement, all employees using a personally owned/leased vehicle on company business, or driving his/her vehicle onto company property, must:

1. Have a valid driver's license issued by their state of residence. The Company will periodically check with the Bureau of Motor Vehicles to verify validity and driving record.
2. Have proof of valid, in-force auto insurance for their personal vehicle(s).

Note: For employees driving a company-owned vehicle, it is recommended that the employees purchase a separate auto liability policy as The Company coverage is limited exclusively to only the company vehicles. If an employee is ruled to be at fault for an accident while driving a company vehicle, the employee will be required to pay the deductible on the insurance claim.

Employees must maintain proper car insurance and a valid driver's license. The Company may ask for proof of this at any time. Failure to provide this information will result in mileage reimbursement being withheld until proper documentation is received by the Finance Department. Delay of providing these required items may result in disciplinary action.

In addition to a valid driver's license and in-force auto insurance, an employee's driving record must reflect a safe driving history. The Company and The Company's insurance carrier reserve the right to restrict or deny an employee's job-related driving privileges if the driving record indicates an unacceptable number or type of accidents or violations.

The Company and/or its auto insurance carrier/agent may review each employee's driving record on a regular basis. The Company may also conduct random reviews to verify traffic violations and accident reports. If it is determined that an employee has an unacceptable number or type of violation(s), The Company reserves the right to offer assignment to a different position, based on availability and qualification requirements, or to terminate employment for cause.

The Company encourages employees to operate their vehicles in a safe manner and in compliance with applicable traffic laws.

The transport of alcohol while providing services to clients is prohibited. Staff are expected to wear a seat belt at all times and are required to have all passengers do the same and/or secure children in the proper child restraint system.

The Company strongly discourages the use of mobile phones and other handheld devices while the vehicle is in motion.

Staff who are driving with clients in their vehicle are prohibited from texting or engaging in phone calls.

Note: Studies show that using a handheld device while driving increases the risk of an accident to the same level as driving under the influence of alcohol.

Operating a vehicle in an unsafe manner while conducting company business, or while on company property, may result in disciplinary action up to and including termination of employment.

In the event of an auto accident, an employee's auto insurance company is the primary payer; The Company's insurance is secondary to an employee's coverage. Employees must carry their own collision and comprehensive coverage. Employees are encouraged to carry liability coverage of at least $300,000 per occurrence and have a waiver for Business Use of Vehicle.

On a case-by-case basis, The Company will consider financial remuneration for physical damage to an employee's vehicle that may occur while conducting company business or while on company property.

Employees are expected to maintain their vehicles in a clean, safe condition. The Company reserves the right to prohibit the use of any vehicle used to conduct company business if there is reason to believe the vehicle is not safe or does not project a favorable image for the agency.

Employees are required to notify the Human Resources department of any change in their insurance coverage or carrier or change in vehicles. If an employee has a change in driving violations, or driver's license status, he must contact Human Resources.

Any on-the-job accident must be reported to Human Resources as soon as possible.

Personal Use of Company-Owned Vehicles

Company-owned vehicles may only be driven for business purposes by the authorized employee, unless the employee is covered under the Company Vehicle Use Agreement. Violation of this policy may be subject to disciplinary action up to and including termination. In emergency situations, such as serious illness or a medical emergency of the employee, the authorized employee may designate another licensed driver to drive the vehicle strictly on an emergency-only basis. Please refer to the "Company Vehicle Use Agreement" for further information, if applicable.

More vs. Less

The goal of The Company's mileage reimbursement policy is to be as fair and consistent as possible when identifying eligible mileage. As indicated above, commuting distance and time is not eligible for compensation or mileage reimbursement. Simply put, The Company does not pay people to get to work.

Since commuting time and distance is not eligible for compensation or mileage reimbursement, the concept of More vs. Less should be applied.

> *Note: Trips exceeding 250 miles round trip may require use of a company vehicle or a rental vehicle. Employees are to inform their supervisor when a trip of this or greater distance are needed to get direction on what vehicle option will be permitted.*

More

If the distance to a job-related location is more than the normal commuting distance to the employee's primary work location, then the excess distance is eligible for reimbursement. Likewise, if the time to the job-related location exceeds the employee's normal commuting time, then the excess time should be eligible for payroll. *See "Commuting" under "Basic Principles" above.*

Less

If the distance to a job-related location is less than the normal commuting distance to the employee's primary work location, then the distance is not eligible for reimbursement. The employee has actually benefited by traveling a shorter distance. However, once the employee arrives at the job related location, even though it took less time than their normal commute, his time is eligible for payroll since he is "on the job."

Employees may have to travel from one job-related location to another job-related location(s). Generally speaking, travel between multiple job-related locations is reimbursable. The time and distance from home to the first location and the time and distance from the last location back to home is subject to the More vs. Less concept and the corresponding "Commuting" explanation.

The following examples illustrate the concept:

- Molly lives 10 miles *(normal commute)* away from the main office *(her job location)*. She is asked to attend a meeting at Pierceton Woods Academy, 45 miles away. She can claim 70 miles *(35 each way)* for reimbursement.
- John lives in Warsaw and works at Spencer Home *(primary job location)*, 50 miles away *(his normal commute)*. He is asked to fill in a shift at Pierceton Woods Academy, 13 miles from his home. He cannot claim mileage.
- Jenny lives in Allen county in Region 4 and provides family services in various counties in Region 7 *(Region 7 is her primary work location)*. Her commute is defined as the distance from her home to the first county line of Region 7 (i.e. Adams county); she travels 20 miles to get to the Adams County line. In the course of a day, she travels from home, to three appointments in Region 7, and then back home. She travels 125 miles. She can claim 85 miles *(125-40)* for reimbursement.
- Employees are required to attend an all-day training session at the administrative office. If the time and distance from their homes to the administrative office is MORE than their normal commute, then the excess time and mileage is eligible for pay and reimbursement. If the time and distance is LESS than their normal commute, then the mileage is not reimbursable. However, once at the administrative office, their time is eligible for pay since they are "on the job."

<u>Mileage Reimbursement</u>

Mileage reimbursement claims should be submitted monthly via the Concur expense reporting system, as with all other expenses. Home Based Service staff report their mileage via the case management software. When an employee submits a mileage claim, he is attesting to the validity of the claim. Falsifying a mileage claim will result in disciplinary action, up to and including termination for cause.

Mileage reimbursements are paid via direct deposit. Employees may have their reimbursements deposited into their checking or savings account.

> *Note: The IRS may set eligible mileage rates higher or lower than The Company's reimbursement rate. If the IRS rate is lower, The Company is responsible for reporting the difference as taxable income. Consult your tax professional for advice.*

Miscellaneous Policies

No Lobbying

Pursuant to 31 U.S.C. Section 1352 The Company herby assures that no federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, member of congress, an officer or employee of Congress, or any employee of a member of congress, in connection with awarding any federal contract, the making of any federal grant, making any federal loan, the entering into any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, loan or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee and any agency, a member of congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this agreement. The Company shall complete and submit "Standard Form- LLL", "Disclosure Form to Report Lobbying."

Non-Sectarian

The Company will be non-sectarian in nature.

Separation of Religious Activity

The services provided by The Company with funding derived from any state shall be non-sectarian in nature. Religious activity shall not be included in any activities of The Company paid for with funds derived from any state with the following exception. Any inherently religious activity must be offered separately, in time or location, from The Company's programs or services funded with direct federal financial assistance, and participation in the programs or services must be voluntary for beneficiaries of the programs or services with such assistance.

Availability of Religious Activities

With respect to each youth in its care:

- The Company shall make available to such youth the opportunity to participate in religious activities in accordance with each youth's religious faith in so far as is practical.
- The Company shall receive from such youth's parent(s) or prior caregiver or shall prepare a written description of any religious orientation and of any particular religious practices that are observed and expected of such youth. The description shall be distributed prior to a youth's admission to The Company's program to the parent(s) and any placing agency of such youth.

No Political Activity

The funding provided The Company by any state through its customary contractual agreements shall not be used to further any type of political or voter activity.

Lactation Room

In compliance with the Patient Protection and Affordable Care Act, The Company affords reasonable break time on an unpaid basis for mothers of a child for the purpose of expressing milk. The Company will designate a lockable room where the breaks may be taken.

Appendices

TENETS

OF OUR

CULTURE

Our definition of "Culture" is the expected and accepted behaviors, commitments, and values of an organization.

LASTING CHANGE

UPDATED: 10/01/2021

LASTING CHANGE

MISSION

Changing hearts and bringing hope to individuals, families, and communities.

VISION

To be the national leader in restoring, rebuilding, and reclaiming the family.

CORE VALUES

- We are committed to and we adhere to biblical teachings.
- We consider families to be the foundation for success.
- We operate our organization as a business with biblical stewardship principles.

WHY WE EXIST

We exist to help individuals succeed, families thrive, and communities prosper.

WHAT WE DO

We help individuals and families discover solutions that will help them restore hope, rebuild relationships, and reclaim control.

LASTING CHANGE

BELIEFS | We Believe:

1. Our impact on children, families, and communities is a result of our Christian faith.

   I am the vine; you are the branches. If you remain in me and I in you, you will bear much fruit; apart from me you can do nothing. – John 15:5

2. We cannot give what we do not possess. Personal spiritual maturity and continuous growth is expected and valued.

   But in your hearts revere Christ as Lord. Always be prepared to give an answer to everyone who asks you to give the reason for the hope that you have. But do this with gentleness and respect. – 1 Peter 3:15

3. We are called to work with and love people of all faiths and values.

   For the entire law is fulfilled in keeping this one command: "Love your neighbor as yourself." – Galatians 5:14

   Anyone who does not love, does not know God, because God is love. – 1 John 4:8

4. Leadership is an action, not a position. You can lead from anywhere.

   Don't let anyone look down on you because you are young, but set an example for the believers in speech, in conduct, in love, in faith, and in purity. – 1 Timothy 4:12

5. We should first attempt to resolve conflict directly with one another before involving or discussing the issue with someone else.

   If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over. But if they will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses. – Matthew 18:15-16

LASTING CHANGE

COMMITMENTS | We Are Committed To:

1. Hire only those who respect and support our Christian faith and Tenets of Culture.

   Knowing their thoughts, he said to them, "Every kingdom divided against itself is laid waste, and no city or house divided against itself will stand. – Matthew 12:25

2. Support and love our team members and families as much as the families we serve.

   But if anyone does not provide for his relatives, and especially for members of his household, he has denied the faith and is worse than an unbeliever. – I Timothy 5:8

3. Assume the best of one another.

   So in everything, do to others what you would have them do to you, for this sums up the Law and the Prophets. – Matthew 7:12

4. Empower our team members to vigorously debate, make suggestions, and ask questions without the fear of reprisal.

   Better is open rebuke than hidden love. – Proverbs 27:5

5. Advocate for the organization, its leaders, and their decisions.

   Whoever is not with me is against me, and whoever does not gather with me scatters. – Matthew 12:30

   We ask you, brothers, to respect those who labor among you and are over you in the Lord and admonish you, and to esteem them very highly in love because of their work. Be at peace among yourselves. – 1 Thessalonians 5:12-13

LASTING CHANGE

STATEMENTS OF FAITH

THE WORD OF GOD

We believe the Bible is the word of God and the final authority in all matters of which it speaks.

> *All Scripture is God-breathed and is useful for teaching, rebuking, correcting, and training in righteousness, so that the servant of God may be thoroughly equipped for every good work. – 2 Timothy 3:16-17*

ONE GOD

We believe that there is one God, creator of all things, eternally existent in three persons: Father, Son, and Holy Spirit.

> *I am the Lord, and there is no other; apart from me there is no God. – Isaiah 45:5*

SALVATION

We believe Jesus Christ died for our sins and was resurrected on the third day. All who repent and put their faith in Him will receive the gift of salvation and spend eternity with Him.

> *If you declare with your mouth, "Jesus is Lord," and believe in your heart that God raised him from the dead, you will be saved. – Romans 10:9*

UNITY

We believe in equal value of all people because they are created by God in His image.

> *So God created mankind in his own image, in the image of God he created them; male and female he created them. – Genesis 1:27*

RETURN OF CHRIST

We believe in the personal and bodily return of Jesus Christ. The time and place of Christ's return is unknown and demands a constant expectancy of believers.

> *Men of Galilee," they said, "why do you stand here looking into the sky? This same Jesus, who has been taken from you into heaven, will come back in the same way you have seen him go into heaven." – Acts 1:11*

> *Therefore keep watch, because you do not know on what day your Lord will come. – Matthew 24:42*

WHAT IS OUR DEFINITION OF RESPECT & SUPPORT?

<u>Respect</u>: To consider worthy of high regard.
Synonyms: esteem, admire, regard

<u>Support</u>: To agree or approve of, to uphold, or define as valid or right.
Synonyms: advocate, champion, endorse, uphold

Listing of The Company's Property and Service Locations

<u>Administrative Office</u>: 4150 Illinois Road, Fort Wayne, IN 46804

Summary of Corporate Insurance Coverage

Chubb (Ace) – Business Travel Accident Policy

- Medical Expense
- Emergency Medical Benefits
- Emergency Medical Evacuation Benefit
- Repatriation of Remains Benefit
- Accidental Death & Dismemberment Coma Benefit

Chubb (Ace) – Foreign Liability Policy

- General Liability
- Employee Benefits Liability
- Auto Liability

Evolve - Internet Liability Policy

- Cyber Incident Response
- Cyber Crime
- System Damage and Business Interruption
- Network Security & Privacy Liability
- Media Liability
- Court Attendance Costs

Lloyds of London – Foreign Liability Policy

- Professional Liability

Philadelphia – Package Policy

- General Liability
- Products & Completed Operations
- Fire Damage
- Medical Expense

Philadelphia – Umbrella Policy

- Underlying Liability Policies:
    - Employer's Liability
    - General Liability
    - Professional Liability
    - Employee Benefits Liability
    - Abusive Conduct Liability

Selective - Package Policy

- Commercial Auto
- Property
- Electronic Data Processing

United Heartland – Workers Compensation

- Accident
- Disease