



HOUSING FAMILIES. TRANSFORMING LIVES.

EMPLOYEE HANDBOOK

TABLE OF CONTENTS

INTRODUCTION	5
Welcome	5
Our History, Vision & Mission	5
About This Handbook	6
DIVERSITY & INCLUSION	8
Mutual Trust & Respect	8
Equal Employment Opportunity Policy Statement	8
Anti-Harassment Policy	9
Disability Accommodation	11
Religious Accommodation	12
Anti-Bullying	12
RECRUITMENT & HIRING	13
Eligibility to work in the United States	13
Background Checks	13
WORKING WITH HOUSING UP	14
At-Will Employment	14
Employee Categories	14
Federal Labor Standards Act (FLSA) Classifications	14
Work Hours	14
Telecommuting	14
Job Description	15
Performance Expectations	15
Evaluation of Employees	16
Corrective Action for Unsatisfactory Performance or Misconduct	16
Employment Records	17
Reference Checks	18
Leaving Housing Up	18
WORKPLACE EXPECTATIONS	20
Teamwork	20
Open Door Communication	20
Grievance Procedure	20
Attendance & Punctuality	21
Attire & Personal Hygiene	21
Personal Social Media Use	22
Outside Employment	22
External Engagements & Representation of Housing Up	22
CONDUCTING BUSINESS AT HOUSING UP	24
Integrity and Business Ethics	24
Whistleblower Policy	24

Conflicts of Interest.....	24
Work Product Ownership	25
Confidential Nature of Work.....	26
Communications Technology & Equipment at Housing Up.....	26
Brand Messaging: Social Media & the News Media	28
Authorization to Sign Contracts & Agreements.....	30
Business Expense Reimbursement	30
Employee Privacy	30
HEALTH & SAFETY.....	32
General Workplace Safety	32
Housing Up’s Right to Search.....	32
Workplace Violence Prevention.....	33
Smoke-Free Workplace.....	33
Drug-Free Workplace	34
Vehicle & Drivers Safety Policy	35
Lactation Accommodation	38
Office Closures	39
COMPENSATION & SALARY ADMINISTRATION.....	40
Time Records.....	40
Pay Schedule	40
Overtime	40
Pay Deductions	40
Errors in Pay	41
Final Paycheck.....	41
TIME AWAY FROM WORK.....	42
Holidays.....	42
Annual Leave.....	42
Sick Leave	42
Sick Leave Bank	43
Summer Fridays	43
Birth, Adoption, or Placement of a Child	44
Jury Duty	44
Time Off to Vote.....	44
Military Leave.....	44
Emergency Leave	45
Bereavement Leave	45
Leave for Professional Development Activities	45
Career Development & Training	45
Parental Leave for School Related Events.....	45
Family & Medical Leave (FMLA).....	45
Paid Family Leave.....	48
Compensatory (“Comp”) Time.....	49
Administrative Leave Without Pay.....	49

EMPLOYEE HEALTH & WELLNESS BENEFITS51

Disclaimer51

Health & Dental Insurance51

Group Life Insurance.....51

Long-Term Disability Insurance51

Retirement Benefits – 403(b) Plan.....52

Professional Development.....52

Employee Assistance Program.....52

Statutory Benefits52

Optional Extended Health Insurance Under the COBRA Act52

EMPLOYEE HANDBOOK RECEIPT & ACKNOWLEDGEMENT54

INTRODUCTION

WELCOME

Welcome to Housing Up!

We hope that you will find your employment with this mission-driven not-for-profit business professionally rewarding and personally enriching. An open-door policy is maintained by the President & Chief Executive Officer (CEO) and other senior employees. A spirit of cooperation is encouraged, and mutual assistance of all employees is called for in all job descriptions. Employees are encouraged to find better ways to perform their duties and share those recommendations with their supervisor.

As a new Housing Up employee, you are expected to become familiar with this Employee Handbook provided at the start of your employment.

Whether you have just joined Housing Up or have been an employee for a while, we hope that you will find Housing Up a dynamic and rewarding place in which to work and grow professionally. We look forward to a productive and successful working relationship. We consider the employees of Housing Up to be one of our most valuable assets.

OUR HISTORY, VISION & MISSION

History & Vision

Housing Up was founded in 1990 as a faith-based homeless services organization through a partnership among Christ Lutheran Church, DC, Samaritan Ministry of Greater Washington and Community Family Life Services. Housing Up began as Transitional Housing Corporation (THC) and changed its name to Housing Up in June 2016 to more accurately reflect its growth since its founding, and its vision for the future. Housing Up has become a leading Washington, DC housing provider serving formerly homeless and at-risk families. Housing Up provides a variety of service- enriched housing opportunities, including transitional housing, permanent supportive housing, rapid re-housing, and affordable rental housing. Supportive services offered to all Housing Up residents are tailored to the needs of the families served.

The first 10 years of operation were focused solely on the provision of transitional housing and supportive services in DC's Ward 4. However, in 2004, the Board of Directors made a strategic business decision to become a developer of permanent affordable housing in order to provide needed housing opportunities and supportive services to its Partner Arms transitional housing graduates and other families experiencing homelessness in the DC metropolitan area. That vision resulted in establishing THC Affordable Housing (THCAH) as an affiliated nonprofit affordable housing development company, which successfully completed the renovation of its first properties – the historic Fort View Apartments and Webster Gardens Apartments – in 2011. In 2015, the renovation of the award- winning Weinberg Commons was completed.

In 2008, services to DC families were expanded by opening a third transitional housing location, Partner Arms 3 in Ward 7, and by starting our Housing with Care permanent supportive housing program. In more than 25 years of service, we have expanded our programs to meet the ever-growing housing needs of homeless and at-risk families in the DC community.

Housing Up's core expertise, developed over more than two decades, is

- (1) the design and delivery of program services, including life, youth, and mental health services, employment

training and counseling, substance abuse counseling and child advocacy, that help families move from homelessness in shelters to permanent housing;

- (2) the development, ownership and management of service-enriched multi-unit residential properties operated under a variety of supportive permanent housing programs; and
- (3) the ability to attract financial support from both public and private sources for its mission based on a strong track record and reputation for effective outcomes. Today, Housing Up serves more than 600 families through our family support services and housing development programs.

The Housing Up entities are governed by separate Boards of Directors. The work of Housing Up is led by a single CEO with the support of the staff and under the governing guidance of the Boards.

Our Mission

Housing Up is a non-profit organization whose mission is to provide housing and comprehensive supportive services to homeless and at-risk families so that they can make transformational changes in their lives. Housing Up pursues this goal by promoting awareness of community needs, fostering partnership at all levels, breaking down barriers imposed by poverty, and developing program participants' abilities to help themselves to better lives.

ABOUT THIS HANDBOOK

This handbook has been designed to outline and summarize basic employment policies, employee benefits, employee responsibilities, and employee rights. This handbook is intended to be useful for all Housing Up employees. Failure to comply with the policies or procedures may result in discipline, up to and including termination.

Housing Up is committed to providing a quality workplace for employees. It is our goal to:

- Recognize each person as an individual.
- Provide management that is skilled, fair, and concerned about the welfare of our employees.
- Regularly review the performance of all staff members, encourage employee self-evaluation, and provide continuous guidance to help employees progress in knowledge and in their jobs.
- Provide a total compensation program that equitably compensates each employee and provides them with the benefits and resources to achieve a healthy, integrated life.
- Provide a work environment that promotes efficiency and productivity by maintaining good physical working conditions and fostering harmonious relations among employees, volunteer leaders, and other members.
- Provide planned training, education, and staff development as an investment for the mutual benefit of the employees and Housing Up,
- Communicate regularly to the staff and encourage communication from them.
- Maintain a well-organized, well-managed, productive association that can make a valuable contribution to society.

While this handbook was developed to provide general guidelines about Housing Up policies and procedures for employees, it does not contain promises to any employee about how any particular situation will be handled. It is a guide to assist employees in becoming familiar with some of the benefits and obligations of employment, including our policy of at-will employment.

Nothing in this handbook or any other communication from Housing Up is intended to create a contract of employment. Unless you have a written employment agreement signed by the CEO, you are employed at will and nothing in this handbook limits or otherwise affects your right or Housing Up's right to terminate the employment relationship at any time with or without notice or cause. If you have a written agreement signed by

the CEO and a provision of the handbook conflicts with the employment agreement, the terms of the employment agreement will control.

It is the intention of Housing Up to adhere to all local, state, and federal Laws. To the extent any employment policy conflicts with a local, state, or federal law, the legal requirement will always govern.

Please note that the terms of the written plan documents are controlling and override any statements made in this or other documents regarding benefit plans.

It is the employee's responsibility to ensure they have the most up-to-date version of the handbook. Questions regarding the interpretation of policies or other questions pertaining to information found in this handbook should be directed to the COO.

Housing Up reserves the right to interpret and administer the policies in this handbook or to make changes to the policies, procedures, and other statements made in this handbook. From time to time Housing Up may unilaterally, in its discretion, amend, supplement, modify, or eliminate one or more of the benefits, work rules, or policies described in this handbook, or any other employment benefits, work rules, or policies, without prior notice. Oral statements or representations cannot supplement, change or modify the handbook. Periodic reviews of this Handbook will be conducted on an as-needed basis.

Where the guidelines set forth in this Employee Handbook involve the CEO, except as otherwise noted, the Chair of the Board of Directors shall be the approving party.

DIVERSITY & INCLUSION

MUTUAL TRUST & RESPECT

We believe that each of us is deserving of dignity and respect in the workplace. Commitment to this is not only about professional responsibilities. It is also about supporting each other in times of personal need and acknowledging appreciation for each other. Cultivating this environment will enable us to benefit from everything that comes from a diversity of experiences and beliefs.

We believe in the value of every individual. Housing Up is committed to enabling our employees to carry out their assigned duties in an environment free from discrimination or harassment on the basis of a protected characteristic. Building mutual trust and respect goes beyond that and requires personal and professional behavior that is considerate toward colleagues.

It is every employee's responsibility to maintain the highest standards of personal and professional conduct. Employees are expected to:

- Lead by example, treating each other with fairness, dignity, and respect.
- Display utmost courtesy and tolerance.
- Respect the individuality and personal values of our colleagues.
- Recognize that everyone is entitled to work in a harassment-free environment. Displays of physical anger, ridicule or belittlement, whether in private or in front of a group, is unacceptable and will not be tolerated.
- Be inclusive, supportive and listen actively to others; be a team player; practice and encourage collegiality.
- Promote a positive and safe working environment.
- Follow the policies and procedures of Housing Up.

In practicing these things, we can foster mutual trust, promote better teamwork, facilitate improved communication with each other, and deliver the best that we can to achieve our mission.

EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT

Housing Up values all employees and job candidates as unique individuals, and we welcome the variety of experiences they bring to our organization. As such, we have a strict non-discrimination policy. We believe everyone should be treated equally regardless of race, color, sex (including pregnancy, childbirth, reproductive health decisions, breastfeeding, and related medical conditions), gender identity or expression, sexual orientation, national origin, ancestry, ethnicity, citizenship, native language, religion, age, disability, AIDS/HIV status, marital status, family responsibilities, genetic information, sickle-cell trait, military or veteran status, matriculation, political affiliation, domestic violence status, creditworthiness, tobacco use, unemployment status, criminal history, union membership, lawful use of cannabis oil, or any other characteristic protected by law. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment. Every employee has the right to work in a professional environment where their knowledge, skills, and abilities are the critical factors in their success. Housing Up expects all employees to maintain standards of propriety, promote equal opportunity, treat everyone professionally, and act without bias.

Housing Up also promotes equal opportunity by requiring its subcontractors and vendors to comply with equal opportunity requirements.

ANTI-HARASSMENT POLICY

Harassment is recognized as one of the most invidious, demeaning and demoralizing examples of workplace misconduct. Housing Up prohibits harassment and all Housing Up employees are responsible for maintaining a workplace that is free of harassment.

Harassment

Housing Up is committed to a workplace that is free of harassment based on race, color, religion, sex (including pregnancy, childbirth or related medical conditions, reproductive health decisions and breastfeeding), national origin, ancestry, ethnicity, citizenship, disability, AIDS/HIV status, age (18 and over), personal appearance, sexual orientation, gender identity or expression, marital status, family responsibilities, matriculation (e.g., being enrolled in a college or university or in a business, nursing, professional, secretarial, technical or vocational school), political affiliation, genetic information (including family medical history), sickle-cell trait, military or veteran status, lawful use of tobacco products or cannabis oil, unemployment status, creditworthiness, criminal history, union membership, status as a victim or the family member of a victim of domestic violence, a sexual offense or stalking and any other protected characteristic in accordance with applicable federal, state and local laws (collectively, “Protected Characteristics”). Harassment is prohibited, both in the workplace and off the premises, including at social activities sponsored by Housing Up or involving Housing Up employees.

Harassment is verbal, written, or physical conduct towards an employee because of a Protected Characteristic, when such conduct has the purpose or effect of unreasonably interfering with an employee's work performance, creating an intimidating, hostile, or offensive work environment, or otherwise adversely affecting an individual's employment opportunities.

Employees should refrain from activity such as verbal abuse, including slurs, epithets, and stereotyping; offensive jokes and comments; threatening, intimidating or hostile acts; displaying or distributing offensive materials, writings, graffiti, or pictures; and other similar activities.

Sexual Harassment

Harassment also includes sexual harassment, which is defined as:

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

Sexual harassment can occur between individuals of the opposite or same gender.

Employees should refrain from activities such as:

- physical conduct that is sexual in nature;
- sexually oriented gestures, noises, remarks, jokes or comments about a person's sexuality or sexual experience;
- repeated unwelcome requests for a romantic relationship;
- displaying pictures, posters, calendars, graffiti, objects, promotional materials, reading materials or other materials that are sexually suggestive, sexually demeaning or pornographic; and
- other similar activities.

Individuals Affected

Housing Up prohibits workplace harassment by all its employees and all other workers and representatives, including vendors, clients, and visitors. The protections against workplace harassment also extend to clients, contractors, interns, volunteers, and any other persons engaged by Housing Up to provide services at Housing Up worksites.

Duty to Report & Procedure for Harassment Complaints

All Housing Up employees, and particularly supervisors, have a responsibility for keeping our work environment free of harassment. Any employee who becomes aware of an incident of alleged harassment, whether by witnessing the incident or being told of it, must report it to the COO, the CEO, or any management representative with whom they feel comfortable. Complaints against the CEO should be reported to Chair of the Housing Up Board of Directors. A supervisor's failure to report may lead to disciplinary action, up to and including termination.

An employee who believes that they are or have been the victim of harassment may, but need not, advise the alleged perpetrator that the perpetrator's comments, conduct, displays or suggestions to be offensive and may request that the perpetrator cease the activity.

Housing Up will promptly initiate investigations of harassment allegations that, if proven true, would violate L4GG's policies and/or the law. All employees named in the process of the investigation, regardless of their role in the complaint, are expected to fully cooperate in the investigation.

Pending final resolution of a harassment complaint and in order to protect the rights of the alleged victim as well as the alleged harasser, Housing Up may take prompt temporary actions that do not result in any adverse employment decisions. These actions are administrative rather than disciplinary and may include, but are not limited to, transfers, reassignment of duties or reporting requirements, mandatory administrative leave with pay, or other appropriate measures that do not result in reduction of pay or loss of employee benefits.

Housing Up will take appropriate corrective action, up to and including involuntary separation, if an employee is determined to have engaged in harassment.

We expect employees to operate in good faith when raising concerns about harassment. In recognition of the

seriousness of harassment, Housing Up will take appropriate corrective action up to and including involuntary separation if an employee knowingly and intentionally makes materially false statements or representations in relation to a harassment claim or investigation.

Employees also may avail themselves of federal or local administrative agencies to file a complaint of harassment. Information about filing a complaint with the federal Equal Employment Opportunity Commission is available at <https://www.eeoc.gov/>. Information about filing a complaint with the District of Columbia Office of Human Rights is available at <https://ohr.dc.gov/>.

Prohibition Against Retaliation

Under no circumstances may any employee, supervisor or other person acting on their behalf, or under their direction, retaliate against, harass, or coerce an employee because that employee has filed or asserted a claim of sexual harassment, assisted another person in claiming or asserting a claim of sexual harassment, opposed sexual harassment, been a witness in a sexual harassment investigation, or challenged an allegation of sexual harassment. Housing Up prohibits all retaliation for such protected activity.

Confidentiality

The complaint file, including all information and documents contained in the file as well as information received during investigation of the complaint, shall be kept confidential to the extent possible. Housing Up will make all reasonable efforts during the conduct of an investigation to protect the identity of the alleged harasser and the alleged victim, as well as witnesses for either party. However, the alleged harasser shall be promptly advised of the complaint and its substance and be given an opportunity to respond to the allegations. This confidentiality requirement does not preclude Housing Up from reporting a suspected illegal or improper act, or conduct related to the investigation, to an appropriate enforcement, investigating and/or legal organization or from cooperating in any related investigation.

DISABILITY ACCOMMODATION

Housing Up is committed to complying with all applicable provisions of federal and local laws concerning the employment of persons with disabilities and does not discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, involuntary separation of employment, compensation, training or other terms, conditions and privileges of employment. Consistent with this policy of nondiscrimination, Housing Up will provide reasonable accommodation to a qualified individual with a disability, who has made Housing Up aware of their disability.

Housing Up will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Housing Up. Employees should contact the CEO with any questions or requests for accommodation and provide a description of the accommodation requested, the reason for the need for an accommodation, and how the accommodation will help.

An employee or job applicant who has questions regarding this policy or believes that they have been discriminated against based on a disability should notify the CEO.

RELIGIOUS ACCOMMODATION

Housing Up respects the religious beliefs and practices of all employees and will consider requests for accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on the conduct of Housing Up's business.

An employee whose religious beliefs or practices conflicts with their job, work schedule, or with the company's policy or practice on dress and appearance, or with other aspects of employment and who seeks a religious accommodation should submit a written request for the accommodation to the CEO. The written request should include the type of religious conflict that exists and the employee's suggested accommodation. Housing Up will determine an appropriate accommodation for the employee for the benefit of both the employee and HousingUp.

ANTI-BULLYING

All employees will be treated with dignity and respect, and Housing Up does not tolerate bullying behavior. Housing Up defines bullying as "repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment."

Bullying may be intentional or unintentional. Housing Up considers the following types of behavior examples of bullying:

- Verbal bullying: Slandering, ridiculing or maligning a person or their family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- Physical bullying: Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person's work area or property.
- Gesture bullying: Nonverbal threatening gestures or glances that convey threatening messages.
- Exclusion: Socially or physically excluding or disregarding a person in work-related activities.

Housing Up will take appropriate corrective action, up to and including involuntary separation, if any employee is determined to have engaged in bullying.

RECRUITMENT & HIRING

ELIGIBILITY TO WORK IN THE UNITED STATES

Housing Up employs United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility within the employee's first three days of employment. Former employees who are rehired must also complete the form if they have not completed an I-9 with Housing Up within the past three years, or if their previous I-9 is no longer retained or valid. In the rare event that the new employee is traveling or is working remotely during the first three days of employment, the employer section can be completed by a notary public.

The federal government requires that within three business days of the first day of work, employees must complete an employment eligibility verification form (I-9 Form), and show documentation proving identity and eligibility to work in the United States.

BACKGROUND CHECKS

The safety and well-being of the workplace is paramount. Accordingly, Housing Up requires all new hires and rehires to completely and successfully meet certain background screening criteria as a condition of their employment with Housing Up, in compliance with federal, state and local law. Current employees may, from time to time, also be required to submit to additional background checks based on changing business needs and/or updated requirements mandated by contracting entities. New hires, rehires, and current employees will be required to authorize the use of their information each time a background investigation is conducted. Employees will be notified of their rights at each time as required by federal, state, and local law.

Although the type of background information checked for a particular person will vary based on the position offered/held and the nature of the business, all background checks will be obtained and used in compliance with all federal, state and local laws, including the Federal Fair Credit Reporting Act (FCRA) and other administrative agency guidance. Subject to applicable federal, state, and local law and all applicable legal requirements, the types of information that Housing Up may obtain may include, but are not limited to:

- Social Security number verifications;
- Address history;
- Criminal records and history;
- Driving records and accident history;
- Educational history verifications (e.g., dates of attendance, degrees obtained);
- Employment history verifications (e.g., dates of employment, salary information, reasons for separation, etc.);
- Personal and professional reference checks;
- Professional licensing and certification checks;
- Drug/alcohol testing results, and drug/alcohol history in violation of law and/or company policy;
- And other information bearing on an employee's character, general reputation, personal characteristics, and mode of living.

This information may be obtained from private and public record sources, including, as appropriate: government agencies and courthouses; educational institutions; former employers; personal interviews with sources such as neighbors, friends and associates; and other information sources.

WORKING WITH HOUSING UP

AT-WILL EMPLOYMENT

Employment with Housing Up is on an “at-will” basis. This means that employees or Housing Up may end the employment relationship at any time and for any lawful reason. Verbal promises of employment or conditions of employment are not permitted or honored. The “at will” relationship may be changed only in a written contract signed by the CEO.

Similarly, this Handbook does not create any contractual obligation on the part of Housing Up or in any way indicate that separation of employment will occur only for “cause.” Statements of specific grounds for separation of employment discussed in the Handbook or in any other Housing Up documents are examples only, not all-inclusive lists, and are not intended to restrict the right of Housing Up to end the employment relationship for any lawful reason.

EMPLOYEE CATEGORIES

Housing Up employees fall into the following categories:

- **Full-Time:** Scheduled to work not less than 32 hours per week. Full-time employees are eligible for all benefits, subject to the terms and conditions of the policy or benefits plan.
- **Part-Time:** Scheduled to work not less than 20 hours per week and not more than 32 hours per work. Full-time employees are eligible for limited benefits, subject to the terms and conditions of the policy or benefits plan.
- **Temporary:** Hired for a pre-determined employment period or to work on a special or specific project. Pay is determined on a case-by-case basis. Temporary employees are not eligible for benefits, unless otherwise required by law.

FEDERAL LABOR STANDARDS ACT (FLSA) CLASSIFICATIONS

Exempt employees are classified as such if their job duties are exempt from the overtime provisions of the Federal and State Wage and Hour Laws. Exempt employees are not eligible for overtime pay. Generally, their salaries are calculated on a per pay period basis.

Nonexempt employees receive overtime pay in accordance with our overtime policy. Generally, their salaries are calculated on an hourly basis.

WORK HOURS

Housing Up’s normal work week is 40 hours from Monday to Friday with office hours from 9:00 a.m. to 5:00 p.m. All employees are expected to work within that time, unless other individual arrangements have been made with a supervisor. A lunch break no longer than forty-five (45) minutes is included in the workday. Except for exempt employees, this lunch break is unpaid. Non-exempt employees may not perform any work during their lunch breaks (including answering emails, taking work-related phone calls, etc.)

TELECOMMUTING

Housing Up supports telecommuting as a work option in certain circumstances to enable employees to balance work life issues while accomplishing work priorities and performance goals and to be an alternative for employees who due to extraordinary circumstances may have to work from home or in other alternative settings. Telecommuting is also an opportunity to maintain or increase productivity and morale by establishing the place

and hours of work that make the best use of our staff's knowledge, skills, abilities, and time.

Unfortunately, not all Housing Up employees are eligible to telecommute as the nature of certain jobs and on-site work priorities may not be conducive to such arrangements. As such, approval of telecommuting will be at the sole discretion of supervisors and will be considered on a case-by-case basis.

Telecommuting employees must work during regular business hours, have access to a Housing Up-issued laptop, have consistent and stable access to the internet, and use their home/cell phone to make calls and check voicemails throughout the course of the workday. Employees who elect to telecommute are responsible for any costs that may be associated with telecommuting.

In those cases when telecommuting is approved for an employee, Housing Up reserves the right to suspend, cancel, or amend telecommuting privileges at any time. Housing Up also reserves the right to return a telecommuting employee to a standard work arrangement if telecommuting does not allow the department to operate effectively and efficiently, if changes in business circumstances necessitate a standard work arrangement, or if an employee experiences performance problems deemed to be related to the flexible work arrangement, including but not limited to any failure to meet deadlines, produce quality work and maintain/sustain acceptable levels of work performance, conduct/behavior and attendance. These circumstances will be evaluated on a case-by-case basis.

Occasional "work from home" days not otherwise covered by a telecommuting agreement, e.g., needing to be home for a repair person, are subject to the same requirements as a telecommuting arrangement but need only approved by the employee's supervisor. If possible, one day advance notice is required for occasional telecommuting.

This policy does not apply to telecommuting as an accommodation under Housing Up's Disability or Religious Accommodation policies. Requests for such accommodation should be submitted to the CEO.

JOB DESCRIPTION

A copy of the job description provided on or before the start of employment is maintained in each employee's employment file and updated on an as-needed basis to reflect agreed upon changes in duties. Employees are provided a copy of their current job description.

PERFORMANCE EXPECTATIONS

Housing Up expects a high level of professional work performance and decorum from all employees. However, there may be times when an employee is not meeting performance expectations. To aid the employee in meeting these expectations, a supervisor may implement a performance improvement plan (PIP) that outlines performance deficiencies, sets expectations, and provides guidance and support for the improvement of the employee's performance. The PIP status will last for a predetermined amount of time usually not to exceed 90 days and may be extended at the discretion of the supervisor. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and Housing Up. The PIP does not alter the at-will status of employment. It is Housing Up's hope that by providing an increased level of support and resources that employees on PIPs can meet performance standards and continue to contribute to furthering Housing Up's mission.

EVALUATION OF EMPLOYEES

Employees will be evaluated annually, generally during the month of November in writing by their immediate supervisor. The Board of Directors shall be responsible for the timely evaluation of the CEO during the annual fiscal year budget preparation process. The Board's Governance Committee, in conjunction with the officers of the Board, shall be responsible for this evaluation.

CORRECTIVE ACTION FOR UNSATISFACTORY PERFORMANCE OR MISCONDUCT

To function effectively, every organization must develop policies and procedures to protect its clients and to ensure that co-workers' and the organization's rights are respected. Housing Up is no exception. Generally, conduct that may be disruptive, unproductive, unethical, or illegal will not be tolerated.

Violation of this Standards of Conduct Policy may lead to corrective or disciplinary action, up to and including discharge, depending on the circumstances of the individual case. The following is a non-exhaustive list of conduct that may violate this Policy:

- Falsifying records.
- Engaging in fraud.
- Removing employer property from the premises without authorization.
- Stealing or attempting to steal employer, employee, or client property.
- Being habitually tardy or absent.
- Engaging in poor timekeeping.
- Fighting on employer property at any time.
- Being under the influence of intoxicating substances on employer property at any time.
- Being insubordinate.
- Using or abusing employer time, property, materials, or equipment without authorization.
- Gambling on employer premises at any time.
- Sleeping on the job.
- Using offensive or profane language on company premises.
- Bringing dangerous or unauthorized weapons onto employer premises.
- Being absent from work without authorization during scheduled work hours.
- Defacing employer property.
- Engaging in criminal activity.
- Violating or abusing employer policies.
- Neglecting job duties.
- Bringing the organization into serious disrepute.

All references to "employer premises" or "employer property" include all properties managed by Housing Up, client residences, and all other locations where employees are performing work functions.

Housing Up may consider an employee's job performance, prior violation of work rules, and other relevant circumstances in determining whether to counsel, warn, suspend, or discharge an employee. It is up to the employee's supervisor and Housing Up's management to decide whether corrective action, up to and including dismissal, is appropriate.

This policy is not intended to preclude or dissuade employees from engaging in activities protected by state or federal law, including the National Labor Relations Act, such as discussing wages, benefits, or terms and conditions of employment, forming, joining or supporting labor unions, bargaining collectively through representatives of their choosing, raising complaints about working conditions for their and their fellow employees' mutual aid or protection, or legally required activities.

EMPLOYMENT RECORDS

A personnel record will be maintained for each employee by the COO or designee. The record may contain:

- Resume and a completed application, includes letters of recommendation
- Letter of offer for employment, including date of employment
- Job description
- Performance evaluations
- Letters of commendation for work done
- Written reprimands or prior disciplinary history
- Payroll records, as appropriate
- Record of accrued vacation and sick leave
- Other personnel records as appropriate

Employment records are the property of Housing Up. The employment records will not be made available to anyone outside Housing Up unless specifically authorized in writing by the Board's Governance Committee and by the employee, subpoenaed by a government agency, or otherwise required by law. Information may be released to a third party if a current employee has signed a written release. Employees and former employees may review their files if they make an appointment to do so during business hours.

To keep necessary Housing Up records up to date, it is extremely important that employees notify Housing Up of any changes in the following:

- | | |
|------------------------|---------------------------|
| • Legal Name | • Marital Status |
| • Home Address | • Change of Beneficiaries |
| • Emergency Contacts | • Tax Withholdings |
| • Number of Dependents | |

REFERENCE CHECKS

All inquiries regarding a current or former Housing Up employee must be referred to the CEO or in their absence, the COO. No employee may serve as a reference regarding the individual's employment with Housing Up for any current or former employee without the written permission of the COO.

Under no circumstances should any employee release any information about any current or former Housing Up employee over the telephone. All telephone inquiries regarding any current or former employee of Housing Up must be referred to the COO.

In response to an outside request for information regarding a current or former employee, the COO or designee will furnish or verify only an employee's name, dates of employment, job title and department. No other data or information regarding any current or former Housing Up employee or their employment with Housing Up will be furnished, unless the employee authorizes Housing Up in writing to furnish this information for the purpose of releasing Housing Up from liability in connection with the furnishing of this information or Housing Up is required by law to furnish the requested information.

LEAVING HOUSING UP

Every Housing Up employee is an "employee-at-will," meaning that no one has a contractual right, expressed or implied, to remain in Housing Up's employ.

Resignation

Employees are "at-will" and may resign at any time. An employee intending to resign is expected to inform their immediate supervisor as soon as possible after reaching the decision to resign. Such notice should be in writing and specify the effective date. It is preferred that letters of resignation be submitted at least two weeks in advance of the employee's effective date.

Involuntary Separation

As an "at-will" employer, Housing Up may end the employment arrangement with an employee at any time with or without cause and with or without notice, at any time for any reason.

Layoffs

Due to budgetary or other considerations, an employee may be laid off for an indefinite period without regard to performance, status or seniority. The CEO, in consultation with the Board Executive and Governance Committees, shall determine priorities for layoff. When possible, advance notification of any layoff up to ten (10) working days, unless otherwise required by law, will be given to the employee in writing, subject to the provisions of this section. A copy of the layoff notice will be placed in the employee's personnel file.

Exit Interview

Employees are encouraged to participate in an exit interview with the COO or designee before their final day. Such an interview enables Housing Up to obtain information to reduce employee turnover, to provide better employee selection and to improve working conditions. Resigning employees are not required to give any reason for their decision to resign but may do so voluntarily.

Return of Property & Proprietary Information

When an employee leaves Housing Up, the employee, no later than their last day of employment, must return to their supervisor all Housing Up property and proprietary information in the employee's possession, including without limitation:

- Keys to Housing Up office(s) and facilities
- Corporate credit card (if any)
- Electronic communication devices (e.g. cell phone, computer, laptop, etc.)
- Electronic storage devices (e.g. flash drives, external hard drives, DVDs, CDs)
- Documents, files, records, manuals, information stored on Housing Up's computers and laptops
- Office equipment and supplies
- Any other Housing Up materials identified by a supervisor

In accordance with the Housing Up Equipment Accountability Agreement, failure to return Housing Up Equipment may result in the reduction of final pay or of any amount due for unused annual leave, which will be held pending return of all Housing Up Equipment in the departing employee's possession.

WORKPLACE EXPECTATIONS

TEAMWORK

Housing Up is a service and care provider to a wide range of individuals and families under stress. It is important that Housing Up maintain an atmosphere of teamwork and collegiality which assures a comfortable and welcoming environment for program participants. All employees are expected to work collaboratively with all staff and any independent program provider.

OPEN DOOR COMMUNICATION

The success of Housing Up is founded on the abilities, dedication, and efforts of all Housing Up employees. Housing Up strives to deal with employees fairly and honestly, and to respect and recognize each as an individual. Housing Up also invites and encourages a free and continuous exchange of questions, suggestions, and information.

Housing Up recognizes that from time to time employees may confront disagreements and problems. Employees should first discuss any issues they have with their direct supervisor. Employees who do not feel comfortable with speaking with their direct supervisor may speak with another member of management. Open communication is key to ensuring that Housing Up remains a pleasant and rewarding place to work.

GRIEVANCE PROCEDURE

While we hope that employees can resolve disagreements and conflicts informally with their supervisors, we understand that from time to time more formal measures need to be taken. This grievance procedure has been put in place to address those needs. The aim of Housing Up's grievance procedure is to provide an employee who believes that they have received unfair treatment or have a concern about a term or condition of employment, with an opportunity for prompt and fair resolution of the issue. Grievances may be submitted without fear of retaliation. It is anticipated that most complaints can be resolved informally by discussions with the immediate supervisor. If such informal means are not successful, the employee and/or the supervisor may request use of the following grievance procedure:

- **Step One:** Employees should submit their complaint in writing to the immediate supervisor. The immediate supervisor will schedule an in-person meeting to discuss the concerns set forth in the written complaint. Employees who feel that they have been unable to resolve their complaint with their immediate supervisor within a reasonable amount of time should move forward to step two.
- **Step Two:** Employees who have exhausted Step One should request a meeting in writing with the supervisor of their immediate supervisor. The next-level supervisor will schedule a meeting with the employee to discuss their complaint. Employees who feel that they have been unable to resolve their complaint with their next-level supervisor within a reasonable amount of time should move forward to step two.
- **Step Three:** Employees who have exhausted Steps One and Two should request a meeting in writing with the CEO. The CEO will schedule a meeting with the employee to discuss their complaint. The CEO will also hold a conference to discuss the merits of the complaint with the employee and the immediate supervisor. The CEO may subsequently confer with other employees of Housing Up or have an investigation conducted by another party, to discover the relevant facts in the case. The CEO will make a decision and recommendations for corrective action, if appropriate. A copy of the decision will also be given to the immediate supervisor.

If the employee is dissatisfied with the decision and/or recommendations of the CEO, they may request a hearing before the Governance Committee of the Board of Directors. This request must be made in writing to the Chair of the Committee within ten (10) working days of the CEO's decision. The Governance Committee will investigate the situation, consulting with the employee, the immediate supervisor, and the CEO, as well as requesting relevant information from other employees as necessary. The Committee will submit a report of its findings and its decision to the employee, the supervisor, and the CEO. The Committee's decision will be final with respect to Housing Up's internal grievance procedure.

ATTENDANCE & PUNCTUALITY

Housing Up depends upon its employees to carry out the important work of the organization and ensure that our operations run smoothly and efficiently each day. Therefore, it is important that employees attend work as scheduled. Dependability, attendance, punctuality, and a commitment to work are always essential. Employees are expected at work on all scheduled workdays and during all scheduled work hours and to report to work on time. When we're all present at work together as planned, it means that we can all count on each other to get our work done and to make sure that Housing Up thrives.

We recognize that an employee may occasionally be late or may even need to be absent from work for a variety of reasons. Employees that find that they're going to be late for work, won't be able to make it to work at all, or need to take time off for whatever reason should notify their supervisor as far in advance as possible and no later than the start of the workday. Employees who are going to be out for multiple days are expected to contact their supervisor the morning of each day that they'll be out. Employees should first attempt to notify their supervisor via phone, leaving a voicemail if the supervisor cannot be reached. A timely e-mail to the supervisor informing them of an absence or delayed start is also acceptable. Text messages or messages delivered via another employee are not an acceptable notification method. In providing this notification, employees should give a reason for their absence or tardiness and an estimate of when they will arrive at work, or the amount of time expected to be away. Employees who need to leave early will need to let their supervisor know before heading out of the office. Doing these things will help supervisors know when to expect of employees at work and determine how work will get done, as needed, while employees are out. Supervisors are expected to maintain written records of employees' absences and tardiness, which will include the reasons given by employees for missing work.

Absences that are not preapproved or otherwise protected by federal or state laws will be considered unauthorized. Arriving more than 15 minutes late to work will be considered a tardy.

Employees who fail to report to work and fail to contact their supervisor for two (2) consecutive workdays shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the second day. Supervisors should notify the CEO at the expiration of the second workday when this occurs.

ATTIRE & PERSONAL HYGIENE

For staff to serve as workplace role models for Housing Up program participants, it is important to create and maintain a positive image for participants of all ages. The impression we create with participants starts with how we look. We have an opportunity to motivate program participants to follow Housing Up guidance when we look the part and act as professionals. In keeping with this philosophy, employees should:

- Wear clean and neat clothing appropriate in an office environment,
- Wear footwear suitable for an office environment, unless weather conditions dictate other appropriate footwear, and
- maintain a high level of personal hygiene.

PERSONAL SOCIAL MEDIA USE

While employees' free time is generally not subject to any restriction by Housing Up, employees' use of social media can pose risks to Housing Up's and its clients' confidential and proprietary information and reputation and can expose Housing Up to discrimination and harassment claims.

. These risks can be mitigated by always thinking before posting, being civil to others and their opinions, and not posting personal information about others unless their permission has been received. Employees are personally responsible for the content they publish on blogs, wikis, or any other form of social media. Employees must avoid publishing any confidential Housing Up information.

Be mindful that published content will be public for a long time and that if Housing Up receives a complaint from an employee about information that another employee has posted, Housing Up may need to investigate that complaint to ensure that there has been no violation of Housing Up's Anti-Harassment or other policies. In the event there is such a complaint, employees will be expected to cooperate in any investigation of that complaint, including providing access to the posts at issue.

OUTSIDE EMPLOYMENT

Housing Up respects each employee's right to engage in activities outside of employment, to the extent that such activities do not create a conflict of interest or adversely affect an employee's ability to meet Housing Up's work requirements. Under certain circumstances, if an employee's outside employment or personal conduct begins to adversely affect their performance on the job or begins to make it impossible for him or her to carry out any or all of their job duties while at work, appropriate corrective action up to and including involuntary separation of employment may be appropriate.

While Housing Up does not prohibit employees from holding other jobs, the following types of outside employment are prohibited:

- Employment that conflicts with the employee's work schedule, duties, and responsibilities or creates an actual conflict of interest;
- Employment that impairs or has a detrimental effect on the employee's work performance with Housing Up; and
- Employment that requires employees to conduct work or related activities on company property, during company working hours or using company facilities and/or equipment.

For the purposes of this policy, self-employment is considered outside employment.

Housing Up will not assume any responsibility for employees' outside employment. Specifically, Housing Up will not provide workers' compensation coverage or any other benefit for injuries occurring from, or arising out of, such outside employment. Housing Up will not pay medical benefits for injuries or sickness to an employee resulting from employment by any employer other than Housing Up.

EXTERNAL ENGAGEMENTS & REPRESENTATION OF HOUSING UP

Housing Up recognizes and respects that employees pursue a variety of interests both personal and professional. Whether it's volunteering at a hospital or speaking to a group of one's professional peers, these activities can be rewarding and have a positive impact on many communities. Housing Up encourages employees to participate in these types of activities that will bring them personal and professional fulfillment.

Personal Interests

Personal interests are generally exempt from the provisions of this policy. However, personal interests should not interfere with an employee's work schedule or ability to carry out the duties of their job. Time away from work for these purposes may occur during a lunch hour, before work, after work, or on the weekends depending on the type of activity the employee is involved in. Employees who participate in these types of activities that require an excessive amount of time away from work may be required to use accrued leave or leave without pay.

Professional Engagements

On occasion, employees may be asked to represent Housing Up at community meetings or other events. Employees who receive these requests must discuss the request and get approval from the CEO prior to making any commitments.

Employees are expected to respect Housing Up's mission and reputation when engaging in external professional activities that identify, either directly or indirectly, the employee as a Housing Up employee. Employees should not make any statements, speeches, or appearances outside of Housing Up that could reasonably be considered to represent the views of Housing Up unless expressly authorized by the CEO.

Political Activity & Views

When speaking in a public forum as a representative of Housing Up, employees should exercise care to refrain from any overtly partisan comments and/or avoid any comments which could be misinterpreted as partisan, as these will be construed to be representative of Housing Up's views. Personal views and political philosophies should not be expressed when acting in an official capacity.

Housing Up employees have the right to engage in any political activities they so desire, while on their own time. No political activities unrelated to official Housing Up business may be conducted at the Housing Up office or using Housing Up supplies or equipment.

CONDUCTING BUSINESS AT HOUSING UP

INTEGRITY AND BUSINESS ETHICS

The successful operation and reputation of Housing Up depends on the principles of fairness and the ethical conduct of our employees. Our reputation for integrity and excellence requires careful compliance with the spirit and letter of all laws and regulations, as well as a personal commitment to the highest standards of conduct and integrity. Housing Up gives the greatest priority to demonstrating integrity and quality throughout the organization. The success of Housing Up depends on our stakeholders' and the public's trust. Everyone must preserve that trust. This is the foundation for Housing Up's reputation, maintaining that reputation is every employee's responsibility. Employees have a duty to Housing Up, the public, and our stakeholders to act in a way that will always merit their continued trust and confidence.

Housing Up, its employees, and vendors will comply with all applicable laws and regulations, company policies, and community and industry standards. Employees must conduct business in accordance with the letter, spirit and intent of all applicable laws and policies, and refrain from any illegal, dishonest or unethical conduct. In general, the use of good judgment will provide proper guidance. However, if a situation arises where it is difficult to determine the proper course of action or an employee feels they are being instructed or pressured to act improperly, the matter should be discussed with the CEO.

WHISTLEBLOWER POLICY

Housing Up wishes to maintain the highest standards of ethical and professional conduct, comply with all legal and regulatory obligations and ensure proper attention is devoted to all allegations of misconduct. Housing Up is committed to the thorough investigation and prompt remediation of any ethical concerns and compliance problems. Employees are required to report any suspected fraud, theft, waste or abuse, or other dishonest conduct. An employee who participates in an unethical practice or violation of applicable laws and regulations, and/or has knowledge of but does not report such unethical practice or violation will be subject to disciplinary action up to and including involuntary separation of employment. Note that there are many concerns or issues that may warrant reporting to management, even if they do not rise to the level of fraud.

Employees who are concerned about observed or suspected violations of Housing Up's policies, ethical standards, or legal and regulatory obligations, or employees who believe that they have been asked to engage in an activity that is contrary to such obligations, should bring it to the attention of Housing Up management or the CEO. Every reasonable effort will be made, consistent with law and Housing Up policy, to maintain the confidentiality of any individual who reports a violation or suspected violation in good faith and to protect the individual from retaliation for reporting such concerns.

Housing Up expressly prohibits any form of retaliatory action against any employee for filing a bona fide complaint under this policy or for assisting in a complaint investigation. However, if after investigating a complaint, Housing Up finds that the complaint is not genuine or that an employee has provided false information about the complaint, disciplinary action may be taken against the individual who filed the false complaint or who gave the false information.

CONFLICTS OF INTEREST

Housing Up employees and members of their household are expected to be free of interest or relationships that are actually or potentially in conflict with the interests of Housing Up and shall not participate in any transactions involving Housing Up in which they have or a relative (defined below) has a significant, undisclosed personal, professional, or financial interest. A conflict of interest may also occur if an employee's outside of

work interests or activities interfere with or conflict with, or create the appearance of conflict, with the employee's execution of Housing Up business.

Individuals who represent Housing Up must be beyond reproach in all business and professional transactions and should not allow themselves to be put into a position where their judgment can be influenced or questioned because of an actual or apparent conflict of interest. Business dealings with outside firms must not result in unusual gains for those firms or for a Housing Up employee. Unusual gain refers to payments, kickbacks, bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the outside firm, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require the written approval of the CEO. No employee may solicit or accept gifts of significant value (i.e., in excess of \$50.00), lavish entertainment or other benefits from potential and actual customers, suppliers or competitors.

An actual or potential conflict of interest also occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of a Housing Up business dealing or agreement with Housing Up. Personal gain may result not only in cases where an employee or relative has a significant interest in a firm with which Housing Up does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Housing Up. For the purposes of this policy, a relative is any person who is related by blood, marriage, or legal custody, or whose relationship with the employee is similar to that of persons who are related by blood, marriage or legal custody (including those with whom one has a "committed relationship," those for whose financial support the employee is responsible).

If authorized by their supervisor, an employee may entertain potential or actual customers if such entertainment is consistent with accepted business practices, does not violate any law or generally accepted ethical standards and the public disclosure of facts will not embarrass Housing Up.

No presumption of conflict of interest is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts or leases, it is imperative that they disclose this information to the CEO, as soon as the existence of any actual or potential conflict of interest is identified. This will help ensure that safeguards can be established to protect all parties.

Conflicts of interest may also arise through involvement with other companies or groups that may have business interests similar to Housing Up. Care should be exercised in discussing specific details of Housing Up plans or its products and services in such cases. Employees should consult with the CEO to discuss specific cases.

An employee must promptly disclose actual or potential conflicts of interest, in writing, to the CEO. Approval of the disclosed conflict will not be given unless the situation will not interfere with the employee's duties and/or conflict with Housing Up business interests. In addition, employees must seek prior approval before appointment to service or election to a position of authority with other business or nonprofit organizations if such organizations are similar in purpose to Housing Up and should seek prior approval for all other appointments or elections to other business or boards; consult with the CEO if there is any question as to conflict.

WORK PRODUCT OWNERSHIP

Housing Up retains legal ownership of all employee work products. No work product created while employed by Housing Up can be claimed, construed, or presented as property of the individual, even after employment by Housing Up has been terminated or the relevant project completed. This includes written and electronic documents, audio and video recordings, system code, and also any concepts, ideas, or other intellectual property developed for Housing Up, regardless of whether the intellectual property is actually used by Housing Up.

Although it is acceptable for an employee to display and/or discuss a portion or the whole of certain work product as an example in certain situations (e.g., on a resume, in a consultant's meeting with a prospective client), one must bear in mind that information classified as confidential must remain so even after the end of employment, and that supplying certain other entities with certain types of information may constitute a conflict of interest and/or breach your confidentiality obligation. In any event, it must always be made clear that work product is the sole and exclusive property of Housing Up.

Consultants and temporary employees must be particularly careful in the course of any work they discuss doing, or actually do, for any competitor of Housing Up.

CONFIDENTIAL NATURE OF WORK

Our clients and our business partners entrust Housing Up with important information. The nature of this relationship requires the maintenance of confidentiality. In safeguarding the information received, Housing Up earns the respect and further trust of our clients and business partners.

Employees may be exposed to confidential information and/or proprietary data about Housing Up, our stakeholders, and our vendors. Employees must not, directly or indirectly, disseminate, make available or disclose any confidential information or proprietary data of Housing Up, unless and only to the extent such release or disclosure is required for a business purpose, or has been approved by the CEO. Employment with Housing Up imposes an obligation to maintain confidentiality, even after employees have separated from the organization.

For purposes of this policy, "confidential information or proprietary data" means information and data prepared, compiled, or acquired by or for individuals during or in connection with an individual's employment with Housing Up (including, without limitation, information belonging to or provided in confidence by any individual, supplier, trading partner or other person or entity to which the individual had access by reason of an individual's employment with Housing Up) which is not generally known by and available to the public or which could be harmful to our mission if disclosed to persons outside of Housing Up. Such confidential information or proprietary data may exist in any form, tangible or intangible, or media (including any information technology-related or electronic media) and includes, but is not limited to, the following information of or relating to Housing Up, our stakeholders, or our vendors:

1. Business, financial and strategic information
2. Organizational and operational information
3. Client and employee personal information
4. Advertising, marketing and sales information
5. Product and merchandising information
6. Information about existing or prospective customers or suppliers
7. Technical information
8. All processes, designs, discoveries, inventions, computer programs, trade secrets, concepts, writings, or improvements by an individual performing work for Housing Up, alone or jointly with others, which are produced either directly or indirectly as a result of employment with Housing Up. Housing Up will seek appropriate patents, copyrights, trademarks, rights or interests.

Information is not considered confidential if it is publicly known.

Employees are hereby notified of the following under the 2016 Defend Trade Secrets Act (DTSA):

(1) No individual will be held criminally or civilly liable under Federal or State trade secret law for the disclosure of a trade secret (as defined in the Economic Espionage Act) that: (a) is made in confidence to a Federal, State, or local

government official, either directly or indirectly, or to an attorney; and made solely for the purpose of reporting or investigating a suspected violation of law; or (b) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal so that it is not made public.

(2) An individual who pursues a lawsuit for retaliation by an employer for reporting a suspected violation of the law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual files any document containing the trade secret under seal, and does not disclose the trade secret, except as permitted by court order.

COMMUNICATIONS TECHNOLOGY & EQUIPMENT AT HOUSING UP

Technology is central to the day-to-day operation of Housing Up. To provide services and support its mission, Housing Up must ensure the availability, integrity, confidentiality and security of its information systems and data. Employees, vendors, and other people who use Housing Up's systems have a crucial role in the safe and secure operation of the network and computing resources provided for running the organization.

Restriction on Employee Access

No employee may access another employee's computer, computer files, or electronic mail messages without prior authorization from either the employee or an appropriate Housing Up official. This rule will be strictly enforced and an employee who accesses another employer's computer or stored computer files without authorization is subject to corrective action up to and including involuntary separation of employment.

Computer Use

Housing Up adheres to vendor software license agreements and copyright holders' notices. All software, including shareware (if possible), must be licensed. The IT System Manager must approve additions to the Housing Up's list of standard, supported software to ensure that proper controls for licensing are in place. Under no circumstances should employees install or change unapproved hardware or software without review and authorization from the IT System Manager. Periodic compliance scans and assessments may be performed by the IT System Manager to identify unauthorized hardware and software.

Any suspected virus infection must be directly reported to the IT System Manager immediately. All software, media obtained from external sources, and files from sources outside Housing Up (including files from home) must be scanned by a virus scanner prior to use. Anyone using Housing Up resources must not intentionally write, generate, compile, copy, propagate, execute, or attempt to introduce any computer code designed to self-replicate, damage, or otherwise hinder the performance of any computer's memory, file system, or software. All Housing Up computer resources are always required to have a current anti-virus application operating.

Use of Care and Equipment

All employees are expected to comply with the requirements set forth in the Housing Up Equipment Accountability Agreement that the employee was asked to sign upon issuance of Housing Up Equipment. These obligations include but are not limited to demonstrating proper care when using the Housing Up's property and equipment, including Housing Up-provided laptops, cell phones, and other devices and notifying the IT System Manager immediately if equipment is lost, broken, or damaged.

All work created or performed on any Housing Up provided computer, laptop, tablet, smartphone, or another electronic device is the property of Housing Up, and this equipment must be used in a manner that complies with all Housing Up policies. Employees are responsible for backing up important files and information stored on their electronic device at reasonable intervals to safeguard against data loss and interruption of the business due to the loss or failure of either the hardware or software. The IT System Manager is available to assist employees who are uncertain how to best safeguard and backup files.

Computer, Email, Internet, & Phone System Use

While the primary purpose of Housing Up's computer, email, internet and phone systems are for use in conducting business, employees may use them for non-business purposes provided that such use is limited and reasonable. The following guidelines should be strictly adhered to:

- Employees may not send, copy, download, upload, leave on an employee's voicemail, or receive any materials such as messages, jokes, or cartoons that are pornographic, obscene, defamatory, hateful, reckless or maliciously false, offensive, or derogatory with respect to any person's protected characteristics or which is intended to harass, annoy, threaten, or intimidate any employee or any other person or which violates any other company policy.
- Employees may not use the internet or email to distribute, download, or copy copyrighted material unless licensed to do so by the copyright holder.
- Employees may not use the internet, email, or office phones to engage in any activity that violates any federal, state, or local law or regulation or that violates any company policy.
- Employees may not use the internet, email, or office phones in any way that could subject Housing Up, management, or employees to civil or criminal liability.
- Employees may not use the internet, email, or office phones to engage in gambling of any form.
- Employees may not use email to distribute "chain emails."
- Employees may not use email to solicit funds, solicit membership for any organization, sell goods or services, or collect signatures.
- Employees may not use the internet, email, or office phones to conduct job searches or to engage in personal business or commercial activity or business or commercial activity on behalf of a person or entity other than Housing Up.
- Employees should routinely delete outdated or otherwise unnecessary emails, voicemails, and computer files. These deletions will help keep the system running smoothly and effectively, as well as minimize maintenance costs. Employees should refer to the document retention guidelines when determining how long emails and documents should be kept. Employees should not delete other files from Housing Up's computers, including program files, unless directed to do so by the IT Systems Manager.
- Employees may not perform acts that waste computer resources or unfairly monopolize resources in a way that unreasonably and adversely affects other employees. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the Internet, playing computer games, streaming videos, or otherwise creating unnecessary network traffic.

Employees who have given notice that they are leaving Housing Up are not permitted to delete any Housing Up data without first obtaining approval from their supervisors.

Employees must be courteous to other users of the email and phone systems and always conduct themselves in a professional manner. Emails and voicemails are sometimes misdirected or forwarded and may be viewed by persons other than intended recipients. Moreover, email records, voicemails, and computer files may be subject to discovery in litigation. Employees should therefore draft email communications and leave voicemails with no less care, judgment, and responsibility than they would use for external letters or internal memoranda written on Housing Up letterhead. Generally, if a message would be inappropriate to distribute on company letterhead, it should not be sent by email or recorded on voicemail. Employees should also carefully review distribution lists and message content they create before distributing messages.

Disclaimer of Liability for Use of Internet

Housing Up is not responsible for material viewed or downloaded by employees from the Internet. Employees are cautioned that some Internet sources include offensive, sexually explicit and inappropriate material. Even

innocuous search requests may lead to sites with highly offensive content. In addition, a personal e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the Internet do so at their own risk.

Blocking of Inappropriate Content

Housing Up may use software to identify and block access to inappropriate or sexually explicit Internet sites. In the event inappropriate or sexually explicit materials are unintentionally encountered while browsing on the Internet, employees should immediately disconnect from the site, regardless of whether the site was subject to Housing Up blocking software.

BRAND MESSAGING: SOCIAL MEDIA & THE NEWS MEDIA

Housing Up Social Media

Housing Up recognizes blogs, networking sites, and other social media (collectively referred to as “social media”, defined below) as possible tools to support Housing Up’s operational goals. In pursuit of communication and messaging strategies, Housing Up develops and maintains official Housing Up social media platforms. These platforms are official Housing Up communication vehicles and are leveraged in concert with other tools to advance awareness and increase engagement in Housing Up’s programs and priorities in support of the mission. In order to protect the high level of quality, integrity, and branding of its content and ensure that Housing Up continues to communicate with all stakeholders in the most effective way possible, Housing Up has implemented this policy to help define how Housing Up will use social media platforms to conduct Housing Up business in support of the mission.

Housing Up defines social media as: Online, electronic, or Internet media, tools, communities, and spaces for social interaction, sharing user generated content, or public or semi-public communication. Social media typically uses web-based technologies to turn communication into interactive dialogues. Social media can take many different forms, including internet forums, blogs and microblogs, online profiles, wikis, podcasts, pictures and video, email, text, instant messaging, music sharing, and chat, to name just a few. Examples of social media include but are not limited to the following: LinkedIn, Facebook, Instagram, Wikipedia, YouTube, Twitter, Pinterest, and blogs.

Employees may be given identities and login credentials or be asked to create identities and login credentials for various social media platforms to conduct business on behalf of Housing Up. Employees will only be authorized to use, create, and/or maintain these identities if organizational communications are a part of their job description. Authorized employees should ensure that all identities and login credentials are provided to the supervisor in charge of the specific social media platform. Unless directed to use a generic identity, all employees should use their own names and titles. Employees must immediately stop using, accessing, updating, and modifying any social media accounts upon termination of employment or at Housing Up’s request, and must surrender all log-in information and other information necessary to ensure that Housing Up is able to access its social media accounts.

Content communicated in Housing Up social media platforms should address only official Housing Up business. All content posted should be vetted by a supervisor and receive appropriate approvals. Any content that is not directly related to Housing Up business is considered inappropriate and should not be communicated.

Employees who are required as a part of their employment to use social media agree that any and all content created or posted remains the sole property of Housing Up, including any and all log-in information, data, passwords, trademarks and content related to each such profile or account, including all followers, subscribers and contacts. Any content that is posted must not infringe on the copyrights or trademark rights of any third parties. If in doubt, employees should contact the owner of the content to obtain permission to use a portion of or all the content in question or check with a supervisor. If an employee is developing content, in most cases, it is

more appropriate and safer to post a link to the original content owner. Employees should not copy and paste content unless express permission has been secured from the content owner, it is clear that Housing Up is the owner of the content, or Housing Up has a license to publish the content.

Interacting with the News Media

Unless authorized to respond to media inquiries, share information with the media, or participate in media interviews, all inquiries from the media (representatives of newspapers, magazines, newsletters, online publications, television and radio) should be directed to the CEO.

Statements to the media on behalf of Housing Up should not be made without prior coordination and consultation with the CEO.

If the media inquiry is urgent, the following information should be requested and then relayed immediately to the CEO: name (please verify correct spelling), name of media outlet, email address, phone number, deadline (date and time), and nature of inquiry.

AUTHORIZATION TO SIGN CONTRACTS & AGREEMENTS

In accordance with Housing Up's Contract Agreements Policy, only directors and executive staff are authorized to sign contracts on behalf of Housing Up. A person who signs without authority in some cases may be individually liable for the obligations, debts and risks under that contract. Housing Up may not be bound by the terms of a contract signed by an individual without authority, unless an authorized officer of Housing Up subsequently agrees that that Housing Up will honor the contract.

BUSINESS EXPENSE REIMBURSEMENT

Employees will be reimbursed for reasonable work-related expenses. Reimbursable expenses must be documented by receipts and submitted to the COO or designee for approval of payment before a reimbursement check can be issued.

Mileage Reimbursement

Employees will be reimbursed for mileage driven if driving is a part of their normal duties. Mileage is reimbursed at the rate of 58 cents per mile; however, the mileage rate is subject to change and employees should contact HR for the most current rate. This rate considers all actual expenses including fuel, oil, maintenance, insurance, depreciation, etc. In addition, any parking expenses (including one parking ticket a month) an employee incurs while on company business will be reimbursed by Housing Up. However, Housing Up will not reimburse any tickets for speeding, running a red light or other driving infractions incurred while driving a personal vehicle for business purposes. Additionally, any costs associated with vehicle breakdown or damage incurred while driving a personal vehicle will not be reimbursed.

Employees who wish to be reimbursed for miles driven must document and submit their mileage on the [Mileage Tracker Reimbursement form](#), record the number of miles driven and submit it to their supervisor for approval no later than the 5th day of the following month. For any parking reimbursement, employees must also attach the original parking receipt to the form along with a [General Purchasing Requisition \(GPR\) form](#). Parking expenses without original receipts will not be reimbursed. Employees are not allowed to claim miles for their daily commute to/from work. Employees must honestly report their mileage usage.

EMPLOYEE PRIVACY

For a variety of reasons, Housing Up reserves the right to monitor and inspect its premises and property (both tangible and electronic), as well as any property brought onto Housing Up premises by employees or any third

parties.

Personal Employee Information

Housing Up is committed to maintaining the confidentiality and security of employee personal information. Housing Up will not release or share any confidential employee information, including medical information, to third parties unless the recipient has a legitimate business reason to know. The information will not be released to outside sources without the employee's approval, except to verify dates of employment and most recent job title, or as required by law. Only HR is authorized to disclose employee information.

Monitoring of Electronic Media

Please be aware that all electronic and telephonic communications and information systems (including mobile devices) provided by Housing Up are Housing Up property. As a result, employees have no right to or expectation of privacy with respect to any email messages sent over Housing Up email or instant messaging system, or text messages sent or received on Housing Up cell phones. Housing Up reserves the right to monitor, access, review, copy, or delete any communications, documents, or files on its systems, including matters stored on individual employee computers and related media. Housing Up also reserves the right to monitor and review internet sites accessed, network and/or news groups visited, and material downloaded or uploaded by employees. Employees cannot and should not use the employer's communication and information systems, including email or voice mail systems, to send, receive, or store any messages that employees wish to keep private.

The employee's signature acknowledging receipt and review of this handbook and use of the company's network and computing resources constitute the employee's consent to monitoring and recording.

Monitoring of Telephone Calls

Housing Up reserves the right to monitor work-related calls on employer-owned telephones. As such, employees should generally not use Housing Up telephones for personal use.

Video Surveillance

If appropriate, Housing Up may utilize video recording devices to monitor the property. If such action is taken, such devices will not be placed in any unlawful part of the property.

Inspection of Personal Property

All personal belongings of employees are subject to search at the sole discretion of Housing Up if brought onto employer premises. The inspection of such property includes anything stored in an employer-issued locker or desk. Please note that no employee is ever permitted to use their own lock to maintain the safety or security of personal belongings. If an employee does not want personal belongings to be inspected, they should not bring such possessions to the workplace.

Vehicle Searches

Any vehicle provided to an employee by Housing Up is employer property and may be searched at any time, and such vehicles may be tracked with GPS devices to monitor travel for work-related purposes. In addition, Housing Up may search employee's personal vehicles if parked on employer premises. By using Housing Up parking lots, employees agree that their vehicles are subject to search.

HEALTH & SAFETY

GENERAL WORKPLACE SAFETY

Maintaining a safe work environment requires the continuous cooperation of all employees. Employees should inform their supervisors regarding concerns or complaints about working conditions. Supervisors are authorized to remedy those matters within their areas of responsibility. Employees are encouraged to suggest ways to eliminate or correct the issues they have identified. Employees are responsible for complying with the safety and health procedures of the work areas to which they are assigned.

All job-related injuries must be reported promptly to a supervisor and/or the CEO. The following information should be provided: date of injury, how the injury occurred, the extent of injuries, if and when return to work will be possible. Employees should not wait for information from doctors or insurance to notify a supervisor and/or the CEO. There are deadlines for employees to file the First Report of Injury Form or appropriate State Worker's Compensation forms. In some cases, the deadline may be as short as within 10 days of an injury. Please check with Human Resources or the appropriate agency if you are unsure of the deadline. Housing Up prohibits retaliation for reporting a work-related injury or illness.

To provide for the safety and security of employees, visitors and the facilities of Housing Up, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance costs, protects confidential information, safeguards employee welfare and avoids potential distractions and disturbance.

Emergency Action Plans (EAPs) have been established to facilitate and organize employer and employee actions during workplace emergencies. Building-specific EAPs for building policies, procedures, and escape route assignments can be found on the SharePoint folder and in the administration offices of each of Housing Up's buildings.

HOUSING UP'S RIGHT TO SEARCH

Housing Up wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives or other improper materials. To this end, Housing Up prohibits the control, possession, transfer, sale or use of such materials on its premises to the extent permitted by applicable law.

Desks, cabinets, and other storage areas are provided for the convenience of employees but remain the sole property of Housing Up. Accordingly, they, as well as any articles found within them, may be inspected by any agent or representative of Housing Up at any time, either with or without prior notice. While Housing Up will generally try to obtain an employee's consent prior to a search, it may not be feasible depending on the circumstances.

In addition, to ensure the safety and security of employees and clients, and to protect our legitimate business interests, we reserve the right to question and inspect or search any employee or other individual entering or leaving company premises. The inspection or search may include any packages or items that the individual may be carrying, including briefcases, handbags, knapsacks, shopping bags, etc.

These items are subject to inspection and search at any time, with or without prior notice. We also may require employees to agree to reasonable inspection of their personal property and/or person while on the job or on the Company's premises. The individual may be requested to self-inspect their personal property or person by displaying the contents of any packages and/or turning out their pockets, etc., in the presence of a senior management employee of the same gender. Housing Up will not tolerate any employee's refusal to submit to a search.

WORKPLACE VIOLENCE PREVENTION

Housing Up is concerned about the well-being and personal safety of its employees and anyone doing business with Housing Up. Housing Up consequently has adopted this policy, which strictly prohibits workplace violence. Acts of violence and/or threats of violence, whether expressed or implied toward individuals in the Housing Up workplace, are prohibited and will not be tolerated. All reports of incidents will be taken seriously and will be addressed appropriately. All employees, contractors, vendors, and visitors to Housing Up should always be treated with courtesy and respect. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Housing Up.

Workplace violence is any conduct that is severe, offensive or intimidating enough to make an individual reasonably fear for their personal safety or the safety of family, friends or property. Examples of workplace violence include, but are not limited to, threats or acts of violence or behavior that causes a reasonable fear or intimidation response and that occurs:

- on Housing Up premises, no matter what the relationship is between Housing Up and the perpetrator or victim of the behavior; or
- off Housing Up premises, where the perpetrator is someone who is acting as an employee or representative of Housing Up at the time, where the victim is an employee who is exposed to the conduct because of work for Housing Up, or where there is a reasonable basis for believing that violence may occur against the targeted employee or others in the workplace.

Housing Up resources may not be used to threaten, stalk or harass anyone at the workplace or outside the workplace. Housing Up treats threats coming from an abusive personal relationship as it does other forms of violence. Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to a supervisor and the CEO. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.

Employees should promptly inform the CEO of any protective or restraining order that they have obtained that lists the workplace as a protected area. Employees are encouraged to report safety concerns about intimate partner violence. Housing Up will not retaliate against employees making good-faith reports. Housing Up is committed to supporting victims of intimate partner violence by providing referrals to Housing Up's employee assistance program (EAP) and community resources and providing time off for reasons related to intimate partner violence.

Housing Up will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. Housing Up will not retaliate against employees making good-faith reports of violence, threats or suspicious individuals or activities. Housing Up encourages employees to bring their disputes to the attention of their supervisors or the CEO before the situation escalates.

SMOKE-FREE WORKPLACE

Housing Up has a vested interest in the health of its employees and is committed to providing a healthy and smoke-free work environment as well as helping employees quit smoking if they so choose. Consistent with local laws, our offices, buildings, and all common areas are smoke-free. Smoking includes the use of tobacco products as well as the use of electronic cigarettes and related products. This policy applies equally to all employees, customers, and visitors. Employees who choose to smoke should do so before work, during their scheduled lunchbreak, or after work. Additional breaks are not provided during the workday.

Housing Up encourages employees who currently smoke to stop smoking and is supportive of smoking cessation programs. Additional smoking cessation resources can be found at the www.smokefree.gov. Employees who have questions about what programs or medications may or may not be covered by our health insurance or medical flexible spending program should contact Housing Up's benefit carriers directly.

DRUG-FREE WORKPLACE

Housing Up strives to provide a safe work environment and encourages personal health. Regarding this, Housing Up considers the abuse of drugs or alcohol on the job to be an unsafe and counterproductive work practice. Housing Up has a drug-free awareness program to inform employees about the dangers of use and our drug-free workplace policy.

Alcoholism and Other Addiction Disabilities

Any employee who feels that they have developed an addiction to, dependence upon, or problem with alcohol or drugs, legal or illegal, is encouraged to seek assistance. Employees that self-identify as being alcoholic or having other addiction disabilities will first be informed of counseling services available through Housing Up's benefit carriers as well as their rights under federal and state laws.

Prescription and Over-the-Counter Drugs

This policy does not prohibit the possession and proper use of lawfully prescribed or over-the-counter drugs. However, an employee taking medication should consult with a health care professional or review dosing directions for information about the medication's effect on the employee's ability to work safely, and promptly disclose any work restrictions to a supervisor or Human Resources before reporting to work while under the influence of that medication. Employees are not required to reveal the name of the medication or the underlying medical condition.

The Company reserves the right to transfer, reassign, place on leave of absence or take other appropriate action regarding any employee during the time the employee uses medication that may affect their ability to work safely. The Company will comply with all requirements pertaining to providing reasonable accommodations to the extent required by applicable law.

Drug Use/Distribution/Possession/Impairment

The Company strictly prohibits the use, sale, attempted sale, conveyance, distribution, manufacture, purchase, attempted purchase, possession, cultivation and/or transfer of illegal drugs or other unlawful intoxicants at any time, and in any amount or any manner, regardless of occasion. "Illegal drugs" means all drugs whose use or possession is regulated or prohibited by federal, state or local law. These include prescription medication that is used in a manner inconsistent with the prescription or for which the individual does not have a valid prescription. Marijuana remains illegal as a matter of federal law and therefore its use or possession violates this policy. The Company will endeavor to accommodate individuals with disabilities but will not accommodate the use of medical marijuana at work or excuse policy violations related to medical marijuana use that impacts the employee's workday.

Employees are also prohibited from having any such illegal or unauthorized controlled substances in their system while at work. Included within this prohibition are lawful controlled substances that have been illegally or improperly obtained.

Alcohol Use/Distribution/Possession/Impairment

All employees are prohibited from distributing, dispensing, possessing or using any beverage or medicine containing alcohol while at work or on duty and from coming onto company premises, reporting to work, or working with alcohol in their systems. Furthermore, lawful off-duty alcohol use, while generally not prohibited by this policy, must not interfere with an employee's job performance.

From time to time, Housing Up may sponsor social or business-related events at which alcohol is served. This policy does not prohibit the use or consumption of alcohol at such events. However, if employees choose to consume alcohol at such events, they must do so responsibly and maintain their obligation to conduct themselves properly and professionally at all times.

Duty to Report

Employees must notify the CEO of any criminal drug statute conviction for a violation occurring while on-the-job within five (5) days of the conviction.

Within thirty (30) days of receiving this notification, Housing Up will take appropriate action against such employee, up to and including involuntary separation of employment. At its discretion, Housing Up may require such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program.

If it is determined that any employee has willfully failed to disclose any criminal drug statute conviction for a violation occurring while on-the-job, such employee shall be immediately terminated.

Drug & Alcohol Testing

As a condition of employment, new hires must undergo an initial drug screening. Housing Up may also conduct random drug screening, reasonable suspicion testing, testing after on-the-job accidents, and testing after a leave of absence. The Company will pay any employee their normal wage while tests are conducted. The Company also will pay any associated testing fees.

Refusing to take any drug or alcohol test may result in involuntary separation of employment. If an employee tests positive for drugs or alcohol the employee may be terminated. If a job applicant tests positive for drugs or alcohol, employment may be denied in the absence of a plausible explanation.

Employees are encouraged to report the need for assistance with a drug or alcohol problem before being requested to take a test.

VEHICLE & DRIVERS SAFETY POLICY

Housing Up is vested in the safety of employees who need to drive as a part of their job and has established this policy to ensure the safety of those individuals, whether they are driving a company vehicle or a vehicle of their own. Vehicle accidents are costly to our company, but more importantly they may result in injury to employees or others. While driving company vehicles or their own vehicles for work purposes, staff must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits.

Housing Up Responsibilities

- Monitoring and promoting driving competency and performance of all employees.
- Covering all operating costs and maintenance of employer vehicles.
- Including the safe driving policy in contract conditions when employing contractors.
- Undertaking evaluation and reviews of drivers.
- Investigating accidents, which may include establishing an accident review commission.

Vehicle Safety

Housing Up will take all steps to ensure employer-issued vehicles are as safe as possible and will not require staff to drive under conditions that are unsafe and/or likely to create an unsafe environment, physical distress, fatigue, etc. Housing Up will do this by undertaking the following tasks:

- Giving priority to safety features when selecting new vehicles, including:
 - Choosing vehicles with ESC (Electronic Stability Control), ABS brakes and side head-protecting airbags; and
 - Fitting all vehicles with a first aid kit, fire extinguisher, reflective vest, torch and emergency triangle.
- Ensuring all vehicles are well maintained and that the equipment promotes driver, operator and passenger safety by:
 - Servicing the vehicles according to manufacturers' recommendations;
 - Setting up procedures where employees check vehicles' oil, water, tire pressures and general cleanliness on a monthly basis, then record the inspections;
 - Keeping maintenance schedules in the glove boxes of all vehicles, which are completed each time the vehicles are serviced in any way; and
 - Setting up a procedure to identify and rectify faults as soon as practicable.
- Monitoring and managing work schedules to ensure they do not encourage unsafe driving practices by ensuring the staff had adequate periods of rest between driving obligations.
- Identifying driver training needs and arranging appropriate training or retraining, including providing:
 - A thorough induction to the company's road safety policies and procedures;
 - Driver training opportunities to all staff;
 - Driver assessment and required training as part of all new hire on-boarding;
 - Advanced driver training or specific practical training as required and identified;
 - Regular staff seminars or refresher meetings on safety features, fatigue and all other driver responsibilities; and
 - Driver training log updates on employment files.

Employee Responsibilities

Every driver of a Housing Up vehicle or every employee driving for an on-duty assignment shall:

- Hold a current driver's license for the class of vehicle they are driving and carry this license when driving;
- Immediately notify the driver's supervisor if their license has been suspended or cancelled or has had limitations placed upon it;
- Be responsible and accountable for their actions when operating a company vehicle or driving for the purposes of work;
- Display the highest level of professional conduct when driving a company vehicle;
- Regularly check the oil, tire pressures, radiator and battery levels of any vehicles the driver regularly uses;
- Obey all traffic laws;
- Assess hazards while driving and anticipate what if scenarios;

- Drive within the legal speed limits, including driving to the conditions;
- Always wear a safety belt;
- Not use a mobile phone for texting or talking;
- Not use other devices which would otherwise distract the driver;
- Never drive under the influence of alcohol or drugs, including prescription and over the counter medication if they cause drowsiness;
- Avoid distraction when driving - the driver will adjust car stereos/mirrors etc. before setting off or pull over safely in order to do so;
- Report any near-hits, crashes and scrapes to a supervisor, including those that do not result in injury;
- Report moving violations, tickets, and other infractions that may affect the employee's eligibility to drive to a supervisor at the earliest opportunity;
- Report vehicle defects to a supervisor before the next vehicle use; and
- Not transport nonemployees without receiving authorization by a senior staff member.

In addition, it is required that all drivers:

- Take regular and adequate rest breaks, at least every two hours.
- Stop when tired.
- Plan journeys by considering pre-journey work duties, the length of the trip and post-journey commitments.

If an employee is driving their own vehicle for the purposes of work, the same policies apply. In addition:

- The employee must obtain authorization before using their vehicle for work.
- The car must be legally registered, warranted and insured for the purposes of work - the employee must show evidence of this on request.
- The employee must not carry loads for which the vehicle is unsuited, nor may they carry more passengers than for whom there are seat belts.
- The vehicle must not be used in conditions for which it was not designed (such as off-road driving).

Housing Up will not be held liable for any accidents, damages, or losses incurred by employees while using a personal vehicle for business purposes.

Safe Driving Practices

- **Hazardous Conditions** – Every driver of a Housing Up vehicle or every employee driving for a non-duty assignment shall do the following when driving during hazardous conditions:
 - Inspect and ensure that wiper blades and headlights are functional; and
 - Avoid hydroplaning or "road surfing" by reducing and maintaining a safe speed below the posted speed limit.
- **Adverse Lighting Conditions** – Adverse lighting conditions can be the result of either too little or too much light. Every driver of a Housing Up vehicle or every employee driving for an on-duty assignment shall do the following when driving in adverse lighting conditions:
 - Use visors;
 - Keep dashboards clean;
 - Ensure that headlights and windshields are clean; and
 - Ensure that headlights are properly aligned.
 - Avoid over-driving headlights by following the below advice:
 - When driving at night, employees should be able to stop within the distance lit by the

company vehicle's headlights. If an employee cannot, they are over-driving the headlights.

- When momentarily blinded by the high beams of an oncoming vehicle, employees are to avert their eyes briefly to the right (toward the edge of the road) until the approaching vehicle passes.
- When being followed by a vehicle with high beams on, employees are to set the inside rear-view mirror to the night position.
- Snow and Ice – Every driver of a Housing Up vehicle or every employee driving for an on-duty assignment shall do the following when driving in snowy or icy conditions:
 - Ensure that wipers and the defroster are functioning properly.
 - Ensure that an ice scraper and snow brush are available.
 - All snow/ice must be removed from the vehicle, especially the windows and mirrors, prior to driving the vehicle.
 - Reduce speed and increase following distance.
 - Avoid sudden braking, quick acceleration and fast turns. All of these can cause loss of vehicle control.
 - When stuck in snow, gently rock the vehicle by accelerating and decelerating. If this does not work, try to clear the snow from around and under the wheels. Use sand and/or salt to aid in tire traction. If the vehicle is still stuck, contact a supervisor immediately.

Accidents

If an employee is involved in a car accident while operating a company vehicle, the employee is to immediately stop the vehicle at the scene of the accident, or as close to it as possible, without obstructing traffic. Employees are to inspect their own health and, if uninjured, assess whether the other involved parties are injured. If needed, employees are to call for emergency help and then immediately contact their supervisor.

Employees are to gather the following information from all other parties involved in the car accident:

- Details of the other vehicle(s) and registration number(s);
- Name(s) and address(es) of the other vehicle owner(s) and driver(s);
- Name(s) and address(es) of any witness(es); and
- Name(s) of insurer(s).

Employees are to give the following information to all other parties involved in the accident:

- Employee name, employer name and vehicle insurance information.
- If an employee damages an unattended vehicle, the employee is to leave a note on the vehicle that includes the employee's name, the date and time of the accident, the company name and contact information.

Employees involved in a car accident while using a company vehicle are to contact the police if:

- There are injuries;
- There is a disagreement over the cause of the crash; and
- The employee has damaged property other than their own.

LACTATION ACCOMMODATION

Housing Up is committed to protecting the rights of employees who are breastfeeding or expressing milk. In

accordance with the Fair Labor Standards Act, Housing Up provides unpaid breaks, if 20 minutes or longer, and a place for employees who are nursing mothers to express breast milk. The breastfeeding employee must notify, in writing, the CEO that she intends to breastfeed her child. Housing Up will respond in writing to the request within five business days (any rejection will include a specific basis for such rejection) and will engage in an interactive process with the employee to determine break periods and an appropriate location. A private space will be provided free from the intrusion of co-workers and the members. Space and breaks will be provided for up to one (1) year after each child's birth. Any breaks longer than 20 minutes for non-exempt employees must be recorded. Housing Up prohibits retaliation against any employee exercising their rights to lactation accommodation.¹

OFFICE CLOSURES

In the event of severe inclement weather or other non-weather-related emergencies, Housing Up may determine that it is necessary to close the office for the safety of all employees. Housing Up will follow the federal government operating status to determine such office closures. Employees are responsible for checking in with their supervisor to determine the status of an office closure if they are unsure.

- **Federal offices are closed.** Employees will be granted excused absence for the number of hours they were scheduled to work (unpaid for non-exempt employees unless accrued leave is used). Employees already on leave without pay will not be granted excused absence. Employees on official travel in an area not affected by the closing are expected to continue working.
- **Open with the option of unscheduled leave or unscheduled telework.** Employees must notify their supervisors of their intent to use unscheduled leave or unscheduled telework (if pre-approved for telework). Staff may use earned leave or leave without pay.
- **Open with XX hour(s) delayed arrival:** Employees are expected to plan their commute so the arrival for work is no more than XX hour(s) later than their regular scheduled start times. Non-exempt employees may use accrued leave to cover unworked hours; otherwise, that time will not be paid.
- **Open with XX hour(s) staggered early departure.** Employees will be dismissed from their office early relative to their scheduled departure times and will be granted an excused absence for the number of hours remaining in their workday beyond their early departure time. Non-exempt employees may use accrued leave to cover unworked hours; otherwise, that time will not be paid.

Housing Up understands that Housing Up's workflow is likely to experience delays as a result of these office closures. To the degree practical in unanticipated office closures, employees are asked to work from home and do their best to ensure that key projects continue to move forward and/or communicate with colleagues or vendors about pressing or time-sensitive matters. Housing Up asks all employees to do their best to maintain Housing Up's professional obligations and interactions within the bounds of their role and available capacity. Employees in certain positions may be asked to work on a day when the office is officially closed. Employees who are otherwise scheduled to work from home on the day of an office closure are expected to work a full day.

Employees should use their best judgment and make their best effort to get to work, within reasonable safety considerations. Employees unable to get to the office should let their supervisor know immediately.

Occasionally there are non-weather-related reasons/events which will affect Housing Up's employees' ability to get to work. The CEO will address these as they occur.

¹ Baltimore employees may file a complaint with the Baltimore Community Relations Commission [online](#).

COMPENSATION & SALARY ADMINISTRATION

TIME RECORDS

Each employee is responsible for maintaining their own Time and Attendance sheets, which are completed at the end of each week for their immediate supervisor or designee's approval. There may be other contract requirements for time and attendance for which each employee is responsible. Off-the-clock work is strictly prohibited. Fraudulent timekeeping and falsification of time records are subject to discipline, up to and including termination of employment. Employees should report any supervisor who falsifies or requires employees to falsify their time entries or work off the clock.

PAY SCHEDULE

Paychecks will be issued bi-weekly on Fridays. Employees may find the current schedule in ADP. If a regularly scheduled payday falls on a day off, such as a holiday, employees will receive pay on the last day of work before the regularly scheduled payday. Employees will be paid by direct deposit to a bank account each pay date. Employees may update their direct deposit information in ADP at any time.

A personal statement of earnings is provided each pay period indicating gross pay, as well as statutory and voluntary deductions. The amount of Federal withholding is affected by the number of exemptions claimed on the Federal and/or State tax forms. Employees are responsible for notifying the COO of any change in exemptions due to changes in marital status or the number of dependents previously claimed. In such cases, a new Federal Form W-4 and/or applicable state employee withholding form(s) may be required.

Housing Up does not provide salary advances under any circumstances.

OVERTIME

The accomplishment of the goals and objectives of Housing Up may require employees to work unusual and/or long hours and occasionally on weekends. Each employee should be aware that these conditions exist and be prepared to be available as necessary and requested by their supervisor. Nonexempt employees will be compensated accordingly for any approved overtime worked. Nonexempt employees must consult with their immediate supervisor for prior approval to work unscheduled overtime.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour requirements. Overtime pay is based on actual hours worked. Time off for sick leave, vacation leave, or any other paid or unpaid leave of absence will not be considered hours worked for purposes of performing overtime calculations.

If you believe that you have not been compensated for all hours worked or for all overtime hours worked or if any supervisor requires or encourages you to underreport your hours worked, you must report your concern to the CEO immediately. Failure to obtain pre-approval for overtime could subject an employee to discipline, up to and including involuntary separation.

Exempt employees are not eligible for overtime.

PAY DEDUCTIONS

Housing Up is required by law to make certain deductions from an employee's paycheck each pay period. Among these deductions are federal and other applicable income taxes, social security, other state or local deductions,

and deductions required by wage garnishment or child support orders. These deductions will be itemized on the check stub together with any additional voluntary deductions authorized by the employee. The amount of the deductions is dependent upon, among other things, the number of dependents/exemptions claimed by the employee on their W-4 form. If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, the employee must submit a new W-4 form for Housing Up to make appropriate deductions from the employee's paycheck. Housing Up will not make any unauthorized deductions from employee paychecks. Housing Up prohibits deductions from an exempt employee's pay except as required or permitted by law.

Housing Up offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Employees who have questions concerning any deductions made from their paycheck or how they were calculated should contact the COO.

ERRORS IN PAY

Every effort is made to avoid errors in employees' paychecks. Employees should inform the COO immediately if they believe that there has been an error in their pay, including overpayment, underpayment, improper deductions, or failure to compensate for all hours worked, including overtime. The CO will take the necessary steps to research the problem and to assure that any necessary correction is made properly and promptly. Housing Up prohibits and will not tolerate retaliation against any employee because that employee filed a good faith report of a suspected error under this policy.

FINAL PAYCHECK

A resigning employee's last paycheck will be issued on the regular payday following the last day of work unless state or local law requires otherwise. Employees who separate involuntarily will have their last paycheck issued within one business day of their last day of employment.

TIME AWAY FROM WORK

HOLIDAYS

Housing Up provides ten (10) days of paid holiday leave per year for full-time employees and five (5) days for part-time employees. A list of such days will be provided, prior to the beginning of the calendar year. Holidays that fall on days when an employee is not normally scheduled to work will not be transferred to a different day.

ANNUAL LEAVE

Annual leave is available to both full-time and part-time employees to provide opportunities for rest, relaxation, and personal pursuits. Eligible employees will begin to accrue leave immediately based on years of service. Full-time employees earn annual leave according to the schedule below.

Years of Service	Hours Accrued Per Pay Period	Annualized Hours Accrued	Annualized Days Accrued
0.00 – 0.99	3.08	80	10
1.00 – 5.99	4.62	120	15
6.00+	6.15	160	20

Part-time employees earn annual leave at half the rate of full-time employees. Annual leave may not be used until after the first six months of employment.

Employees should request annual leave with at least two-week advance notice to their supervisor. Housing Up strongly encourages all employees to use at least five consecutive days of leave. Employees are not permitted to carry a negative balance and should plan leave requests accordingly.

Supervisors may approve emergency use on a case-by-case basis. Employees with similar responsibilities may be asked by their supervisor or the CEO to schedule their leave at different times. Annual leave is expected to be taken during the year earned; however, employees may carry over up to 80 hours of unused annual leave from one year to the next. Exceptions may be granted by the CEO on a case-by-case basis.

Employees will be paid for any accrued but unused annual leave up to a maximum of 80 hours upon separation.

SICK LEAVE

Housing Up provides paid sick and safe leave to all eligible employees. Full-time employees are eligible to receive 4.4 hours of sick leave per pay period. Part-time employees are eligible to receive sick leave on a pro-rated basis depending on the number of hours worked but at a rate no less than one (1) hour for every 30 hours worked.

Eligible employees may use their paid sick and safe leave for the following reasons:

- The employee's own mental or physical illness, injury or medical condition;
- The employee's need for medical diagnosis, care or treatment of a physical or mental illness, injury or health condition or need for preventative medical care (e.g., doctor, dentist or eye appointment);
- To care for or assist a family member who needs treatment for a mental or physical illness, injury or health condition or who needs medical diagnosis, treatment or preventative medical care;
- For reasons related to domestic violence, harassment, sexual assault or stalking;
- Maternity and paternity leave;

- To care for a newborn, newly adopted, or newly placed child within one year of birth, adoption, or placement;
- If the employee's workplace is closed by order of a public official or if the employee is needed to care for a child whose school or place of care has been closed by order of a public official due to a public health emergency; or
- To care for a family member whose presence in the community would jeopardize the health of others.

Family member includes the employee's spouse, domestic partner, child, children-in-law, parent, parent-in-law, grandparent, grandparent's spouse, grandchild, or sibling, sibling-in-law, or a person who is in a committed relationship with the employee and shared a mutual residence for at least 12 months.

Employees may not carry a negative sick leave balance. If more sick hours are used than are available, the employee's other leave balances will be applied towards the leave request. If all leave balances are at zero, employees will be required to take leave without pay. A maximum of 56 hours of unused sick leave may be carried over into the next calendar year.²

Employees who take sick leave for more than three (3) days will need to submit a healthcare provider's statement indicating the dates they were unable to work and that they are well enough to work again.

Any unused sick leave balance will not be paid out upon separation of employment.

SICK LEAVE BANK

Housing Up allows employees to bank unused sick leave each year to provide a means of obtaining additional paid leave to avoid loss of compensation for time off:

- For the employee's own mental or physical illness, injury or medical condition;
- For the employee's need for medical diagnosis, care or treatment of a physical or mental illness, injury, or health condition or need for preventative medical care;
- To care for or assist a family member who needs treatment for a mental or physical illness, injury or health condition or who needs medical diagnosis, treatment or preventative medical care; or
- For reasons related to domestic violence, harassment, sexual assault, or stalking.

Employees may bank any unused sick leave in excess of 56 hours, i.e., any hours over 56 which is the maximum carryover limit, every calendar year to their personal bank. Employees will have access to this bank for the duration of their employment.

The Sick Leave Bank may only be accessed if an employee has exhausted all their other leave balances. To request leave from the Sick Leave Bank, employees should contact HR.

Any unused balance in the Sick Leave Bank will not be paid out upon separation of employment.

LEAVE DONATION

Housing Up recognizes that employees may have a family medical emergency or be affected by a major disaster, resulting in a need for additional time off in excess of their available sick or annual leave. To address this need, all

² For District of Columbia employees only: Each year, three days of allotted sick leave are designated as sick leave pursuant to D.C.'s Accrued Sick and Safe Leave Act ("DCASSLA"); those three days will be exhausted first for sick and safe leave purposes provided for under DCASSLA. Employees may carry over any unused DCASSLA leave without any limit.

eligible employees will be allowed to donate paid sick leave bank from their unused balance to their co-workers in need of additional paid time off, in accordance with the policy outlined below. This policy is strictly voluntary.

Eligibility

Employees must be employed with Housing Up for a minimum of one year to be eligible to donate and/or receive donated sick/personal time.

Guidelines

Employees who would like to make a request to receive donated leave from their co-workers must have a situation that meets the following criteria:

Medical emergency, defined as a medical condition of the employee or an immediate family member that will require the prolonged/extended absence of the employee from duty and will result in a substantial loss of income to the employee due to the exhaustion of all paid leave available. An immediate family member is defined as a spouse, child, or parent.

Major disaster, defined as a major disaster declared by the President under §401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (the Stafford Act), 42 U.S.C. § 5170, that warrants individual assistance or individual and public assistance from the federal government under that Act, or as a major disaster or emergency declared by the President pursuant to 5 U.S.C. §6391 for federal government agencies. An employee is considered to be adversely affected by a major disaster if the disaster has caused severe hardship to the employee or to a family member of the employee that requires the employee to be absent from work.

Donation of Leave

- The donation of leave is strictly voluntary.
- Donated leave will go into a leave bank for use by eligible recipients.
- Recipient identity will not be disclosed to donating employees.
- The donation of leave is on an hourly basis, without regard to the dollar value of the donated or used leave.
- The minimum number of leave hours that an eligible employee may donate is 4 hours per calendar year; the maximum is 40 hours
- Employees cannot borrow against future leave to donate.
- Employees can donate leave by emailing HR@Housingup.org and indicating how much leave they would like to donate
- Employees who are currently on an approved leave of absence cannot donate leave.
- Employees donating leave for co-workers affected by a major disaster must do so within __1__ months of the major disaster, and employees receiving donated leave for a major disaster must use such leave within __3__ months of the major disaster.

Requesting Donated Leave

Employees who would like to request donated leave are required to complete a Donation of Leave Request Form and submit it to Human Resources.

Requests for donations of leave must be approved by Human Resources, the employee's director, and a designated senior leader of Housing Up (e.g, CEO, Vice President, or COO).

If the recipient employee has available paid leave, this time will be used prior to any donated leave. Donated leave may only be used for time off related to the approved request.

Employees who receive donated leave may receive no more than 480 hours (60 days) within a rolling 12-month period. All non-*de minimis* amounts of leave for a major disaster that have not been used within 3 months of the major disaster will be returned to the employees who donated that leave.

Nothing in this policy will be construed to limit or extend the maximum allowable absence under the Family and Medical Leave Act.

SUMMER FRIDAYS

During the summer, Housing Up will typically close the office every other Friday to allow employees the opportunity to spend additional time with their families, reduce commuting costs, and improve their work life balance. In cases of client emergencies or critical meetings and deadlines, employees will be required to work on a day that may have been designated as an office closure. In these cases, Supervisors/Directors will contact their teams directly to coordinate work schedules, tasks and specific duties.

Housing Up will publish an approved list of summer Friday closures every year. Employees may not substitute these office closures for another day. Employees who take annual or sick leave over a summer Friday will still be required to use their accrued leave. Employees who would otherwise be working on a summer Friday should record the day as regular working hours for timekeeping purposes.

JURY DUTY

Employees who are called to jury duty must inform their supervisor or the CEO as soon as is reasonably possible and present a copy of their jury summons. An employee who serves on a jury on a day or days for which they would ordinarily be scheduled to work will be paid by Housing Up for that day or days. Any employee on jury duty leave must report to work immediately if excused or released from service during the normal work day.

TIME OFF TO VOTE

Housing Up encourages all employees to fulfill their civic responsibilities and to vote in official public elections. Most employees' schedules provide enough time to vote either before or after working hours.

Any employees who do not have enough time outside of working hours to vote in a statewide public election, while the polls are open, may take up to two hours off from work, without loss of pay. Any additional time off will be without pay. Employees must take the time off at the beginning or end of their regular work schedule, whichever allows the most time for voting and the least amount of time off from work, unless mutually agreed otherwise.

Employees must provide at least two working days' notice of the need for leave when, on the third working day prior to the Election day, the employee knows or has reason to believe that they will need time off to vote.

MILITARY LEAVE

Housing Up will comply with federal, state, and local law regarding military leave of absence and reinstatement to employment, including leave for employees who are members of an active reserve branch of the U.S. armed forces or National Guard, to comply with their military obligations. This time is granted in addition to the employee's regular annual leave time.

Advance notice of military service is required unless military necessity prevents such notice, or it is otherwise impossible or unreasonable. During this period, the employee's credited service with the organization will

continue to accumulate and they will be eligible for any re-employment rights in accordance with federal law.

Housing Up will pay employees for their regularly scheduled hours of work, minus the compensation they receive from the military, for up to fifteen (15) days of military leave. Thereafter, leave will be granted, but will be unpaid, unless otherwise required by law and except any portion during which an employee elects to use accrued annual leave.

Continuation of health insurance benefits is available as required by federal, state, and local law based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible. An employee on military leave does not lose any benefits or seniority accrued prior to taking leave. Employees must comply with the notice and other requirements of Housing Up's paid leave policies to use annual leave in conjunction with military leave.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time and an eight-hour rest period. Employees on longer military leave must apply for reinstatement in accordance with local, state, and federal law.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with federal and state law. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

EMERGENCY LEAVE

Leave with pay under certain emergency circumstances, such as extreme illness in the employee's family, will be granted for up to a maximum of five (5) days. Decisions about whether an emergency warrants leave with pay will be made by the CEO.

BEREAVEMENT LEAVE

Bereavement leave with pay for a death in employee's immediate family will be granted for up to three (3) days. Immediate family is considered spouse/domestic partner, parents, stepparents (including in-laws), child/stepchild, siblings/stepsiblings, grandparents and grandchildren. Any additional leave requested will be charged to annual leave or leave without pay and must be approved by the immediate supervisor. In the event of the death in the non-immediate family, staff will be charged annual leave or leave without pay. This must be approved by the immediate supervisor.

LEAVE FOR PROFESSIONAL DEVELOPMENT ACTIVITIES

Employees participating in professional development activities (conferences, seminars, training classes, etc.) may take paid administrative leave with the approval of the CEO to attend.

If an employee is attending a work-related conference, regular pay will continue uninterrupted. Prior approval from the CEO must be obtained. The CEO will also decide what expenses Housing Up will pay.

CAREER DEVELOPMENT & TRAINING

If an employee is participating in approved career development and training, leave with pay will be given for time taken during work hours. In order to participate in such activity, prior approval must be obtained from the CEO. At that time the CEO will decide what expenses Housing Up will pay.

PARENTAL LEAVE FOR SCHOOL RELATED EVENTS

In accordance with the District of Columbia's Parental Leave Act, employees who are a parents are entitled to a total of 24 hours of unpaid leave during any 12-month period to attend or participate in school-related events for their child(ren). Employees may use accrued annual leave for parental leave. Under the Parental Leave Act, "parent" means "a natural mother or father of child; a person who has legal custody of a child; a person who acts as a guardian of a child regardless of legal appointment; an aunt, uncle, or grandparent of a child; or a person married to a person listed above." "School-related event" means an activity sponsored by either a school or an associated organization. Requests to use Parental Leave should be made at least five days in advance, unless the need to take the leave could not reasonably have been foreseen.

FAMILY & MEDICAL LEAVE

Eligibility

To qualify for Family and Medical Leave Act ("FMLA") leave, you must: (1) have worked for Housing Up for at least 12 months, although it need not be consecutive; (2) worked at least 1,250 hours in the last 12 months³; and (3) be employed at a worksite that has 50 or more employees within 75 miles.

If you have any questions about your eligibility for FMLA or DCFMLA leave, please contact the Chief Operating Officer.

Leave Policy

If eligible, you may take family or medical leave, whichever is applicable (as explained below), as provided below. On returning from approved leave, you have the right to be restored to the same job or an equivalent position, subject to the terms, limitations, and exceptions provided by law.

Leave Entitlement

You may take **up to 12 weeks** of unpaid FMLA leave in a 12-month period, measured backward on a rolling basis from the date you use any FMLA leave for any of the following reasons:

- the birth or placement of a child and in order to care for that child (leave to be completed within one year of the child's birth or placement);
- to care for your spouse, child, or parent with a serious health condition;
- to care for your own serious health condition, which renders you unable to perform any of the essential functions of your position; or
- a qualifying exigency of your 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 (including any leave take for other FMLA-qualifying reasons), 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 defined by the FMLA's regulations (known as military caregiver leave).

³ You may be eligible under the DC Family Medical Leave Act (DCFMLA) if you have worked at least 1000 hours in the last 12 months, even if you do not work at a location with 50 or more employees within 75 miles.

Under the DCFMLA,⁴ you may take leave for the following reasons:

- When your own serious health condition makes you unable to perform the functions of your job (Medical Leave).
- To care for your family member who suffers from a serious health condition (Family Care Leave).
- Due to the birth of your child, the foster care or adoption placement of a child with you, or the placement of a child for whom you assume permanent parental responsibility, within 12 months of birth or placement (Parental Leave).
- Due to your own or a family or household members' qualifying COVID-19-related needs, or to care for a child whose school or childcare facility is closed or childcare provider is unavailable (through November 18, 2023).

When you are taking DCFMLA leave, may take up to 16 workweeks of Medical Leave in a 24-month period and up to 16 workweeks of Family Care Leave, Parental Leave, or both in a 24-month period. Family member includes any person to whom you are related by blood, legal custody, or marriage; any person with whom you have shared, within the last year, a committed relationship and a mutual residence; a foster child; or any child who lives with you and for whom you have permanently assumed parental responsibility or for whom you are the legal custodian, if the child is under 21 years of age, substantially dependent on you due to a physical or mental disability, regardless of age, or under 23 years of age and a full-time student at an accredited college or university.

Spouses who are both employed by Housing Up and eligible for FMLA leave may be limited to a:

Combined total of 12 weeks of leave during the 12-month period if leave is requested:

- for the birth or placement of a child and in order to care for that child; or
- to care for an employee's parent with a serious health condition.

Combined total of 26 weeks in a single 12-month period if the leave is either for:

- military caregiver leave; or
- a combination of military caregiver leave and leave for other FMLA-qualifying reasons.

If both you and a family member who works for Housing Up seek Family Care Leave or Parental Leave under the DCFMLA for the same reason, you may take four weeks of leave at the same time and may take a combined maximum of 16 weeks of Family Care Leave or Parental Leave.

Notice of Leave

If your need for leave is foreseeable, you must give Housing Up at least 30 days' prior written notice. Where the leave is not foreseeable, you must at least give notice as soon as practicable (within one to two business days of learning of your need for leave), except in extraordinary circumstances. Human Resources has leave request forms available to submit a written request. Failure to provide this notice may be grounds for delaying legally-protected leave, depending on the particular facts and circumstances.

Additionally, if you are planning a medical treatment or a series of treatments or you are taking military caregiver leave, you must consult with your supervisor first regarding the dates of this treatment to work out a schedule that best suits the needs of the employee or the covered military member, if applicable, and Housing Up.

Certification of Need for Leave

⁴ The DCFMLA applies only to employees who work in the District of Columbia; however, Housing Up extends DCFMLA to employees in all locations if they otherwise meet the DCFMLA's eligibility requirements.

If you are requesting leave because of your own or a covered relative's serious health condition, you and the relevant health care provider must supply appropriate medical certification. You may obtain Medical Certification forms from Housing Up. When you request leave, Housing Up 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 covered leave until it is provided.

Housing Up, at its expense, may require an examination by a second health care provider designated by Housing Up. If the second health care provider's opinion conflicts with the original medical certification, Housing Up, at its expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. Housing Up may require subsequent medical recertification. Failure to provide requested certification within 15 days, when practicable, may result in delay of further leave until it is provided.

Housing Up also reserves the right to require certification from a covered military member's health care provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

Reporting While on Leave

If you take leave because of your own serious health condition or to care for a covered relative, you must contact your supervisor weekly regarding the status of the condition and your intention to return to work, unless you have established a specific return date. In addition, you must give notice as soon as practicable (within two business days if feasible) if the dates of leave change or are extended or initially were unknown.

Leave Is Unpaid

Leave is unpaid. You may substitute any accrued and unused paid time off or sick leave for unpaid leave as described below:

- If you request leave because of a birth, adoption, or foster care placement of a child, any accrued and unused PTO may be substituted for unpaid family/medical leave and run concurrently with such leave.
- If you request leave because of your own serious health condition, or to care for a covered relative with a serious health condition, any accrued PTO or sick leave may be substituted for any unpaid family/medical leave and run concurrently with such leave.

You may also be eligible to receive partial wage replacement benefits from the District of Columbia during all or part of your leave. The amount of the benefit is on a sliding scale based on your income, up to 90% of your average weekly wage and a maximum of \$1,000 for each week you are on leave. The substitution of paid leave time for unpaid leave time does not extend the total leave period. In no case can the substitution of paid leave time for unpaid leave time result in your receipt of more than 100% of your salary. Your FMLA and/or DCFMLA leave runs concurrently with other types of leave, for example, accrued paid time that is substituted for unpaid leave or leave required under the FMLA or DCFMLA.

Medical and Other Benefits

During approved leave, Housing Up will maintain your health benefits as if you continued to be actively employed. If paid leave is substituted for unpaid leave, Housing Up will deduct your portion of the health plan premium as a regular payroll deduction. If your leave is unpaid, you must pay your portion of the premium. Your health care coverage will cease if your premium payment is more than 30 days late. If your payment is more than 15 days late, we will send you a letter to this effect. If we do not receive your premium payment within 15 days after the date of this letter, your coverage may cease. If you elect not to return to work for at least 30 calendar days at the end of

the leave period, you will be required to reimburse Housing Up for the cost of the health benefit premiums paid by Housing Up for maintaining coverage during your unpaid leave, unless you cannot return to work because of a serious health condition or other circumstances beyond your control.

Intermittent and Reduced Leave Schedule

If medically necessary, leave occasioned by a serious health condition may be taken intermittently (in separate blocks of time due to a serious health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). Leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service. Intermittent leave to care for a newborn or newly-place child is not available unless Housing Up expressly consents to such leave.

If leave is unpaid, Housing Up will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced leave schedule, Housing Up may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

Returning from Leave

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. Otherwise, you will not be permitted to resume work until it is provided.

PAID FAMILY LEAVE

Employees may be eligible to receive paid family leave under DC's Paid Family Leave law. There are four different events for which employees may be eligible for paid family leave benefits. Each has its own eligibility rules and limits on the length of benefits employees may receive. Regardless, benefits may not exceed eight (8) weeks (or 10 weeks if prenatal and parental leave taken) in a year.

- **Parental Leave:** receive benefits to bond with a new child for up to eight (8) weeks in a year.
- **Family Leave:** receive benefits to care for a family member for up to six (6) weeks in a year.
- **Medical Leave:** receive benefits for an employee's own serious health condition for up to six (6) weeks in a year.
- **Prenatal Leave:** receive benefits for prenatal medical care for up to two (2) weeks in a year.

These leave benefits are based on wages that have been reported to the Department of Employment Services. The maximum weekly benefit is \$1,000.

Employees who have experienced an event that may qualify them for one of these types of leave benefits can learn more about applying for benefits with the Office of Paid Family Leave at <https://dcpaidfamilyleave.dc.gov/>.

BIRTH, ADOPTION, OR PLACEMENT OF A CHILD

Employees who have completed at least one year of employment with Housing Up are eligible for up to 30 days of paid leave for absences due to childbirth, adoption, or placement of a child. This leave may only be taken during the 12 months immediately after birth, adoption, or placement. An employee who wishes to take leave for the birth, adoption or placement of a child may do so during one continuous period or, with the CEO's written approval, on an intermittent or reduced schedule. District of Columbia employees are expected to apply for District of Columbia paid leave benefits, if eligible. Housing Up will supplement the paid leave benefits in accordance with this policy.

COMPENSATORY (“COMP”) TIME

Due to the nature of exempt employees’ jobs, there will be times when working in the office during lunch breaks, on weekends, or evenings will be necessary. Recognizing that exempt employees do not earn overtime, Housing Up has instituted compensatory (“comp”) time as an additional benefit only for exempt employees who may occasionally work hours above and beyond their standard work schedule.

Earned comp time is not based on any formula; however, it may not be an exact equivalent of the hours worked in excess of an employee’s normal schedule. Comp time must be taken in either half or full-day increments and must be taken within the pay period earned or the immediate next pay period after which it was earned. Members of Housing Up’s Senior Management Team (CEO and Vice President- level employees) are not eligible to receive comp time.

Use of compensatory or “comp” time must be approved in advance by the direct supervisor. Comp time not approved in advance by the direct supervisor will not be honored and employees will be required to use annual leave instead.

The Federal Fair Labor Standards Act (FLSA) prohibits employers from allowing nonexempt employees from taking comp time or additional leave in lieu of overtime pay. Adjustments to an hourly employee’s work schedule within a single workweek may be possible, but if a nonexempt employee works more than 40 hours per week, they must be paid overtime.

ADMINISTRATIVE LEAVE WITHOUT PAY

A leave of absence without pay may be granted by the CEO. A leave of absence without pay by the CEO may be granted by the Chair of the Board with the approval of another officer of the Board.

A leave of absence without pay may be granted for up to 60 days. Employees must have at least six months of service prior to requesting the leave. Each request will be reviewed on a case by case basis by the CEO. The decision to approve or disapprove may be based on length of time requested, the employee’s job performance, the attendance and punctuality record, the reason for the leave, the effect the employee’s absence will have on the work of Housing Up, and the expected return date.

Requests for leave without pay should be submitted in writing to the immediate supervisor and employees must receive written approval, prior to taking the leave. Housing Up will continue health benefits during a leave without pay for sixty (60) days after the effective start of the leave. After that time, employees must pay the total monthly costs of the benefits to continue to receive health insurance coverage. Except as described in this section, employees on an unpaid leave of absence do not accrue seniority, annual leave, or other benefits. Furthermore, Housing Up cannot guarantee that an employee’s job will remain available or that a comparable position will exist upon return from unpaid leave. When an employee is ready to return from a leave of absence without pay, Housing Up will attempt to reinstate the employee to their former position or to one with similar responsibilities. If no position is available, the employee will be terminated.

EMPLOYEE HEALTH & WELLNESS BENEFITS

DISCLAIMER

Housing Up offers a variety of employee benefit plans designed to assist employees and their eligible dependents in meeting the financial burdens that can result from illness and disability, and to help employees plan for retirement. This section of the Employee Handbook provides only a very general description of the benefits for which employees may be eligible. Therefore, this Handbook should not be relied on for a full explanation of benefits and does not change, interpret or supersede the terms of the official benefit plan documents. Eligibility and other terms and conditions are determined only by the full text of the official benefit plan documents, which are available from the COO.

Employees have an opportunity to enroll in benefits at the time of their hire, subject to eligibility conditions as set forth by governing plan documents. Once this initial enrollment period has passed, employees may generally only change their elections if they experience a qualified event, such as but not limited to marriage, divorce, or new dependents, or during open enrollment.

Please note that nothing contained in the benefits described herein shall be held or construed to create a promise of employment or future benefits, or a binding contract between Housing Up and its employees or their dependents, for benefits or for any other purpose. Housing Up reserves the right, in its sole and absolute discretion, to amend, modify or terminate, in whole or in part, any of or all the provisions of the benefits described herein, including any health benefits that may be extended to employees and their dependents. Further, Housing Up reserves the exclusive right, power and authority, in its sole and absolute discretion, to administer, apply and interpret the benefit plans described herein, and to decide all matters arising in connection with the operation or administration of such plans.

For more complete information regarding any of our benefit plans, please refer to the Summary Plan Descriptions or contact the COO.

HEALTH, DENTAL & VISION INSURANCE

Full-time and part-time employees are eligible for health, dental, and vision insurance coverage in the corporate program. Employees are eligible on their first day of employment. All applications must be completed within the first 30 days of employment to ensure timely enrollment. Full-time employees share the cost of the monthly premium payment with Housing Up in accordance with the insurance plan in effect. Part-time employees working at least 17.5 hours per week on average are eligible to participate at a pro-rated cost.

GROUP LIFE INSURANCE

Housing Up offers full-time employees life insurance with accidental death and dismemberment benefits at no cost. The group term life policy pays an accidental death benefit of \$50,000.

LONG-TERM DISABILITY INSURANCE

Housing Up offers full-time employees Long-Term Disability coverage at no cost. Disability benefits are provided up to 60% of the monthly salary to a maximum of \$6,000 per month after a 180-day waiting period.

RETIREMENT BENEFITS – 403(b) PLAN

Part-time employees working at least 35 hours per week and full-time employees are eligible to participate in the 403(b) retirement plan and contribute up to the maximum amount allowed by law through payroll deductions. Full-time employees are eligible for a matching contribution after completing one year of service according to a formula determined by the Board of Directors.

PROFESSIONAL DEVELOPMENT

Housing Up is supportive of employees who wish to enrich themselves professionally through conferences, training, and other professional development activities. Housing Up may provide employees financial assistance to attend these activities. Employees who wish to take advantage of this should contact the CEO for approval.

EMPLOYEE ASSISTANCE PROGRAM

Housing Up offers a voluntary and professional service that provides information, counseling, and referral services to all full-time and part-time employees and their dependents that may be experiencing personal stress in their lives. For more information on this program please contact the COO.

STATUTORY BENEFITS

Workers Compensation

All Housing Up employees are covered by workers' compensation insurance, which may provide medical benefits and/or payments and partial compensation for loss of wages resulting from accidental, work-related injuries or occupational disease/infection. Housing Up pays the full cost of this coverage. Coverage varies from state to state.

Employees must report any accident to Human Resources as soon as feasible so that the legal requirements concerning these benefits may be met. If immediate medical attention is required, employees should seek treatment at the nearest medical facility. Transportation may be arranged by Housing Up, if necessary, at no cost to the employee.

When an employee is injured in a work-related accident and is unable to work, the portion of time considered the waiting period for workers' compensation will be considered administrative leave and will not be charged against the employee's sick or annual leave. FMLA leave may be available for employees who need an extended leave due to a work-related injury or occupational disease/infection.

Social Security/Medicare

Social Security and Medicare tax contributions are deducted from all employees' paychecks in accordance with federal law. The amount of the deduction is a percentage of gross earnings during each pay period. Housing Up pays the employer's share of these tax contributions in accordance with the Federal Insurance Contributions Act (FICA).

Unemployment Compensation

Eligibility for unemployment benefits is determined by the state or local law. All employees are covered by unemployment insurance, the complete cost of which is paid by Housing Up through employer taxes.

OPTIONAL EXTENDED HEALTH INSURANCE UNDER THE COBRA ACT

Employees and their covered dependents will have the opportunity to continue medical benefits for a period of up to 36 months under the provisions of the Consolidated Omnibus Budget Reconciliation Act (COBRA) when

group medical coverage would otherwise end due to death or because:

- the employee's employment terminates, for a reason other than gross misconduct; or
- the employee's employment status changes due to a reduction in hours; or
- the employee's child ceases to be a "dependent child" under the terms of the medical plan; or
- the employee becomes divorced or legally separated; or
- the employee become entitled to Medicare.

In the event of divorce, legal separation, or a child's loss of dependent status, the COO must be notified within 60 days of the occurrence of the event. The COO will notify the individuals eligible for continuation coverage of their right to elect COBRA continuation coverage.

EMPLOYEE HANDBOOK RECEIPT & ACKNOWLEDGEMENT

Please read and sign below to indicate your acknowledgment of the receipt of this Handbook.

My signature below is to acknowledge that I have received a copy of the Housing Up's Employee Handbook. I acknowledge that it is my responsibility to read, understand, and comply with all Housing Up policies, rules, and procedures, including those indicated in this Handbook. I understand that Housing Up has the maximum discretion permitted by law to interpret or administer these policies.

I further acknowledge that the Housing Up policies, rules, and procedures, including but not limited to, those set out in the written version of the Handbook, are subject to change, modification and amendment, from time to time without advance notice and at the sole discretion of Housing Up. In addition, I understand that this Handbook sets forth Housing Up's policies and practices in effect on the date of publication. I understand that nothing contained in the Handbook may be construed as creating a promise of future benefits or a binding contract with Housing Up for benefits or for any other purpose.

I acknowledge that this Handbook is not a contract of employment between me and Housing Up for any specific period of time. The employment relationship between Housing Up and the employee is "at-will" based on mutual consent and can be terminated at any time, without notice or cause, by either Housing Up or the employee. No supervisor or other representative of Housing Up has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement changing "at will" employment status except for the CEO and then only expressly in writing.

Nothing in the Handbook is intended to violate or restrict any rights of employees guaranteed by state or federal laws. I understand that if at any time I have questions regarding a policy, rule, or subject outlined in this Handbook, I should ask my supervisor, a member of senior management, or the CEO for an explanation or assistance.

Signature: _____

Date: _____

Print Name: _____