Our Towns Habitat for Humanity®

non retail team member handbook

OUR TOWNS HABITAT FOR HUMANITY

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A place where everyone has a decent place to live.

welcome!!

Welcome to Our Towns Habitat for Humanity!

You are entering an exciting ministry that is touching the lives of countless thousands of people all around the world. As a staff member with Habitat for Humanity, you are going to have an opportunity to directly contribute to this growing venture of faith.

It is important for you to understand, embrace and support our vision and mission.

This handbook will describe the policies, benefits and responsibilities of your role at Our Towns Habitat [OTH,] so please review it carefully. If a particular policy or procedure is unclear to you, please do not hesitate to ask questions or to discuss anything described in this handbook with your manager or either of us.

Sincerely,

Chris Ahearn
Chief Executive Officer

Denise Copeland
Senior Affiliate Director

Our Mission

Seeking to put God's love into action, Our Towns Habitat for Humanity brings people together to build homes, communities and hope.

Our Vision

A place where everyone has a decent place to live.

Our Principles

- Demonstrate the love of Jesus Christ
- Focus on Shelter
- Advocate for Affordable Housing Solutions
- Promote Dignity and Hope
- Support Sustainable and Transformational Development

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mission, vision, principles

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about this handbook

This Team Member Handbook ("Handbook") is designed to acquaint you with Our Towns Habitat for Humanity ("OTH") and to provide you with information about working conditions, team member benefits and some of the policies affecting your employment.

We have done our best to correctly explain OTH's guidelines, procedures, and benefits in this Handbook. However, if this Handbook inadvertently contains any information that conflicts with any formal team member benefit plans (including any summary plan description), legal documents or federal, state or local laws or regulations, those formal documents and laws will govern. In addition, should any provision of this Handbook be found to be invalid or unenforceable, the remaining provisions of this Handbook will continue in effect.

No team member Handbook can anticipate every circumstance or question; therefore, OTH reserves the right to revise, supplement, or rescind any policies or portion of the Handbook from time to time as deemed appropriate, in its sole and absolute discretion. This Handbook supersedes and replaces all prior OTH policy, handbooks, manuals and notices regarding the subject matter of this Handbook. OTH reserves the right to interpret and deviate from the policies in this handbook it deems appropriate in its sole discretion.

While team members are expected to follow the provisions of this Handbook, the policies and procedures contained herein are not intended to create, and do not create a contract of employment for a specific time or term for any OTH Team member. No supervisor or member of management, except the Executive Director has the authority to bind OTH to any employment contract for any specified period of time with any Team member, either verbally or in writing.

Any Team member who violates any of the policies and procedures in this Handbook will be subject to disciplinary action up to and including termination of employment.

Each Team member has the responsibility of reading and understanding the information contained in this Handbook and should feel free to ask questions or consult with your manager or Human Resources concerning these policies at any time. A complete and current Handbook will be available at OTH at all times. This Handbook contains proprietary information that is not to be disclosed.

general employment information

equal employment opportunity

OTH is committed to administering all employment-related matters in accordance with the principle of equal opportunity. Team members and applicants for employment will not be discriminated against on the basis of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military or any other category protected by law in any employment-related decision. This includes all terms and conditions of employment including recruitment, hiring, compensation, training, promotion, demotion, transfer, layoff, termination and training. In this regard, OTH will abide by all applicable laws and regulations.

It is the responsibility of every team member to assure that discrimination or harassment on any of these non-permitted bases does not occur in the workplace. This includes any location where a team member represents Our Towns Habitat.

Team members who believe they, or anyone else has been or is being unlawfully harassed or treated unfairly, are encouraged to follow the procedures described in this Handbook for reporting and dealing with discriminatory employment practices.

Americans with disabilities act (AADA) and accommodations

It is Our Towns Habitat for Humanity's policy to comply with all relevant and applicable provisions of the Americans with Disabilities Act of 1990 (ADA), the ADA Amendments Act of 2008 and related state and local laws. Furthermore, it is our policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

OTH 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 OTH. Any team member who may require a reasonable accommodation **must** submit a written request to Human Resources or the Director of Operations.

employment at will

Your employment at OTH is on an at-will basis, unless otherwise stated in a written individual employment agreement signed by the Executive Director.

This means that either the team member or OTH may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this Handbook is intended to or creates an employment agreement (express or implied.) Nothing contained in this or any other document provided to the team member is intended to be, nor should it be, construed to constitute contractual obligations of any kind or guarantee of employment benefits or compensation.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes team member communications regarding wages, hours or other terms or conditions of employment. OTH team members have the right to engage or refrain from such activities.

immigration reform and control act (IRCA)

OTH is required by law to obtain I-9 information. Team members must complete section 1 of the I-9 form on their first day of employment. Team members have up to 3 days after beginning employment to provide the appropriate documentation as outlined by the USCIS. For a list of acceptable verification of eligibility documents or for more information: Contact the U.S. Citizenship and Immigration Services (USCIS) – formerly the U.S. Immigration and Naturalization Service (INS) – at (800) 870- 3676 or visit their website at http://uscis.gov and click on "Immigration Forms, Fees and Fingerprints."

background checks

OTH reserves the right to conduct background checks, including, but not limited to, sex offender registry checks, driving record checks and criminal background checks on all applicants for employment, all team members, board members, key volunteers, and those who may have unsupervised contact with a child, the elderly or persons with disabilities.

performance evaluations

To help you to perform your job to the best of your abilities, it is important that you be recognized for good performance and that you receive appropriate suggestions for improvement when necessary. Therefore, your manager or supervisor will evaluate your performance on an annual basis.

Written performance reviews will be based upon your overall performance in relation to your job responsibilities and will also take into account other areas such as conduct and professionalism. A positive performance evaluation does not guarantee an increase in compensation or continued employment.

In addition to the regular performance evaluations described above, your manager or supervisor may conduct special written performance evaluations at any time to advise you of performance or disciplinary issues.

open communication

OTH has an Open-Door Communication Policy, which encourages all team members to openly discuss their thoughts, ideas and problems in an atmosphere of trust and respect. Every individual who works for OTH is entitled to the above rights, regardless of title. These rights are extended to all team members and guaranteed by management to ensure that we remain a concerned, effective, and happy team.

You are encouraged to present ideas, raise concerns, and ask questions, including those of a legal and ethical nature.

access to personnel files

Team member files are maintained by Human Resources and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis. Personnel file access by current employees and former employees upon request will generally be permitted. Personnel files are to be reviewed in the Human Resources department with a member of HR or management present. Employee files may not be taken outside the department. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information as required.

employment verification

Team members may need OTH to verify employee status. All employment verification and/or reference requests must be directed to Human Resources or the Director of Operations. OTH will not be liable for information provided when the request is directed to someone other than HR or the Director of Operations. To protect confidentiality, information other than title and dates of employment will not be released without a written authorization form unless otherwise required by law.

conflict of interest

An actual or potential conflict of interest occurs when the team member is in a position to influence a decision that may result in a direct or indirect gain for him/her or an immediate member of the family. Team members must disclose possible conflicts of interest to the Director of Operations.

Unless you have prior approval from the Director of Operations, you cannot engage in any business transaction on behalf of OTH with a relative or with a business where any relative is a principal officer, decision-maker, or financial beneficiary.

If you have occasion to use company suppliers or contractors for personal business, you are expected to personally pay full market value for service rendered and materials provided.

You may not accept payment from another organization or individual for doing work that OTH pays you to do in the course of your employment.

compliance with the law

You are responsible for performing your duties in full compliance with all applicable laws and regulations. You may not knowingly participate in any acts that violate any applicable law, rule or regulation of any government, government agency or regulatory body. If you believe that as a matter of conscience you cannot do something that you have been asked to do, then contact your supervisor, human resources or the Director of Operations.

As a not-for-profit organization with tax-exempt status, OTH is prohibited from using any assets to endorse political candidates, mobilize supporters or elect or defeat candidates, or align themselves with political parties. However, communication with government officials and the general public about position on legislation is permissible, in consultation with authorized staff, as long as government funds are not used.

Your personal political activity and contributions are outside the scope of this covenant and require that you clarify that you are acting on your own behalf and not on behalf of OTH.

ethical considerations

It is the policy of OTH that its business be conducted according to the highest ethical standards and in compliance with all applicable laws and regulations. Team members of OTH must conduct its affairs with uncompromising integrity and honesty. People at every level are expected to adhere to high standards of business ethics because each team member is a custodian of OTH's reputation.

honesty and fair dealing

OTH's basic principles of business ethics rest upon honesty and fair dealing. Team members should guide themselves accordingly in fulfilling their responsibilities to be honest and fair in dealings with partner families, donors, vendors, suppliers and other team members. By conducting business in this manner, OTH will be able to maintain and preserve its reputation as an affiliate of the highest integrity. For example, OTH is fair in its choice of suppliers and Team members are expected to engage in ethical buying practices and make purchasing decisions based on price, quality, quantity, delivery and/or services.

If you have any questions or concerns about what you're being asked to agree to, please contact Human Resources or the Director of Operations.

If a team member or any other person in the workplace should ever feel that he or she cannot follow traditional protocols to report any improper conduct, violations of policy or code of conduct, or other concern, he or she should make an anonymous report to the Compliance and Ethics Line at

MySafeWorkplace.com online, or call (800) 461-9330. MySafeWorkplace™ may be used to report any workplace issue that concerns you, including but not limited to: fraud, theft, substance abuse, sexual abuse, sexual exploitation, harassment, discrimination, unsafe work conditions, ethics violations or threats of violence. All reports to MySafeWorkplace™ are forwarded to HFHI's Internal Audit department for follow-up and resolution. Please note: The Internal Audit department has no way of determining the identity of the person making the report unless that person chooses to identify himself or herself.

gifts

Gifts (including services, discounts, entertainment, travel, etc.) present situations that are inherently compromising. Every situation must be examined individually and with a bias against the activity.

You and your immediate family must not accept gifts from an actual or potential customer, supplier, business or professional persons to whom you do or may refer business or from anyone acting on their behalf unless

- the gift is sent to the workplace, not your home;
- the gift may be divided (for example a fruit basket, etc.) and then is made available in a team space or common area;
- the gift is valued at no more than $50 and is given infrequently – in such a way that no possible inference could be made that the gift could influence you in the performance of your job.

Meals and other business entertainments are subject to the same standard; they must be modest and infrequent.

team member classifications

All team members are designated as either nonexempt or exempt under state and federal wage and hour laws. The following is intended to help team members understand employment classifications and benefit eligibility. OTH may review or change employee classifications at any time.

Nonexempt team members are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.

Exempt team members are team members whose position meet the qualifications established by wage and hour laws as exempt, which means they are paid on a salary basis and not eligible for overtime pay.
OTH has established the following categories for both nonexempt and exempt team members:

regular, full time: team members who are not in a temporary status and who are regularly scheduled to work OTH's full-time schedule of 30+ hours per week. Generally, these team members are eligible for the full benefits package, subject to the terms, conditions and limitations of each benefits program.

regular, part time: team members who are not in a temporary status and who are regularly scheduled to work between 20-29 hours each week. Regular, part-time team members are only eligible for select benefits offered by OTH subject to the terms, conditions and limitations of each benefit program.

temporary or seasonal, full time or part time: Team members who are hired on to temporarily supplement the workforce, to assist in the completion of a specific project or on a seasonal basis. This includes team members temporarily scheduled to work either the company's full-time or part time schedule, regularly schedule part time hours of 19 hours or less per week, or hired for seasonal employment. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary workers are not eligible for any benefits

scheduling

Because of the nature of our construction schedules and the retail business of the ReStores, OTH cannot guarantee set schedules, certain number of work hours or days off. Work hours and days off are scheduled based on business needs, which may change at any time.

Supervisors in each department will schedule each team member's meals and rest periods based on the needs of the department, ReStore and/or the Construction Schedule.

In an effort to provide schedules in advance, requests for PTO must be submitted with as much advance notice as possible.

calculation of hours worked

Non-exempt team members will be compensated for all hours actually worked at their regular rate of pay. Only hours that are actually worked will be considered “hours worked” in computing whether overtime is due and, if so, how much. Time off for PTO, sick leave, jury duty leave and the like are not counted as hours worked.

timekeeping policy

Both Federal and local laws require that non-exempt employees record all time worked properly and accurately. This is your responsibility. All nonexempt team members are required to use the time keeping system to record their time worked. Nonexempt team members are required to clock in and out to indicate hours worked and time used for meals and/or break periods for both payroll and attendance purposes.

time keeping stations

Team members are required to clock in and out utilizing either the physical time clock, web based or mobile app based on their role.

clocking in and out

You should clock in no sooner than 7 minutes before or after the scheduled shift and clock out no later than 7 minutes before or after the scheduled shift. Nonexempt team members are required to clock in and out for lunch breaks exceeding 20 minutes when they are fully relieved of their job duties.

If you miss the window for clocking into the timekeeping system, you must notify the supervisor as soon as possible. Your manager will manually enter the missing work hours via the manager time keeping portal. Team members who repeatedly miss time keeping entries will be subject to disciplinary action.

rounding

Rounding is based on the nearest quarter hour, meaning if you clock in between 1 and 7 minutes of the quarter hour, it will be rounded to the previous quarter hour. If you clock in between 8 and 14 minutes of the quarter hour, it will be rounded to the next quarter hour. For example: If the start time is 9:00am and you clock in at 9:04, the time will be rounded back to 9:00am. If you clock in at 9:12am for a 9:00am start time, it will be rounded to 9:15am.

prohibited time keeping actions

Team members may not clock in or out for another team member or falsify working hours, this is cause for disciplinary action up to and including termination of employment.

overtime

Overtime pay is for nonexempt team members paid at one and one-half times your regular rate of pay for any hours worked over 40 in a single workweek. Overtime must be authorized and approved (in writing and in advance) by your manager for a legitimate business need.
OTH will try to give team members as much advance notification as possible concerning mandatory overtime. While this is not always possible, it is your responsibility to work all overtime as requested by the management of OTH.

pay procedures

The pay period begins on Sunday and ends on Saturday of that week. You will be paid on a bi-weekly basis with the payday falling on Thursday. If the payday falls on a holiday, you will be paid the proceeding day.

OTH takes all reasonable steps to ensure that team members receive the correct amount of pay in each paycheck and that team members are paid promptly on the scheduled payday. OTH reserves the right to increase or decrease compensation in its sole and absolute discretion.

direct deposit

You may request to have your pay directly deposited into your bank account(s.) OTH encourages team members to participate in the direct deposit program and will seek advance written authorization from team members before commencing direct deposit of pay. You are able to access your pay stubs from the online payroll system.

pay deductions

OTH is required by law to withhold Social Security, Medicare, and state and federal income taxes. You may authorize additional deductions for other purposes in writing.
Court ordered deductions, such as garnishments, child support, etc. are honored by OTH until the affiliate is released by the courts.

If you believe that an improper deduction has been made, you should immediately report this to the Controller or Human Resources.

administrative errors

In the unlikely event an administrative error occurs in the processing of your pay, you are expected to bring such error to the attention of your manager immediately. OTH will attempt to correct any such errors as soon as possible.

personal status changes

It is important that Human Resources and your supervisor have your correct home address and telephone number at all times. You should report any changes to your supervisor immediately, who will report the change to Human Resources and the Controller.

If your personal status should change, such as your marital status, or if you have an addition to your family, you should notify Human Resources. Because your benefits may be affected, you may need to change your insurance and/or tax records.

expense reimbursement

You must have your manager's authorization prior to incurring any expense on behalf of OTH. In order to be reimbursed for any authorized expenses, you must submit an expense report with receipts and it must be approved by your manager. You should submit your expense report as soon as possible after the expense has been incurred. In order for OTH to keep accurate and current records, expense reports more than thirty (30) days old may not be honored.

To the extent that a team member has been issued an OTH credit card, the use of such credit card is limited to OTH purchases that have been pre-approved and authorized.

benefit plans

OTH recognizes the value of benefits to you and your family. OTH intends to offer comprehensive and competitive group health, dental, vision insurance and flexible spending account plans to all regular, full-time team members.

For more information regarding benefit programs, please refer to the plans' Summary Plan Descriptions (SPD).

OTH has a pre-tax premium deduction plan. This allows some insurance premiums to be deducted before taxes, therefore lowering your taxable income. This plan falls under Section 125 of the Internal Revenue Service Code and has restrictions concerning changing benefits. Once enrolled, you may only change or drop benefits if there is a Qualified Life Event (marriage, divorce, change in spouse's employment status, etc.) or during the annual open enrollment period. You must notify and change benefit elections within 31 days of the date of the Event.

In the event of loss of coverage (termination of employment, reduction in work hours, etc.) information regarding benefits continuation through the Consolidated Omnibus Budget Reconciliation Act (COBRA) will be sent to the team members home address.

retirement

OTH recognizes the importance of saving for retirement. All team members are eligible to participate in a retirement program beginning on their first day of employment.

Team members may set aside a portion of income on a pre-tax basis (meaning before any income tax deductions are made from your paycheck) to be used for retirement. When these deductions are made on a pre-tax basis, you are lowering the total amount of your gross taxable income. Although the contributions are still subject to Social Security taxes, they are not subject to income tax until you receive any distribution from the plan.

health insurance portability and accountability act (HIPAA)

OTH has always made it a practice to protect the confidential health information of team members. The Health Insurance Portability and Accountability Act (HIPAA) was passed to create a confidentiality barrier between health plan and affiliate operations and to protect against the use of personal health information for personal gain or malicious harm.

tuition reimbursement

OTH, at management's discretion, reimburses for related expenses for degree or non-degree programs. Determination of reimbursement is based on:

Criteria

- Only full-time team members are eligible.
- Annual performance evaluations must meet or exceed expectations to be considered.
- Any Staff person on disciplinary action plans may not participate while under such action plan.
- Opportunity for full or partial tuition reimbursement will be available after 12 months of employment.
- A statement from the candidate regarding purpose, intentions and personal commitment for growth and continual employment with OTH.
- The team member must apply and be endorsed by the management team prior to enrollment.
- Tuition Reimbursement is limited to funds budgeted on an annual basis. Applications must be submitted by November 1 for the spring term, March 1 for the summer term, and May 1 for the fall term.
- Degree or certificate must be relevant to Habitat for Humanity and your position or a position you are interested in aspiring to in the organization.

If reimbursement is approved for a degree program, the following criteria apply:

- Classes can be taken at a community college, state college, private college or online.
- Course work must meet requirements for an associate, bachelors or master's degree.
- Completion of course must be verified with a grade of "C" or better.
- Classes should be scheduled as is feasible to not interfere with normally scheduled working hours.

Habitat will reimburse the following:

- Expenses not to exceed the IRS maximum of tax-deductible distribution in any one year per person:

- Up to 100% of tuition and/or registration fees
- Up to 100% of books and supplies
- Time off with pay, if necessary, will be given for registration, finals scheduled during working hours and one advisor meeting per term per class, but not actual class time.

tobacco cessation program

OTH recognizes how important the health and well-being of our team members contributes to the success of our affiliate. Without you, we could not make it happen!

OTH has a tobacco cessation program to assist team members with the costs associated with becoming tobacco free. Below are the program guidelines:

- Team members must be employed at least 6 months to be eligible to participate.
- Team members must visit their primary care physician to obtain either a prescription or written instructions for the administration of smoking cessation products (even if they are over the counter products.)
- OTH will reimburse 50% of the cost of the products and physician copay for the initial visit after the costs are incurred. Receipts must be presented for reimbursement.
- After 6 months, the team member would complete an Affidavit indicating that they have been tobacco free, and then will receive reimbursement of the remaining 50%.
- Team member reimbursement for the tobacco cessation program is limited to a lifetime maximum of $500 per team member.

paid time off (PTO)

Because you need time away from work for everything from vacation to holidays to doctor's appointments, OTH provides an allotment of Paid Time Off (PTO) to meet your personal needs. Paid time off (PTO) is for full time and part time regular team members based on a calendar year cycle. Paid time off encompasses vacation, holidays, and/or personal days away from work. To request PTO, submit a request form to your manager as soon as practical. No PTO will be allowed until the request is approved by the manager.

PTO eligibility is as follows – after 90 days of employment you will begin accruing PTO according to the following charts:

full time team members

Service Years	Per Pay Accrual	Full Year Total Hours	Full Year Total Days
0-2	7.08 hours	184 hours	23 days (@8hours/day)
3-5	8.62 hours	224 hours	28 days (@8hrs/day)
6+	10.15 hours	264 hours	33 days (@8hrs/day)

part time team members

Service Years	Per Pay Accrual	Annualized Total Hours	Annualized Total Days
0-2	.77 hours	20 hours	5 days (@4hours/day)
3-5	1.54 hours	40 hours	10 days (@4hrs/day)
6+	2.31 hours	60 hours	15 days (@4hrs/day)

A team member's Anniversary Date is only important under this schedule when moving to a higher number of PTO hours. For example, if you were hired on May 1, 2017 and your sixth year anniversary date is May 1, 2023, then you would be eligible for moving to the accrual rate of 10.15 hours per pay period beginning January 1 of the next calendar year, 2024.

PTO is accrued each pay period. Team members with less than 1 year of service are only allowed to take PTO that has actually been accrued, you are not allowed to borrow ahead of accrual unless you have prior approval from your manager.

PTO can be used in .25 hour/15 minute increments. Team members may carry over a maximum of 40 hours to the following year. Accrued, unused PTO above 40 hours will be forfeited at the end of each calendar year. PTO will not be paid out in lieu of use at the end of the year.

Upon termination, whether voluntary or involuntary, team members forfeit all remaining accrued unused PTO. Also, if a team member has taken more PTO than they have accrued, it will be deducted from their final paycheck as allowable by law.

PTO pay will not be considered time worked in calculating overtime for that pay period.

sick time

Regular full-time team members are eligible for sick time. After 90 days of employment, sick hours are accrued at a rate of 3.07 hours each pay period for your first year of employment. For each calendar year thereafter, full time team members will be eligible for 80 paid sick hours for the calendar year. Up to 80 hours of Sick Time may be carried over into the following year. No more than 160 hours of Sick Time will be provided during any calendar year.

Sick hours maybe be used in increments of .25 hours/15 minutes. Sick hours can be used to receive compensation for personal illness/injury, immediate family member's doctor appointments, and illness of immediate family (child, spouse, etc.) Any exceptions to the above must be approved by Human Resources or the Director of Operations.

In case of illness, you, if able, should notify your supervisor as soon as possible. In addition, you, if able, should call in on each day of absence. If you are absent due to illness or injury for three (3) consecutive working days, you might be required to provide an acceptable physician's statement verifying the nature of your illness or injury and its beginning and expected ending dates. Such verification may be requested for subsequent sick leave absences and may be the basis for payment authorization of sick leave. Before returning to work from a sick leave absence of ten (10) working days or more, you will be asked to provide a physician's verification releasing you to return to normal work functions.

Paid Sick Time does not count towards hours worked and any accrued, unused sick time will not be paid at termination of employment.

holidays

Depending on the location where you work, some of the locations designate specific holidays where the facility is closed (the office, ReStores, etc. for example.)

All team members must use PTO to get paid for any holiday hours. For full time employees who work at a location that has designated a holiday as a closed day, PTO must be used to receive pay for that holiday. Part time employees are allowed to choose to use PTO for any holiday pay or they may take those holidays as unpaid. Construction and ReStore team members who are normally scheduled off on Mondays, will use their PTO to schedule time off when it works with both their personal needs and as approved by management for business purposes.

Typical holidays observed include:

- New Year's Day – January 1
- Martin Luther King, Jr. Day – third Monday in January
- Good Friday – Friday before Easter
- Memorial Day
- Independence Day – July 4th
- Labor Day – 1st Monday in September
- Thanksgiving – 2 days
- Christmas – 2 days – December 24th & 25th

Each calendar year, the holiday schedule will be posted/distributed.

Typically, if a holiday that occurs on a Saturday will be observed the preceding Friday. A holiday that occurs on a Sunday will be observed on the following Monday.

In addition, a team member may request to use a PTO day or request a day off without pay in order to observe a religious holiday. OTH will seek to reasonably accommodate individual's religious observances.

bereavement leave

Regular full-time team members with more than 90 days of service are eligible for bereavement leave. In the case of death in the immediate family (spouse, child, sibling, parent, legal guardian, grandchild, and grandparents, mother-in-law, father-in-law, spouses' child or sibling, son-in-law or daughter-in-law) all team members shall be granted a leave of absence of up to five (5) working days with pay.

For other family members (aunt, uncle, cousin, etc.), team members will be granted one (1) working day with pay.

Additional days taken are chargeable against PTO, or are taken as unpaid leave if no time has been accrued. OTH reserves the right to require proof. There may be exceptions to what constitutes immediate family, however, Human Resources must approve the exceptions, and additional information may be required.

Paid Bereavement Leave does not count towards hours worked for purposes of calculating over-time.

family and medical leave (FMLA)

OTH provides eligible team members with unpaid family or medical leave consistent with its obligations under the Family and Medical Leave Act of 1993 ("FMLA").

This policy provides you with a general description of your FMLA rights. In the event of any conflict between this policy and the applicable law, you will be afforded all rights required by law. If you have any questions about this policy, please contact Human Resources.

general provisions

Under this policy, OTH will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered servicemember with a serious injury or illness) during a 12-month period to eligible team members. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

eligibility

To qualify to take family or medical leave under this policy, the team member must meet all of the following conditions:

1) The team member must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. For eligibility purposes, a team member will be considered to have been employed for an entire week even if the team member was on the payroll for only part of a week or if the team member is on leave during the week.
2) The team member must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for a team member under FMLA.

type of leave covered

To qualify as FMLA leave under this policy, you must be taking leave for one of the reasons listed below:

1) The birth of a child and in order to care for that child.
2) The placement of a child for adoption or foster care and to care for the newly placed child.
3) To care for a spouse, child or parent with a serious health condition (described below).
4) The serious health condition (described below) of the team member.

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that either prevents the team member from performing the functions of his or her job, or prevents a qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy or incapacity due to a chronic condition.

Military Family Leave Entitlement. Eligible team members with a spouse, son, daughter or parent who is (1) a member of the regular component of the Armed Forces and deployed to a foreign country, or (2) a member of the National Guard or Reserves on active duty or called to active duty

status and deployed to a foreign country, may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative child care, parental care, the military member's Rest and Recuperation leave (subject to a 15 day maximum), addressing certain financial and legal arrangements, attending certain counseling sessions and attending post-deployment reintegration briefings.
FMLA also includes a special leave entitlement that permits eligible team members to take up to twenty-six (26) weeks of leave to care for a covered service member during a single 12-month period.

A covered service member is:

1. a current member of the Armed Forces (including a member of the National Guard or Reserves) who has a serious injury or illness incurred in the line of duty on active duty (or that existed before the beginning of the member's active duty and was aggravated by service in the line of duty on active duty) that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation or therapy; or is in outpatient status; or is on the temporary disability retired list; or
2. a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) who suffered a serious injury or illness while in the line of duty on active duty (or that existed before the beginning of the member's active duty and was aggravated by service in the line of duty on active duty) and that manifested itself before or after the member became a veteran for which the veteran is undergoing medical treatment, recuperation or therapy, if the veteran was a member of the Armed Forces at any point during the five years prior to the start of the FMLA leave at issue and was discharged for reasons other than dishonorable.

If both spouses work for OTH and each wish to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the spouses may only take a combined total of 12 weeks of leave. Leave taken because of the birth or placement for adoption or foster care of a child must be completed before the first anniversary of the child's birth or placement. If both spouses work for OTH and each wish to take leave to care for a covered injured or ill service member, the spouses may only take a combined total of 26 weeks of leave.

calculation of leave time

OTH will calculate your available FMLA leave time using a rolling 12-month period, measured backward from the date you use any FMLA leave. If the leave is to care for a covered military servicemember who incurred a serious injury/illness in the line of duty on active duty, you are entitled to a maximum of 26 weeks of unpaid leave for such purpose during a single rolling forward 12-month period.

employee benefits during leave

While you are on leave, the company will continue your health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

The use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of your leave.

continuous leave, intermittent leave or a reduced schedule

Team members may take FMLA leave all at once or, under some circumstances when medically necessary or for a qualifying exigency, may use the leave intermittently or on a reduced work schedule. Intermittent leave is leave taken in separate blocks of time for a single FMLA-qualifying reason. An FMLA reduced leave schedule is a work schedule that reduces the employee's usual number of working hours per workday or workweek. You will be informed whether you are eligible for intermittent leave or a reduced leave schedule when you apply for FMLA leave.

For the birth, adoption or foster care of a child, OTH and the team member must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If you are taking leave for a serious health condition or because of the serious health condition of a family member, you should try to reach an agreement with OTH before taking intermittent leave or working a reduced hour schedule. If this is not possible, then you must prove that the use of the leave is medically necessary.

OTH may temporarily transfer a team member to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the team member or their family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

FMLA leave is intended to provide the you with time off from work. As such, employees on FMLA leave are relieved from work during the leave and may not work remotely (from home or otherwise) while taking FMLA leave.

procedure for requesting FMLA leave

All team members requesting FMLA leave must provide verbal or written notice of the need for the leave to Human Resources or their Manager. When the need for the leave is foreseeable, the team member must provide at least 30 days' notice. When a team member becomes aware of a need for FMLA leave less than 30 days in advance, they must provide notice of the need for the leave as soon as possible, typically either the same day or the next business day. When the need for FMLA leave is not foreseeable, the team member must comply with OTH's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

Team members requesting FMLA leave will receive a form to complete and submit. If FMLA leave is taken because of your family members' serious health condition or for service member family leave,

you will receive a Certification of Health Care Provider form to complete and submit before the leave begins or within fifteen (15) days if advance notice has not been provided. You must submit complete and sufficient medical certification within fifteen (15) days of the request for the leave, or the leave may be denied. If the medical certification is submitted timely but is incomplete, you will be given a list of the deficiencies and the information needed to correct the deficiencies. You will have seven (7) days to correct the deficiencies. Leave can be denied if you do not correct the deficiencies within the seven (7) days. You may be required to provide periodic recertification supporting the need for leave. OTH reserves the right to require second and third opinions at our expense relating to a medical certification.

A team member who requests FMLA leave because his or her spouse, parent or child is called up for or is on active duty in the Armed Forces will receive an Active Duty Certification form to complete and submit.

When leave is requested, you will receive a notice of your rights and responsibilities, and/or ineligible team members will be informed why they are not eligible for FMLA leave. After a team member submits the required forms, OTH will notify the employee if the leave will be designated as FMLA-protected. If so, the notice will include the amount of leave counted against the their FMLA entitlement. OTH also will notify a team member if the leave is not FMLA-protected.

During leave, you must keep OTH informed of the estimated duration of leave and your intended date to return from leave. You also must make reasonable efforts to work with OTH to schedule leave for planned medical treatment so as not to unduly disrupt our business. Team members on approved FMLA leave must fully comply with the Company's normal leave policies and call-in procedures.

use of paid leave during FMLA leave

Team members are required to use their accrued sick time and accrued paid time off (PTO) over 40 hours, concurrently with family leave. Any remaining family or medical leave will be unpaid. Accrued paid time off cannot be taken to extend the team member's leave longer than the entitlement under this Policy. Periods during which a team member receives worker's compensation, disability insurance, or disability benefits run concurrently with qualifying family or medical leave.
FMLA will run concurrently with workers' compensation leave.

return from leave

Any team member returning to work from a personal medical leave will be required to submit a fitness-for-duty certification from his or her health care provider, stating that he/she is able to resume work. Except under certain specific circumstances, a team member returning from FMLA leave will be reinstated to their former position or to a position with equivalent pay, benefits, and other employment terms and conditions. Highly salaried "key" team member may have limited reinstatement rights. Any "key" team members will be notified of their specific rights and obligations prior to beginning a FMLA leave.

Failure to return to work upon the expiration of family or medical leave without authorization or request for additional or extended leave may be grounds for termination.

questions

This policy will be administered in a manner consistent with the terms of the Family and Medical Leave Act /of 1993, as amended. OTH reserves the right to impose any conditions or limitations upon any leave of absence as may be deemed consistent with the provisions of the Act. Any questions concerning this policy may be directed to Human Resources.

If a team member takes paid sick leave for a condition that progresses into a serious health condition and the team member requests unpaid leave as provided under this policy, the affiliate may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

military leave of absence

OTH supports the military obligations of team members and adheres to all state and federal laws and regulations regarding leaves of absence for military or Reserve duty. When applicable, leaves of absence for military or Reserve duty are granted to full-time and part-time regular team members.

If you are called to active military duty or to Reserve or National Guard training, or if you volunteer for the same, you should notify your manager and submit copies of your military orders when you receive them. You will be granted an unpaid military leave of absence for the period of military service, in accordance with applicable federal and state laws. If you are a Reservist or a member of the National Guard, you are granted unpaid time off for required military training as provided by federal and state law.

Your eligibility for reemployment after your military duty or training is completed is determined in accordance with applicable federal and state laws. Use of accrued PTO may be used during this period. If any period of military leave is unpaid, all benefit accruals will cease during the unpaid leave.

personal leave of absence (non-FMLA)

OTH recognizes there are times when personal reasons may make it necessary to request an unpaid personal leave of absence for a reasonable period of time, not to exceed thirty (30) days. Under such circumstances, personal leave may be granted on an individual basis at OTH's discretion, taking into consideration the purpose of the leave, the team member's work record, and OTH's business needs at that particular time.

Requests for a personal leave of absence should be submitted to Human Resources or the Director of Operations with as much notice as possible. Any accrued sick time must be exhausted before taking an unpaid personal leave. Any accrued PTO over 40 hours, must be utilized before taking an unpaid

leave of absence. PTO and sick pay accruals will be suspended while on an unpaid personal leave of absence.

For team members on an approved leave of absence OTH will continue to pay the team member's premiums for healthcare, etc. If the leave is unpaid, the team member will be required to reimburse OTH for any insurance premiums that are normally deducted from their paycheck.

Team members should understand that being granted a personal leave of absence does not assure the right to return to work for OTH or to return to the job they had before they left. It simply means that OTH will make an effort, but is not obligated, to place the team member back in their role.

request for medical (non-FMLA) leaves of absence

As soon as you are aware that you will become temporarily unable to work for more than three (3) consecutive days because of medical reasons, you must notify your manager in writing stating the anticipated commencement date and duration of the inability to work and request a medical leave. Team members must provide a physician's medical-certification of a serious health condition to support the request for a leave. Failure to do so may result in denial or postponement of the leave request.

international builds

All Full-Time team members in good standing with OTH could be considered to attend a Global Village or Habitat for Humanity International Build. Selected team members may take this paid leave every year based on several factors taken into consideration, including but not limited to, current business conditions at the time of leave and their work record. This leave is not tied to PTO eligibility or PTO pay. All expenses incurred from GV-International Builds are the responsibility of the team member. These hours paid for volunteering for an international build do not count as working hours towards overtime calculations.

If you are interested in participating, please see the Director of Operations.

lactation/breastfeeding

OTH will provide a reasonable amount of break time to accommodate a team member desiring to express breast milk for the team member's infant child, in accordance with and to the extent required by applicable law. The break time, if possible, must run concurrently with rest and meal periods already provided to the team member. If the break time cannot run concurrently with rest and meal periods already provided to the team member, the break time will be unpaid, subject to applicable law.

OTH will make reasonable efforts to provide team members with the use of a room or location other than a toilet stall for the team member to express milk in private. This location may be the team member's private office, if applicable. OTH may not be able to provide additional break time if doing so would seriously disrupt the affiliate's operations, subject to applicable law. Please consult with the Human Resources if you have questions regarding this policy.

Please advise management if you need break time and an area for this purpose. Team members will not be discriminated against or retaliated against for exercising their rights under this policy.

parental leave

OTH will grant team members up to four (4) hours of unpaid leave per calendar year to any team member who is a parent, guardian, or person standing in loco parentis of a school-aged child so that the team member can become involved in school activities. The term “school” is defined as public or private grad school, preschool or child day care facility. Leave under this section is subject to the following conditions: [1] the leave must be schedule for a time that is mutually agreeable to OTH and team member; [2] we request that the request for leave is provided at least 48 hours before the leave begins; [3] OTH may require written verification from the child’s school that the team member was involved in during the leave.

jury duty

OTH recognizes the responsibility of each citizen to participate in the jury process. Regular full-time team members with at least 90 days of service are eligible for jury duty pay. If you are called to serve, you must present the summons to your manager as soon as possible to allow advance planning for the absence.

You will be paid at your normal compensation rates for the hours served as a juror or OTH witness (but not overtime rates) for up to two weeks of jury or witness duty. After two weeks, the team member will be placed on unpaid personal leave of absence, unless the team member choses to use any accrued, unused PTO time.

Team members are expected to report to work whenever they are not required to be in court. The manager should be kept apprised of the team member’s jury duty schedule.
Jury Duty compensation for hours served does not count as working hours for over-time purposes.

inclement weather

Because of our responsibilities and obligations to our customers, it is Our Towns Habitat for Humanity’s policy to remain open if at all possible. If severe weather conditions, loss of power, etc. exist, forcing the office and/or ReStores to shut down, we will try to inform you of this before you leave to come to work. If you have any question as to whether or not the location is open, it is your responsibility to call your supervisor.

In the event OTH does not delay opening or close for the day and you are unable to travel to work due to the conditions in your area, you should call and notify your supervisor as soon as possible. Non-exempt team members will be required to take PTO if they wish to paid in such circumstances.

voting time

OTH recognizes that voting is an integral part of being in a community. In almost all cases, you will have sufficient time outside working hours to vote. If for any reason you think this won't be the case, contact your supervisor to discuss scheduling accommodations.

workers compensation

Workers' compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to team members who are injured or become ill because of their job duties. OTH abides by all applicable workers' compensation laws and regulations. OTH pays for workers' compensation benefits for each team member. If you suffer a work-related injury or illness, you may be eligible to receive benefits. You must report any incidents, no matter how minor, to your supervisor immediately.

Neither OTH nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in an off-duty recreational, social or athletic activity sponsored by OTH.

Workers' compensation benefits (paid and unpaid) will run concurrently with FMLA leave, if applicable.

standards of conduct

job performance

OTH expects all team members to meet performance standards and to follow OTH's policies and procedures. When performance does not meet those standards, you may receive disciplinary action up to and including termination.

It is impossible to compile a list of every serious offense, but the following situations or occurrences are some examples that could not result in severe disciplinary action or immediate termination:

- unlawful harassment
- dishonesty or theft
- falsifying affiliate documents (e.g. travel reports, hours worked, employment applications, accident reports, etc.)
- Gross insubordination
- Willfully defacing or destroying company property
- Failure to cooperate in a company or government investigation
- Crimes involving the use of illegal drugs
- Fighting, threats or intimidation of bodily harm or any use of threat or violence
- Intentionally violating safety rules or failure to report an incident or accident
- Misusing a team member discount or extending the discount to anyone who is not eligible
- Falsifying time worked either for yourself or another team member

attendance

Regular, timely and punctual attendance is an essential function of all positions at Our Towns Habitat for Humanity and important to the successful operation of OTH. Therefore, all team members are expected to arrive on time, ready to work, every day they are scheduled to work.

Excused Absence is defined as a workday absence where the team member has obtained approval from their manager for the absence (appropriate documentation may be required.) Time off for the following reasons will be considered an excused absence: jury duty, approved leave of absence including FMLA, bereavement leave, Military Duty, Court Ordered Subpoena, prior approved PTO.

Unexcused Absence is an unscheduled workday (not approved 24 hours in advance) absence where the team member is absent for any reason for two (2) or more hours of their scheduled shift. An absence of multiple days due to the same illness, injury or other incident will be counted as one occurrence for the purpose of this policy. Team members may be required to present a doctor's note if they have multiple days of the same illness/injury.

A team member is considered late if he or she reports to work more than fifteen minutes after the scheduled starting time; an early departure is one in which the team member leaves before the scheduled end of his or her shift without prior approval.

If a team member is scheduled to work overtime and either fails to report or reports after the scheduled start time, an occurrence will be charged as noted above.

step discipline

Absences and tardiness or early departure will be counted together but are assigned different levels of severity. Absences are each considered one occurrence; tardiness/early departures are counted as one-half an occurrence.

Occurrences are counted in a rolling six-month period. Occurrences expire six months from the date of the incident.

step one

Four occurrences (absences and tardiness combined) in any six-month period will be the basis for a verbal warning with documentation in the team member's file.

steps two, three, four

An additional unscheduled absence or tardiness to the above in the same six-month period is cause for progressive discipline as outlined in the below chart.

4th occurrence	Verbal warning documented in file
5th occurrence	Written warning in file
6th occurrence	Final written warning with one-day suspension
7th occurrence	Termination of employment

procedures

Although occurrences will roll off a team member's record after six months, habitual offenders (those who have established a pattern of absences, such as consistently having six or more occurrences in any given six-month period or routinely calling off on Saturday) may trigger step discipline even though six-month old infractions have fallen off, if he or she continues to incur occurrences. Management reserves the right to amend or discontinue this policy at any time without notice.

Any team member who walks off the job during their scheduled shift without notifying his/her immediate supervisor or Human Resources will be considered to have voluntarily resigned their position and will be terminated accordingly.

It is imperative for newly hired team members maintain excellent attendance during their first sixty (60) days of employment. As a result, three (3) occurrences during the first 60 days will result in termination of employment.

dress code

Dress, grooming, and personal cleanliness standards contribute to the morale of all team members and affect the business image OTH presents to each other, our donors, homeowners and visitors. During business hours or when representing OTH, team members are expected to present a clean, neat, and tasteful appearance. Team members should dress and groom according to the requirements of their position and accepted social standards. This is particularly true if the team member's job involves dealing with the community or donors in person.

We are happy to provide a casual working environment when appropriate. We do not require the adherence to a set policy such as business casual. However, it is never appropriate to wear stained, wrinkled, frayed, or revealing clothing to the workplace. If you are considering wearing something and are unsure if it is acceptable, choose something else or inquire first.

Team members who may be otherwise dressed appropriately should consider special circumstances which may require different clothing or shoes for safety purposes.

Team members who fail to adhere to personal appearance and dress code standards will be subject to disciplinary action including, but not limited to, being sent home for the day without pay where applicable, and/or receiving a written warning. A team member should consult their supervisor or manager if they have questions as to what constitutes appropriate appearance.

confidential information

The protection of confidential business information and trade secrets is vital to the interests and the success of Our Towns Habitat for Humanity. This includes not only the business practices of OTH, but also of the partner families, volunteers and donors. Confidential information includes any and all information known by you because of employment at OTH that is not generally known to people outside of the organization. Team members may not disclose trade secrets or confidential information under any circumstances.

Any team member or volunteer who improperly uses or discloses trade secrets or confidential business information will be subject to disciplinary action up to and including termination of employment and legal action, even if he or she does not actually benefit from the disclosure of information. The unauthorized disclosure or use of such information would have a material adverse impact on OTH, on our partner families and donors, and on our relationships with our partner families and donors.

At OTH's request, Team members and volunteers must promptly make all disclosures and execute all documents appropriate to preserve the confidentiality of any confidential or proprietary information and trade secrets, including surrendering to OTH, upon termination of employment, all documents (paper and electronic) and computer files (and all notes and

memoranda made by the team member) relating to or containing confidential or proprietary information or trade secrets.

This policy is not intended to, and should not be interpreted to, prohibit team members from discussing terms and conditions of employment if they choose, as allowed by law.
Outside requests for OTH information should only be handled by authorized persons. Donor requests for information should be handled only by Director of Development. The Executive Director or Director of Operations should be consulted whenever there is a question concerning disclosure of proprietary information.

Anyone who becomes aware of any unauthorized use of OTH proprietary processes or confidential information must immediately notify the Director of Operations or Human Resources. OTH can only protect its rights if violations are brought to its attention.

electronic communication tools

Electronic communication tools that may be provided by OTH include, but are not limited to, e-mail, voice mail, telephone, cellular phones, personal computers and fax machines. These tools are provided to OTH's team members to improve communications and relationships between team members, partner families and donors, vendors and suppliers, and to assist in gathering information from internal and external resources. Electronic communications are to be used in a manner that is consistent with OTH's philosophy and principles. In using electronic communications, each team member must use integrity and professionalism in all communications and comply with all laws and OTH policies.

The Internet is a business tool for OTH. Unnecessary or unauthorized Internet usage takes away from work time, consumes supplies, and ties up printers. Unlawful Internet usage may also expose OTH to significant legal liabilities. In addition, OTH insists that you respect the copyrights, software licensing rules, property rights, privacy and prerogatives of others, just as you would in any other business dealings.

Electronic communication tools and their contents are OTH property, including team members' PCs and laptops. OTH reserves the right to monitor and inspect without notice all matters on or within all of OTH's systems, including, but not limited to, e-mail, Internet and Intranet applications, to ensure its appropriate use. Team members have no expectation of privacy with respect to any use of these systems, including their office PCs, assigned laptops, e-mail or voicemail. External communications should be viewed as open to the public domain and should not contain OTH's, its partner families' or its donors' confidential or proprietary information. OTH reserves its right to monitor telephone calls made using OTH telephone system.

It is also against OTH's policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on company computers. Violation of this policy may result in termination.

Team members who have been provided mobile phones must use them solely for OTH's business purposes. Team members are required to use an ear-piece adapter or other hands-free car adapter when using the cellular phone while driving. Team members must notify Director of Operations immediately if they do not have an adapter or if it is in anyway defective. Team members are prohibited from texting or e-mailing while driving a personal vehicle on OTH business or an OTH vehicle at any time.

Team members must report any theft, damage, or malfunction of any of these resource tools to their manager within twenty-four (24) hours or the team member will be held responsible for the monetary value of the item. If the loss, damage, or malfunction is due to team member negligence, the team member will be responsible for the damage or loss.

acceptable use of electronic communications:

- Internal communication with other OTH team members regarding OTH's business matters.
- External communications with partner families, donors, vendors and suppliers regarding business matters.
- Accessing information resources for appropriate business, technical and/or research purposes.

unacceptable use of electronic communications (includes the following but is not all inclusive):

- Misrepresenting oneself as another individual or OTH.
- Revealing or transmitting proprietary or confidential information, official OTH information, Team member information or copyrighted materials.
- Accessing, distributing, creating, downloading or storing materials which could be considered unethical, inappropriate, offensive, disrespectful or abusive to others, including but not limited to, pornographic or obscene materials (including jokes), hate mail, discriminatory remarks, abusive, indecent, or objectionable language, or other antisocial behaviors.
- Secretly or otherwise taping, filming, or electronically or mechanically recording any other team member, including, but not limited to supervisory or management personnel, facilities, areas or operations.
- Conducting illegal activities.
- Representing personal opinions as that of OTH.
- Interfering with the performance of the team member's job or the jobs of other team members.
- Sending (uploading) or receiving (downloading) information in violation of its copyright.

- Excessive use of telephones for personal matters. We understand that some personal calls are necessary, however they should not be excessive.
- The unauthorized transmission of information that is confidential or proprietary to OTH.
- Using the Internet for purposes of non-business related activities.
- Downloading or uploading work produced at OTH for personal or promotional use without prior written permission.
- Personal communication (including but not limited to internet use, texting, telephone, social media, etc.) should be limited while at work.

social media

OTH encourages team members to share information with co-workers and with those outside the affiliate for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public and, therefore, OTH has established the following guidelines for team member participation in social media.

NOTE: As used in this policy, "social media" refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram among others.

off duty use of social media

You may maintain personal websites or web logs on your own time using your own facilities. You must ensure that social media activity does not interfere with your work. In general, OTH considers social media activities to be personal endeavors, and you may use them to express your thoughts or promote your ideas.

on-duty use of social media

You may engage in social media activity during work time provided it is directly related to your work, is approved by your manager and does not identify or reference OTH clients, customers or vendors without express permission. OTH monitors team members' use of affiliate computers and the Internet, including team member blogging and social network activity.

respect

You should always demonstrate respect for the dignity of OTH, its board, homeowners, customers, vendors and other team members. A social media site is a public place, and team members should avoid inappropriate comments. For example, do not sue ethnic slurs, personal insults or obscenity, or use language that may be considered inflammatory. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

potential disclaimers

If a team member identifies himself/herself as an OTH employee or discusses matters related to OTH on social media, the site must include a disclaimer on the front page stating that it does not express the views of OTH and that the team member is expressing only his/her personal views. For example: "The views expressed on this website are mine alone and do not necessarily reflect the views of my employer." Place the disclaimer in a prominent position and repeat fit for each posting expressing an opinion related to OTH or OTH's business. Team members should keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state or local law, the disclaimer will not shield them from disciplinary actions.

competition
Team members should not use social media to criticize OTH's competition and should not use it to compete with OTH.

confidentiality
Do not identify or reference OTH's board, homeowners, customers, vendors, volunteers or team members without express permission. Team members may write about their jobs in general but may not disclose any confidential or proprietary information. When in doubt, ask before publishing.

legal
Team members are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.
Violations of this social media policy may result in discipline up to and including immediate termination of employment. OTH may also require team members to delete references to it and/or to stop identifying themselves as an employee of OTH.

Nothing in this policy is meant to, nor should it be interpreted to in any way limit your rights under any applicable federal, state or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other team members to improve terms and conditions of employment.

tape/video recording

It is the policy of Our Towns Habitat for Humanity to encourage open communications among our team members and between team members and management. To facilitate such open communications and to ensure compliance with applicable federal, state, and local wiretapping, eavesdropping, and privacy laws, Our Towns Habitat for Humanity has instituted the following policy:

Without the prior written authorization of the Director of Operations or Human Resources, no team member may openly or secretly tape or otherwise surreptitiously record or videotape any conversation, communication, activity or event which in any way involves OTH or team members of OTH or any other individual with whom OTH is doing business or intending to do

business in any capacity (for example, vendors, donors, suppliers, consultants, attorneys or independent contractors). Cellular telephones are permissible on OTH property, but you are not permitted to use the camera, video, or audio recording devices unless using it for approved OTH business.

"Taping" and "Recording" under this policy includes the taping or recording of any conversation or communication, regardless of whether the conversation or communication is taking place in person, over the telephone, or via any other communications device or equipment, regardless of the method used to tape record, and regardless of where the conversation or communication takes place.

Violations of this policy may result in confiscation of the device, disciplinary action against the offending team member(s), up to and including termination of employment on the first offense.

use of equipment and vehicles

The use of your personal vehicle for OTH business must be authorized for trips over 50 miles (100 miles round trip). Within this limitation, reimbursement for use of your vehicle for OTH business will be made at the mileage rate in effect at the time of use. You will also be reimbursed for all toll and parking charges incurred during business travel. This is the only reimbursement you are entitled to receive for use of your own vehicle. Mileage reimbursement does not apply to travel between your home and office. Typically, it is more cost effective to rent a vehicle vs. paying mileage for longer trips.

Some team members, based on the requirements of their position, may drive vehicles owned by OTH due to business needs. In order to maximize the use of OTH's vehicles and to help minimize operating, maintenance and insurance costs, the following vehicle-use policy is provided:

- Should have been driving for a minimum of 3 years.
- Must have a driving record that meets the minimum requirements of OTH insurance coverage requirements.
- Completed the Motor Vehicle Report Application to drive an OTH vehicle.
- Spouses, family members, friends, or any un-authorized team members are prohibited from driving or riding in OTH vehicles.
- Must have a current and valid Driver's License.

To ensure that vehicles are available for business use, and to provide better stewardship and risk management, OTH vehicles may not be used for private use at any time. Please refer to the OTH Driver's Policy.

driving record and restrictions

You may not drive an OTH vehicle, rent a car for OTH business, or use your own car on OTH business if you have a suspended or revoked license.

Motor vehicle records (MVR) are subject to be reviewed periodically for all team members that drive on OTH business and management will decide if a team member may continue to drive an OTH automobile based on MVR results.

An accident will not count against you if you can demonstrate that you were clearly not at fault in any material way. Such proof may include a copy of a police report or court judgment.

Extensive, repeated or excessive accident incidents could be subject to disciplinary action up to an including termination of employment.

Team members that have driving as an essential function of their job description must notify OTH if you have a "major conviction". You may not drive a OTH car, rent a car for OTH business or use your own car on OTH business. This includes:

- A conviction for driving while intoxicated or "under the influence" (DWI or DUI) within the past 5 years.
- License suspension for refusing a breathalyzer test within the past 3 years.
- A conviction for leaving the scene of an accident.
- A conviction for careless or reckless driving violations.
- A conviction for homicide or assault through use of a motor vehicle.
- A conviction for attempting to elude a police officer.

company property

Based on the team member's responsibilities, he/she will be issued company property as needed. This company property includes, but is not limited to: computers, phones, tools, power equipment, etc. All company property should be maintained in a working order and any malfunctions or issues should be reported to your supervisor immediately.

portable communication devices

Team members who drive on affiliate business must abide by all state or local laws prohibiting or limiting PCD (cell phone or personal digital assistant) use while driving. Further, even if usage is permitted, team members may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, team members should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the team member is driving, and permitted by law, the team member must use a hands-free option and advise the caller that he/she is unable to speak at that time and will return the call shortly.

Under no circumstances should team members feel that they need to place themselves at risk to fulfill affiliate needs.

Since this policy does not require any team member to use a cell phone while driving, team members who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and e-mailing while driving is prohibited in all circumstances.

team member travel

Team members that travel on behalf of OTH or to perform OTH related work, must have all travel requests approved in advance by the Director of Operations. The following outlines the policies related to various aspects of business related travel.

use of personal vehicles

Team members using their personal vehicles to conduct OTH business will be reimbursed for all mileage, toll and parking charges incurred during business travel. Mileage reimbursement will be made at the applicable IRS rate at the time of the travel and accurate tracking of mileage must be submitted to be eligible for reimbursement. Mileage reimbursement does not apply to a team member's commute to and from work, meaning any travel time between a team members home and the office.

Team members will be eligible for mileage reimbursement for travel under the following circumstances:

1. Additional work days. For example, a team member that works Monday – Friday in the office and is required to be on the work site on a Saturday. Mileage to and from the worksite is eligible for reimbursement.
2. Travel beyond the normal commute to work. For example, an employee who regularly works in the office with a normal commute of 10 miles to work. If they are traveling to a work site, vs the office and the worksite is 20 miles from their home, the additional 10 miles commute beyond their normal commute will be eligible for mileage reimbursement.

If you are involved in an accident while driving your car on OTH business, please report this to the Director of Operations immediately. All team members who use their personal vehicles on OTH business are required to carry at least the minimum personal vehicle insurance coverage required by applicable law.

OTH is not responsible for the cost(s) or repair of any mechanical issues or breakdown of a team member's personal vehicle during work related travel, including commute time to and from work.

travel allowances (subject to cost of living increases as necessary)

If you are traveling on OTH business, you must observe the following guidelines:

1. In general, if your destination can be reached in less than five (5) hours by car, ground transportation is preferred. If you need to travel by plane, plan ahead if possible to allow time to qualify for discounts.
2. Rather than turning in receipts for actual out of pocket for meals while traveling, we will use a "Per Diem" – a flat amount for each day. This is an allowable approach by the IRS and therefore **receipts are not required**.
3. The Per Diem amount is $75 per day while out of town overnight, and $25 per day on the first and last day of travel. The $75 was derived from $20 for breakfast, $25 for lunch and $30 for dinner although the team member is not required to actually spend the allotted $75 in that manner.
4. The team member will get reimbursed for the Per Diem whether or not their actual expenses are more or less than the Per Diem amount. They will not be reimbursed for more than $75 per day unless the expenses are analyzed and approved by the ED or DOO.
5. Travel advances are available. A check request form needs to be completed and approved by your immediate supervisor.
6. Due to IRS regulations, OTH will not reimburse for any expenses for which you do not present a valid receipt, other than the per diem meal amount listed above.
7. A completed expense report with management approval and with original receipts must be turned in for all items in which reimbursement is being requested and should be turned in the week after travel and/or the expense is incurred.

tobacco free workplace

For the comfort and safety of our team members, volunteers and partner families, tobacco use is not allowed in company buildings, vehicles or work areas at any time. "Tobacco Use" includes the use of any tobacco products, electronic smoking devices, and e-cigarettes.

Tobacco use is only permitted in the dedicated smoking areas during authorized breaks and/or the lunch period.

outside employment

There is no objection to a team member seeking additional employment outside of OTH. However, it may not interfere with the team member's assigned work schedule.

A team member may not engage in any outside activity that could result in personal gain at the expense of OTH. Any changes that affect the availability on which a team member was hired must be agreed upon by the Director of Operations. Before accepting a "second job," you must tell your manager of this employment who will advise you whether or not a conflict exists.

substance abuse control policy

OTH recognizes its responsibility to provide a safe, drug-free work environment. Team members' safety, health, job performance, and the reputation of OTH and its team members in the community are extremely important.

To this end, OTH will take all appropriate steps to ensure a drug-free workplace. Team members should notify the Director of Operations or Human Resources immediately if they become aware of any alcohol or drug related activity in violation of this policy.

OTH has adopted this Substance Abuse Control Policy for the purpose of creating and maintaining a safe, healthy, productive, and drug-free work environment.

policy provisions

OTH prohibits the following:

- Reporting to work under the influence of alcohol or illegal drugs or substances including the illegal use of prescription drugs.
- Illegal use, sale, manufacture, distribution, or possession of drugs while on OTH business or premises or while operating OTH vehicles, or in personal vehicles while on OTH business.
- Use, sale, possession, transfer, or purchase of alcoholic beverages on OTH premises, or while performing OTH business.
- Working under the influence of prescription or nonprescription drugs that could impair judgement or motor functions and place persons or property in jeopardy.

As a condition of employment at OTH, the team member will abide by the conditions of this statement and also will notify OTH in writing of his conviction for a violation of a criminal drug statute no later than five (5) calendar days after such conviction.

reasonable cause testing

OTH reserves the right to send team members for drug or alcohol testing at any time or when the team member is suspected of being under the influence. *Refusal to submit to such tests upon request will be subject to disciplinary action up to and including termination.*

Suspicion that constitutes "Reasonable Cause" is based on any or all of the following qualifying events and/or behaviors:

- Safety incident occurs where the team member risks the safety of himself or other team members.
- Attendance problems (i.e. Tuesdays and Saturdays consistently missed, excessive amount of absence per month, excessive tardiness, excessive leaving early, recent changes in team member performance).
- Physical observations
    - Walking: slow, jerking, falling, staggering, stumbling, swaying.
    - Standing: rigid, swaying, sagging knees, staggering, unable to maintain posture.

- Speech: mute, incoherent, rambling, shouting, silent, slobbering, slurred, slow, whispering.
- Demeanor: opposite or exaggerated, erratic (i.e. calm, cooperative, polite, silent, sleepy, crying, fumbling, nervous, fighting, belligerent, threatening, profane, hyperactive, sarcastic, talkative, excited).
- Eyes: bloodshot, closed, dilated, droopy, glassy, watery.
- Breath: alcohol odor, marijuana odor, using excessive mints, gum etc.

investigation

It should be discussed with management if the suspected team member is using a prescribed substance which exhibits similar behavior. In situations of suspected impairment, reasonable cause, or theft, a team member's work area and similar areas located on OTH property are subject to an *involuntary* inspection in the presence of the team member in question. This may include the team member's personal motor vehicle, parked on OTH property or while parked in designated team member parking areas or near street parking. Two or more witnesses should be in attendance and may include a local authority. Refusal to submit to such an inspection upon request could result in disciplinary action up to and including termination.

prescription drugs

Prescription drugs are cause of concern if they affect a team member's ability to work safely. If a team member is taking drugs prescribed by a licensed physician, he/she must:

- Have the drug in its original container which identifies the drug, dosage, prescription date, and authorizing physician.
- Review with the physician any work restriction(s).
- Review the restriction(s) with the Director of Operations or another authorized representative of OTH.

Team members using medication prescribed by a licensed physician may be required to provide the Human Resources with proof that their medication is safe to take when on duty. The Director of Operations/Human Resources will have sole discretion as to whether or not it will be safe for the team member to remain on duty.

Compliance with this policy is a condition of employment. Team members who test positive or who refuse to submit to substance abuse screening will be subject to termination. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law.

As a condition of employment, a team member will notify the Human Resources in writing of his/her conviction for criminal drug statue no later than five (5) calendar days after such conviction.

harassment free environment

OTH strives to create and maintain a work environment in which people are treated with dignity, decency and respect. The environment of the affiliate should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. Team members should be able to work and learn in a safe, yet stimulating atmosphere. The accomplishment of this goal is essential to the mission of the affiliate. For that reason, OTH will not tolerate unlawful discrimination or harassment of any kind either on the part of team members, volunteers, homeowners or vendors.

All team members, regardless of their positions, are covered by and are expected to comply with this and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any team member who violates this policy. Based on the seriousness of the offense, disciplinary action may include verbal or written warning, suspension or termination of employment.

prohibited conduct under this policy

OTH, in compliance with all applicable federal, state and local anti-discrimination and harassment laws and regulations, enforces this policy in accordance with the following definitions and guidelines:

discrimination

It is a violation of OTH's policy to discriminate in the provision of employment opportunities, benefits or privileges; to create a discriminatory work conditions; or to use discriminatory evaluative standards in employment if the basis of that discriminatory treatment is, in whole or in part, the person's race, color, national origin, age, religion, disability status, gender, sexual orientation, gender identity, genetic information, marital status or military service/veteran status.

harassment

Defining harassment is not easy because what is considered offensive and unacceptable behavior to one person may be acceptable to another.

OTH prohibits harassment of any kind, including sexual harassment, and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is defined as any verbal or physical conduct designed to threaten, intimidate or coerce a team member, co-worker, volunteer, homeowner or any person working for or on behalf of OTH. Verbal taunting (including racial and ethnic slurs) that, in the team member's opinion, impairs his/her ability to perform his/her job is included in the definition of harassment.

The following examples of harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal harassment includes comments that are offensive or unwelcome regarding a person's nationality, origin, race, color, religion, gender, sexual orientation, age, body, disability or appearance, including epithets, slurs and negative stereotyping.
- Nonverbal harassment includes the distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion or disrespect toward an individual or group because of any of the protected classes or status.

sexual harassment

Sexual harassment is a form of unlawful employment discrimination and is prohibited under OTH's anti-harassment policy. According to the Equal Employment Opportunity Commission (EEOC), sexual harassment is defined as: unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to or rejection of such conduct is used as the basis for employment decisions or such conduct has the purpose of or effect of creating an intimidating, hostile or offensive working environment.

Sexual harassment occurs when unsolicited and unwelcome sexual advances, request for sexual favors, or other verbal, visual or physical conduct of a sexual nature, or otherwise offensive behavior of a sexual nature when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment;
- Submission to, or rejection of, such conduct is used as a basis for an employment decision such as position, pay, promotion, training or assignment; or
- The conduct has the purpose or effect of unduly interfering with a person's work performance or creates an intimidating, hostile or otherwise offensive environment.

Sexual harassment may take different forms. The following examples of sexual harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal sexual harassment includes innuendos, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks and threats; request for any type of sexual favor (this includes repeated, unwelcome requests for dates): and verbal abuse or "kidding" that is oriented toward a prohibitive form of harassment, including that which is sexual in nature and unwelcome.
- Nonverbal sexual harassment includes the distribution, display or discussion of any written or graphic material, including calendars, posters and cartoons that are sexually suggestive or show hostility toward an individual or group because of sex; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters and notes, e-mail, photos, text messages, tweets and social media postings; or other form of communication that is sexual in nature and offensive.

- Physical sexual harassment includes unwelcome, unwanted physical contact, including touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, etc.

Courteous, mutually respectful, pleasant, noncoercive interactions between team members that are appropriate in the workplace and acceptable and welcomed by both parties are not considered to be harassment.

consensual relationships

OTH strongly discourages romantic or sexual relationships between a manager or other supervisory team member and his/her team (a team member who reports directly or indirectly to that person) because such relationships tend to create compromising conflicts of interest or the appearance of such conflict. In addition, such a relationship may give rise to the perception by others that there is favoritism or bias in employment decisions affecting the team member. Moreover, given the uneven balance of power within such relationships, consent by the team member is suspect and may be viewed by others or, at a later date, by the team member as having been given as a result of coercion or intimidation. The atmosphere created by such appearances of bias, favoritism, intimidation, coercion or exploitation undermines the spirit of trust and mutual respect that is essential to a health work environment. If there is such a relationship, the parties need to be aware that one or both may be moved to a different department or other actions may need to be taken.

reporting harassment procedure

OTH encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued. This can often resolve the situation. However, OTH recognizes that an individual may prefer to pursue the matter through other reporting procedures. OTH will handle all complaints swiftly and confidentially, to the extent possible in order to take appropriate corrective action.

Any team member who believes he or she has been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, and/or retaliation is requested and encouraged to make a report.

You may report your concerns directly to your immediate manager, Human Resources, the Director of Operations or the Executive Director.

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality. The expressed wishes of the complaining person for confidentiality will be considered in the context of the company's legal obligation to act on the charge and the right of the charged party to obtain information.

If the investigation confirms conduct contrary to this policy has occurred, OTH will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination. Team members, Supervisors and Managers who receive complaints or who observe harassing conduct are required to inform Human Resources or the Director of Operations immediately, no matter how insignificant it may seem.

It is the obligation of all team members to cooperate fully in the investigation process. In addition, disciplinary action will be taken against any team member(s) who attempt to discourage or prevent any harassment victim from using OTH's complaint procedure to report harassing conduct.

prohibition against retaliation

OTH will not tolerate retaliation against any team member for cooperating in an investigation or for making a complaint of harassment. If you believe you have been retaliated against for reporting harassment, or for making a complaint of harassment, or for participating in an investigation related to harassment, you should immediately report the alleged retaliatory action to either the Human Resources Manager or Director of Operations.

personal relationships

Our Towns Habitat for Humanity makes decisions on applications for employment, opportunities for promotion and volunteer service based on qualifications. Relatives and domestic partners may be hired by the company if (1) the persons concerned will not work in a direct supervisory relationship, and (2) the employment will not pose difficulties for supervision, security, safety, or morale. For the purposes of this policy, "relatives" are defined as spouses, children, siblings, parents, or grandparents. A "domestic partnership" is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements.

Current team members who marry each other, become involved in a personal relationship of any kind or domestic partnership will be permitted to continue employment with OTH provided they don't work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above. If team members who marry or live together do work in a direct supervisory relationship with each other, OTH will attempt to reassign one of the team members to another position for which he or she is qualified if such a position is available. If no such position is available, one of the team members may be required to leave the company.

workplace violence

Our Towns Habitat for Humanity is committed to providing a safe-violence-free workplace for all team members and volunteers. Due to this commitment, OTH will not tolerate team members behaving in a threatening or violent manner with others. Threats, threatening language, or any other acts of aggression or violence made toward or by any team member will not be tolerated. A threat may include any verbal or physical harassment or abuse,

attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All Our Towns Habitat for Humanity team members bear the responsibility of keeping our work environment free from violence or potential violence. Any team member who witnesses, is the recipient of violent behavior or is aware of potentially dangerous situations should immediately report the information to Human Resources, the ReStore Manager, Director of Operations or if on a job site the Site Superintendent.

imminent risk

Any team member who becomes aware of actual violence, or threat of imminent violence, must first get emergency assistance from the Director of Operations or from local law enforcement by dialing 911. In immediate dangerous situations, law enforcement should be contacted first, then notify the Director of Operations.

When reporting a threat or incident of violence, the team member should be as specific and detailed as possible. Team members should not place themselves in peril, nor should they attempt to intercede during an incident.

Team members should promptly inform the Director of Operations and/or Human Resources of any protective or restraining order that they have obtained that lists the workplace as a protected area. Team members are encouraged to report safety concerns with regard to intimate partner violence. OTH is committed to supporting victims of intimate partner violence by providing referrals to community resources and providing time off for reasons related to intimate partner violence.

OTH 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. OTH will not retaliate against team members making good-faith reports of violence, threats or suspicious individuals or activities. In order to maintain workplace safety and the integrity of its investigation, OTH may suspend team members suspected of workplace violence or threats of violence, either with or without pay, pending investigation.
Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

concealed weapons

OTH prohibits the possession of weapons on company property including company vehicles or at any company-sponsored event. Additionally, while on duty, team members may not carry a weapon of any type, whether visible or concealed. While this list is not all-inclusive, weapons include firearms, knives (not including approved work tools), any explosive materials, or any other objects that could

be used to harass, intimidate or injure another individual. Any team member violating this policy is subject to discipline up to and including dismissal.

solicitation

To avoid disruption of business operations or disturbance of team members, visitors, and others, OTH has implemented this non-solicitation Policy (the "non-solicitation policy"). For purposes of the non-solicitation policy, "Solicitation" (or "Soliciting") shall include, canvassing, soliciting or seeking to obtain membership in or support for any organization, requesting contributions, and posting or distributing handbills, pamphlets, petitions, and the like of any kind ("Materials") on OTH property or using OTH resources (including without limitation bulletin boards, computers, mail, e-mail and telecommunication systems, photocopiers and telephone lists and databases). "Commercial Solicitation" means peddling or otherwise selling, purchasing or offering goods and services for sale or purchase, distributing advertising materials, circulars or product samples, or engaging in any other conduct relating to any outside business interests or for profit or personal economic benefit on OTH property or using OTH resources. Solicitation and commercial solicitation performed through verbal, written, or electronic means are covered by the non-solicitation policy.

Team members are also prohibited from soliciting other employees for any cause during their assigned working time. For this purpose, working time means time during which either the soliciting team member or the team member who are the object of the solicitation are expected to be actively engaged in with assigned work. Notwithstanding the foregoing, you may conduct solicitations during your lunch period, coffee breaks, or other authorized non-work periods, so long as they do so when the other team member are on their lunch or break periods. Team members are not allowed to solicit anyone who requests not to be solicited, even if on a break period.

outside inquiries

All inquiries from outside parties about OTH and/or regarding employment references should be forwarded to Human Resources. Any media requests for information or comments should be directed to the Development Director or Director of Operations.

personal property

OTH assumes no responsibility for loss of or damage to the personal property of a team member either on or off OTH premises. For your own protection, do not leave pocketbooks, wallets, money or other valuables in plain view.

Team members do not have an expectation of privacy in their workspace within OTH. OTH owns, and retains the right to access without prior notice to team members: furniture, including desks, files, cabinets, drawers, and computers including any of the information on your assigned computer. Bags, files, boxes, automobiles or other items that you may bring into OTH or on premises, including in the parking areas, are subject to search.

workplace safety

OTH is committed to providing each team member with a safe and healthy work environment. All team members must work together to ensure that the safety and health of fellow team members, volunteers and partner families receive prime consideration and is reflected in all jobs and assignments.

At a minimum, team members should adhere to the following safety rules at all times. It is YOUR responsibility to:

- be familiar with OTH safety procedures.
- report unsafe conditions that you see or actions you observe to your manager at once.
- promptly report all injuries/illnesses to your manager.
- keep work areas neat and free of hazards at all times.
- follow all OTH safety rules.
- comply with all federal, state, and local safety regulations.
- not participate in horseplay.
- become familiar with the availability and location of fire extinguishers, building exits and first aid kits.

lifting safely

Avoid injury by always following proper lifting guidelines:

- first test the weight of the object.
- place your feet shoulder width apart and close to the object.
- bend at the knees.
- get a secure grip.
- lift with your legs, keeping your back straight.
- lift evenly and slowly with the load close to your body.
- avoid twisting while carrying a load.
- know your limitations.
- use teamwork for items above 50 pounds.

Knowingly violating safety rules or procedures or creating an unsafe work environment will result in disciplinary action up to and including immediate termination.
If you are injured at work, no matter how slight, you must immediately report the accident or injury to your manager. If you are a Team member injured on the job, you may be entitled to workers' compensation benefits such as medical expenses and payment of a portion of lost wages. Failure to immediately report the accident may result in denial of worker's compensation benefits.

preparing for emergency situations

The following guidelines will help you to be prepared in the case of an emergency:

- know the location of all exits.
- understand the emergency escape route for your location.
- report any illuminated exit signs that are not in a working condition to your managers.
- never block or lock emergency exits.

progressive discipline

Each team member of OTH has the responsibility to perform their duties to the best of their ability and to the standards set forth in their job description as well as to be aware of and abide by the policies of the affiliate. With that, we believe that open communication between you and your supervisor can provide the basis for resolving problems associated with poor performance and/or misconduct.

The progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. This policy has been designed consistent with our organizational values, HR best practices and employment laws.

Coaching: As soon as the manager believes an issue with the team member's conduct or performance is occurring, the manager should schedule a meeting with the team member to bring attention to the existing performance, conduct or attendance issue. The manager should include a discussion about the nature of the problem or the violation of policy that has potentially occurred. A memorandum to file should be prepared immediately and placed in the team member's personnel file.

Verbal Warning: After the manager has conducted a coaching session with the team member, the team member's performance, conduct or attendance has not been corrected, a more formal documentation of the issue will be created by the manager. A team member Statement will be created documenting what the consequences are for the team member if he/she continues to fail to meet performance and/or conduct expectations. The team member will sign the team member Statement and the original will be kept in the team member's personnel file. Requesting the team member to sign the team member Statement is meant as an acknowledgement of the issue and the consequences and not as an agreement of wrongdoing.

Written Warning: Written warnings may be issued even though a verbal warning has not been given. It is given for the purpose of clear understanding of performance and will contain the following four points:

- Date, time and details about the occurred behavior
- Statement of how to make the correction that is required.
- Statement of when the correction must be made.
- Consequences for failure to correct the behavior.

The team member will be reminded of the previous counseling/corrective action sessions and will be given a specific timeframe where they must improve the behavior/performance. The team member will also be asked to sign this team member Statement.

Termination: The last and most serious step in the progressive discipline procedure is a recommendation to terminate employment. Although most team member issues will allow OTH to follow this progressive disciplinary policy, OTH reserves the right to combine and skip steps depending upon the circumstances of each situation and the nature of the offense. Furthermore, team members may be terminated without prior notice or disciplinary action. A recommendation to terminate employment must be approved by the Director of Operations.

Suspension: There may be performance, conduct or safety incidents so problematic and harmful that the most effective action may be temporary removal of the team member from the workplace. When immediate action is necessary to ensure the safety of the team member or other or to diffuse a situation, the immediate manger may suspend the team member pending the results of an investigation with prior approval of the Director of Operations. Depending on the seriousness of the infraction, the team member may be suspended without pay in part or full day increments consistent with federal, state and local wage and hour employment laws. Pay may be restored to the team member if an investigation of the incident or infraction absolves the team member.

Performance and Conduct Issues not subject to Progressive Discipline: Behavior that is illegal is not subject to progressive discipline and may be reported to local law enforcement. Theft, intoxication at work, fighting and other acts of violence are also not subject to progressive discipline and may be grounds for immediate termination.

problem resolution

OTH realizes misunderstandings and differences of opinion sometimes develop in daily work situations. If a problem or concern should arise, the following action may help with resolutions:

- Discuss the problem with the individual they are having issues with. With open and honest communication between co-workers many times problems can be resolved at this step.

- If the problem/issue has not been resolved in the above step, the team member is able to present their issues in writing to Human Resources, their manager or the Director of Operations. The appropriate management person will listen and investigate or make recommendations for resolving the problem. We encourage team members to try to find solutions through open discussion.

This procedure may not result in a satisfactory solution to every problem, but issues of concern may be raised at any time without fear of retaliation.

customer service expectations

Our customers, donors, volunteers and homeowners and their impression of OTH and our team members is integral to the success of this affiliate. We are a customer service oriented organization that prides ourselves in providing the best experiences. Therefore, the ability to provide excellent customer service is critical to the success of each team member. We rely on each team member's expertise, commitment, dedication and team spirit to provide excellent service to everyone.

You should greet everyone with a smile and a warm prompt greeting. This first interaction sets the stage for the transaction, whether it is a visitor to the office, customer in the ReStore or at a donor's home.

We should always thank a customer or donor to close the transaction. We want them to return time and time again due to their positive experiences.

Use good judgment in all situations and remember our commitment to excellent customer service in all situations. It is that simple.

team member discounts

As an OTH team member, you will receive a 20% discount when shopping at the ReStores.

team member purchase procedures

Team members are not allowed to ring their own purchases. All items must be paid for before placing in hold areas/tags. Items must be on the floor a minimum of 24 hours before team members are allowed to purchase them. All purchases must be removed from company property immediately or at the end of your scheduled day, unless approved by a supervisor.

prevent theft and shoplifting

It is sad but there will be theft and shoplifting in our stores. It is in evitable part of the retail business. It is important to understand that the customer's behavior is the best indicator of whether or not they may be a shoplifter, not personal characteristics such as race, gender, national origin, etc. If you suspect a customer is shoplifting or stealing merchandise, you should contact a supervisor/manager immediately.

Unfortunately, it is a possibility that other team members might steal from OTH. If you see suspicious activity you have a responsibility to report it to management.

separation of employment

Team members who plan to leave the employ of OTH are requested to give notice at least two (2) weeks in advance of the expected termination date. Such notice will facilitate the orderly transfer of work assignments. PTO may not be used during this notice period.

Upon termination, whether voluntary or involuntary, team members forfeit all remaining accrued unused PTO. Also, if a team member has taken more PTO than they have accrued, it will be deducted from their final paycheck as allowable by law.

Failure to report to work or call in for one (1) day will be treated as a voluntary resignation of employment as of the that day.

Failure to return to work upon the expiration of a PTO, leave of absence, jury duty, military leave or any other approved leave, without explanation or excuse approved by your manager, except in extraordinary circumstances, will be treated as a voluntary resignation of employment as of the first day of the unapproved absence.

The last day the team member physically reports to work will be considered the last day of active employment.

All team member benefits will end on the date of termination of employment.

return of OTH property

Any and all OTH property issued to an entrusted team member, such as OTH's forms and agreements, advertising, marketing or promotional materials, computer equipment, electronic documents, telephone, cellular phone, software, keys, and/or OTH credit cards, must be returned to OTH at the time of the termination of employment.

COBRA

Federal law (COBRA) gives eligible team members the opportunity to continue their existing health insurance coverage under OTH's health plan for a period of time following the termination of employment or other qualifying event.

Any questions regarding your eligibility for continuation of health insurance benefits should be referred to Human Resources.

employee handbook acknowledgement

This handbook is for information only, and is not a contract of employment. Nothing in this handbook creates an express or implied contract of any kind. Team members of OTH are employees-at-will, meaning that a team member's employment may be terminated by either OTH or the team member at any time, without prior notice for any reason or for no reason.

While OTH will attempt to provide me with advance notice pertaining to any changes in the Handbook, I understand that these policies, procedures, and/or provisions may be changed, interpreted, withdrawn or added to by the management of OTH at any time at the sole option of OTH, and without prior notice to me.

This handbook updated August 2017 supersedes and replaces all other handbooks or similar materials previously provided. Effective immediately, all such prior materials are void.

I hereby acknowledge the receipt of this handbook, either physically or electronically. I have read and understand the contents of this important notice and disclaimer. I understand this handbook is not an employment contract and that my employment is at-will as defined above.

My signature below confirms the receipt of this handbook.

Team member Name: _____

Team member Signature: _____

Date: _____

Witness Signature: _____

Witness Printed Name and Title: _____

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