



Second Start

Second Start

September 14, 2026

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Core Policies

1.0 Welcome

1.1 A Welcome Policy

Welcome! You have just joined a dedicated organization. We hope that your employment with Second Start will be rewarding and challenging. We take pride in our employees as well as the services we provide.

Second Start, a 501 (c)(3) educational nonprofit organization established in 1971, has built a solid reputation in the state for offering quality education and training programs for traditionally hard to serve populations including adult non-high school graduates, speakers of other languages, welfare recipients and at-risk adolescents. Second Start offers supportive, affordable and effective programs that provide adult basic education, education and training for at-risk youth and childcare services

Our aim is to foster and promote self-reliance, personal success and civic responsibility. Over the years, Second Start has developed an array of programs to help individuals develop marketable skills, self-confidence, self-worth and economic independence. To that end, our programs offer individualized educational components that provide each client with the opportunity to develop academic skills in an atmosphere of support and encouragement.

Second Start complies with all federal and state employment laws, and this handbook generally reflects those laws. Second Start also complies with any applicable local laws, although there may not be an express-written policy regarding those laws contained in the handbook.

The employment policies and/or benefits summaries in this handbook are written for all employees. When questions arise concerning the interpretation of these policies as they relate to employees who are covered by a collective-bargaining agreement, the answers will be determined by reference to the actual union contract, rather than the summaries contained in this handbook.

Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. Second Start reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the workplace.

If you have questions about your employment or any provisions in this handbook, contact Human Resources.

We wish you success in your employment here at Second Start!

All the best,

William Mealy, Chief Executive Officer

Second Start

1.2 At-Will Employment

Your employment with Second Start is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave Second Start at any time, with or without notice and with or without cause.

Nothing in this handbook or any other employment document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the Executive Director has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the Chief Executive Director.

If a written contract between you and Second Start is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

2.0 Introductory Language and Policies

2.1 About the Company

Second Start, a 501 (c)(3) educational nonprofit organization established in 1971, has built a solid reputation in the state for offering quality education and training programs for traditionally hard-to-serve populations including adult non-high school graduates, speakers of other languages, welfare recipients and at-risk adolescents. Second Start offers supportive, affordable and effective programs that provide adult basic education, education and training for at-risk youth and childcare services.

Our aim is to foster and promote self-reliance, personal success and civic responsibility. Over the years, Second Start has developed an array of programs to help individuals develop marketable skills, self-confidence, self-worth and economic independence. To that end, our programs offer individualized educational components that provide each client with the opportunity to develop academic skills in an atmosphere of support and encouragement.

2.2 Company Facilities - Agency Programs

Adult Education and Training

- Adult Basic Education (ABE) - Remedial instruction in reading, writing and math
- English as a Second Language (ESL) - English instruction for non-English speaking adults
- GED - High School Equivalency preparation and testing
- Adult Learner Services (ALS) – volunteers matched with adults for tutoring in reading/math or ESL

First Start Children's Center

- Infant and Toddler Programs
- Preschool Program
- After School Program
- Before and After Kindergarten Programs
- School-age Summer Programs

Adolescent Services

- Alternative High School (AHS) - specially designed academic program for adolescents ages 14 to 18 previously unsuccessful in regular high school programs
- Transitional Employment and Training Program (TET) - designed for special needs adolescents who need assistance to successfully move from school to community
- Special Education (SPED) - state approved special education program for Emotionally Handicapped and Learning Disabled adolescents
- Student Assistance Program (SAP) - drug and alcohol educational and support groups

2.3 Ethics Code

Second Start will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and staff members are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to Second Start.

We expect that officers, directors, and staff members will not knowingly misrepresent Second Start and will not speak on behalf of Second Start unless specifically authorized. The confidentiality of trade secrets, proprietary information, and similar confidential commercially-sensitive information (e.g., financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, or trademarks) about the organization or operations, or that of our customers or partners, is to be treated with discretion and only disseminated on a need-to-know basis (see policies relating to privacy).

Violation of the Ethics Code can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether or not the violator cooperated in any subsequent investigation.

2.4 Mission Statement

Second Start is committed to improving the economic and educational well-being of New Hampshire residents. Our goal is to help people become more productive workers, family members and community citizens.

We provide supportive, affordable, and effective educational programs, including but not limited to: Adult Basic Education, Job training and Career Counseling, and Education and Training for at-risk Youth, and Child Care Services."

2.5 Our Organization

These organization personnel policies will apprise you of your rights and responsibilities as a Second Start employee. It is your responsibility to read, understand, and comply with all provisions of these personnel policies.

No manual can anticipate every circumstance or question that may arise with regard to personnel policies. Second Start reserves the right to revise, supplement, or rescind any policies or portion of these policies at any time, and as it deems appropriate, in its sole and absolute discretion.

These Personnel Policies supersede any previously issued personnel rules, policies or employee handbooks.

2.6 Revisions to Handbook

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Second Start policies and procedures. The handbook is not a contract. The organization reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines in this handbook, we will communicate them promptly, in a written supplement to the handbook.

3.0 Hiring and Orientation Policies

3.1 Accommodations for Pregnancy, Childbirth, and Related Medical Conditions

Second Start provides reasonable accommodations to staff members experiencing limitations related to pregnancy, childbirth, or related medical conditions. We are committed to complying with the federal Pregnant Workers Fairness Act (PWFA) and any applicable state or local laws offering additional protections.

Examples of reasonable accommodations include:

- Additional break time for restroom use, meals, hydration, and rest.
- Seating options allowing for sitting or standing as needed.
- Schedule changes, part-time work, and paid and unpaid leave.
- Flexible work hours to accommodate medical appointments and physical needs.
- Telework (remote work).
- Closer parking spots to the workplace entrance.
- Light duty.
- Making existing facilities accessible or modifying the work environment.
- Job restructuring.
- Temporarily suspending one or more essential functions of the job.
- Acquiring or modifying equipment, uniforms, or devices.
- Adjusting or modifying examinations or policies.

If you require an accommodation, notify your Director. In instances where the need for a particular accommodation is not obvious, you may be asked to provide:

- The reason an accommodation is needed;
- A description of the proposed accommodation; and
- Information on how the accommodation will effectively address your limitations.

Medical documentation will not be required in the following situations:

- When the limitation and need for an accommodation is obvious.
- If Second Start is already aware of the limitation due to previous disclosure.
- If the requested accommodation is to do any of the following, as needed:
 - Carry or keep water nearby and drink;
 - Take additional restroom breaks;
 - Sit, stand, or alternate between sitting and standing; or
 - Take breaks to eat and drink.
- For any lactation accommodations.
- When a similar accommodation has been provided to other employees without requiring documentation.

Second Start will engage in an interactive process with you to identify suitable accommodations. While we strive to accommodate all requests, certain accommodations may not be provided if they would result in undue hardship to the organization. Factors considered include the nature and cost of the accommodation, the overall financial resources of the facility, and the impact on operations, including safety and efficiency.

If leave is provided as a reasonable accommodation, it may run concurrently with leave under the federal Family and Medical Leave Act (FMLA) and/or any other applicable leave as permitted by law.

Second Start strictly prohibits retaliation against the employee who request or utilize an accommodation under this policy.

3.2 Affirmative Action

Nondiscrimination and Equal Employment Opportunity

It is the policy of Second Start to provide equal employment opportunities to all persons regardless of race, color, religion, sex (including sexual orientation and gender identity), national origin, age, disability, genetic information, protected veteran status, or any other characteristic protected by federal law.

Employment decisions will be based on valid job requirements and business needs, and we administer personnel actions (including recruitment, selection, promotion, compensation, benefits, transfers, layoffs, training, and social/recreational programs) without discrimination on any prohibited bases.

Protection from Harassment, Intimidation, Retaliation, or Coercion

Applicants and employees will not be subjected to harassment, intimidation, retaliation, threats, coercion, or discrimination because they have:

- Filed a complaint regarding EEO or affirmative action;

Administration and Questions

Any questions regarding this policy or the affirmative action plan should be directed to Human Resources, who has been designated to coordinate the day-to-day responsibilities of the affirmative action program.

A copy of Second Start's full affirmative action plan for individuals with disabilities and protected veterans is available for inspection upon request during normal business hours, in accordance with federal regulations.

Reporting Violations

If you believe you have experienced or witnessed a violation of this policy, promptly report it so that Second Start can investigate and take corrective action where appropriate.

3.3 Conflicts of Interest

Second Start is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to Second Start, you must disclose it to your Program Director. If an actual or potential conflict of interest is determined to exist, Second Start will take such steps as it deems necessary to reduce or eliminate this conflict.

3.4 Disability Accommodation

Second Start complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment,

Second Start will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the organization.

If you require an accommodation because of your disability, it is your responsibility to notify your Director. You may be asked to include relevant information such as:

- The reason you need an accommodation.
- A description of the proposed accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, Second Start will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by Second Start in connection with a request for accommodation will be treated as confidential.

Second Start encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, Second Start is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the organization.

Where state or local law provides greater protections to the employee than federal law, Second Start will apply the law that provides the greatest benefit to the employee.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

Second Start will not discriminate or retaliate against the employee for requesting an accommodation.

3.5 Employment Authorization Verification

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with Second Start. If you are currently employed and have not complied with this requirement or if your status has changed, inform your Program Director.

If you are authorized to work in this country for a limited time, you will be required to submit proof of renewed employment eligibility prior to expiration of that time to remain employed by Second Start.

3.6 Employment of Relatives and Friends

We will not employ relatives or friends in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at Second Start. It is your obligation to inform the organization of any such potential conflict so we can determine how best to respond to the specific situation.

3.7 Job Descriptions

Second Start attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your Program Director.

Job descriptions prepared by the organization serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, Second Start may have to revise, add to, or delete from your job duties per business needs. On occasion, the organization may need to revise job descriptions with or without advance notice to the employee.

If you have any questions regarding your job description or the scope of your duties, please speak with your Program Director.

3.8 New Hires and Introductory Periods

The first 90 days of your employment is considered an introductory period. During this period, you will become familiar with Second Start and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

3.9 Posting of Openings

Second Start desires to promote qualified employees from within where it believes that is possible, consistent with the need to assure that all positions are staffed by highly competent individuals. New job openings generally will be posted on the organization's bulletin board, as well as on our website.

3.10 Religious Accommodation

Second Start recognizes the diversity of religious beliefs and is committed to providing equal employment opportunities to all employees, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, Second Start complies with Title VII of the Civil Rights Act of 1964 and all applicable state and local laws that prohibit employment discrimination on the basis of religion. Second Start will reasonably accommodate the sincerely held religious beliefs of employees if the accommodations would resolve a conflict between the individual's religious belief or practice and a work requirement, unless doing so would create an undue hardship.

Requesting a Religious Accommodation

If you need an accommodation because of your religious beliefs or practices, make the request with your Program Director. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need the accommodation.
- How the accommodation will help resolve the conflict between your religious beliefs or practices (or lack thereof) and your work requirements.

After receiving your request, Second Start will engage in an interactive dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs or practices and work requirements. Second Start encourages you to suggest specific reasonable accommodations. However, Second Start is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the organization.

Second Start will not discriminate or retaliate against employees who, in good faith, request a religious accommodation under this policy.

3.11 Training Program

In most cases, and for most departments, training employees is done on an individual basis by the Program Director. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position. If you ever feel you require additional training, consult your Program Director.

4.0 Wage and Hour Policies

4.1 Attendance

Second Start requires regular and punctual attendance by employees. You are expected to arrive at the workplace on time and ready to perform your job. Failure to comply with this policy may result in disciplinary action, up to and including termination.

If you are not going to arrive at work or return from a break on time, you must notify your Program Director as soon as possible but at least 30 minutes before your scheduled start time. If your Program Director not available, contact another member of management or Human Resources.

If you must miss work due to an emergency or other unexpected circumstance, notify your Program Director or Human Resources as soon as possible. Notice should include the expected duration of your absence and your expected time or date of return. You may be required to provide documentation of the need for the absence, as permitted by applicable law.

If you become ill during your scheduled workday and need to leave before the end of your shift, notify your Program Director immediately. If you are unable to perform your job at an acceptable level due to illness, you may be sent home until you are well enough to work.

Absences will be considered excused if you requested the time off in accordance with Second Starts policies and received the required approval for the absence. Absences will be considered unexcused if you are absent from work during scheduled work hours without permission and do not receive retroactive approval. This policy applies to all absences, including full- or partial-day absences, late arrivals, and early departures.

Planned absences, such as vacations or medical appointments, should be arranged as far in advance as possible. If you need to be absent during the workday, attempt to schedule outside appointments or obligations so that your absence has the smallest impact possible on business operations.

The Second Start reserves the right to apply unused vacation, sick time, or other paid time off to unauthorized absences when permitted by applicable law. Absences resulting from approved leave, vacation, or legal requirements are exceptions to this policy.

If you fail to report to work for three or more consecutive days and have not provided proper notification, Second Start will assume that you have voluntarily resigned your position and will proceed with the termination process.

4.2 Business Expenses

The purpose of this policy is to define approved nontravel business expenses and the authority for incurring and approving such expenses at Second Start.

Approved business expenses are the reasonable and necessary expenses incurred by employees to achieve legitimate business purposes that are not covered by normal organization procurement processes.

Business Meetings (Employer-Sponsored Events and Meetings)

Second Start pays for expenses necessary to achieve a valid business purpose when meetings are held with customers, vendors, or other Second Start employees. The most senior employee individual present is responsible for paying for and reporting all expenses.

The organization will make every effort to have a master account set up for employee -wide and large group events. However, if you are at a small meeting or staying by yourself at a hotel, pay individually and submit for reimbursement accordingly.

Entertainment

Second Start pays for entertainment expenses only when they clearly benefit the organization, including customers, and are promotional in nature. The most senior individual present is responsible for paying for and reporting all expenses.

Technical and Training Seminars

Second Start pays for expenses associated with attendance at classes and seminars that enhance job-related skills. Prior approval must be obtained by your Program Manager.

Gifts

You may present gifts only under exceptional circumstances and with prior approval of the appropriate Executive officer. Second Start does not reimburse costs over \$25 for business gifts.

Other Expenses

Second Start will pay for postage and telephone expenses that are for business purposes.

Reporting

Report approved expenses on the standard expense report form and include a description of the expense (which should include the date, vendor, business purpose, and a list of any attendees/participants) and a copy of the receipt.

4.3 Direct Deposit

Second Start encourages all employees to enroll in direct deposit. If you would like to take advantage of direct deposit, ask Human Resource for a direct deposit form. Typically, the bank will begin the direct deposit of your payroll within 30 calendar days after you submit your completed application.

If you have selected the direct deposit payroll service, a written explanation of your deductions will be provided to you via the payroll system on paydays in lieu of a check.

4.4 Employment Classifications

Second Start designates all employees as either exempt or nonexempt in compliance with applicable federal, state, and local law:

- **Exempt employees.** Exempt employees are generally paid a fixed salary and are not entitled to overtime pay.
- **Nonexempt employees.** Nonexempt employees are entitled to minimum wage and overtime pay.

Second Start also assigns each employee to one of the following categories:

- **Regular full-time employees.** Regular full-time employees are normally scheduled to work at least 30 hours per workweek, except for approved time off. Full-time employees are eligible for most of the organization's benefits.
- **Regular part-time employees.** Regular part-time employees are normally scheduled to work 20 hours or less per workweek. Part-time employees are not eligible for most of the organization's benefits.
- **Temporary or seasonal employees.** Temporary employees are generally hired on a temporary or project-specific basis, with either full- or part-time hours. Seasonal employees are hired on a temporary basis during a time of year when extra work is available. Temporary or seasonal employees are not eligible for most of the organization's benefits.

You will be informed of your classification, status, and responsibilities at the time of hire and at any time your classification, status, or responsibilities change. If you have a question regarding this information, contact Human Resources. These classifications do not alter your employment at-will status.

4.5 Introduction to Wage and Hour Policies

At Second Start, pay depends on a wide range of factors, including pay scale surveys, individual effort, profits, and market forces. If you have any questions about your compensation, including matters such as paid time off, commissions, overtime, benefits, or paycheck deductions, speak with your Program Director.

4.6 Pay Transparency

The contractor ADP will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

4.7 Paycheck Deductions

Second Start is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt employees may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact your Program Director or Human Resources.

Second Start will not make deductions to your pay that are prohibited by federal, state, or local law. Review your paycheck for errors each pay period and immediately report any discrepancies to your Program Director or Human Resources.

You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday.

Second Start offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the employee's costs to participate in these programs. All deductions require employees' written authorization. Please contact the Business Office with any questions concerning deductions that were made from your paycheck. Second Start will not retaliate against employees who report erroneous deductions in accordance with this policy.

4.8 Recording Time

Second Start is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that Second Start has complete and accurate time records and that employees are paid for all hours worked, nonexempt employees are required to record all working time using ADP timekeeping system. Speak with your Program Director for specific instructions.

You must accurately record all of your time to ensure you are paid for all hours worked, and must follow established organization procedures for recording your hours worked. Time must be recorded as follows:

- Immediately before starting your shift.
- Immediately after finishing work, before your meal period.
- Immediately before resuming work, after your meal period.
- Immediately after finishing work.
- Immediately before and after any other time away from work.

If you are required to clock in, you should clock in no more than five minutes before the time you actually start working and clock out no later than five minutes after you actually stop working.

Notify your Program Director of any pay discrepancies, unrecorded or misrecorded work hours, or any involuntarily missed meal or break periods.

Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records, or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination. Immediately report to Human Resource any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or work off the clock.

4.9 Travel Expenses

The purpose of this policy is to define approved business travel expenses and the authority for incurring and approving such expenses at Second Start.

Travel expenses are the reasonable and necessary expenses incurred by employees when traveling on approved organization business trips. Travel is limited to business activities for which other means of communication is inadequate and for which prior approval from your Program Director has been received.

Advances

Second Start does not generally provide cash travel advances. Normally, you will be expected to use a company credit card and/or your own cash and submit approved expenses on the standard Expense Report Form.

Travel Expenses

Second Start pays the actual amounts incurred for appropriate expenses when you are on travel assignments. Examples of typical expenses include the following:

- Airline tickets.
- Meals and lodging.
- Car rental, bus, taxi, parking.
- Telephone and fax.
- Laundry and dry cleaning (trips exceeding one week only, unless emergency).
- Business supplies and services.
- Associated gratuities.
- Other expenses necessary to achieve the business purposes.

Family Members

Second Start will pay the travel expenses of spouses or other family members only when their presence is necessary to the business purpose of the trip and when approved in advance in writing by the Chief Executive Officer.

Air Travel

Use economy or tourist class fares when traveling on Second Start business. In addition, private, noncommercial aircraft or chartered aircraft is not to be used, and no more than two staff members should travel together on the same flight.

Airfares are to be charged to organization credit cards and subsequently submitted invoices on a monthly expense report.

Hotels

Neither in-room movies nor refreshment bars are approved organizational expenses.

Insurance

Does not pay for personal travel insurance for employees.

Rental Cars

You are to use rental firms having existing relationships with the organization and, where feasible, have negotiated discount rates. Available reasonable transportation is to be used.

Personal Vehicles

When using your own vehicle for business purposes, you must maintain insurance coverage as required by law and may not have more than 2 points on your driving record. Travel between your home and primary office is not considered to be business travel. You may not use your personal vehicle for business travel without authorization. Every attempt should be made to utilize the use of courier and delivery services in order to avoid hazard of liability and the time away from work. You will be reimbursed for vehicle use at the standard IRS mileage rate. The Chief Executive Officer must authorize any deviation from this policy.

Reporting

Report approved expenses and include a description of the expense, its business purpose, date, place, and the participants.

Travel Reservations

Airline travel, rental cars, and hotels must be booked through the corporate designated travel agency in order to be reimbursed.

4.10 Use of Employer Credit Cards

All employees in the possession of a credit card issued by Second Start will adhere to the strictest guidelines of responsibility for the protection and proper use of that card. Credit card purchases related to the organization's vehicle use (gas, oil, etc.) under \$100 do not require prior approval. Credit card purchases for vehicle use over \$100 and any other business purchases over \$25 must receive prior approval from your Program Director.

Submit all sales receipts generated by use of the organization's monthly to your Program Director or Accounts Payable department. Your company credit card may not be used for personal reasons. Use of the company credit card is restricted to approved business related expenses.

Any unauthorized purchases made with a credit card issued by the organization will be the cardholder's responsibility. You must reimburse any such purchase to the organization within 30 days.

Immediately report lost or stolen company cards to your Program Director. Failure to follow this policy may result in disciplinary action up to and including discharge.

4.11 Workday/Workweek

Second Start workweek runs from Monday to Friday. The workday begins at 8am and ends at 5pm. Employees may be required to come in early, work late, or work overtime from time to time, depending on various factors, such as workloads, staffing needs, and special projects.

5.0 Performance, Discipline, Layoff, and Termination

5.1 Criminal Activity/Arrests

Second Start will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by the organization, whether on or off company property, may result in disciplinary action including suspension or termination of employment.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

5.2 Disciplinary Process

Violation of company policies or procedures may result in disciplinary action, including demotion, transfer, leave without pay, or termination of employment. The organization encourages a system of progressive discipline depending on the type of prohibited conduct. However, the organization is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time. Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis consistent with applicable law. Note that the specific terms of your employment relationship, including termination procedures, are governed by the laws of the state in which you are employed.

In appropriate circumstances, management will first provide you with a verbal warning, then with one or more written warnings, and if the conduct is not sufficiently altered, eventual demotion, transfer, forced leave, or termination of employment. Your Program Manager will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the organization is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and, depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

5.3 Employment Verification

Second Start's policy is to confirm dates of employment, job title, and compensation (where permissible under applicable law). The organization will only provide such information with your written authorization. Requests for employment verification should be forwarded to Human Resources.

5.4 Exit Interview

You may be asked to participate in an exit interview when you leave Second Start. The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist the organization in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

5.5 Open Door/Conflict Resolution Process

Second Start strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the workplace to the attention of your Program Director and, if necessary, to Human Resources or upper level management. To help manage conflict resolution, we have instituted the following problem-solving procedure:

If you believe there is inappropriate conduct or activity on the part of the organization, management, its employees, vendors, customers, or any other persons or entities related to the organization, bring your concerns to the attention of your Program Director at a time and place that will allow the person to properly listen to your concern. Most problems can be resolved informally through dialogue between you and your immediate Program Director. If you have already brought this matter to the attention of your Program Director before and do not believe you have received a sufficient response, or if you believe that person is the source of the problem, present your concerns to Human Resources or upper level management. Describe the problem, those persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

5.6 Outside Employment

Outside employment that creates a conflict of interest or affects the quality or value of your work performance or availability at Second Start is prohibited. The organization recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to the organization should be reported to your Program Director. Failure to adhere to this policy may result in discipline up to and including termination. While on a leave of absence, you may not work or be gainfully employed for yourself or by another employer. If you are on a leave of absence and are found to be in violation of this policy, you will be subject to disciplinary action up to and including termination.

5.7 Pay Raises

Depending on financial health and other organizational factors, efforts will be made to give pay raises consistent with Second Start's profitability, job performance, and the consumer price index. The organization may also make individual pay raises based on merit or due to a change of job position.

5.8 Performance Reviews

Second Start will make efforts to periodically review your work performance. The performance review is a tool used to evaluate employee performance over the review period by assessing:

- Your performance of assigned job duties and responsibilities.
- Your achievement or lack of achievement of specific targets and goals.
- Other aspects of your performance (e.g., communication skills, professionalism, ability to collaborate, reliability, willingness to take initiative, etc.).

The performance review process will take place annually, or as business needs dictate.

The performance review process is intended to increase the quality and value of your work performance. The review process may be used:

- As a basis for employment decisions, such as promotions and demotions.
- To improve the performance of underperforming employees.
- To document employee growth at Second Start.

A positive performance review does not guarantee a pay raise or continued employment.

5.9 Promotions

To match you with the job for which you are best suited and to meet the business needs of Second Start, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

All employees promoted into new job positions will undergo an introductory period as described in the New Hires and Introductory Periods policy. Unlike new hires, however, such employees will continue to receive company benefits for which they are eligible.

5.10 Resignation Policy

Second Start hopes that your employment with the organization will be a mutually rewarding experience. However, the organization acknowledges that varying circumstances can cause you to resign employment. The organization intends to handle any resignation in a professional manner with minimal disruption to the workplace.

Notice

Second Start requests that you provide a minimum of two weeks' notice of your resignation. Provide a written resignation letter to your Program Director. If you provide less notice than requested, Second Start may deem you to be ineligible for rehire, depending on the circumstances of the notice given.

Second Start reserves the right to provide you with pay in lieu of notice in situations where job or business needs warrant.

Final Pay

Second Start will pay separated employees in accordance with applicable laws and other sections of this handbook.

Notify Second Start if your address changes during the calendar year in which resignation occurs to ensure tax information is sent to the correct address.

Return of Property

Return all Second Start property at the time of separation, including keys, laptops, credit cards, and badges. Failure to return some items may result in deductions from your final paycheck where state law allows.

5.11 Standards of Conduct

Second Start wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, customers, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on company property (including in company vehicles), or on company business.
- Inaccurate reporting of the hours worked by you or any other employee.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the organization or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.
- Taking or destroying organizational property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer.
- Disclosure of organizational trade secrets and proprietary and confidential commercially sensitive information (e.g., financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, or trademarks) of the organization or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in nondesignated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on Organization premises during working hours.
- Failure to dress according to Organization policy.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at this Organization.
- Gambling on Organization premises.
- Lending keys or keycards to Organization property to unauthorized persons.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

5.12 Transfers

Second Start may transfer your employment from one position to another with or without notice, as required by production or service needs, or upon request by you and with management approval. Transfers longer than 90 days may be considered final and your paycheck may be increased or decreased consistent with the pay scale for your new position.

5.13 Workforce Reductions (Layoffs)

If necessary based upon business needs, Second Start management may decide to implement a reduction in force (RIF). We acknowledge that RIFs can be a trying experience for all involved, and the organization will make its best effort to make sound business decisions while acknowledging the needs of its workforce.

6.0 General Policies

6.1 Authorization for Use of Personal Vehicle

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. Second Start may run a

motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to the organization.

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while:

1. Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or
2. Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

6.2 Bulletin Boards

Second Start maintains an official bulletin board located in the business office for providing employees with official organizational notices, including wage and hour laws, changes in policies, and other employment-related notices. At times the organization may also post information of general interest to employees on the bulletin board. You are responsible for being informed about this material by periodically reviewing the bulletin board. Only authorized personnel may add and remove notices from the bulletin board.

6.3 Computer Security and Copying of Software

Software programs purchased and provided by Second Start are to be used only for creating, researching, and processing materials for the organization's use. By using the organization's hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable organizational policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the organization, or developed by the organization's employees or contract personnel on behalf of the organization, is and will be deemed the organization's property. It is the policy of the organization to respect all computer software rights and to adhere to the terms of all software licenses to which the organization is a party. The Executive Director is responsible for enforcing these guidelines.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the organization to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your Directors approval. All software acquired by the organization must be purchased through the Executive Director.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, customers, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the organization.

6.4 Driving Record

All employees required to operate a motor vehicle as part of their employment duties at Second Start must maintain a valid driver's license and acceptable driving record. The organization may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including but not limited to driving infractions, must be reported to the organization.

State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. If you use your own vehicle as a part of your employment duties, you must provide management with a current proof of insurance statement or card. New proof of insurance is required every time your policy expires and renews.

6.5 Employer Sponsored Social Events

Second Start holds periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a Program Director prior to the event.

6.6 Employer-Provided Cell Phones/Mobile Devices

Second Start may issue certain employees a cell phone/mobile device for work-related communications and/or operations. If you drive a vehicle during your employment, you may not use any cell phone/mobile device or other communication device while driving unless the device is equipped or configured with a "hands-free" listening/speaking option, and you in fact utilize the hands-free device.

We understand that you may use the cell phone/mobile device for personal use; however, such personal use should not exceed the plan allowance. When the cell phone/mobile device is used for personal reasons and the activity results in additional cost to the organization, you are responsible for the cost of that usage, including all applicable taxes unless prohibited by law.

The organization owns and remains entitled to all cell phone/mobile devices issued to employees, including all passwords controlling access to them.

You may not change those passwords except with permission. At the time of employment termination, all such equipment and passwords must be returned to the organization in operable condition.

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

6.7 GPS Monitoring of Employer Vehicles

Second Start desires to strike the appropriate balance between today's technologies, your desire for privacy, and our interests in protecting the organization's vehicles, equipment, and drivers. Due to safety, efficiency, and other business purposes, the organization may use GPS technology to monitor the whereabouts of our vehicles at all times.

Questions concerning vehicle monitoring should be directed to Human Resources or the Executive Director. Questions concerning the proper use of any vehicles should be directed to your Program Director and/or Human Resources.

If you abuse the privilege of driving company vehicles, you will be subject to corrective action, up to and including termination of employment. If necessary, the organization will also advise law enforcement officials of any illegal conduct.

6.8 Mail Use

You are required to limit usage of the organization's mail service to business purposes only. You may not use the organization's address to receive personal mail. Do not use the organization's postage meter for your personal mail. Report any suspicious packages or envelopes to Human Resources or the Program Director immediately.

6.9 Nonsolicitation/Nondistribution Policy

Second Start prioritizes a harmonious work environment that minimizes disruption to business operations and respects the focus of employees, visitors, and others. Our nonsolicitation/nondistribution policy aims to ensure a balanced approach to interactions within the workplace.

Solicitation

For the purposes of this policy, **solicitation** includes various activities such as selling items or services, seeking contributions, or seeking support for an organization. Solicitation, whether conducted verbally, in writing, or electronically, falls under this policy's scope.

During your assigned working hours, soliciting other employees is prohibited. **Working hours** refers to periods when either you or the employee you intend to solicit are expected to be actively engaged in work-related activities. You are permitted to engage in solicitation during authorized nonworking times, such as breaks, provided that the recipients of the solicitation are also on nonworking time.

Distribution

To ensure cleanliness, organization, and safety, the distribution of nonwork-related literature or items within working areas is prohibited at all times. Working areas do not include break/rest areas, lunchrooms, and parking lots. Electronic distribution of materials during work hours is also not allowed. Any literature that violates the Organization's equal employment opportunity (EEO) and nonharassment policies, or knowingly spreads false information, is strictly prohibited. Non-employees are not permitted to distribute materials on company premises under any circumstances.

Statutory Rights and Communication

This policy is not meant to curtail the statutory rights of employees, including their right to discuss terms and conditions of employment. Open communication remains a vital part of our workplace culture.

Reporting Violations

If you become aware of violations of this policy, report them to your Program Director.

We appreciate your cooperation in maintaining a respectful and focused work environment.

6.10 Off-Duty Use of Employer Property or Premises

You may not use organizational property for personal use during working time. You are responsible for returning the organizations property in good condition and repairing or replacing any property damaged as the result of personal use or as the result of negligence. This includes use of copy machines, computers, organizational products, or office supplies for personal use without prior authorization.

It is the organization's policy to control off duty and nonworking hour use of organizational facilities either for business or personal reasons. You are prohibited from using organizational facilities during off duty or nonworking hours without the written consent of your Executive Director. If you use the organization's facilities during your off-duty hours or organization off-hours, you may be required to sign a log-in and log-out sheet maintained by the organizations or Executive Director.

6.11 Personal Appearance

Your personal appearance reflects on the reputation, integrity, and public image of Second Start. All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. This may include wearing uniforms or protective safety clothing and equipment, depending upon the job. Use common sense and good judgment in determining what to wear to work.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

The organization, in accordance with applicable law, will reasonably accommodate employees with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on the organization. Contact your Program Director to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

6.12 Personal Cell Phone/Mobile Device Use

While Second Start permits employees to bring personal cell phones and other mobile devices (i.e. smart phones, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on the organization's property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with the organization's policies regarding the protection of confidential and proprietary information when using personal devices.

While operating a vehicle on work time, the organization requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable laws. You may not connect your personal device to the organizations network or to the organization's equipment (computers, printers, etc.).

You may have the opportunity to use your personal devices for work purposes. Before using a personal device for work-related purposes, you must obtain written authorization from the Program Director or Human Resources. The use of personal devices is limited to certain employees and may be limited based on compatibility of technology. To ensure the security of the organizations information, **If you are authorized to use a personal device, you will receive a monthly stipend based on the estimated use of the device. If you obtain or currently have a plan that exceeds the monthly stipend, the Organization will not be liable for the cost difference.**

Nothing in this policy is intended to prevent the organization from engaging in protected concerted activity under the NLRA.

You will be subject to disciplinary action up to and including termination of employment for violation of this policy.

6.13 Personal Data Changes

It is your obligation to provide Second Start with your current contact information, including current mailing address and telephone number. You should also inform the organization of any changes to your tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. To make changes to this information, contact Human Resources or the Program Director.

6.14 Security

All employees are responsible for helping to make Second Start a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your Program Director immediately. Refrain from discussing specifics regarding the organization's security systems, alarms, passwords, etc. with those outside of the organization.

Immediately advise your Program Director of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the organization. Safety and security is the responsibility of all employees and we rely on you to help us keep our premises secure.

6.15 Social Media

Second Start acknowledges that social media has become an integral part of modern life that provides us with unique opportunities to communicate and share information with others. However, we also want to educate employees that their social media use can:

- Pose risks to the organization's confidential and proprietary information, reputation, and brand;
- Expose the organization to discrimination, harassment, and other claims; and
- Jeopardize the organization's compliance with business rules and laws.

To minimize legal risks, avoid loss of productivity and distraction, and ensure that the organization's IT resources and communications systems are used appropriately, all employees must abide by the following policy regarding social media use.

Social Media

For purposes of this policy, **social media** refers to any means of posting content on the internet, including personal websites, social networking sites, blogs, chat rooms, and other online platforms, whether affiliated with the organization or not.

Use Good Judgment

While the organization respects your right to personal expression, you should assume that anything you do on social media—whether on a business or personal account—could be viewed by a colleague, supervisor, partner, supplier, competitor, investor, customer, or potential customer. As such, any social media activity, even from your personal account, reflects on the organization as well as on yourself. It is important to remember that anyone can see what you post (or what you posted five years ago).

Guidelines for Posting on Social Media

When posting:

- Protect trade secrets, intellectual property, and confidential information related to the organization.
- Do not make statements that are maliciously false or defamatory or would constitute unlawful harassment or discrimination.
- Do not make express or implied threats of violence.
- Avoid linking personal accounts to the organization as an official source.
- Respect copyright, trademark, and third-party rights.
- Do not use the organization's email addresses to register on social media platforms for personal use.
- If you identify yourself as an employee of Second Start on your personal account and are posting about the organization, make it clear that your views are your own and that you are not speaking on behalf of the organization.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your Program Director or consistent with policies that cover equipment owned by the organization.

Media Contacts

If you are not authorized to speak on behalf of the organization, do not speak to the media on behalf of the organization. Direct all media inquiries for official organization responses to Human Resources or Program Director.

Retaliation

Retaliation against those reporting policy violations or cooperating in investigations is prohibited. Retaliatory actions may lead to disciplinary measures.

Violations

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

This policy does not limit employees' rights to discuss wages, hours, or other terms and conditions of employment. All employees have the right to engage in or refrain from such activities.

6.16 Suggestion Policy

At Second Start, we welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, produce or sell the products or services of our organization, or meet customer and client needs. Discuss your ideas with your Program Director or another member of the management team.

We also encourage you to offer any suggestions derived from seminars, magazines, or other outside sources of information you believe would add value to the organization.

Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with the organization's tools or property are considered to be the property of the organization.

6.17 Telecommuting

Telecommuting is defined as regularly working a full or partial workday from home or some other alternate work site.

Second Start will make telecommuting available to employees when it benefits organizational and departmental needs. This option may not be available in some job classifications due to business needs. Each Program Director will determine, in his or her discretion, the positions within the department that may be suitable for telecommuting.

If you meet eligibility requirements for telecommuting, you must submit a Telecommuting Agreement form to your immediate Program Director for departmental approval. If you are granted a telecommuting arrangement, you will be subject to the same performance standards as prior to telecommuting. Telecommuting work areas may be evaluated to ensure that appropriate safety standards are met. Telecommuting may be a reasonable accommodation; consult Human Resources or the Program Director if you are requesting telecommuting as a reasonable accommodation.

6.18 Telephone Use

Second Start phones are principally for work-related communications. Unless there is an emergency, limit long-distance telephone calls to business purposes only. Limit personal use of the organization's

telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Use of Company Technology Policy.

6.19 Third Party Disclosures

From time to time, Second Start may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, you should not speak on behalf of the organization and should refer any call requesting the position of the organization to the Executive Director. If you have any questions about this policy or are not certain what to do when such a contact is made, contact the Executive Director.

6.20 Use of Company Technology

This policy is intended to provide Second Start employees with the guidelines associated with the use of the organizations information technology (IT) resources and communications systems.

This policy governs the use of all IT resources and communications systems owned by or available at the organization, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- Email systems and accounts.
- Internet and intranet access.
- Telephones and voicemail systems, including wired and mobile phones, smartphones, and pagers.
- Printers, photocopiers, and scanners.
- Fax machines, e-fax systems, and modems.
- All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.
- Closed-circuit television (CCTV) and all other physical security systems and devices, including access key cards and fobs.

General Provisions

The organizations' IT resources and communications systems are to be used for business purposes only unless otherwise permitted under applicable law.

All content maintained in the organization's IT resources and communications systems are the property of the organization. Therefore, employees should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on the organizations' electronic information and communications systems.

The organization reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over the organization's IT resources and communications systems in accordance with applicable law. Any individual who is given access to the system is hereby given notice that the organization will exercise this right periodically, without prior notice and without prior consent.

The interests of the organization in monitoring and intercepting data include, but are not limited to: protection of organizational trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employers in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or expectation of privacy regarding the receipt, transmission, or storage of data on the organization's IT resources and communications systems.

Do not use the organizations IT resources and communications systems for any matter that you would like to be kept private or confidential.

Violations

If you violate this policy, you will be subject to corrective action, up to and including termination of employment. If necessary, the organization will also advise law enforcement officials of any illegal conduct.

6.21 Use of Employer Vehicles

Company vehicles are to be used for Second Starts business only. Unless the use of the vehicle has been approved for personal use, personal or outside business use is strictly prohibited.

If you drive an organizational vehicle, all infractions or violations while driving the vehicle and all restrictions, suspensions, or revocations against your driver's license must be immediately reported to your Program Director.

When a organizational vehicle cannot be operated, is unsafe for use, or has been damaged, notify your Program Director immediately.

As the driver of an organizational vehicle, you are responsible for the vehicle while in your charge and must not permit unauthorized persons to drive it. You are also responsible for keeping the vehicle clean and uncluttered.

You may not operate a motor vehicle while under the influence of alcohol, a chemical substance, or other substances that can impair judgment. You may not operate a motor vehicle while texting, emailing, or otherwise using a cell phone or other handheld device without utilizing hands-free technology.

Transporting students on a regular basis in a personal vehicle is strongly discouraged. If a staff member or volunteer chooses to occasionally transport a student, proof of insurance coverage in the amounts of \$100,000/\$300,000 is required to be on file in the Business Office. Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased or rented by Second Start may not be used for personal use without prior approval.

Multiple driving moving violations that appear on the annual state department of motor vehicle check may result in suspension of rights to drive an organizations vehicle or drive a personal vehicle on the organization's business. Suspension of rights will continue until one year has passed with no infractions. If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of job responsibilities, you may be terminated.

6.22 Workplace Privacy and Right to Inspect

Second Starts property, including but not limited to lockers, phones, computers, tablets, desks, work areas, vehicles, or machinery, remains under the control of the organization and is subject to inspection at any time, without notice to any employees, and without their presence.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on the organizations premises including that kept in lockers and desks.

7.0 Benefits

7.1 403 B Plan

Eligible employees may participate in the Second Start 403B plan after completing any applicable waiting period as defined in the plan. Refer to your Summary Plan Description (SPD) for specific information.

Second Start will notify you if you are eligible to participate in the 403B plan. Contact Human Resource to understand your eligibility requirements. This benefit may be canceled or changed at the discretion of the organization, unless otherwise required by law.

7.2 Bereavement Leave

Second Start recognizes the importance of taking leave when there is a death in the family. Where bereavement leave is not required by law, the organization will provide bereavement leave as follows:

Employees are eligible for bereavement leave in the event of the death of an immediate family member in order to attend memorial services and address related family matters.

For purposes of this policy, “immediate family member” includes:

- Spouse
- Parent or stepparent
- Child or stepchild
- Sibling
- Grandparent
- Child’s spouse
- Employee spouse’s parent

Eligible employees may receive **up to three (3) paid bereavement days per occurrence** (per loss of an immediate family member).

Bereavement leave must be taken within a reasonable period following the death and is intended for consecutive workdays unless otherwise approved.

Employees who require additional time off beyond the three (3) paid days may request to use accrued vacation or sick leave, subject to approval by the Program Director or Chief Executive Officer and consistent with applicable leave policies.

Employees requesting bereavement leave must notify their Program Director as soon as practicable following the death and may be required to provide reasonable documentation.

The Center reserves the right to approve unpaid leave in circumstances involving the death of individuals not defined as immediate family members under this policy.

You must provide notice of your need for bereavement leave as soon as possible. The organization may require documentation supporting your need for bereavement leave.

7.3 COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible Second Start employees and their beneficiaries to continue health insurance coverage under the

organization's health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Contact Human Resources to learn more about your COBRA rights.

7.4 Continuing Education and Tuition Assistance

We believe in the continuing education of our employees. If Second Start sends you to a class or training program during normal working hours related to your employment and you are nonexempt, you will be paid training pay for that time. If you are interested in attending an outside class and having the organization pay for your attendance, you are required to provide advance written notice describing the class, including the subject matter, length, and cost. Depending on the type of training, the organization may reimburse some or all of the fees, including materials expenses, meals, and transportation. If your Program Director approves of your attendance at a class that is not sponsored by the organization, you will be reimbursed once you have attended and paid for the class.

7.5 Dental Insurance

All regular full-time employees who have completed the plan's defined waiting period at Second Start are eligible for the organization's dental plan. Dental plan benefits are described in detail in the Summary Plan Description (SPD).

7.6 Employee Assistance Program (EAP)

Second Start provides an employee assistance program (EAP) to all eligible employees and their family members/dependents after the plan's defined waiting period. The EAP provides confidential access to professional counseling services for help with personal concerns that may impact job performance.

Voluntary participation in the EAP will not jeopardize your opportunities for promotion or employment. You can contact the EAP directly. Any information about your contact, participation, or any recommended treatment is confidential and will not be disclosed to the organization.

In certain circumstances, you may be referred to the EAP by your Program Director due to job performance issues.

EAP services can be initiated by contacting the EAP service provider at LifeCare.

EAP services are available to eligible participants without charge. However, the cost of any treatment or rehabilitation services you are referred to outside of the EAP is your responsibility if not completely covered by insurance.

7.7 Family and Medical Leave (FMLA)

In accordance with the Family and Medical Leave Act of 1993 (FMLA), Second Start provides up to 12 or 26 weeks of unpaid, job-protected leave in a 12-month period to covered employees in certain circumstances.

Eligibility

To qualify for FMLA leave, you must:

- Have worked for the organization for at least 12 months, although that time need not be consecutive;

- Have worked at least 1,250 hours in the last 12 months; and
- Be employed at a worksite that has 50 or more employees within 75 miles.

Reasons for Leave

You may take up to 12 weeks of unpaid FMLA leave in a 12-month period, which is a rolling 12-month period, for any of the following reasons:

- The birth of a child and to care for that child (leave must be completed within one year of the child's birth);
- The adoption or foster care placement of a child with you and in order to care for the newly placed child (leave must be completed within one year of the child's placement);
- To care for a spouse, child, or parent with a serious health condition;
- To care for your own serious health condition that makes you unable to perform the essential functions of your position; or
- A qualifying exigency of a spouse, child, or parent who is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty).

You may take up to 26 weeks of unpaid FMLA leave in a single 12-month period, beginning on the first day that you take FMLA leave, to care for a spouse, child, parent, or next of kin who is a covered service member and who has a serious injury or illness related to active duty service.

As used in this policy:

- **Spouse** means a husband or wife as recognized under state law for the purposes of marriage in the state or other territory or country where the marriage took place.
- **Child** means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18 or age 18 or older and incapable of self-care because of a mental or physical disability at the time FMLA leave is to commence. A child for the purposes of military exigency or military care leave can be of any age.
- **Parent** means a biological, adoptive, step, or foster parent, or any other individual who stood in loco parentis to you when you were a child.
- **Next of kin** for the purposes of military care leave is a blood relative other than a spouse, parent, or child in the following order: brothers and sisters, grandparents, aunts and uncles, and first cousins. If a military service member designates in writing another blood relative as their caregiver, that individual will be the only next of kin. In appropriate circumstances, you may be required to provide documentation of next of kin status.

Notice

If the need for leave is foreseeable because of an expected birth, adoption, or a planned medical treatment, you must give at least 30 days' notice. If 30 days' notice is not possible, give notice as soon as practical (within one or two business days of learning of your need for leave). Failure to provide appropriate notice may result in the delay or denial of leave.

In addition, if you are seeking intermittent or reduced schedule leave that is foreseeable due to a planned medical treatment or a series of treatments for yourself, a family member, or covered service member, you must first consult with the Organization regarding the dates of this treatment to work out a schedule that best suits your needs or the needs of the covered military member, if applicable, and the Organization.

If the need for leave is unforeseeable, provide notice as soon as possible. Normal call-in procedures apply to all absences from work, including requests for absences under this policy. Failure to provide appropriate notice may result in the delay or denial of leave.

Certification

If you are requesting leave because of your own or a covered relative's serious health condition, you and the relevant healthcare provider must supply appropriate medical certification. You may obtain medical certification forms from Human Resources]. When you request leave, the organization will notify you of the requirement for medical certification and when it is due (at least 15 days after you request leave). If you provide at least 30 days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of FMLA-covered leave until it is provided.

At our expense, the organization may require an examination by a second healthcare provider designated by us. If the second healthcare provider's opinion conflicts with the original medical certification, we, at our expense, may require a third, mutually agreeable, healthcare provider to conduct an examination and provide a final and binding opinion. Subsequent medical recertification may also be required. Failure to provide requested certification within 15 days, when practical, may delay further leave until it is provided.

The organization also reserves the right to require certification from a covered military member's healthcare provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

Paid Leave Utilization During FMLA Leave

FMLA leave is unpaid; however, you may use available paid leave (e.g., vacation/paid time off/sick days/personal days)] during FMLA leave as permitted by law.

FMLA leave runs concurrently with other leaves, such as accrued paid leave that is substituted for unpaid FMLA leave and any state family leave laws, to the extent allowed by applicable law. The substitution of paid leave for unpaid FMLA leave does not extend the 12 or 26 weeks (whichever is applicable) of FMLA leave. In addition, the substitution of paid leave for unpaid leave may not result in you receiving more than 100% of your salary.

If you are receiving short- or long-term disability or workers' compensation benefits during a personal medical leave, you will not be required to use accrued paid leave. However, where state law permits, you may elect to use accrued paid leave to supplement these benefits.

Leave Increments

Intermittent Leave

If medically necessary, FMLA leave for a serious health condition may be taken intermittently (in separate blocks of time) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). FMLA leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service.

As FMLA leave is unpaid, the organization will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave that is foreseeable due to planned medical treatments, the organization may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

Parental Leave

Leave for the birth or placement of a child must be taken in a single block and cannot be taken on an intermittent or reduced schedule basis] [OR] [may be taken in a single block or intermittently with the organizations approval. Parental leave must be completed within 12 months of the birth or placement of the child; however, you may use parental leave before the placement of an adopted or foster child to consult with attorneys, appear in court, attend counseling sessions, etc.

Family Care, Personal Medical, Military Exigency, and Military Care Leave

Leave taken for these reasons may be taken in a block or blocks of time. In addition, if a healthcare provider deems it necessary or if the nature of a qualifying exigency requires, leave for these reasons can be taken on an intermittent or reduced schedule basis.

Fitness for Duty Requirements

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required, as are all employees returning from other types of medical leave, to provide medical certification that you are fit to resume work. You will not be permitted to resume work until certification is provided.

Health Insurance

Maintaining Coverage During Leave

Your health insurance coverage will be maintained by the organization during leave on the same basis as if you were still working. You must continue to make timely payments of your share of the premiums for such coverage. Failure to pay premiums within 30 days of when they are due may result in a lapse of coverage. If this occurs, you will be notified 15 days before the date coverage lapses that coverage will terminate unless payments are promptly made.

Payment of Premiums

Alternatively, at our option, the organization may pay your share of the premiums during the leave and recover the costs of this insurance upon your return to work. Coverage that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period. Under most circumstances, if you do not return to work at the end of leave, the organization may require reimbursement for the health insurance premiums paid during the leave.

Reinstatement

Upon returning to work at the end of leave, you will generally be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

Spouse Aggregation

If both you and your spouse work at the organization, you are collectively eligible for 12 weeks of leave for the birth or placement of a child or to care for a parent with a serious health condition. Similarly, spouses employed by the organization will be limited to a combined total of 26 weeks of leave to care for a military service member. This 26-week leave period will be reduced, however, by the amount of leave taken for other qualifying FMLA events. This type of leave aggregation does not apply to leave needed for your own serious health condition, to care for a spouse or child with a serious health condition, or because of a qualifying exigency.

Failure to Return

If you fail to return to work or fail to make a request for an extension of leave prior to the expiration of the leave, you will be deemed to have voluntarily terminated your employment. The organization is not required to grant requests for open-ended leaves with no

Interaction with State and Local Laws

Where state or local laws intersect with the FMLA, the organization will comply with the law that is the most favorable to you.

Abuse of Leave

If you are found to have provided a false reason for a leave, you will be subject to disciplinary action, up to and including termination.

Designation of Leave

If the organization becomes aware of any qualifying reason for FMLA leave, the organization will designate it as such. You may not refuse FMLA designation under this policy.

Retaliation

The organization will not retaliate against employees who request or take leave in accordance with this policy.

Required Notice

The organization is required to provide you with a copy of the *Your Employee Rights Under the Family and Medical Leave Act* notice, which is attached as an addendum at the end of this handbook.

7.8 Flexible Spending Account (FSA)

Second Start provides flexible spending account (FSA) benefits for eligible employees after the plan's defined waiting period. FSAs provide tax-free reimbursement to employees for healthcare and/or dependent care expenses that are not reimbursed by any other insurance or reimbursement program.

A healthcare FSA provides eligible employees the opportunity to pay for medical expenses, on a pre-tax basis, that are not reimbursed by an insurance plan. Both the amount you contribute and the amount you are reimbursed from your healthcare FSA are income tax free.

A dependent care FSA provides eligible employees the opportunity to pay for dependent care expenses for a child, disabled spouse, or dependent parent on a pre-tax basis. Both the amount you contribute and the amount you are reimbursed from your dependent care FSA are income tax free.

If eligible, you may elect an annual amount to contribute, which will be divided and deducted from your pay each pay period and may be used to pay for eligible expenses. Annual elections are limited by established plan maximums and are subject to applicable IRS forfeiture and rollover provisions. Eligibility and specific plan information is contained in the Summary Plan Description (SPD).

Contact Human Resources for a copy of the plan summary and for questions about this benefit.

7.9 Health Insurance

Second Start offers group health insurance benefits to all eligible employees and their eligible dependents after the plan's defined waiting period. Health insurance benefits are described in detail in the Summary Plan Description (SPD), which may be obtained from Human Resource.

Benefits may be canceled or changed at the discretion of the Executive Director, unless otherwise prohibited by law.

If you or a dependent become ineligible for benefits due to a change in work hours or through a life event, or you leave employment with the organization, you may have the right to continue your health benefits under federal or state law. In such event, the organization will provide you with information about your rights to continue your benefits coverage.

7.10 Holidays

Second Start offers the following paid holidays each year:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day (Observed Friday)
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

When a holiday falls on a Saturday, it will be observed the preceding Friday. Holidays falling on a Sunday will be observed the following Monday.

If a holiday falls on your regular day off, ask your Program Director how it affects you.

You will be compensated for holidays in accordance with federal and state law.

7.11 Jury Duty Leave

Second Start encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Program Director as soon as possible to make scheduling arrangements.

Generally, time spent on jury duty is unpaid. In such case, exempt employees will not incur any deduction in pay for a partial week's absence due to jury duty.

If applicable law requires the organization to compensate you for your time spent on jury duty, you will be paid accordingly.

You may substitute any portion of your unpaid jury duty leave with appropriate paid leave.

The organization reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The organization will not retaliate against employees who request or take leave in accordance with this policy.

If you have any questions regarding this policy, contact Human Resources.

7.12 Life Insurance

Second Start provides life insurance to all eligible employees after the plan's defined waiting period. You will be required to notify the benefits administrator of your intended beneficiary. Refer to the Summary Plan Description (SPD) for details about the benefit.

7.13 Military Leave (USERRA)

Second Start complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must submit documentation of the need for leave to Human Resources t.

When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your Program Director of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact Human Resources.

7.14 Paid Time Off (PTO), Vacation and Sick Leave

Second Start provides specific employees with paid time off (PTO). PTO may be used for any reason.

Eligibility

AEL, AHS and SAP full-time regular employees are eligible to receive PTO immediately upon hire.

Deposits Into Your Leave Account

Leave Usage and Requests for Leave

The organization encourages you to use your PTO time. You are eligible to begin using PTO immediately upon hire.

You must request PTO from your Program Director as far in advance as possible, but at least 2 weeks in advance. The organization will generally grant requests for PTO when possible, taking business needs into consideration.

You must take PTO in increments of at least 4 hours.

During a Leave of Absence

The organization may require you to use any unused PTO, vacation or sick time during disability or family medical leave, or any other leave of absence, where permissible under local, state, or federal law.

TIME MANAGEMENT POLICY

Accurate timekeeping is essential to ensure employees are paid correctly and in compliance with federal and New Hampshire wage and hour laws.

All non-exempt hourly employees are required to complete and submit their timecards by the designated deadline for each pay period. First Start Children's Center reviews timecards every Monday morning. All timecards must be submitted by Monday prior to the Friday pay date.

Timecards must reflect **all hours worked**, including overtime (if applicable), meal periods, and any approved paid time off.

Employees will be paid for all hours worked, whether authorized or unauthorized. Unauthorized work may result in disciplinary action.

FAILURE TO SUBMIT A TIMECARD

If a timecard is not submitted, the Center will use available records (such as schedules, supervisor verification, or prior work history) to process payroll. Adjustments will be made in the following pay period if corrections are required.

Employees are responsible for reviewing their pay statements and reporting discrepancies promptly.

RESPONSIBILITY

All non-exempt hourly employees must use the timekeeping system (ADP) to record hours worked. For purposes of this policy, all timekeeping entries are referred to as “clocking in” and “clocking out.”

Employees:

- May clock in no sooner than five (5) minutes before their scheduled shift.
- Must clock out no later than five (5) minutes after their scheduled shift.
- Must clock in and out for meal periods.

Meal Periods (New Hampshire Compliance)

Employees working more than five (5) consecutive hours will receive a minimum thirty (30) consecutive minute meal period unless it is not feasible due to operational requirements.

Meal periods are unpaid only when employees are fully relieved of all duties and must be taken outside of the classroom.

If an employee is required to remain on duty or responsible for children during a meal period, that time will be paid.

Waiver or alteration of meal periods requires Program Director approval. Any overtime worked will be paid in accordance with state and federal law.

Accurate timekeeping is required by law. Falsification of time records or allowing another employee to clock in or out on your behalf is prohibited and may result in disciplinary action.

Missed punches must be reported immediately to the Program Director. Employees must complete a Missing Punch Report for corrections.

Non-exempt hourly employees are not permitted to work unscheduled time without prior authorization. However, all hours worked will be compensated in accordance with applicable law.

Repeated failure to follow timekeeping procedures may result in disciplinary action, up to and including termination.

TIME OFF REQUEST POLICY

The Program Director will draft the monthly schedule by the 15th of the prior month.

Time off requests must be submitted through ADP.

Requests:

- For single days/hours: due Sunday of the week prior.
- For full-week blocks: due two Sundays prior.

Requests are time-stamped and reviewed in chronological order, subject to staffing needs and available accrued time.

Approved time off will be posted in the daycare office.

The Center’s staffing policy generally allows one (1) employee per day to be approved for discretionary time off.

This limitation does not apply to legally protected leave, including leave under the Family and Medical Leave Act (FMLA), ADA accommodations, military leave, jury duty, or other protected leave.

Employees are responsible for:

- Monitoring accrued leave balances;
- Reviewing published schedules;
- Communicating questions to the Program Director.

VACATION TIME

Full-time employees working 30 or more hours per week are eligible to accrue vacation time as outlined in their job specification sheet.

Vacation must be accrued before use unless otherwise approved in writing prior to onboarding.

No more than 80 hours may be carried forward into the next fiscal year.

Upon separation, accrued but unused vacation time (not to exceed 120 hours) will be paid, consistent with this policy and New Hampshire wage law.

Vacation cannot be used to extend a resignation notice period unless approved.

SICK TIME

Paid sick time is provided to eligible employees for illness, injury, or medical appointments.

Sick time:

- Must be accrued before use
- May be used in ¼ hour increments
- Accumulates up to 480 hours
- Is not paid out upon termination

If no sick time is available, available vacation time may be substituted.

Nothing in this policy is intended to limit rights under the Family and Medical Leave Act or other applicable laws.

CALL OUT POLICY

Teachers must notify the designated contact between 5:30 a.m. – 6:00 a.m. prior to center opening.

If calling outside these hours, employees must notify the designated contact or Program Director.

Failure to follow procedure may result in discipline.

Absences protected under the Family and Medical Leave Act or other applicable laws will not be treated as unexcused.

ABSENTEEISM POLICY

Unpaid time off is generally not authorized when accrued vacation time is available.

However, this policy does not apply to legally protected leave, including FMLA leave.

FMLA-protected absences will not be counted toward attendance discipline.

When an hourly employee is more than 15 minutes late or leaves more than 15 minutes early, available accrued leave may be used to cover the shortage. No deductions will reduce pay below minimum wage or violate applicable law.

HOLIDAYS

Holiday pay applies to the listed holidays.

Employees must work at least four (4) scheduled hours the day before or after a holiday to receive holiday pay, unless the absence is protected under FMLA or other applicable law.

Holiday pay policies will be administered consistently and in compliance with federal and New Hampshire law.

WINTER BREAK

Winter Break Leave is accrued at the rate of **one (1) day per calendar quarter**, for a maximum of four (4) days per calendar year. Winter Break Leave may be used **only during the four (4) designated workdays between December 25 (Christmas Day) and January 1 (New Year's Day)**, as determined by the Center's annual operating calendar.

Employees hired during a calendar quarter will accrue one (1) Winter Break day for the quarter in which employment begins, provided they are actively employed during that quarter. One (1) additional day will accrue for each subsequent completed quarter of active employment.

Winter Break Leave:

- May not be used at any other time of the year
- May not be advanced, borrowed, or cashed out
- Has no cash value
- Will not be paid out upon separation of employment, whether voluntary or involuntary

Unused Winter Break Leave does not carry over beyond the designated Winter Break period and will expire if not used during that time.

BEREAVEMENT

Employees are eligible for bereavement leave in the event of the death of an immediate family member in order to attend memorial services and address related family matters.

For purposes of this policy, "immediate family member" includes:

- Spouse
- Parent or stepparent
- Child or stepchild
- Sibling
- Grandparent
- Child's spouse
- Employee spouse's parent

Eligible employees may receive **up to three (3) paid bereavement days per occurrence** (per loss of an immediate family member).

Bereavement leave must be taken within a reasonable period following the death and is intended for consecutive workdays unless otherwise approved.

Employees who require additional time off beyond the three (3) paid days may request to use accrued vacation or sick leave, subject to approval by the Program Director or Chief Executive Officer and consistent with applicable leave policies.

Employees requesting bereavement leave must notify their Program Director as soon as practicable following the death and may be required to provide reasonable documentation.

The Center reserves the right to approve unpaid leave in circumstances involving the death of individuals not defined as immediate family members under this policy.

EMERGENCY CLOSING, AND DELAYED OPENING

Emergency Closures

The Center may close due to inclement weather, unsafe building conditions, or the loss of essential utilities (including electricity, heat, or plumbing) when such conditions make it unsafe or impractical to operate.

Notice of a closure will be communicated to employees through:

- The Remind application
- Work email
- Public announcement on WMUR listed as **First Start Children's Center**

The Center's intention is to resume operations as quickly as safely possible.

Administrative and daycare hourly employees will receive pay for their regularly scheduled hours for **up to one (1) emergency closure day per school year (September 1 through August 31)**, provided they were scheduled to work on the day of closure.

After the one (1) paid emergency closure day has been used:

- Employees may use accrued vacation time to maintain full pay for additional closure days.
- Employees may elect unpaid leave if no accrued vacation time is available or if they choose not to use it.

Part-time employees will be paid only if they were regularly scheduled to work on the day of closure and only for the hours they were scheduled to work.

This paid emergency closure benefit does not apply if:

- The employee was not scheduled to work; or
- The closure occurs on a holiday or other non-scheduled workday.

Delayed Opening

In the event of a delayed opening, employees will receive reporting instructions through the Remind application and work email.

Non-exempt hourly employees will be paid for actual hours worked unless otherwise required by law. Employees may use accrued vacation time to supplement pay if they report later than their regularly scheduled start time.

Early Closure

In the event of an early closure, employees will be notified as soon as practicable. Employees are expected to remain at work until the designated closing time unless:

- Their regular workday ends earlier; or
- They receive prior approval from the Program Director to leave early.

Administrative and daycare hourly employees who work through the designated early closure time will be paid up to their regularly scheduled hours for that day.

Employees who voluntarily leave prior to the designated closure time, with approval, must use accrued vacation time to cover the difference between hours worked and their regularly scheduled shift.

Vacation time will be applied in increments consistent with payroll practices, in no less than fifteen (15) minute increments.

Vacation Interruption and Work During Approved Vacation Policy

Purpose

Second Start recognizes that, on rare occasions, an employee may voluntarily agree to return to work or perform work duties during an approved vacation period due to extenuating circumstances or an unexpected operational need.

This policy establishes the process for approving such work and determining how the employee's vacation time will be handled.

Policy

Employees are generally expected to fully disconnect from work while using approved vacation time. Employees should not perform work during an approved vacation period unless they have been requested and approved to do so by their director or management.

In the event that extenuating circumstances require an employee to return to work during an approved vacation day, the employee must accurately report all time worked.

The employee may then choose one of the following options for each vacation day on which they perform approved work:

Option 1: Retain Vacation Pay

The employee may elect to use the vacation time and vacation pay associated with the approved vacation day.

The employee will also be paid for all approved hours actually worked, in accordance with applicable payroll practices and wage and hour requirements.

The vacation hours used for that day will not be returned to the employee's available vacation balance.

Option 2: Return Vacation Time to Available Balance

The employee may elect to have the vacation time associated with the day returned to their available vacation balance.

The employee will be paid only for the hours actually worked on that day. The vacation pay for that day will be removed or adjusted, as applicable.

The returned vacation hours will be added back to the employee's available vacation balance.

Approval Requirement

This arrangement is intended for unusual or extenuating circumstances and is not intended to become a regular practice.

Employees must receive approval from their director and/or Human Resources before performing work during an approved vacation period.

Management reserves the right to determine whether the circumstances warrant interrupting an employee's vacation and whether the requested work is necessary.

Employee Election

The employee must indicate their election in writing using the Vacation Interruption and Work Agreement.

Once payroll has been processed, changes to the employee's election may not be possible.

Accurate Time Reporting

Employees must accurately report all time worked, performing assigned duties, attending meetings, or completing other work responsibilities.

Nothing in this policy permits an employee to work without accurately recording applicable work time.

Administration

Second Start reserves the right to review and modify this policy as necessary to ensure consistent administration and compliance with applicable wage and hour requirements.

Vacation time, including paid vacation hours, is not considered hours worked for purposes of calculating overtime.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

First Start Children's Center complies with the Family and Medical Leave Act (FMLA).

Eligibility

Employees are eligible if they:

- Have worked at least 12 months;
- Have worked 1,250 hours in the preceding 12 months; and
- Work at a location where the Center employs 50 or more employees within 75 miles.

Leave Entitlement

Eligible employees may take:

- Up to 12 workweeks in a rolling 12-month period for qualifying reasons;
- Up to 26 workweeks to care for a covered servicemember.

Qualifying Reasons

- Birth, adoption, or foster placement
- Care for spouse, child, or parent with serious health condition
- Employee's own serious health condition
- Qualifying military exigency
- Military caregiver leave

Use of Paid Leave

Accrued paid leave time is to be used and runs concurrently with FMLA leave.

Intermittent Leave

Intermittent leave may be taken when medically necessary. The Center may temporarily transfer an employee to an equivalent position to better accommodate intermittent leave in compliance with licensing and staffing requirements.

Benefits

Health benefits continue during FMLA leave under the same conditions as active employment.

Job Restoration

Employees will be restored to the same or equivalent position upon return, subject to lawful exceptions.

Non-Retaliation

The Center will not interfere with or retaliate against employees for exercising FMLA rights.

GENERAL LEGAL COMPLIANCE CLAUSE

Nothing in this policy is intended to conflict with or override applicable federal or New Hampshire law. Where such laws apply, they will govern

Separation of Employment

Upon separation of employment for any reason, you will forfeit any earned but unused PTO time unless state law dictates otherwise/will be paid for earned but unused PTO time]].

Paid Time Off (PTO) Policy (AEL, AHS & SAP)

Eligibility

Eligible employees may accrue Paid Time Off (PTO) in accordance with this policy. PTO is intended to provide paid time away from work for vacation, personal time, illness, appointments, and other approved absences.

PTO Accrual

PTO is accrued on a bi-weekly basis.

- Employees earn **4.31 hours of PTO per pay period**
- Eligible employees may accrue up to **112.06 hours per year**

PTO accruals begin immediately upon eligibility. There is no waiting period to accrue or use PTO.

PTO Usage

Employees may request PTO in accordance with normal scheduling and approval procedures.

- PTO requests may be submitted on restricted days, subject to management approval.
- Employees may not use PTO in excess of their available balance.
- PTO is tracked and used in hourly increments.

There is:

- No minimum amount required per day
- No minimum amount required per request
- No maximum request amount per day

Carryover of PTO

Unused PTO balances may carry over from year to year.

- PTO carryover is processed automatically each year on **July 1**
- Employees may carry over up to **480 hours**

Accrual During Leave or Separation

- Active employees will continue to accrue PTO as normal.
- Employees on an approved leave of absence will have PTO accruals temporarily placed on hold.
- PTO accruals stop upon termination of employment, retirement, or death.

Employee Responsibility

Employees are responsible for monitoring their PTO balances through the company's payroll/timekeeping system and for submitting time off requests in advance whenever possible.

Management reserves the right to approve or deny PTO requests based on staffing and operational needs.

7.15 Personal Leave of Absence

Second Start recognizes that you may need time off from work in special circumstances that other leave policies may not address. In such cases, you may request a personal leave of absence.

Eligibility

All regular/full-time/part-time employees employed for at least 90 days are eligible to apply for an unpaid personal leave of absence.

Requesting Leave

Requests for unpaid personal leave must be submitted to your Program Director and Human Resource in writing at least 14 days in advance where practical. In emergency situations, written notice must be provided as soon as possible. The request should include the reason for the leave as well as the dates you expect to begin and end the leave.

Job performance, absenteeism, and departmental requirements will be taken into consideration before a request is approved. Requests for unpaid personal leave may be denied or granted for any reason and are within the sole discretion of the organization.

You will be required to use all available paid leave balances prior to taking an unpaid personal leave of absence. You may substitute any applicable and available paid leave for all or a portion of your unpaid personal leave.

Sick leave, PTO, vacation, seniority, or other benefits will not accrue during an unpaid personal leave of absence. Holidays that occur during an unpaid personal leave of absence will not be paid.

If you are granted a personal leave of absence, reinstatement to your position or any position is not guaranteed.

Benefits While on Leave

Your organization-provided [health] benefits will be continued at the same level and under the same conditions as prior to the leave, for up to 12 weeks shown in the benefit plan document]. You are responsible for payment of your portion of the insurance premium while on personal leave.

If you are on a personal leave of absence that exceeds 12 weeks as shown in the benefit plan document or you fail to pay your premium payment in a timely manner, the organization will provide you with information about your rights under COBRA and/or applicable state continuation coverage policies.

Extension of Leave

You are required to return from unpaid personal leave on the originally scheduled return date. If you are unable to return, you must request an extension of the leave in writing at least 14 days in advance of the return date. Leave extensions will be considered on a case-by-case basis. If the organization denies the extension request, you must return to work on the originally scheduled return date or be considered to have voluntarily resigned from your employment.

Return to Work

In advance of your scheduled return date, your Program Director or Human Resources will arrange for you to resume your previous position, if available. However, the organizations need to fill a position may override the ability to hold a position open until your return. Therefore, we cannot assure our ability to reinstate you to any position after your leave. The organization retains the discretion to determine the similarity of any available positions and your qualifications. If we are unable to reinstate you or you refuse the offer of reinstatement to a different position, your leave status will be changed to a voluntary termination.

Failure to Return from Leave

If you fail to return to work after an unpaid leave of absence, you will be considered to have resigned your employment.

Alternative Employment

While on an unpaid leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the Organization. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action up to and including termination.

7.16 Sick Pay

Second Start allows its regular full-time employees who have completed their introductory period accrued sick days per calendar year. Notify your Program Director as far in advance as possible if you are going to take sick time off. There may be occasions, such as sudden illness, when you cannot notify your Program Director in advance. In those situations, provide notification of your circumstances as soon as possible. You may also be requested to provide a certificate of illness to your Program Director.

You may use sick leave benefits for dental or doctor visits or to care for immediate family members who are sick. There may also be state-mandated use of sick time. Unused sick days may not be converted to a cash payment. You may be required to use available sick leave during family and medical leave, disability leave, or other leave.

Paid sick time can be used in minimum increments of 1/4 hour for non-exempt employees and 1/2 day for exempt employees.

Employees may use sick leave benefits for themselves, or a spouse, parent, or dependent child who resides in the employee's household. Unused sick time benefits will be allowed to accumulate to a maximum of 480 hours.

Unused sick time benefits are not paid upon termination.

7.17 Vacation

Second Start provides employees with paid vacation.

Eligibility

All full-time regular employees are eligible to receive vacation time immediately upon hire.

Program specific vacation benefits are outlined on the employee Job Specification Sheet.

Vacation time is accrued, meaning that eligible employees earn time based on hours worked. Vacation time cannot be used in increments of less than 1 hour for non-exempt employees and less than ½ day for exempt employees.

All paid vacation time must be earned before vacation time is approved. Eligible employees must arrange their vacation schedule with their Program Director.

No more than 80 hours of vacation time can be carried forward to the next fiscal year.

Accumulated vacation time is paid upon termination of employment. Vacation time is always paid at the employee's base rate. Vacation time cannot be used to work out notice.

7.18 Vision Care Insurance

All eligible employees who have completed the plan's defined waiting period at Second Start are eligible for the organizations vision care plan. Vision care plan benefits are described in detail in the Summary Plan Description (SPD).

7.19 Workers' Compensation Insurance

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work related injuries. If you are injured on the job while working a Second Start, no matter how slightly, you are to report the incident immediately to your Program Director. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your Program Director immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report. You will be required to submit a medical release before you can return to work.

8.0 Safety and Loss Prevention

8.1 Business Closure and Emergencies

Second Start recognizes that inclement weather and other emergencies may affect your ability to get to work. In such situations, your safety is paramount.

Company Closure

Examples of emergencies when the organization may close include, but are not limited to, power outage, blizzard conditions, etc.

Notification

In an emergency, the organization will make every effort to notify you of the closing by phone, text, or email. These notification efforts assume that you have access to electricity and internet and/or phone service.

When the organization is unable to notify you of the closure, use common sense to assess the safety and practicality of the situation. In a regional power outage, for example, the organization is likely to have no power. If there is reported flash flooding in your area, report to work only if you can make it safely.

Partial-Day Closure

If an emergency event such as inclement weather or a power outage occurs, the organization may decide to close mid-day. When the organization closes mid-day, you will be instructed to leave immediately so that the conditions do not further deteriorate and affect your ability to travel safely.

If you are exempt and are working at home with prior permission, or at the office on the day of the partial day closure, you will be paid your normal salary for the week. If you are nonexempt, you will be paid for the hours you worked, unless state law dictates otherwise.

Notified of Closure Prior to Reporting to Work

If you are nonexempt and are notified of a closure prior to reporting to work, you will not be paid during the closure, unless state law dictates otherwise. If you are exempt, you will be paid your normal salary for the week.

Benefits Coverage

Your health insurance coverage will be maintained by the organization during the closure on the same basis as if you were still working.

Extending Leave

When the organization closure ends, you are expected to report to work. Contact your Program Director if you cannot return to work at the end of the closure. The Organization recognizes that you may need additional time off to repair extensive home damage or for other emergency situations. These will be assessed on a case-by-case basis.

If You Cannot Get to Work

Unique circumstances may affect your ability to come to work even when the organization is able to remain open. The organization recognizes that in a severe national or regional disaster, all methods of communication may be unavailable; however, you should continue to try and contact your Program Director, by any method possible.

Time missed under circumstances where the organization remains open and you are unable to report to work is to be used as vacation time, personal time, or is unpaid.

8.2 Drug and Alcohol Policy

Second Start is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the organization to maintain a drug and alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others, and will not be tolerated.

Prohibited Conduct

The organization expressly prohibits employees from engaging in the following activities when they are on duty or conducting organization business or organization premises (whether or not they are working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law. The organization does not discriminate against employees solely on the basis of their lawful off-duty use of marijuana. You may not consume or be under the influence of marijuana while on duty or at work. If you have a valid prescription for medical marijuana, refer to the organization's Disability Accommodation policy for additional information.

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform your Program Director if you believe the medication may impair your job performance, safety, or the safety of others or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication.

Employer-Sponsored Events

From time to time, the organization may sponsor social or business-related events where alcohol may be served. This policy does not prohibit the use or consumption of alcohol at these events. However, if you choose to consume alcohol at such events, you must do so responsibly and maintain your obligation to conduct yourself properly and professionally at all times.

Treatment and/or Rehabilitation.

The organization may assist you in seeking treatment or rehabilitation for drug or alcohol dependency. In such cases, the organization may consider your continued employment as long as concerns regarding safety, health, production, communication, or other work-related matters are adequately addressed. The organization may also require you to obtain a medical clearance and agree to random testing and a "one-strike" rule as a condition of continued employment.

Violations

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

8.3 General Safety

It is the responsibility of all Second Start employees to maintain a healthy and safe work environment, report any health or safety hazards, and follow the organization's health and safety rules. Failure to do so may result in disciplinary action, up to and including termination of employment. The organization also requires that all occupational illnesses or injuries be reported to your Program Director as soon as reasonably possible and that an occupational illness or injury form be completed on each reported incident.

8.4 Workplace Tobacco Usage

Second Start is concerned about the detrimental effects of smoking and secondhand smoke inhalation. Smoking (including the use of electronic vaping products such as e-cigarettes) is prohibited in the following:

- Second Start offices.

- Second Start vehicles.
- Restrooms.
- Areas where signs are posted prohibiting smoking.
- Other areas defined by the employer.

The organization also prohibits the use of smokeless tobacco (e.g., chewing tobacco, dip, and snuff) in such areas.]]

[[If you have a stop smoking incentive program, add anything you would like to include about it here.]]

8.5 Workplace Violence

As the safety and security of our employees, vendors, contractors, and the general public is in the best interests of organization, we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

The organization has a zero tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, customers, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on the organization's property or while performing organizational business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your Program Director or Human Resources in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to Human Resources.

9.0 Trade Secrets and Inventions

9.1 Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, Second Start employees are required to protect the confidentiality of the organization's trade secrets, proprietary information, and confidential commercially sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the organization. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your Program Director or Human Resources.

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.

9.2 Inventions

Any invention created, in whole or in part, during your work hours, or from the use of equipment or facilities belonging to Second Start, is a "work for hire" and is the property of the Organization.

If you intend to develop and maintain property rights to any invention that relates in any way to products or services of the Organization, you are required to obtain a written waiver of this policy, signed by both you and the Chief Executive Director.

10.0 Customer Relations

10.1 Customer, Client, and Visitor Relations

Second Start strives to provide the best products and services possible to our customers and clients. Our customers and clients support this business and generate your wages. You are expected to treat every customer, client, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or customer during your working time. If you are having problems with a customer, client, or visitor, notify your Program Director immediately. If a customer, client, or visitor voices a suggestion, complaint, or concern regarding our products or services, inform your Program Director or a member of management. Lastly, make every effort to be prompt in following up on customer, client, or visitor orders or questions. Positive customer, client, and visitor relations will go a long way to establishing our organization as a leader in its field.

10.2 Products and Services Knowledge

As a representative of Second Start, you are expected to be familiar with the products and services we offer. Take every opportunity to learn the interrelationship between your department or division and the others of the organization. We consider our employees to be the best reflection of our business brand and company success.

New Hampshire Policies

Hiring and Orientation Policies

EEO Statement and Nonharassment Policy

Equal Opportunity Statement

Second Start is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age, race (including immutable traits associated with race, which include, but are not limited to, hair type, hair texture, hairstyles, and protective hairstyles such as braids, locs, tight coils or curls, cornrows, Bantu knots, Afros, twists, and headwraps), color, marital status, national origin, ancestry, religious creed, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), crime victim status, veteran status, uniformed service member status, or any other status protected by federal, state, or local laws. The organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The organization will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. The organization will take appropriate corrective action, if and where warranted. The organization prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Program Director or any other designated member of management.

Policy Against Workplace Harassment

Second Start has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment, based upon an individual's membership in a protected class. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or another person's body;

- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Organization or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion toward an individual because of the individual's membership in a protected class.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, or elsewhere on our premises, in emails or voicemails, or otherwise circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify Human Resources, 603-228-1341 or any member of management.

The Organization prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Organization determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Organization may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Organization will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

Wage and Hour Policies

Accommodations for Nursing Mothers

Second Start will provide nursing mothers reasonable break time and sufficient space to express milk for their infant child for up to one year following the child's birth. **Reasonable break time** means an unpaid break of approximately 30 minutes for every three hours worked.

The space provided for nursing will not be a bathroom and will be shielded from view and free from intrusion from coworkers and the public. If feasible, it will have an electrical outlet and a chair. If the space

is not used solely for expressing milk, it will be made available for that use when requested. The location of the space will be within a reasonable walk of your worksite, unless otherwise agreed to by you and the organization.

Expressed milk can be stored [in Organization refrigerators, refrigerators provided in the lactation room or other location]. Sufficiently mark or label your milk to avoid confusion for other employees who may share the refrigerator. You may also bring a personal cooler for storage.]]

Break time should, if possible, be taken concurrently with any other break time already provided. If you are nonexempt, clock in and out/record the start and end time for any time taken that does not run concurrently with normally scheduled rest periods. Break time may be unpaid where permissible by applicable law. You will not be required to make up time related to the use of these breaks.

You must make reasonable efforts to not disrupt organizational operations.

You are requested to notify the organization at least two weeks prior to needing reasonable time and space for the expression of milk during work hours, where feasible, to assist with planning and compliance with applicable state law. You are encouraged to discuss the length and frequency of these breaks with your Program Director.

The organization will not discriminate or retaliate against employees who express breast milk in the workplace in accordance with this policy.

Meal and Rest Periods

Second Start strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. The organization will provide any employee working more than five consecutive hours an unpaid break of at least 30 minutes.]] Check with your Program Manager regarding procedures and schedules for rest and meal breaks. The organization requests that employees accurately observe and record meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your Program Director know; in addition, notify your Program Director as soon as possible if you were unable to or prohibited from taking a meal or rest period.

Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, in writing, by your Program Director.

At certain times, Second Start may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of 40 hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

Pay Period

At Second Start all employees are paid biweekly on every other Friday by means of direct deposit or issue of paper check. Second Start strongly encourages use of the direct deposit system. Each earning statement or paycheck will include earnings for all work performed through the end of the previous payroll period. In the event that a regularly scheduled payday falls on a bank holiday, the employee will receive their earning statement (or paycheck) on the last day of work before the bank holiday. If a regular payday falls during an employee's vacation, the employee's earning statement (or paycheck) will be mailed to their home.

Reporting Time Pay

Second Start provides reporting time pay to nonexempt employees in accordance with applicable law. If you report to work at the request of the organization and you are not needed to work, you will be paid for a minimum of two hours at your regular rate.

Speak with your Program Director for more information regarding reporting time pay.

Travel Time Pay

Some nonexempt positions within Second Start require travel. The Organization pays nonexempt employees for travel time in accordance with federal and state law. For purposes of this policy, the regular workday is 8:00am – 5:00pm (Monday – Friday).

Home to Work Travel

If you travel from home before the regular workday and return to your home at the end of the workday, you are engaged in ordinary home to work travel, which is not work time.

Home to Work on a Special One Day Assignment in Another City

If you regularly work at a fixed location in one city and you are given a special one day assignment in another city, but return home the same day, the time spent in traveling to and returning from the other city is work time, except that the Organization may deduct/not count that time you would normally spend commuting to the regular work site.

Travel That Is All in a Day's Work

Your time spent in travel as part of your principal activity, such as travel from job site to job site during the workday, is work time and must be counted as hours worked.

Travel Away from Home Community

Travel that keeps you away from home overnight is travel away from home. Travel away from home is clearly work time when it cuts across your workday. The time is not only hours worked on regular working days during normal working hours but also during corresponding hours on nonworking days. The Organization will not consider as work time that time spent in travel away from home outside of your regular working hours as a passenger on an airplane, train, boat, bus, or automobile.

Work Performed While Traveling

Any work you perform while traveling must be counted as hours worked.

Calculating and Reporting Travel Time

You are responsible for accurately tracking, calculating, and reporting your travel time. Travel time should be calculated by rounding up to the nearest quarter hour.

General Policies

Access to Personnel and Medical Records Files

Second Start maintains separate medical records files and personnel files for all employees. Files containing medical records are stored separate and apart from any business-related records in a safe,

locked, inaccessible location. The medical file is the repository for sensitive and confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage. Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. If you wish to review your personnel or medical records file, you must give the Organization reasonable notice. Inspection must occur in the presence of a Organization representative.

All requests by an outside party for information contained in your personnel file will be directed to the Business Department, which is the only department authorized to give out such information.

Benefits

Crime Victim Leave

Second Start will permit you to take unpaid leave to participate in investigations, or court or other related legal proceedings, under the following circumstances:

1. Where you are the victim of a crime or attempted crime.
2. Where your immediate family member is a victim of a crime or attempted crime and is a minor.
3. Where your immediate family member is a victim of homicide.

Immediate family member means your father, mother, stepparent, child, stepchild, sibling, spouse, grandparent, or legal guardian; or any person involved in an intimate relationship with you and residing in the same household.

If you need to take crime victim leave, notify your Directors and make scheduling arrangements. The Organization may request documentation supporting your need for leave.

Leave under this policy will be unpaid; however, exempt employees may be paid as required by law. You may use available, appropriate paid leave in place of unpaid leave.

The Organization will not retaliate against employees who request or take leave in accordance with this policy.

Employment Protections for Military Spouses

If you work at a location in New Hampshire that has 50 or more employees and are the spouse of a military service member, Second Start will provide you with job-protected leave if your spouse is involuntarily mobilized for up to one year and one day in support of war, national emergencies, or contingency operations. This includes protection from layoff during your spouse's mobilization.

In addition, the Organization will not discharge, refuse to hire, or take any adverse employment action against you based on the involuntary mobilization of your spouse.

Any leave of absence you take due to the involuntary mobilization of your spouse will be unpaid. No benefits or accrual of benefits will be provided during this leave unless the Organization expressly chooses to provide them.

You must notify the Organization of your spouse's involuntary mobilization within 30 days of them receiving official notice of such mobilization. The Organization will provide you with written acknowledgment of the notice.

Upon completion of your spouse's mobilization, you are required to report to or submit a timely application for re-employment to the Organization. The Organization is generally required to re-employ you in the position you held, or in a position of like seniority, status, and pay for which you are qualified. The duration

of your right to re-employment is the same as your spouse's re-employment rights under 38 U.S.C. § 4312. The Organization may choose not to re-employ you if circumstances have changed and re-employment is impossible or unreasonable.

The Organization will not retaliate against employees who request or take a leave of absence in accordance with this policy. If you feel that your rights under the law have been violated, you have a right to file a complaint with the New Hampshire Department of Labor.

Employment Protections for Volunteer Firefighters and Emergency Medical Technicians

If you are a volunteer member of a fire or ambulance department, Second Start will not discharge you or take any other disciplinary action against you for failing to report to work at your regular start time due to your responding to an emergency you witnessed or came upon while on your way to work. **Volunteer member** means a volunteer, call, reserve, or permanent-intermittent firefighter or emergency medical technician (EMT) but does not include any person who received compensation for over 975 hours of services rendered in such capacity over the preceding six-month period.

If you are or will be late or absent from work because you are responding to an emergency, you must make a reasonable effort to notify the organization of your expected late arrival or absence.

Time missed from work due to responding to an emergency will be unpaid.

You may be required to submit a statement signed by the chief of your fire or ambulance department certifying the date and time you responded to and returned from the emergency.

Leave to Attend Certain Medical Appointments

Second Start will provide you with up to 25 hours of leave to attend your own medical appointments for childbirth or postpartum care, or your child's pediatric medical appointments. Leave must be taken within the first year of the child's birth or adoption.

If both you and your spouse work for the Organization, you may collectively take a total of 25 hours of leave.

Leave under this policy is unpaid; however, you may substitute any portion of this leave with appropriate paid leave.

You must provide reasonable advance notice of your need for leave and make reasonable efforts to schedule leave so that it does not unduly disrupt Organization operations. You may be asked to provide documentation confirming that the leave is being used for its intended purpose.

The Organization will not retaliate against employees who request or take leave in accordance with this policy.

Pregnancy Disability Leave

If you are unable to perform the essential functions of your job due to a temporary physical disability resulting from pregnancy, childbirth, or related medical conditions, Second Start will permit you to take a leave of absence for the period of your disability. If you are also eligible for leave under the federal Family and Medical Leave Act (FMLA), such leave will run concurrently.

Upon return to work, you will be reinstated to your original job or to a comparable position unless business necessity makes doing so impossible or unreasonable.

The Organization will not retaliate against employees who request or take leave in accordance with this policy.

Veterans Day Leave

Second Start will allow eligible employees who are veterans to take unpaid leave on Veterans Day (November 11). You may substitute available, appropriate paid leave for the unpaid leave.

To be eligible for this holiday, you must be an honorably discharged veteran.

If you intend to take the Veterans Day holiday, provide reasonable advance notice.

The Organization may require you to provide evidence supporting your honorably discharged veteran status.

The Organization will not retaliate against employees who request or take leave in accordance with this policy.

Closing Statement

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Organization and a safe, productive, and pleasant workplace.

William Mealy, Chief Executive Officer

Second Start

Acknowledgment of Receipt and Review

I acknowledge that I have received a copy of the Second Start Employee Handbook (handbook) and that I have read it, understand it, and agree to comply with it. I understand that the organization has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the Executive Director of the organization. I also understand that any delay or failure by the organization to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the organization or affect the right of the organization to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by an authorized organization representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement (signed by an authorized organization representative) or a collective bargaining agreement that conflicts with the terms of this handbook, I understand that the terms of the employment agreement or collective bargaining agreement will control.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA). This handbook is not intended to violate any local, state, or federal law. No provision or policy applies or will be enforced if it conflicts with or is superseded by any requirement or prohibition contained in federal, state, or local law, or regulation. Furthermore, nothing in this handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to, or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (EEOC), National Labor Relations Board (NLRB), Securities and Exchange Commission (SEC), or any other federal, state, or local agency charged with the enforcement of any laws.

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by Second Start.

If I have any questions about the content or interpretation of this handbook, I will contact Human Resources.

APPENDIX

Your Employee Rights Under the Family and Medical Leave Act

What is FMLA leave?

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with **job-protected leave** for qualifying family and medical reasons. The U.S. Department of Labor's Wage and Hour Division (WHD) enforces the FMLA for most employees.

Eligible employees can take **up to 12 workweeks** of FMLA leave in a 12-month period for:

- The birth, adoption or foster placement of a child with you,
- Your serious mental or physical health condition that makes you unable to work,
- To care for your spouse, child or parent with a serious mental or physical health condition, and
- Certain qualifying reasons related to the foreign deployment of your spouse, child or parent who is a military servicemember.

An eligible employee who is the spouse, child, parent or next of kin of a covered servicemember with a serious injury or illness **may take up to 26 workweeks** of FMLA leave in a single 12-month period to care for the servicemember.

You have the right to use FMLA leave in **one block of time**. When it is medically necessary or otherwise permitted, you may take FMLA leave **intermittently in separate blocks of time, or on a reduced schedule** by working less hours each day or week. Read Fact Sheet #28M(c) for more information.

FMLA leave is **not paid leave**, but you may choose, or be required by your employer, to use any employer-provided paid leave if your employer's paid leave policy covers the reason for which you need FMLA leave.

Am I eligible to take FMLA leave?

You are an **eligible employee** if **all** of the following apply:

- You work for a covered employer,
- You have worked for your employer at least 12 months,
- You have at least 1,250 hours of service for your employer during the 12 months before your leave, and
- Your employer has at least 50 employees within 75 miles of your work location.

Airline flight crew employees have different "hours of service" requirements.

You work for a **covered employer** if **one** of the following applies:

- You work for a private employer that had at least 50 employees during at least 20 workweeks in the current or previous calendar year,
- You work for an elementary or public or private secondary school, or
- You work for a public agency, such as a local, state or federal government agency. Most federal employees are covered by Title II of the FMLA, administered by the Office of Personnel Management.

How do I request FMLA leave?

Generally, to request FMLA leave you **must**:

- Follow your employer's normal policies for requesting leave,
- Give notice at least 30 days before your need for FMLA leave, or
- If advance notice is not possible, give notice as soon as possible.

You **do not have to share a medical diagnosis** but must provide enough information to your employer so they can determine whether the leave qualifies for FMLA protection. You **must also inform your employer if FMLA leave was previously taken** or approved for the same reason when requesting additional leave.

Your **employer may request certification** from a health care provider to verify medical leave and may request certification of a qualifying exigency.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

State employees may be subject to certain limitations in pursuit of direct lawsuits regarding leave for their own serious health conditions. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress.

What does my employer need to do?

If you are eligible for FMLA leave, your **employer must**:

- Allow you to take job-protected time off work for a qualifying reason,
- Continue your group health plan coverage while you are on leave on the same basis as if you had not taken leave, and
- Allow you to return to the same job, or a virtually identical job with the same pay, benefits and other working conditions, including shift and location, at the end of your leave.

Your **employer cannot interfere with your FMLA rights** or threaten or punish you for exercising your rights under the law. For example, your employer cannot retaliate against you for requesting FMLA leave or cooperating with a WHD investigation.

After becoming aware that your need for leave is for a reason that may qualify under the FMLA, your **employer must confirm whether you are eligible** or not eligible for FMLA leave. If your employer determines that you are eligible, your **employer must notify you in writing**:

- About your FMLA rights and responsibilities, and
- How much of your requested leave, if any, will be FMLA-protected leave.

Where can I find more information?

Call 1-866-487-9243 or visit dol.gov/fmla to learn more.

If you believe your rights under the FMLA have been violated, you may file a complaint with WHD or file a private lawsuit against your employer in court. **Scan the QR code to learn about our WHD complaint process.**



WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR

SCAN ME

