

EMPLOYEE HANDBOOK

Revised February 2026

The information located in this book can be shared in alternative formats as requested.

WELCOME

Welcome to WACOSA! As an employee at WACOSA, you have joined a team of people who have a long and unwavering commitment to serving people with disabilities. Everything we do as a company is geared toward providing opportunities for our clients to live and work in their communities. The success of our clients and our program is because of our employees' dedication and belief in our mission.

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

The employment policies and/or benefits summaries in this handbook are written for all employees. This handbook is our attempt to keep you informed of the terms and conditions of your employment, including WACOSA's policies and procedures. The handbook is not a contract. WACOSA reserves the right to revise, add, or delete from this handbook as we determine it to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting in the communication book.

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

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

We wish you success in your employment here at WACOSA!

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HANDBOOK DISCLAIMERS

EMPLOYMENT AT-WILL

Your employment with WACOSA is on an “at-will” basis. Although we hope your employment with WACOSA will be rewarding, employment at-will means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave WACOSA at any time, with or without notice and with or without cause.

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

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

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

WACOSA'S MISSION, GUIDING PRINCIPLES, & WACOSA WAY

Our Mission is to provide individuals with disabilities the opportunity to work and live in their community.

GUIDING PRINCIPLES

WACOSA envisions a caring staff who is unified around a set of guiding principles, which will lead to unprecedented levels of client service and satisfaction:

WACOSA's mission is to provide people with disabilities the opportunity to work and live in their community. All program procedures should promote client independence and reflect a positive, whole-life, goal-oriented approach. WACOSA clients are people first and have a disability second.

Always treat others with respect and dignity. All interactions that occur at WACOSA will be age appropriate and respectful of people's individual rights and choices. Clients will be given the opportunity to make decisions and mistakes and to be reinforced for their accomplishments. Above all, treat others as you would expect to be treated.

Create cooperative relationships. As WACOSA employees, we are in daily contact with parents, care providers, businesses, and community members. Strive for open, honest communications and use these opportunities to educate others about people challenged by disabilities.

Open yourself to new ideas. Listen to others and recognize the need to acquire new skills. Question your capabilities: recognize and build on your strengths. Seek solutions to problems that are acceptable to all involved. Encourage excellence in others and expect it from yourself.

Strive for integrated employment. People challenged by disabilities have the right to work and contribute to the community. Teaching skills necessary to be successful and independent. Build on worker's strengths rather than dwelling on deficits.

Act ethically. As professionals we must protect the rights of our clients, assuring them freedom from mistreatment and abuse. It is our responsibility to guarantee client confidentiality and personal privacy while providing functional, quality training regardless of disability.

THE WACOSA WAY

Business Ideas - *The Way We Build Our Business*

- We are passionate about delivering unprecedented quality products and services
- We recognize that our clients our key "customers" and believe that they are the purpose for our existence
- We are a team of committed, highly skilled people that work together to provide great services, helping those we serve achieve maximum productivity
- We know that each of us is responsible for the reputation of the company
- We understand that every action is an opportunity to create an advocate stakeholder
- We apply technology to improve performance and deliver differentiated value
- We earn superior financial results because we deliver differentiated value
- We believe that work must be a source of satisfaction for everyone
- We value a clean, safe working environment for our people
- We believe that it is good business to support our community
- We believe that it is good business to be environmentally responsible

Behaviors - *How We Treat One Another*

- I treat everyone with dignity and respect
- I strive for good relationships with everyone
- I always speak my truth (which may be different) without blame or judgment
- I trust people and their intentions
- I forgive others believing that they intended to do a good thing
- I give my undivided attention to the person with me
- I am open to the ideas of others and do not try to control outcomes
- I strive to be patient with others when things go badly
- I set clear expectations
- I give and receive timely and candid feedback
- I avoid gossip of all kinds at all times
- I welcome newcomers and the knowledge and experiences that they bring
  - I am open to the change that may come from their ideas
  - I readily share my knowledge and experience with them
- I value the knowledge and expertise of all WACOSA staff
- I embrace change and the opportunity for growth and prosperity

Delivering - *How We Make Decisions*

- We always trust everyone unless and until they demonstrate that they cannot be trusted
- We avoid doing business with anyone that we do not trust
- We strive for mutual benefit
- Our decisions are timely, based upon experienced judgment and an appropriate amount of reliable info
- We make decisions that everyone will support because we include the right people in the process, brainstorm, and respectfully **argue** the key issues before deciding

Energizers - *How We Get Better Every Day*

- We have frequent and open communication
- We invest in the development of our people as much as possible
- We recruit the talent and skills that we need to deliver differentiated value to customers
- We annually report agency progress and performance via an Outcomes Measurement Report
- We recognize our people for exemplary performance

EQUAL OPPORTUNITY AND COMMITMENT TO DIVERSITY

EQUAL OPPORTUNITY & AFFIRMATIVE ACTION STATEMENT

WACOSA is committed to the principles of equal employment & affirmative action. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, affirmative action, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of race (including traits associated with race, which include, but are not limited to, hair texture and hair styles such as braids, locs, and twists), color, creed, religion, national origin, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, or related conditions), marital status, disability, public assistance, age, familial status, genetic information, local commissions activity, veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. WACOSA is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

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

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

COMMITMENT TO DIVERSITY

WACOSA is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in our Guiding Principles and documented in our Cultural Competency Plan which is reviewed and updated annually.

DISABILITY ACCOMMODATION

WACOSA complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, WACOSA will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

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

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

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

Where state or local law provides greater protection to employees than federal law, WACOSA will apply the law that provides the greatest benefit to the employee.

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

WACOSA will not discriminate or retaliate against and employee for requesting an accommodation.

NURSING MOTHER, LACTATING EMPLOYEES, AND PREGNANCY ACCOMMODATION

Minnesota's Nursing Mothers, Lactating Employees, and Pregnancy Accommodations law gives pregnant and lactating employees certain legal rights.

Pregnant employees have the right to request and receive reasonable accommodations, which may include, but are not limited to, more frequent or longer breaks, seating, limits to heavy lifting, temporary transfer to another position, temporary leave of absence, or modification in work schedule or tasks. An employer cannot require an employee to take a leave or accept an accommodation.

Lactating employees have the right to reasonable paid break times to express milk at work unless they are expressing milk during a break that is not usually paid, such as a meal break. Employers should provide a clean, private, and secure room that is not a bathroom near the work area that includes access to an electrical outlet for employees to express milk.

It is against the law for an employer to retaliate, or to take negative action, against a pregnant or lactating employee for exercising their rights under this law.

Employees who believe their rights have been violated under this law can contact Minnesota Department of Labor and Industry's Labor Standards Division at dli.laborstandards@state.mn.us or 651.284.5075 for help. Employees also have the right to file a civil lawsuit for relief. For more information about this law, visit dli.mn.gov/newparents.

HARASSMENT AND COMPLAINT POLICY

WACOSA has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon race (including traits

associated with race, which include, but are not limited to, hair texture and hair styles such as braids, locs, twists), color, creed, religion, national origin, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, or related conditions), marital status, disability, public assistance, age, familial status, genetic information, local commissions activity, veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

SEXUAL HARASSMENT

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

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

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

OTHER HARASSMENT

Other workplace harassment is verbal and physical conduct that insults or shows hostility or aversion towards an individual based upon race (including traits associated with race, which include, but are not limited to, hair texture and hair styles such as braids, locs, twists), color, creed, religion, national origin, sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including childbirth, lactation, or related conditions), marital status, disability, public assistance, age, familial status, genetic information, local commissions activity, veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws.

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

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

REPORTING DISCRIMINATION AND HARASSMENT (COMPLAINT PROCEDURE)

If you feel that you have witnessed or have been subject to any form of discrimination or harassment, immediately notify Human Resources or any member of management.

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

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

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

CONFLICTS OF INTEREST AND CONFIDENTIALITY

CONFLICTS OF INTEREST

WACOSA expects all employees to conduct themselves and company business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. This policy is designed to help directors, officers and employees of WACOSA identify situations that present potential conflicts of interest and provide WACOSA with a procedure which, if observed, will allow a transaction to be treated as valid and binding even though a director, officer or employee has or may have a conflict of interest with respect to the transaction.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is a potential conflict of interest, the individual should discuss this with a manager for advice and guidance on how to proceed. The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

- A Contract or Transaction between WACOSA and a Responsible Person or Family Member.

- A Contract or Transaction between WACOSA and an entity in which a Responsible Person or Family Member has a Material Financial Interest or of which such person is a director, officer, agent, partner, associate, trustee, personal representative, receiver, guardian, custodian, conservator or other legal representative.

- A Responsible Person competing with WACOSA in the rendering of services or in any other Contract or Transaction with a third party.

- Responsible Person's having a Material Financial Interest in; or serving as a director, officer, employee, agent, partner, associate, trustee, personal representative, receiver, guardian, custodian, conservator or other legal representative of, or consultant to; an entity or individual that competes with WACOSA in the provision of services or in any other Contract or Transaction with a third party.

- A Responsible Person accepting gifts, entertainment or other favors from any individual or entity that:

    a. Does or is seeking to do business with, or is a competitor of WACOSA; or

    b. Has received, is receiving or is seeking to receive a loan or grant, or to secure other financial commitments from WACOSA;

    c. Is a charitable organization operating in Minnesota.

    d. Under circumstances where it might be inferred that such action was intended to influence or possibly would influence the Responsible Person in the performance of his or her duties. This does not preclude the acceptance of items of nominal or insignificant value or entertainment of nominal or insignificant value which are not related to any particular transaction or activity of WACOSA.

For the purpose of the Conflict-of-Interest policy a "Responsible Person" is any person serving as an officer, employee, or member of the Board of Directors of WACOSA. Please see the Conflicts of Interest & Disclosure of Certain Interests located on the Shared Drive for additional information.

CONFIDENTIALITY

All employees are expected to understand and maintain the nature and extent of the confidentiality of both oral and written information. Client files are not to be removed from WACOSA's premises without the Program Director's approval. Violation may be grounds for disciplinary action up to and including termination. Additionally, all employees must understand and adhere to WACOSA's Data Privacy policy.

Through WACOSA's business contracts, employees may come in contact with confidential and private information, such as documents for shredding, assembling or collating products that are copyrighted and protected under contract confidentiality rules, or private office spaces. All employees are expected to maintain confidentiality and are prohibited from sharing information with outside sources.

Employees with contract keys must use those keys for business purposes only and must maintain security of access to contract sites at all times.

In addition, WACOSA recognizes that an employee's health condition is personal and confidential. Precautions are taken to protect private health information per HIPAA. Only those individuals with a need to know will be informed of an employee's health status. Those with a need to know may include the employee's supervisor, the Executive Director, and the HR Director. Additional staff will be informed only at the request of the employee.

MEDIA RELATIONS – All media relations, including social media, will be handled by the Executive Director of WACOSA or designate. All employees are required to direct any newspaper, television, social media, or radio reporters, parents, guardians, etc. to the Executive Director/designate. Requests for photographs, videotape footage, and so forth should also be directed to the Executive Director/designate.

This provision is not intended to, and should not be interpreted to, prohibit employees from discussing wages and other terms and conditions of employment if they so choose.

EMPLOYMENT RELATIONSHIP

EMPLOYEE CLASSIFICATION

In order to determine eligibility for benefits and overtime status in addition to ensuring compliance with federal and state laws and regulations, WACOSA classifies its employees as shown below. WACOSA may review or change employee classifications at any time.

Exempt. Exempt employees are paid on a salary basis and are not eligible to receive overtime pay.

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

Regular Full-time (FT). Employees who are regularly scheduled for 30 or more hours per week and are not hired on a temporary basis are classified as Regular Full-Time Employees. Regular FT employees are eligible for benefits offered by WACOSA according to the eligibility terms.

Regular Part-time (PT). Employees who are regularly scheduled for less than 30 hours per week and are not hired on a temporary basis are classified as Regular Part-Time Employees. Regular PT employees are eligible for some benefits and are subject to the terms, conditions, and limitations of each benefit program.

Substitute (or Sub). Employees who are available, as needed, can choose to accept or decline the hours offered. Currently employed Part-time or Full-time employees, choosing to leave their position, may apply for Sub status. The appropriate request form, which will be reviewed by management, must be completed. Eligibility will be based upon satisfactory prior work history and need. Employees working in a sub position are required to work a minimum of 12 hours (client time) every 90 days, keep up to date on required trainings, provide updated availability on a regular basis (preferred once a month), and maintain regular communication with supervisor. Subs will be allowed to have 4 call-ins per year. A Substitute employee is not eligible for benefits or ETO.

Temporary (or Temp), either PT or FT. Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the company's schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temp employees are not eligible for benefits offered by WACOSA.

Paid Intern. Employees hired on a Temporary basis who have an agreement with a college or university. A Paid Intern is hired with a cumulative hour limitation and is not eligible for benefits offered by WACOSA. Not all internships with WACOSA are paid internships.

Clients. Clients of WACOSA who receive supportive services and are not classified as employees for the purposes of this Handbook.

WORK HOURS

Work hours will vary based on work site, individual responsibilities, program needs, and training schedules. Employees are expected to work their assigned hours on their scheduled workdays, unless they are using Earned Time-Off, bereavement leave, or have been granted a leave of absence. Supervisors must approve any other time-off or schedule changes. There may be instances where employees have the option of using ETO or taking unEarned Time-Off due to lack of work. The work calendar is determined by the annual program calendar.

Non-exempt employees are paid on an hourly basis and their work hours are tracked on a daily basis in the time clock system.

PROGRAM CLOSURE

If the Program must close for the day due to uncontrollable circumstances, staff have the option of using ETO hours or to take the day as an unpaid day (unless the employee has a work assignment).

OVERTIME

Non-exempt employees are paid time and one half for any hours worked in excess of 40 hours per work week. A work week is defined as 12:00 a.m. Saturday through 11:59 p.m. Friday. Paid leave, such as holiday, ETO, bereavement time, and jury duty shall not be credited as time worked for the purpose of computing overtime. Employees must receive prior authorization before working any overtime hours.

MEAL AND REST BREAKS

A paid rest break of at least fifteen minutes or enough time to utilize the nearest convenient restroom (whichever is longer) is allowed within each four consecutive hours of work. Effective January 1, 2026, a paid thirty-minute lunch period is provided when an employee works six or more consecutive hours. Employees should consult their supervisor to determine when they are scheduled to take their breaks.

Due to program and business needs, there may be times when meal and rest breaks are interrupted or delayed. Because of the potential for interrupted meal breaks, employees will receive paid meal breaks and are expected to remain on-site and to be available if program or

business needs arise. If an employee leaves the work site (i.e. to buy lunch or run errands), he/she must clock out and remain clocked out a minimum of 30 minutes. Direct Care staff must have supervisor approval to leave the premises.

TIME CARDS/PUNCHES

WACOSA uses an electronic time keeping system and, in some cases, timesheets are also filled out, depending on the needs of the specific position. All hourly (non-exempt) employees are required to complete accurate weekly time reports showing all time actually worked. These records are required by governmental regulations and are used to calculate regular and overtime pay. Hours for time-off (holidays, ETO, etc.) are identified separately in the system and shall not be credited as time worked for the purpose of computing overtime.

In order for a paycheck to be processed, all hourly employees must have all information entered in the time keeping system by the end of their shift on the fifteenth and the last day of each month. Employee's time must be verified by his/her supervisor.

Misuse of the time keeping system may be grounds for discipline up to and including termination. Misuse of the time keeping system includes, but is not limited to:

- Falsification of hours actually worked;
- Clocking in or out for another employee; or
- Excessive missed punches without a valid (specific) reason.

PAYROLL

Payroll will be completed and ready for distribution by the tenth and the twenty-fifth of the month. Direct deposit is available to all employees. No advances on pay or early distribution of paychecks is allowed.

When payday falls on a weekend, non-program day, or regularly scheduled holiday, WACOSA will issue checks on the last business day prior to the holiday, weekend, or non-program day.

Employees should review their statement every time they receive a check and refer any questions or discrepancies to their supervisor, the Finance Director, or the HR Director.

DEDUCTIONS FROM PAY/SAFE HARBOR

WACOSA does not make improper deductions from the salaries of exempt employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees classified as exempt from the overtime pay requirements of the FLSA will be notified of this classification at the time of hire or change in position.

Permitted Deductions. The FLSA limits the types of deductions that may be made from the pay of an exempt employee. Deductions that are permitted include:

- Deductions that are required by law, e.g., income taxes;
- Deductions for employee benefits when authorized by the employee;
- Absence from work for one or more full days for personal reasons other than sickness or disability when the employee has exhausted ETO;

- Absence from work for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness when the employee has exhausted ETO;
- Offset for amounts received as witness or jury fees or for military pay;
- Unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions; or
- Deductions that are authorized by the employee in writing in advance.

During the week an exempt employee begins work for the company or during the last week of employment, the employee will only be paid for actual hours worked. In addition, an employee may be paid only for hours worked during a period when the employee is using unpaid leave under the Family and Medical Leave Act (FMLA).

Improper deductions. If an employee classified as exempt believes that an improper deduction has been taken from his or her pay, the employee should immediately report the deduction to the HR Director. The report will be promptly investigated and if it is found that an improper deduction has been made, the company will reimburse the employee for the improper deduction.

JOB POSTINGS

The goal of WACOSA's job posting policy is to ensure that all employees are made aware of and have the opportunity to apply for open positions either before or concurrent with the company's consideration of external candidates for employment.

All employees, including part-time and seasonal, may apply for internal job postings by completing an Internal Application and having their current supervisor sign off on the application. An applicant's current supervisor may be contacted to verify performance, skills, and attendance, and the personnel file may be reviewed. Staffing limitations or other circumstances that might affect a prospective transfer may be discussed. Employees who have a written warning on file within the last year or have an unsatisfactory work history may be deemed unqualified for the position and eliminated from the candidate pool.

PERSONNEL RECORDS

The Human Resources Department will maintain a personnel file for each employee. The information contained in personnel files is considered private and will not be shared with any internal or external personnel except as necessary for employment related decisions and as mandated for the purposes of license renewal, accreditation, by written authorization, or by law.

It is the employee's responsibility to make sure that their personnel records are up to date. Employees should notify the Human Resources Department in writing of any change in:

- Name
- Address
- Telephone number
- Email address
- Marital status (for benefits and tax purposes)
- Addition of dependents and/or any eligibility status changes in regard to benefits
- Emergency contact information
- Beneficiary designations for the organization's insurance or pension plans

Employee Access. The following describes employees' rights and remedies regarding review of their personnel file under our policies and in compliance with Minnesota state law:

Release of Information
All requests for information about current or former employees are to be forwarded to the HR Director. Information shared outside the company will include dates of employment and positions held. Upon receipt of a signed release, relevant job performance information documented in the employee's file will be provided. Information regarding rate of pay or earnings will be released only in writing and upon receipt of a signed authorization.

Review of Personnel File
If an employee would like to review the contents of their personnel file; they must make a written request to the HR Director. Such requests may be limited to no more than once every six months and may be denied if the company determines the request was not made in good faith. Upon separation from employment a former employee may make such a written request once each year after separation for as long as the personnel file is maintained.

Upon receipt of a proper, written request from an employee or former employee to review their personnel file, it is our practice to comply no later than 7 working days (if the record is located in this state or no later than 14 working days if the record is located outside the state).

Arrangements will be made for current employees to inspect their personnel file during normal business hours, either on-site or at another reasonable nearby location. An accurate copy of the personnel file may be used or simply provided; a copy will be mailed to any former employee at an address disclosed in a written request and on-site inspections will not be allowed for former employees.

Removal or Revision of Personnel File Information
If an employee dispute any of the specific information contained in his or her personnel file, there are three different courses of action that may be taken:

1. The employee may do nothing about the disagreement;

2. The employee may seek management's agreement to revise or remove the disputed information, which may or may not be granted; and

3. If no agreement is reached to revise or remove the disputed information, the employee may submit a written statement specifically identifying the disputed information and explaining his or her position on the information in question. This position statement may be no longer than 5 written pages and will be included with the employee's personnel file along with the disputed information, for as long as the disputed information is contained in the record.

WORKPLACE RELATIONSHIPS

Co-workers

The employment of relatives or persons involved in dating relationships in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Although WACOSA has no prohibition against employing relatives of other employees, or persons involved in dating relationships with other employees, we are committed to monitoring situations in which such individuals may work in the same area. Relatives and persons involved in dating relationships will not be allowed to report to one another or otherwise work in a position that has control or influence over the other person's hiring, advancement, performance evaluation, discipline, or termination.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Clients

WACOSA staff members are not authorized to sign directly or sign as a witness on any client document other than that required in the natural course of their duties as outlined in their respective essential job functions.

SEPARATION FROM EMPLOYMENT

In all cases of voluntary resignation (one initiated by the employee), employees are asked to provide a written notice to their supervisors. Hourly employees are asked to give at least 10 working days' notice in advance of the last day of work. The 10 days must be actual working days. Holidays and paid time off (ETO) will not be counted toward the 10-day notice. Salaried employees are asked to give a 30-day notice and the Executive Director is asked to give a 60-day notice. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire. If an employee fails to provide the requested notice, they may be deemed ineligible for rehire. Generally, once notice of separation has been given, no new ETO requests may be submitted.

Failure to report for work or make contact with WACOSA to notify us of your absence for 2 consecutive work days will be considered job abandonment and may result in the inability to be eligible for future rehire.

When possible and appropriate, Exit information and an Exit Interview survey link will be sent out by the HR Director. Exit information will include details regarding the employee's final paycheck, ETO balance, and coverage end dates for insurance. An Exit Interview survey will ask for overall company feedback. Exiting employees may request to meet in-person with the HR Director.

WORKPLACE SAFETY

WACOSA values its employees and clients and recognizes the need for a safe work environment. As part of our continuing effort to protect the safety and security of our employees and clients, WACOSA has established these policies regarding safety at our facilities.

CORPORATE SAFETY POLICY STATEMENT – A WORKPLACE ACCIDENT AND INJURY REDUCTION (AWAIR) PROGRAM

WACOSA recognizes that safety is an essential component in our organization for humanitarian, moral, and economic reasons. Management is providing the leadership and support necessary to develop and maintain a Safety Program designed to eliminate personal injuries, occupational injuries, and damage to property. All management, supervisors, and staff are charged with the responsibility of accident control.

Accident control involves the safety and well-being of the public, our employees, our clients, and our property. People are our most important asset. Safety is a great responsibility. Employees' ability to manage their safety responsibilities will be a factor in measuring that person's performance.

Safety is of vital importance for our clients and our staff. Our goal is the elimination of accidents and injuries from our overall operations. A strong safety record reflects the quality of our workforce. It also serves to promote business and, thereby, contributes to the continuing growth and success of our organization.

The success of our Safety Program depends on the sincere, constant, and cooperative effort of all employees and their active participation and support. Safety must be considered a vital part of every job in our organization.

Safety is the responsibility of every employee. This requires that all levels work together to prevent accidents. The following duties have been established for each level to ensure compliance with all elements of the organization's Safety Program.

Individual Employee Safety Responsibilities:

- Adhere to all organization safety rules and policies.
- Actively participate in safety training classes as needed and provided by employer.
- Cooperate with all accident investigations and facility safety inspections.
- Maintain conduct in a reasonable and responsible manner to prevent injury to oneself and others.
- Assist in analysis of workplace hazards through the analyses of job hazards.
- Participate as a member of the Safety Committee, when requested.
- Work according to good safe practices as posted, instructed, and discussed.
- Use all safety devices provided for their protection; gloves, safety glasses, masks, back supports, lifts etc.
- Report any unsafe situation or act to a supervisor immediately.
- In the event of any injury, report to the designated area for first-aid treatment. In all cases, the employee and supervisor shall report and/or record all accidents within 24-hours regardless of the severity.
- Maintain a clean and safe work area.

- Be a safe person off the job.
- Horseplay is strictly prohibited.

Safety Committee. The Safety Committee will consist of a combination of management and front-line employees, including and HR Manager. The Committee will meet regularly throughout each year. The Safety Committee will set the time and date and will lead all meetings. Other Safety Committee members may request special meetings as deemed necessary.

The committee's essential functions are as follows:

- Establish, review, and enforce safety rules.
- Analyze and discuss injuries that have occurred to determine corrective steps to prevent recurrence.
- Serve as a sub-committee source from time to time to study new or special problems.
- Review inspection reports and recommendations. Determine, administer, and motivate all phases of a continuous organization accident prevention program.
- Evaluate WACOSA's Safety Program effectiveness.

Safety Guidelines. These guidelines and regulations have been developed to ensure a safe working environment for all employees. General safety guidelines apply to all personnel. Additional guidelines may be applicable for certain job functions. Knowledge of and adherence to these guidelines is the responsibility of each employee.

All employees will be provided with a copy of the safety guidelines during orientation. Failure to adhere to these rules and regulations may result in disciplinary action. Company Safety Rules are categorized as follows:

- Housekeeping in work areas should be kept neat, orderly, and free of obvious physical hazards.
- All workplace injuries or accidents must be reported to a supervisor immediately.
- Any unsafe act or condition should be reported to a supervisor at once.
- Horseplay is strictly prohibited.
- If a load is too heavy or awkward, get assistance, or use a mechanical lifting device.
- Obey all safety instructions and warning signs.
- Physical violence against another employee, visitors, equipment, building, and oneself is strictly prohibited.
- Proper personal protective equipment must be worn when indicated by the job tasks.
- Smoking is allowed in designated areas only.
- Use or possession of controlled substances or alcohol on the job is prohibited.

WACOSA has a written Emergency Plan and practices emergency drills regularly. The Emergency Plan is maintained by the Facilities & Fleet Manager and Executive Director and is available for review upon request. Emergency evacuation maps are posted at all locations.

WORKERS' COMPENSATION POLICY

It is each employee's responsibility to report to a supervisor or Human Resources any injury that occurs within the scope of normal employment. Injuries should be reported within 24 hours of the accident or illness regardless of the severity. The employee and their supervisor will complete a First Report of Injury (FROI) form, which documents the circumstances of the incident that led to the injury or illness. Human Resources will submit the form to WACOSA's Worker's Compensation insurance carrier who may accept or deny claims based on the

circumstances involved with each injury. Injuries that occur as a result of “horseplay” or similar activities may be denied by the insurance carrier as being outside of the normal scope of employment. Delayed notification of an injury may also results in disciplinary action by WACOSA.

Employees who need medical attention for their work-related injury or illness will be sent to WACOSA’s designated medical provider. If the employee wishes to be seen by a different medical provider, they must provide this information to Human Resources prior to their visit. An employee who is receiving treatment for a work-related injury or illness has the option to request a second opinion or a change in medical doctors. FMLA, if eligible, will run concurrently with Workers’ Compensation.

Restricted Duty. WACOSA has an Injury Management Program and will make reasonable effort to provide work within any physician determined restrictions due to a work-related injury or illness. Employees with restrictions will be expected to work within the limits given to them. Employees who ignore their medical restrictions may be subject to disciplinary action up to and including termination of employment. Time-off from work due to a work injury or illness that is not authorized by a physician will be considered ETO or unpaid time and the employee will be subject to the appropriate ETO and attendance policies.

If an employee is restricted from all work duties by a physician’s order, WACOSA will pay the employee’s regular wages for the first three days of missed work. If the insurance carrier accepts the claim, they will begin paying a portion of the employee’s wages on the fourth day of missed work.

Related Appointments. Employees are requested to make Worker’s Compensation-related appointments during non-work hours if at all possible. If this is not possible, appointments should be made at times that are least disruptive to Program and business needs and employees must notify their supervisor in advance. Employees must submit medical documentation from each visit to HR and keep their supervisor informed regarding future medical appointments and work restrictions. Failure to return necessary documentation may result in disciplinary action.

Related Expenses. Receipts for all medical expenses for work related injuries or illnesses should be submitted to the insurance carrier. The insurance carrier will pay the physician or hospital directly. Any bills or expenses incurred by the employee (i.e., medications, doctor's visits, and mileage) should be submitted to the insurance carrier for reimbursement.

Client Injuries. Due to the nature of our programs, some client injuries may be covered under Workers’ Compensation or WACOSA’s general liability insurance. In the event that a client requires medical attention due to an injury that occurred while they were at WACOSA, performing paid work for WACOSA at an off-site location, or while being transported by WACOSA vehicles, staff must report the incident to Human Resources.

DRUG FREE AND ALCOHOL FREE WORKPLACE

WACOSA is committed to providing a drug and alcohol free environment. To ensure the highest level of judgment, job performance, and workplace safety, WACOSA prohibits the possession, transfer, sale, use, or being under the influence of illegal drugs, or the misuse of legal drugs, while employees are on WACOSA premises or time, or conducting WACOSA business. WACOSA also prohibits reporting to work or performing services under the influence of alcohol

or consuming alcohol while on duty or during work hours. If an employee is taking a prescribed medication that may affect their ability to safely perform their job for WACOSA, they must notify their supervisor.

WACOSA has implemented five situations for drug and alcohol testing: (1) Pre-Employment; (2) Pre-Placement (in the DocuShred division which includes clients and staff); (3) Reasonable Suspicion; (4) Post-Accident Testing; and (5) Substance Abuse Evaluation including Return-to-Work and Follow-up Testing.

1. Pre-Employment - Job applicants, after receiving a conditional offer of employment, are required to consent to, take, and participate in a Pre-Employment test. Refusal to test or a confirmed positive test will result in withdrawal of the job offer.

2. Pre-Placement - DocuShred applicants (which can include job applicants, current staff, and clients), after receiving a conditional offer of employment in DocuShred, are required to consent to, take, and participate in a Pre-placement test. Refusal to test or a confirmed positive test will result in the withdrawal of the DocuShred job offer. Current employees applying to work in DocuShred who test positive must successfully complete the drug or alcohol counseling or rehabilitation program as outlined in this policy at the employee's expense or under an employee benefit coverage program. If the DocuShred applicant is a client, the job offer will be withdrawn and the individual will be referred to their ITD (Interdisciplinary Team).

3. For Cause - Employees will be asked to submit to a drug and/or alcohol test if reasonable cause exists indicating that the employee is under the influence of alcohol or illegal drugs. Reasonable cause means a basis for forming a belief based on specific facts and rational inferences drawn from those facts. Employees suspected of being under the influence through a reasonable suspicion assessment, are required to consent to, take and participate in a drug or alcohol test. Refusal to test may result in disciplinary action up to and including termination. Employees who test positive must successfully complete the drug or alcohol counseling or rehabilitation program as outlined in this policy at the employee's expense or under an employee benefit coverage program.

4. Post-Accident - Employees will be subject to post accident testing if they have caused or been involved in a work-related accident under the following conditions:
    A. WACOSA employees involved in driving accidents resulting in:
        1.) A fatality of a person.
        2.) Damage to a vehicle or property estimated to be $3,000 or more.
        3.) A need for the WACOSA vehicle to be towed due to significant damage.
        4.) A WACOSA employee sustaining a serious personal injury which requires immediate medical attention or causing another individual to sustain a serious personal injury which requires immediate medical attention.
        5.) As deemed necessary by Administration due to suspicious or questionable conduct or circumstances.

    B. Employees operating or assisting to operate any machine or piece of equipment under the following conditions:
        1.) Damage to equipment or property estimated to be $1000 or more.

2.) A WACOSA employee sustaining a serious personal injury which requires immediate medical attention or causing another individual to sustain a serious personal injury which requires immediate medical attention.
3.) As deemed necessary by Administration due to suspicious or questionable conduct or circumstances.

5. Return to Work/Follow-up - Employees who have tested positive, have been removed from their job duties, and are undergoing treatment recommendations must submit to and furnish a negative drug and/or alcohol test result prior to returning to their job duties. Any employee, who as a result of positive testing has been referred for chemical dependency treatment or evaluation, may be required to submit to testing during the course of participation in the evaluation or treatment, and for a period of two years following the completion of any prescribed chemical dependency treatment program. The employee may or may not be returned to their same position should he/she re-gain qualified status.

SMOKE-FREE WORKPLACE

WACOSA is committed to a smoke-free work environment in accordance with the Minnesota Clean Air Act (MCIAA). Smoking and the use of tobacco products (including chewing tobacco), electronic smoking devices, e-cigarettes and vapes are prohibited in all indoor spaces within WACOSA's physical sites and WACOSA-owned vehicles.

Smoking is permitted during break times in the designated outdoor areas. Employees using these areas are expected to dispose of any smoking debris safely and properly.

COMMUNICABLE ILLNESSES

WACOSA's decisions involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the Symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to an employee with a communicable disease.

Communicable diseases include, but are not limited to measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS), including the SARS-CoV-2 (coronavirus) and tuberculosis. WACOSA may choose to broaden this definition within its best interest and in accordance with information received through the Centers for Disease Control and Prevention (CDC).

WACOSA will not discriminate against any job applicant or employee based on the individual having a communicable disease. Applicants and employees shall not be denied access to the workplace solely on the grounds that they have a communicable disease. WACOSA reserves the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if the organization finds that, based on a medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace.

WACOSA will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally

sufficient safeguards to maintain the personal confidence about persons who have communicable diseases.

WORKPLACE VIOLENCE & BULLYING PREVENTION

WACOSA values the right of all people to be treated with respect and dignity in a healthy and safe environment. We recognize violence and bullying in the workplace can have devastating effects on the quality of life for all persons. Therefore, WACOSA is committed to providing a workplace that is safe and free from violence, threats of violence, property damage, bullying behavior, intimidation, and harassment. Due to this commitment, we discourage employees from engaging in any physical confrontation or from behaving in a threatening or violent manner. Bullying, threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated.

This policy covers any violent or potentially violent behavior that occurs in the workplace, at any location where work is being performed by WACOSA employees and clients, or at company-sponsored functions. This policy applies to all employees, volunteers, interns, and contracted employees of WACOSA and any other persons conducting business on the premises or on the premises of companies where WACOSA conducts business. Portions of this policy apply to clients receiving services from WACOSA. See Consumer Handbook for details.

Definition of Workplace Violence: Workplace violence is defined as any actual act or implied act of aggression that causes physical or emotional harm, including physical assault and threatening behavior. A violent incident is any incident in which an individual is threatened, intimidated, harassed (such as being followed, sworn at or shouted at), or assaulted by infliction, injury, or damage to property or threatened damage to property.

The list of prohibited behaviors, while not all inclusive includes:

- Intimidation and threatening behavior – defined as engaging in actions intended to frighten, coerce, or induce stress and includes such actions as shaking fists, throwing or destruction of objects, stalking, and following another person while swearing or shouting;
- Verbal or written threats – any expression that contains an intent to harm, including those made via telephone, text messages, letters, or other forms of written or electronic communication;
- Verbal abuse – swearing, insults, etc.;
- Physical attacks – unwanted or hostile physical contact such as hitting, shoving, pushing, kicking, throwing of objects, etc.;
- Intentionally damaging employer property or the property of another individual; and/or
- Committing acts of violence motivated by, or related to, race, age, color, national origin, religion, sexual orientation, sex, disability, marital status, sexual harassment, or domestic violence.

Definition of Workplace Bullying: Bullying is persistent unwelcome behavior, mostly unwarranted or invalid, that consists of criticism, fault finding, exclusion or isolation. It is behavior that intimidates, offends, degrades, or humiliates another employee.

The list of prohibited behaviors, while not all inclusive includes:

- Insulting or derogatory remarks, gestures, or actions;
- Rude, vulgar language, or gestures;
- Malicious rumors, gossip, or negative innuendo;

- Verbal aggression and/or verbal abuse, shouting, yelling, swearing, or name calling;
- Glaring or staring;
- Outbursts or displays of anger directed at others;
- Targeting an individual through persistent, unwarranted criticism;
- Public ridicule;
- Misuse of power or authority;
- Isolation and/or exclusion from work related activities.

Bullying *Does NOT* Include:

- Disagreements, misunderstandings, miscommunication, and/or conflict situations, provided the behavior of the individuals involved remains professional and respectful;
- The normal exercise of supervisory responsibilities, including performance reviews, direction, counseling, and disciplinary action where necessary, provided they are conducted in a respectful, professional manner, in accordance with WACOSA policies and procedures;
- Social interactions, jokes and bantering, which are mutually acceptable, provided the interactions are respectful and there is no negative impact for others in the work environment.

Restrictions:

- ***Firearms:*** WACOSA abides by Minnesota law regarding firearms. Persons licensed by the State of Minnesota to carry concealed weapons must leave those weapons secured in their vehicles prior to entering the building. (Exception: Local, State, or Federal police officers in the performance of their job duties.) Persons not authorized to carry concealed weapons are prohibited from carrying any type of firearm on WACOSA property, including in their personal vehicles.

  In addition, WACOSA staff are prohibited from carrying a firearm on their person whenever they are working on behalf of WACOSA, including when representing WACOSA at Interdisciplinary meetings, conferences, seminars, public speaking engagements, etc.; regardless of time or place.

- ***Other Weapons:*** Items that have no legitimate work purpose and/or are not lawful to possess, such as knives including switchblade knives, brass knuckles, taser guns, tear gas bombs, or any other types of explosive devices including fireworks and incendiary devices are prohibited from being brought onto WACOSA property or to any event sponsored by the agency.

- ***Other Items:*** WACOSA recognizes that other items could be viewed or used as weapons. WACOSA staff and persons served in its programs are authorized to carry box cutters, pocket knives, etc. that are used in the course of the working day. They are also permitted to carry sporting equipment, such as baseball bats and hockey sticks, when these items are used during programming or social events. These are not considered to be weapons unless they are inappropriately used as such.

Domestic Violence: WACOSA recognizes that domestic violence is one of the leading causes of injury for both women and men and has the potential to seriously impact our employees and people in our programs. WACOSA also recognizes that domestic violence has the potential for spilling over into the workplace, threatening the safety of all persons at WACOSA.

Employees who are experiencing domestic violence which has the potential of disrupting the workplace should discuss this with their supervisors. Supervisors will work with these individuals in a confidential manner to minimize the risks of harm to the employee, coworkers, program participants, and others at WACOSA

Personal counseling and assistance with referral for other resources are available to all employees through our Employee Assistance Program. Information on our Employee Assistance Program is available from any supervisor or the HR Director. All staff members in domestic violence situations are highly encouraged to make use of these resources.

Employee Responsibilities & Reporting Procedures:

- All employees are expected to adhere to the Policy regarding Violence & Bullying in the Workplace and other policies established to ensure a safe work environment for all individuals.
- Employees are strongly encouraged to report Restraining Orders to their supervisor and the HR Director when the Orders affect the workplace.
- Employees are expected to report, in a timely manner, any suspected prohibited behavior under this Policy to their immediate supervisor, the HR Director, or any member of management with whom you feel comfortable bringing such a complaint.

Employer Responsibilities:

- Ensure all policies and practices related to Policy regarding Violence & Bullying in the Workplace are maintained and enforced;
- Provide training in this Policy for all newly hired employees during their orientation period and retraining of other staff on a periodic basis.
- Ensure supervisors and management are available to discuss any concerns someone may have and to provide information about this policy and the company's complaint process;
- Investigate in a timely and, to the extent reasonably possible, confidential manner any formal reports of potential or actual acts of workplace violence or bullying;
- Follow through with corrective action unless:
    - There is no indication that the allegations would fall under the scope of this policy, i.e. allegations are not related in any manner to conduct that may be considered a violation as outlined within the definitions; or
    - A significant delay has occurred between the alleged incident(s) and the filing of a complaint, which reasonably precludes the feasibility of conducting a sound investigation process, and/or of implementing appropriate restorative or corrective measures.
- Assist employees in seeking professional employee counseling through the EAP and other available referral services.

Complaint Procedure. Any employee who believes he or she has been subject to violence or bullying is requested and encouraged to make a complaint. You may, but are not required to, complain first to the person you feel is discriminating against or harassing you. You may complain directly to your immediate supervisor, the HR Director, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts violence or bullying of another employee, you are requested and encouraged to report this to one of the individuals listed above.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of violence or bullying or assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All complaints will be investigated promptly and, to the extent reasonably possible, with regard for confidentiality.

If the investigation confirms conduct contrary to this policy has occurred, WACOSA will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

It is a violation of company policy to knowingly file a false accusation of harassment (or similar) and will be met with disciplinary action; up to and including termination.

Enforcement: Any act of work related bullying or violence is unacceptable and will be investigated. Unacceptable personal conduct that is a violation of this policy will result in disciplinary action. Appropriate disciplinary action will also be taken in the event of any reprisal or retaliation against a person reporting a violation of this policy or any retaliation against anyone else who cooperated with an investigation into alleged violations of this policy. Disciplinary action may include counseling, warnings, transfers, suspensions, reduction in pay or duties, or termination of employment.

Whenever appropriate the proper law enforcement officials will be notified to determine if criminal prosecution should occur.

WACOSA reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on company property. In addition, WACOSA may inspect the contents of lockers, storage areas, file cabinets, desks, electronic devices, and work stations at any time and may remove all company property and other items that are in violation of company rules and policies.

Non-Retaliation/False Charges: Any individual, acting in good faith, who reports a threat of real or implied violent behavior, will not be subject to retaliation or harassment. An individual who makes a report of violence or bullying which is found to be false and not reported in good faith may be subject to disciplinary action; up to termination.

Any potentially dangerous situation should be reported immediately to the Human Resources Director or another available member of WACOSA's Management Team. Employees who have restraining orders against non-employees, or who fear violence from a non-employee while at work, should contact the Human Resources Director. A response plan is in place for use in possible emergency situations.

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Non-employees engaged in violent acts on WACOSA's premises will be reported to the proper authorities.

VISITOR POLICY

All visitors must sign-in at the Front Desk and enter their arrival time. If a visitor is going out on the work floor, they must wear a visitor badge. If a visitor is here for a meeting and will only be

going to a meeting room, they will not need a badge. Once a visitor has finished conducting their business, they must return the badge (if applicable), and sign-out at the Front Desk.

Individuals picking-up or dropping-off a client must ensure the client log sheet is completed accurately. When picking up a client, they must wait in the Main Office area while our staff direct the client to the Front Desk area. For the North program, a verbal staff to staff confirmation about pick-up and drop-off is sufficient.

Individuals who stop by briefly just to deliver an item, do not need to sign-in if they are not going beyond the Door 3 reception area.

If you notice a visitor in the building unescorted and without a badge, escort the visitor to the front desk to sign in and contact appropriate staff member to assist them.

For the Annex, North, Whitney, and Sauk locations, visitors must be escorted by a staff person while conducting business.

LAW ENFORCEMENT & SUBPOENA RESPONSE

WACOSA is committed to protecting its employees when actions of the organization are being put under scrutiny. Employees will be given assistance during such investigative processes. Only the Executive Director may accept service of summons, complaints or subpoenas on behalf of WACOSA. In the event of the Executive Director's absence, the Program Director should be contacted whom will inform the Human Resources Director. Failure to appropriately handle summons, complaints or subpoenas could place WACOSA and the employee at risk or disadvantage in legal proceedings. Failure to follow required procedures may be cause for discipline, up to and including termination.

If a marshal or other process server attempts to serve a summons, complaint or subpoena to a WACOSA employee, when both WACOSA and the employee are named, the individual attempting to serve the document should be directed to WACOSA's Administrative Offices. When an employee alone is a party named in the summons, complaint or subpoena, the employee must accept the document and notify the Executive Director, Program Director, or Human Resources Director. If the complaint naming the employee is based on conduct occurring outside the course and scope of employment with WACOSA, the employee shall act on their own behalf without involving WACOSA. The Executive Director or Human Resources Director will normally escort the individual serving the document to the employee's place of work where the individual will effect service, if applicable. An employee asked by the process server to accept service of a summons, complaint or subpoena on behalf of another employee should not do so.

JOB REQUIREMENTS

It is WACOSA's intention to hire the most suitable individual for any available position. All applicants must meet the qualifications as stated in the job description. In addition, employees must meet and maintain certain job requirements throughout their employment with WACOSA.

ORIENTATION PROCESS

New employees will be provided with an orientation checklist. Orientation will include information about WACOSA, its policies and procedures, and specific job responsibilities. All employees providing direct care to clients must complete a minimum of 30 hours of training before working alone with clients. Upon completion of orientation, the orientation checklist must be turned in to Human Resources. This checklist will be included in the employee's personnel file.

FIRST AID & CPR CERTIFICATION

It is the responsibility of all direct-care employees to maintain a current First Aid and CPR certificate. New employees will be provided this training if they do not have it at the time of hire. WACOSA will track renewal dates for employees and provide in-house training opportunities. WACOSA will notify employees of upcoming training sessions. Employees who do not attend scheduled training may be required to obtain certification on their own time and at their own expense.

Any employee who allows his/her certificate to lapse may be suspended from work until the certificate is renewed.

EMPLOYEE EDUCATION & DEVELOPMENT OPPORTUNITIES

Employees will receive training through WACOSA-sponsored In-Services, training modules, informational meetings, reading materials, and video lessons. Job-related workshops and seminars outside of WACOSA's internal training may be utilized. Employees should contact their supervisor for more information. Each direct service staff member is required to receive designated training as required. Other employees will receive training as specified by their supervisor.

EMPLOYEE BACKGROUND CHECKS

Employee background checks and related screens serve as an important part of the selection process at WACOSA and acts as part of our due diligence in ensuring the safety of everyone involved with the Agency.

At WACOSA, several different types of background checks are conducted, for several different reasons. All checks are performed following a contingent offer of employment, job change, or volunteer change.

1. ***Department of Human Services Division of Licensing (DHS) Compliant Checks.*** WACOSA is required by Minnesota state statutes to have a State of Minnesota Department of Human Services Division of Licensing (DHS) background study and fingerprinting performed on all new hires that have or may have direct contact with the clients we serve. After a contingent offer of employment is made, the DHS background study is submitted to DHS and new hires are sent to a third party contracted by DHS to have their fingerprinting completed. WACOSA is notified within several days whether the individual is qualified to work with vulnerable adults. If a study comes back as disqualified, the job offer is withdrawn. Status updates may come through on individuals during the course of their employment if relevant convictions or substantiated abuse strikes their record. If an update is received and

informs us that the individual is no longer allowed to have contact with vulnerable adults the employee will be removed from service. If a staff person does not complete any hours worked in a consecutive 90-day period, they must be removed from service and/or have a new DHS check run.

2. ***NAID Compliant Criminal Checks.*** WACOSA is required to conduct extensive background checks on applicable individuals that work in our DocuShred division per NAID certification guidelines. This may apply to both staff and clients. Checks must be re-run every (3) three years and include a Social Security trace, county, state, and federal records for the last (7) seven years. WACOSA uses a third-party for these checks.

3. ***DOT Compliant Criminal Checks.*** WACOSA is required, per DOT regulations, to run criminal background checks on drivers required to possess a CDL license. Checks must be re-run every (3) three years and will follow the same parameters as the NAID check. WACOSA uses a third-party for these checks.

4. ***Volunteer Screens.*** WACOSA conducts criminal background checks on individuals that volunteer for our organization; including Board members. This does not include student volunteers that come for a very short period (i.e. one day or a week). Volunteer checks are less robust than the NAID and DOT checks, but they include a Social Security trace and multi-state criminal search. Checks will be re-run every (3) three years. A DHS check is not performed in this case as volunteers are not expected to be alone or unsupervised with WACOSA's clients. WACOSA uses a third-party for these checks.

5. ***Credit Checks.*** Credit checks will be conducted for positions which are considered sensitive in terms of the potential for causing loss or harm to WACOSA. These include positions that involve access to sensitive information and/or significant financial responsibilities. Such positions may include, but are not limited to, the Executive Director, Director of Finance, Board President, and Chair of the Board Finance Committee. Checks will be re-run every (3) three years. WACOSA uses a third-party for these checks.

6. ***Employment History Checks.*** WACOSA performs employment history verifications on post-offer applicants and staff as one of many steps in the overall hiring process. Our goal is not only to verify candidates' backgrounds, skills, and experiences for the positions in which they are interested, but also to confirm their accuracy and credibility as potential representatives of our organization. It is an HR best practice and NAID requirement (for DocuShred) to check (7) seven years of employment history. Applicable clients that work in DocuShred may also meet this requirement. The Human Resources department conducts these verifications.

7. ***Education/Credential Checks.*** Education/Credential checks will be performed on those individuals who accept a position with specific educational requirements (i.e. BA degree, CPA certification, etc.). It is not only an HR best practice, but a CARF requirement. WACOSA uses a third-party to contact primary sources for these checks.

<u>GUIDELINES</u>

- All applicants/volunteers/employees must sign a consent form prior to the check being conducted when a background check is required.

- WACOSA will ensure that all employees background checks are conducted and retained in compliance with all federal and state statutes, such as the Fair Credit Reporting Act.

- All background information will be reviewed and evaluated for its relevance, if any, to the specific employment situation.

- Applicants/volunteers/employees will be given an opportunity to review the employee report/background check results and submit an explanation (where applicable) if they disagree with the findings and the findings cause an adverse impact on the selection process.

- All information attained from the employee's background check process will only be used as part of the employment/volunteer process and kept strictly confidential. Only appropriate personnel at WACOSA will have access to this information (i.e. Human Resources, Volunteer Coordinator).

DRIVING REQUIREMENTS

WACOSA places a strong emphasis on community integration for our clients. Not only do we have daily commitments to provide contracted vocational services, but also transportation services. For these reasons driving is considered an essential job function for many direct care and support positions as well as maintenance and material handling/production positions. Failure to maintain an acceptable driving record may affect status of employment.

Determination of acceptable driving records is based upon annual reviews of individuals' Motor Vehicle Records (MVRs) by WACOSA's auto insurance carrier and WACOSA's HR/Transportation department. A WACOSA Driving Eligibility Committee composed of the Program Director, Human Resources, and any other applicable company representative shall review driving incidents in order to determine driving eligibility should issues arise in the interim.

An individual may be qualified to transport and/ or drive a WACOSA vehicle if she/ he:

- Can certify that she/he has and can maintain a valid Minnesota Driver's License (or will obtain one within 30 days if not a MN resident);
- That she/he is not subject to any disqualification, suspension, revocation, or cancellations;
- Is at least 18 years of age;
- Can pass a driving policy/ skills and road test with the Transportation Coordinator;
- Can secure and maintain a DOT Health Card (where applicable);
- Has and can maintain an acceptable driving history (see below for unacceptable guidelines).

A driving history may be unacceptable if (1) one or more of the following exists during the most recent (3) three-year period:

- DWI/DUI;
- Reckless Driving;
- Suspended License;
- Serious Speed Violation;

- Drug Offense;
- Hit and Run/Leaving the scene of an accident;
- (2) Two or more at-fault accidents;
- (3) Three or more moving violations; or
- Less than (3) three years of driving experience.

It is the responsibility of the individual to notify WACOSA if she/he feels there is any reason why they may not be eligible to safely transport or operate a vehicle for WACOSA and to update their information following any change to their driving records or eligibility to operate a motor vehicle.

WACOSA and its insurance carrier reserve the right to qualify or disqualify any individual from transporting or operating a WACOSA vehicle.

Refer to the DOT Health Card & MVR Policy/Exam Release for additional information.

DRIVER'S HEALTH CARD & MVR POLICY/ DOT EXAM

All staff/new hires involved in Direct Care*, Maintenance, and Materials Handling/Production roles shall be required to participate in a DOT Health Card physical exam^. WACOSA will cover the fee of basic DOT Health Card physical exam, both initially and on a renewal schedule. However, if an additional medical evaluation is required the cost of such an evaluation will be the sole responsibility of the staff/new hire. A valid MN Driver's License, insurable driving record, and being 18+ y/o will also be necessary, along with successful completion of all relevant driver and transportation training requirements.

If a new hire does not pass the initial physical assessment, chooses not to pursue a required additional evaluation(s), or does not pass the required additional evaluation(s) the offered position will be withdrawn. However, if a similar position is available without the driving requirement, WACOSA will look into the possibility of transferring the new hire; if other requirements are met.

If an existing staff is unable to pass an initial or renewal physical assessment the position may still be held. WACOSA is willing to work with existing staff to make accommodations, per ADA. Should a staff resign from WACOSA altogether and later return, they will be subject to the same requirements as a new hire. Those unable to pass an MVR search, however, will be reassigned to a non-driving position, if available. **Direct Care includes Full & Part-time Direct Support Professionals, Direct Support Professional Leads, Team Leaders, & Contract Managers.*

Note on CDL's: Those required to operate a vehicle holding 16 or more passengers, or weighing over 26,000 pounds, will be required to obtain and maintain a Commercial Driver's License (CDL) and a DOT Health Card. Failure to obtain or maintain the CDL and/or Health Card will result in the forfeiture of the position. Staff/New Hires with this requirement will be identified via their job title and/or job description. WACOSA will only sponsor the CDL of those specifically identified.

^Sauk Centre Staff/New Hires: Will NOT participate in a Health Card physical exam until if/when a large 5310 vehicle is utilized at their location. They WILL, however, be required to meet WACOSA's other driving requirements in order to operate smaller vehicles (i.e. insurable driving record per MVR check(s), 18+ y/o, & maintain a valid MN Driver's License).

Program Subs, Client Managers, Program Director: Will NOT participate in a Health Card physical exam as driving will not be an essential job function. They WILL, however, be screened for driving other WACOSA vehicles (MVR). If they do not pass the general driving requirements (i.e. MVR, 18+ y/o, & maintain a valid MN Driver's License), they may still be able to hold their position but will NOT be allowed to drive any WACOSA vehicle(s) or transport clients.

Office & Support Roles: Will NOT be considered Direct Care and, therefore, will NOT be screened or allowed to drive any WACOSA vehicle(s) or transport clients. Such roles include: Receptionist/Administrative Assistant, Human Resources, Accounting, Marketing, Development, and Executive Director.

PERFORMANCE EVALUATIONS

Supervisors are expected to provide constructive feedback to employees on an on-going basis. Employees will receive from their supervisor a written evaluation of their job performance generally once a year, but evaluations may be conducted more or less frequently depending on the business need. The evaluation forms are directly related to the employee's job description. Strengths and goal areas will be identified on the evaluation form and reviewed with the employee.

VULNERABLE ADULT/ MANDATED REPORTER

WACOSA clients are considered vulnerable adults and are protected under the Vulnerable Adult (VA) and Program Abuse Prevention Plan (PAPP) Policies. Clients must be provided with a safe environment and protected from abuse, neglect, and victimization of any kind.

All WACOSA employees are considered Mandated Reporters. A Mandated Reporter is someone who is legally obligated to report the knowledge of, or suspicion of, abuse, neglect, or victimization of a vulnerable adult. Reports should be made to the client's Client Manager, the Program Manager, Program Director, or to the Minnesota Adult Abuse Reporting Center.

All WACOSA employees will annually review the Vulnerable Adult Policy. Any questions regarding the VA Policy or Mandated Reporter requirements should be directed to your supervisor or other Program Management staff.

WORKPLACE GUIDELINES

CONDUCT GUIDELINES

The way in which a program achieves a reputation for integrity and honesty is through the individual conduct of its employees. All employees are responsible for modeling appropriate work behavior and for displaying professional and respectful interactions with all clients, business contacts, stakeholders, and community members they come in contact with. All WACOSA staff have a responsibility to commit themselves to ethical, businesslike and lawful conduct in all areas of responsibility. Employees are expected to meet the expectations of their jobs and to follow all policies and procedures. Failure to do so may lead to disciplinary action, up to and including termination of employment.

For the benefit of employees and to promote quality performance at WACOSA, all employees must observe certain rules. As WACOSA employees, you can expect your co-workers to refrain from the following examples of Unacceptable Conduct and understand that such conduct may result in disciplinary action. These examples are intended only as a guide and are not all-inclusive. They are for informational purposes for all employees.

- Excessive tardiness and/or absenteeism.
- Not maintaining enough ETO to cover absences.
- Violation of WACOSA policies or procedures.
- Failure to positively support and carry out WACOSA's Mission and Guiding Principles.
- Discourteous, neglectful, or abusive treatment of clients or co-workers.
- Vulnerable adult abuse or exploitation
- Supplying false or misleading information when applying for employment or at any time during employment.
- Forgery or other alteration or falsification of records or documents
- Failure to accurately enter hours worked or permitting another person (other than ones supervisor) to enter hours into electronic time keeping system.
- Theft, misappropriations, or inappropriate use of WACOSA's property.
- Leaving the job without permission.
- Engaging in illegal harassment.
- Fighting, threats, intimidation, or other disorderly conduct detracting from the efficient operation of WACOSA.
- Being insubordinate, threatening, intimidating, disrespectful, or assaulting a supervisor, coworker, client, or visitor.
- Smoking in unauthorized areas and/or at unauthorized times.
- Disclosure of confidential and/or private information.
- Inability to perform assigned work in a manner consistent with WACOSA's standards of quality and quantity of work.
- Failure to comply with WACOSA's dress code.
- Reckless, careless, or unauthorized use of WACOSA property, equipment, materials, and/or vehicles.
- Failure to complete all necessary reports and paperwork within set guidelines.
- The use, possession, sale, transfer, or being under the influence of alcohol, narcotics, controlled substances, or other drugs (other than those used for bona-fide purposes) while working, while on WACOSA premises, or while using WACOSA machinery, equipment, and/or vehicles.
- Misstatements and other irregularities in WACOSA's records, including the intentional misstatement of results of operations
- Fraud or other unlawful acts.
- Conduct or action which the HR Manager and/or Executive Director deems serious enough for discipline and/or dismissal.

Since the conduct listed above or other inappropriate conduct could result in discipline, up to and including termination, please speak with your supervisor or HR Manager if you have any questions.

Nothing in these rules may be construed to create a contract of employment. All employees are employed on an "at-will" basis, and may be terminated with or without cause, notice or prior discipline.

ETHICS & COMMUNICATION

WACOSA believes all employees should have an opportunity to voice concerns, to make a contribution, and to be heard. The most important communication link at WACOSA is between an employee and his/her supervisor. Supervisors have a responsibility to communicate expectations to their employees to help them understand our mission, goals, and the employee's role within the organization. It is also the responsibility of the supervisor to create an open and supportive environment where employees feel comfortable asking questions or raising concerns.

Employees are responsible for keeping themselves informed by asking questions and taking advantage of the many information resources available. These include team meetings, informational files, communication books, bulletin boards, newsletters, memos, and a variety of other resources. If any employee observes any activity they feel is inappropriate, it is the employee's responsibility to notify his/her supervisor or any member of the management staff.

WACOSA will follow-up on all reported instances of questionable or unethical behavior. In every instance where improper behavior is found to have occurred, the company will take appropriate action. We will not tolerate retaliation against employees who raise genuine ethics concerns in good faith.

ACCEPTING GIFTS/MONEY/GRATUITIES

WACOSA employees may not accept or borrow money or items, including personal property, from clients. In addition, employees may not loan money or personal items or property to clients without the expressed permission of their supervisor. Exchanges of gifts should be avoided, except as is reasonably permissible for occasions or holidays and such exchanges must be of insignificant or modest financial value ($25 or less). All such instances must receive supervisory approval and have supervisory oversight. Client property will be respected and protected at all times.

At all times, WACOSA personnel are expected to set and maintain reasonable professional boundaries with clients that promote a healthy and normal business relationship.

Gifts to WACOSA employees from vendors will be shared with employees or used as prizes in employee recognition programs.

ATTENDANCE

All employees are expected to arrive on time, ready to work, every day they are scheduled to work. If unable to arrive to work on time, or if an employee will be absent an entire day, the employee must call-in at least one hour before the start of their shift so that appropriate coverage may be arranged. Employees that call-in to say they will be late, need to state a specific time that they will be reporting to work. Excessive absenteeism or tardiness, or failure to show up or call in for a scheduled shift will result in discipline up to and including termination. Failure to report for work or make contact with WACOSA to notify us of your absence for 2 consecutive work days will be considered a voluntary resignation.

OUTSIDE EMPLOYMENT

Employees are permitted to work a second job as long as it does not interfere with their job performance with WACOSA. Employees with a second job are expected to work their assigned schedules. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours.

If outside work activity causes or contributes to job-related problems, it must be discontinued, or the employee may be subject to disciplinary action, up to and including termination.

DRESS CODE

WACOSA provides a casual yet professional work environment for its employees. Even though the dress code is casual, it is important to project a professional image to our customers, visitors, and coworkers. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste.

The following list is meant to be used as a guideline for determining what clothing may or may not be appropriate for work with regard to professionalism and worker safety at WACOSA. This list is not meant to be all inclusive. Employees and clients should dress appropriately for their job responsibilities, the activities they are doing, and the requirements of work contracts.

Shirts: Low cut necklines, extremely tight-fitting shirts, sheer, and sleeveless shirts are not appropriate. Shirts should be long enough so that the midriff is not exposed when reaching or stretching. Shirts with logos that may be considered aggressive, offensive, suggestive, or that promote illegal activities are not appropriate. Straps from undergarments or tank tops should be covered by a sweater or jacket.

Shorts/Pants: Shorts or skirts should be hemmed or rolled and should cover at least half of the thigh. Sweat pants and jeans should be neat, clean, without holes, and without wording across the rear end. Leggings may be worn with a long top that covers the torso front and back to mid-thigh.

Accessories: Personal safety and the need for mobility should be considered when determining an appropriate shoe style or need for an accessory. Staff working with clients and/or walking out in the production areas must wear shoes of sturdy construction and provide toe and heel coverage and are securely fastened to the back of the foot. Some *acceptable* examples include: tennis shoes, oxfords, boots, etc. Examples of *unacceptable* footwear would include: open-toed shoes, crocs, footwear constructed of flimsy materials (ex: plastic jelly shoes), etc. Neck chains, bracelets, dangling earrings, other "grab-able" accessories and expensive watches are worn at your own risk and are discouraged.

Employees must wear clothing and footwear which is appropriate to the contract they are assigned.

While working around equipment and machinery, loose flowing clothing that may get caught should not be worn.

Some individuals may have a sensitivity and/or allergic reaction to various fragrant products. Please limit the use of such scented products at work.

If a client's attire is deemed inappropriate by WACOSA staff, the individual's Client Manager should be notified. The Client Manager will clarify the Policy with the client and the client's home.

IDENTIFICATION BADGES

All employees will be issued photo ID badges and must wear them during work hours. Badges must be clearly visible and worn at or above the waistline on a clip or break-away lanyard. Employees that do not have their badges at work must use a visitor ID badge and request a new badge for a fee of $5 if they have lost their badge. All visitors and candidates must sign-in and wear a visitor badge if they may come in contact with clients.

SOCIAL MEDIA POLICY

At WACOSA, we understand that Social Media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, information posted on a website is available to the public and, therefore, the company has established the following social media guidelines for employees.

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

Off-duty use of social media. Employees may maintain personal websites or weblogs on their own time using their own facilities. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas.

On-duty use of social media. Refrain from using social media on work time or on equipment provided by WACOSA unless it is work related and authorized by your supervisor. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity. Do not use WACOSA email addresses to register on social networks, blogs, or other online tools utilized for personal use.

Know & Follow the Rules. Carefully read these guidelines, the WACOSA Employee Handbook, the WACOSA Discrimination & Harassment Policy, and the WACOSA Violence & Bullying in the Workplace Policy to ensure your postings are consistent with their guidelines. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence, or statements, photographs, video, or audio that, reasonably, could be viewed as malicious, obscene, threatening or intimidating that might constitute harassment or bullying will not be tolerated and may subject you to disciplinary action; up to and including termination. Examples of such conduct might include; offensive posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or company policy.

Post disclaimers. If an employee identifies himself or herself as a company employee or discusses matters related to the company on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of the company and that the employee is expressing only his or her personal views. For example: “The views expressed on this website/Weblog are mine alone and do not necessarily reflect the views of WACOSA, fellow co-workers, clients, customers, or people working on behalf of or representing WACOSA.” Place the disclaimer in a prominent position and repeat it for each posting

expressing an opinion related to the company or the company's business. Employees must 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 action.

Confidentiality. Do not identify or reference clients, customers, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. Do not post any picture taken at any of our sites or business locations. While the subject matter may be appropriate, the background people, objects, and/or places may have legal and confidentiality recourse from our customers, clients, co-workers, suppliers/vendors. Only permitted employees with signed consent forms may use these types of images.

Links. Do not create a link from your blog, website, or other social networking site to a WACOSA website without identifying yourself as a WACOSA affiliate. Make sure to get approval, first, from the HR Director or Executive Director.

Legal. Employees are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.

Company restrictions WACOSA may require employees to delete references that state or imply they are speaking as a representative of WACOSA on a website or Web log and to stop identifying themselves in a manner that states or implies they are a representative of the company.

Discipline. Violations of this policy may result in discipline up to and including immediate termination of employment.

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 employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits.

SOLICITATION

Employees should be able to work in an environment that is free from unnecessary annoyances and interference with their work. In order to protect our employees and visitors, solicitation by employees is strictly prohibited while either the employee being solicited or the employee doing the soliciting is on "working time." "Working time" is defined as time during which an employee is not at a meal, on break, or on the premises immediately before or after his or her shift.

Employees are also prohibited from distributing written materials, handbills, or any other type of literature on working time and, at all times, in "working areas," which includes all office areas. "Working areas" do not include break rooms, parking lots, or common areas shared by employees during nonworking time.

Nonemployees may not trespass or solicit or distribute materials anywhere on company property at any time.

BULLETIN BOARDS/COMMUNICATION BOOKS

All required governmental postings are posted on the boards located in the break room or common community areas. These boards may also contain general announcements.

Employees may submit to Human Resources notices of general interest, such as for-sale notices; recreational-type announcements and/or club functions (e-mail should not be used for the aforementioned); postcards; expressions of gratitude or sympathy; and notices looking for/offering carpools, tickets, roommates, or pets. Human Resources approves, posts, and takes down all announcements The company reserves the right to refuse permission to post or to take down any announcement.

REIMBURSEMENTS

You must complete an expense reimbursement form for meals, mileage, or other reimbursements - see the full Expense Reimbursement Policy available in HR. The receipt for the purchase or meal must be attached to the form in order to receive reimbursement.

Torn Clothing:
In the event an employee's clothing is torn through interaction with a client, WACOSA will repair or reimburse the employee for the damaged clothing. Clothing to be repaired must be laundered before being taken in for repair. Up to $20 will be reimbursed for clothing that is damaged beyond repair. Reimbursements must be submitted on an expense form with a receipt for the replacement clothing. Employees may opt to choose an item from ThriftWorks! to replace damaged clothing.

Other Damaged Items:
Eyeglasses that are damaged during interactions with clients will be repaired or replaced. Employees should check with their eyewear provider for any applicable discounts or repair warranties first, then submit the expenses on an expense reimbursement form. WACOSA will repair or replace only like features on the damaged eyeglasses. Enhancements to replaced eyeglasses will be the responsibility of the employee. Employees who wear jewelry or other non-essential accessories do so at their own risk and will not be reimbursed for damaged items.

COMPUTERS, INTERNET, EMAIL, AND OTHER RESOURCES

The company provides a wide variety of communication tools and resources for the purpose of helping employees to perform their assigned job duties and to provide program services to WACOSA clients. Whether it is the telephone, voicemail, fax, scanner, Internet, e-mail, text messaging, or any other company-provided technology, use should be reserved for business-related matters during working hours. Management staff must approve any exceptions. All communication using these tools should be handled in a professional and respectful manner. Employees will follow all IT policies, procedures and practices at all time.

Employees should not have any expectation of privacy in their use of company computer, phone, or other communication tools. All communications made using company-provided equipment or services including email and internet activity, are subject to inspection by the company. Employees should keep in mind that even if they delete an email, voicemail, or other communication, a copy may be archived on the company's systems.

Computers. All computer hardware, software, printers, scanners, programs, emails sent and retrieved, and files and their contents are the property of WACOSA. Computer passwords provided for access to WACOSA's systems are to remain confidential and should not be shared with others. Employees are prohibited from placing any passwords or restrictors on any document, computer or computer software, or from downloading or installing any software without the prior authorization of management. Any password or restrictor must be revealed to and maintained by a second authorized source. Employees may not create or store company information on any cloud based systems (i.e. Google Docs) without authorization from management. Removing, changing, deleting, or erasing any company information, without the appropriate authorization is strictly prohibited.

Employee use of company-provided communication systems, including personal e-mail and internet use that are not job-related have the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through e-email and the internet is not completely secure or may contain viruses or malware, and information you transmit and receive could damage the company's systems as well as the reputation and/or competitiveness of the company. To protect against possible problems, delete any e-mail messages prior to opening that are received from unknown senders and advertisers. It also is against company 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 for a first offense.

The company encourages employees to use e-mail to communicate only with those necessary to support WACOSA business and mission. Internal and external e-mails are considered business records and may be subject to federal and state recordkeeping requirements as well as to discovery in the event of litigation. Be aware of this possibility when sending e-mails with an outside the company.

All use of company-provided communications systems, including e-mail and internet use, should conform to our company guidelines/policies, including but not limited to the Equal Opportunity, No Harassment, and Confidentiality. For example, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Similarly, employees should not divulge confidential information such as protected health information (PHI) of clients, personnel information, or proprietary information.

Because e-mail, telephone and voicemail, and internet communication equipment are provided for company business purposes and are critical to the company's success, your communications may be accessed without further notice by Administration to ensure compliance with this guideline.

The electronic communication systems are not secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should not be sent via unsecured electronic means.

Telephones, Fax & Cell Phones. Company telephones and fax lines are for business use. While the company recognizes that some personal calls are necessary, these should be kept as brief as possible and to a minimum, and should not interfere with job responsibilities or the best interests of WACOSA.

WACOSA-owned cell phones are provided for use with some community contracts or outings. These phones are for program use only and are not to be used to make or receive personal calls.

Personal cell phones (and other cell phone applications such as texting, internet access, downloading, pictures, etc.) are not to be used during work time. Due to data privacy issues, cell phones will not be allowed in the shred room.

All employees are required to pull off the road while using cell phones for WACOSA business. Abuse of these privileges is subject to corrective action up to and including termination.

Notice. Nothing in this policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment as protected under the National Labor Relations Act. Employees have the right to engage in or refrain from such activities.

WORK AREAS & LOCKERS

Staff are expected to maintain their work area in a neat and clean manner on a daily basis. Lockers are provided at some work sites for employee's personal items. Employees may choose to provide a lock for their lockers, but must provide access to their locker as requested by management. An employee's refusal to provide access, or their unavailability to provide access in a timely manner, may result in the removal of the lock by WACOSA staff or designated outside personnel*. WACOSA reserves the right to inspect employee work areas or lockers at any time*.

FOOD POLICY

In order to maintain a clean and healthy work environment, avoid product damage, and prevent vulnerable situations for clients, WACOSA does not allow food or beverages on the work floor or in production areas. The only exceptions are drinking water in covered containers, the Positive Support Program that have been approved by the Client Management staff, or food that is medically necessary and approved by the Client Manager. All staff are responsible for monitoring their work areas and keeping them clean and free of food.

PARKING AREAS

WACOSA provides ample parking space for employees. Employee owned vehicles and contents are the responsibility of the employee. It is recommended that employees lock their vehicles for safety and drive carefully through company parking lots. Any loss or damage incurred is the responsibility of the vehicle's owner.

Parking spaces designated as reserved for company vehicles or for visitors should be left vacant for those purposes. Employees who are reporting to work should not use these spaces. If no employee parking spaces are available, employees may utilize visitor parking, but are responsible for moving their vehicle when employee designated parking space is available. Employees who repeatedly use reserved parking spaces for their convenience will be subject to further disciplinary action up to and including termination.

Anyone parking in space designated as handicap parking will be subject to parking tickets and substantial fines.

WACOSA-OWNED VEHICLES

WACOSA owned vehicles are to be used solely for program and business needs. Personal use of company owned vehicles is prohibited, except as approved by the Executive Director.

Employees must receive driver training (including Transportation Policy review and behind-the-wheel training) and meet WACOSA's Driver Requirements (and possible Health Card requirement) before being allowed to operate company owned vehicles. See the **"Job Requirements"** section for Driving Requirements and Driver's Health Card & MVR Policy/DOT Health Card Policy.

Under no circumstances should a WACOSA employee use a cell phone while operating a WACOSA vehicle. Use of a cell phone includes, talking, texting, or accessing any apps or online services. If use of a cell phone is necessary, the driver must pull off the roadway to a safe place to park to use the phone. Employees are also not permitted to use cell phone while driving personal vehicle while on paid work time.

The Dept. of Transportation prohibits the use of cell phones by CMV drivers. Drivers convicted can have their commercial license suspended and/or be fined up to $2,750 and WACOSA will also be assessed a fine

No food, beverages, or smoking are permitted in WACOSA vehicles.

DISCIPLINARY GUIDELINES

WACOSA expects employees to comply with WACOSA's standards of behavior and performance and to correct any noncompliance with these standards.

Under normal circumstances, WACOSA endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees-at-will or in any way restrict the company's right to bypass the disciplinary procedures suggested.

The following steps are suggested options for use in the discipline procedure. All steps that are utilized should be documented in the employee's personnel file.

- Verbal Warning (in writing)
- Written Warning
- Final Written Warning or Suspension
- Dismissal

The disciplinary process can incorporate a variety of issues. In other words, a combination of issues can lead to the final disciplinary action. While WACOSA may utilize a Progressive Discipline process, the disciplinary action will depend on the frequency and/ or severity of the performance or behavior issue and the particular circumstances under which it has occurred.

WACOSA reserves the right to suspend, discipline, or terminate an employee due to overall performance and/or behavior that is not meeting the standard of acceptable.

In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a major breach of policy or violation of law, the procedures contained above may be disregarded.

TIME OFF AND LEAVES OF ABSENCE

Regular attendance is a requirement of employees at WACOSA. Excessive absence places a burden on co-workers and interrupts services to our clients and customers. In addition to planned time-off, there will be occasions where an employee is not able to work due to illness, emergencies, or other personal matters. This section details WACOSA's absence, paid and unearned Time-Off policies. Please contact your supervisor or the HR Director with any questions regarding these policies.

HOLIDAYS

WACOSA observes and allows time off with pay for the following holidays:

*	New Year's Day	*	Labor Day
*	Good Friday	*	Thanksgiving *(2 days)*
*	Memorial Day	*	Christmas Day
*	Independence Day	*	Floating Holiday *(to be determined by WACOSA, annually)*

If one of these holidays falls on a Saturday or Sunday, the company will select either the following Monday or the preceding Friday as a substitute holiday.

Holiday Pay. Holiday Pay is available to all Regular Full-time and Part-time employees. Holiday pay is computed at the employee's regular hourly rate, including shift differential. The number of hours of Holiday Pay an employee receives is based on the number of hours they are scheduled to work on the day on which the holiday falls, not to exceed 8 hours. If a holiday falls on a day the employee is not regularly scheduled to work, he/she is not eligible for Holiday Pay.

Non-exempt employees must work the last scheduled work day <u>before</u> and the first scheduled work day <u>after</u> the holiday in order to qualify for Holiday Pay (partial unscheduled absences will result in partial Holiday Pay). Employees who fail to meet this qualification may qualify for Holiday Pay under the following conditions:

- Absence due to provable illness or injury;
- Scheduled ETO;
- Excused due to Jury Duty;
- Death in the family.

On-call Sub and temporary status employees are <u>not</u> eligible for Holiday Pay.

Eligible employees who are required to work on a holiday will receive Holiday Pay equivalent to their normal schedule for that day, plus straight time for the hours they work. The employee will also receive credit in their Earned Time-Off (ETO) bank, equal to the number of hours worked.

Time off granted in accordance with this policy shall not be credited as time worked for the purpose of computing overtime.

EARNED TIME-OFF (ETO)

WACOSA recognizes the importance of time off from work to relax, spend time with family, enjoy leisure activities, or when ill or to care for sick family members. The company provides paid time off to regular full-time and part-time employees for this purpose. Employees who earn ETO are expected to maintain a ETO balance sufficient to meet their needs for scheduled and unscheduled absences. Employees will accrue ETO according to the following schedule:

YRS OF EMPLOYMENT	DAYS EARNED	HRS EARNED/ HR WORKED
0 to 12 months	11	.0426
1.1 - 4 years	19	.0736
4.1 - 7 years	21	.0814
7.1+ years	25	.0969

The amount of ETO earned is related to the number of hours worked. For example, an employee who works 7.5 hours per day will earn (approximately) 82.5 hours of ETO during their first year of employment. Actual ETO hours earned will vary based on work schedules, unpaid time, overtime, etc.

ETO Usage and Maximum Accrual. Employees are accountable and responsible for managing their own ETO hours to allow adequate reserves to cover unforeseen needs for leave, such as personal illness, family sickness, family activities, appointments, emergencies or other unplanned time off from work.

Employees will not be “advanced” ETO, which means that employees cannot use ETO before it has accrued. Any time off taken in excess of an employee’s accrual balance will be considered unpaid time off and is generally discouraged.

ETO is paid at the employee’s base pay rate at the time of absence and cannot be used to be paid for time beyond that which the employee would regularly have been scheduled to work in the week (e.g., it can’t be used to add hours to the week in order to paid overtime).

Planned ETO Use. To schedule planned ETO, employees should request as much advance approval from their supervisors as possible. All departments must be appropriately staffed to needs of WACOSA’s clients. This means that ETO may not be granted in all circumstances, and such requests will be approved or denied solely at the discretion of the employee’s supervisor, based upon current workloads, staffing levels, and the employee’s disciplinary status.

ETO will continue to accrue until employees reach a cap of 320 hours, at which point further accruals will stop until such time as ETO is used to bring the balance below 320 hours.

Unplanned ETO Use. In situations involving illnesses or emergencies, employees must notify their direct supervisors and follow absence reporting procedures set forth in our Attendance policy, or as required by department policies. Such notice generally should occur before the

scheduled start of their workday, if possible. Delay notification to supervisors, or failure to follow proper reporting procedures, may result in disciplinary action and/or denial of ETO. Proper notice will generally also be requested on each additional day of unexpected absence.

ETO and End of Employment. Upon cessation of employment, employees are typically paid for up to 320 hours of unused ETO that has been accrued through the last day of work. Generally, ETO cannot be used during any resignation notice period.

EARNED SICK & SAFE TIME (ESST)

Eligible employees accrue job-protected, paid Earned Sick and Safe Time (ESST) under this policy to use for 1) their own medical needs and the medical needs of their family members, and 2) their own safety needs and those of their family members in connection with being victims of stalking, or domestic assault/violence.

Contact the Human Resources Department with any questions you have about ESST that are not addressed in this policy.

Eligibility and Benefit Year. All employees performing at least 80 hours of work in Minnesota during the benefit year are eligible to accrue and use ESST under this policy. Our benefit year is the 12-month period starting on January 1st and running through December 31st.

Leave Accrual and Year-End. Employees accrue one hour of ESST time for every 30 hours they work, up to a total of 48 hours in our benefit year. For accrual purposes, full-time exempt employees whose time is not tracked will be deemed to have worked 40 hours per week. Once employees have accrued 48 hours in our benefit year, further ESST accruals will stop until the start of the next benefit year.

80 hours is the maximum ESST balance that employees may carry, which means that when employee ESST balances reach a cap of 80 hours, further accruals will stop until ESST time is used and the employee's balance drops below 80 hours.

At year-end, employees may carry up to 80 hours of unused ESST time into the next benefit year.

Reasons For Which Leave Can Be Used.

ESST may be used for the following reasons:

- Your own illness, injury, health condition, and preventive care
- A "family member's" illness, injury, health condition, and preventive care
- Leave related to your needs or family member's needs in connection with domestic violence, sexual assault, or stalking
- Closure of your work location or a family member's school/place of care due to weather or public emergency
- Your inability to work/telework as a result of employer-imposed quarantine due to health concerns related to the potential transmission of a communicable illness related to a public emergency, or while awaiting diagnostic test results
- When a health authority or health care professional determines that you or a family member's presence in the community would jeopardize the health of others.

Family members for whom ESST can be used include your:

- Child, foster child, adult child, legal ward, child for whom you are a legal guardian, or child to whom you stand or stood in loco parentis
- Spouse or registered domestic partner
- Sibling, stepsibling, or foster sibling
- Biological, adoptive, or foster parent, stepparent, or a person who stood in loco parentis to you when you were a minor child
- Grandchild, foster grandchild, or step-grandchild
- Grandparent or step-grandparent
- Child of your sibling (nieces/nephews)
- Sibling of your parents (aunts/uncles)
- Child-in-law or sibling-in-law
- Any of the family members listed above of your spouse or registered domestic partner
- Any other individual related by blood or whose close association with you is the equivalent of a family relationship
- Up to one individual per year not listed above whom you formally designate

Using ESST. There is no waiting period for ESST and it can be used as it accrues. However, you will not be allowed to use ESST prior to accruing it, which means that any time off taken in excess of your accrual balance will be considered unpaid time off.

For foreseeable absences, you are generally required to provide at least seven (7) days of notice of your need for leave or as soon as practicable. For unforeseeable absences, you should notify your direct supervisors before the scheduled start of your workday if possible and follow the absence reporting procedures set forth in our Attendance Policy. Your direct supervisor must also be contact on each additional day of absence. Delayed notification to supervisors, or failure to follow proper reporting procedures, may result in disciplinary action.

Exempt employees can use ESST in minimum increments of 4 hours, while non-exempt employees can use ESST in minimum increments of 1 hour. No employee will be required to find a replacement for the time you miss as a condition of using ESST.

ESST is paid at your base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, or bonuses.

If your need for leave is greater than 2 days, you may be required to provide the following documentation confirming your need for leave:

- A note from a medical provider when leave is taken for reasons related to your medical condition or a family member’s medical condition
- A court record, or a document signed by victim services organization, police representative, attorney, or anti-violence counsellor when leave is taken for reasons related to your safety of a family member’s safety
- A formal written statement signed by you confirming that your family member’s school or daycare has been closed on the days in question (*emails or other communications from the school/daycare are also acceptable)*
- ESST absences covered by both this policy and any of our other leave policies (e.g., FMLA, Parental Leave, etc.) will run concurrently under, and count against, both policies.

Termination/Resignation of Employment. Unused ESST will not be paid out upon the termination, resignation, or cessation of employment. However, employees rehired within 180 days from their last date of employment will have their unused ESST balances reinstated.

BEREAVEMENT LEAVE

Paid bereavement leave of up to 3 three days will be granted in the case of a death in the employee's immediate family or up to 2 days in the case of a death in the employee's non-immediate family for eligible employees. Eligible employees are those in *Regular Full-time or Part-time* positions with at least 3 months' service. An additional two days is provided in the case of the death of an immediate family member if travel distance exceeds 200 miles one-way. See table below for definition of family members.

Immediate Family Member	**Non-Immediate Family Member**
Spouse	Sister-in-law or Brother-in-law
Child or Stepchild	Son-in-law or Daughter-in-law
Father or Mother	Father-in-law or Mother-in-law
Step Parent	Step Sister or Step Brother
Sister or Brother	
Grandparent	
Grandchild	
Guardian child/Legal guardian	

The company may require verification of the need for the leave. ***The employee's supervisor and Human Resources will consider this time off on a case-by-case basis.***

Payment for bereavement leave is computed at the employee's regular hourly rate for regularly scheduled day to a maximum of 8 hours for 1 day. Time off granted in accordance with this policy shall not be credited as time worked for the purpose of computing overtime.

JURY DUTY

The company supports employees in their civic duty to serve on a jury. Employees must present any summons to jury duty to their supervisor as soon as possible after receiving the notice to allow advance planning for an employee's absence. Employees who must report for Jury Duty will contact WACOSA as soon as possible in accordance with WACOSA's Attendance Policy.

Regular Full-time or Part-time employees of WACOSA will be paid their regular pay for workdays missed due to Jury Duty obligations up to a maximum of 10 days in a calendar year. An employee serving on Jury Duty that lasts longer than 10 days may use ETO or request an unpaid leave. The employee will be returned to his/her position without loss of seniority at the completion of his/her court obligation.

Exempt employees are subject to the same 10 day limitation except that they will also receive pay for any days beyond the covered 10 days they serve as a juror or witness in a workweek in which they actually perform work. All employees may use ETO if required to serve more than 2 weeks on a jury.

Any fees received for Jury Duty, including travel fees, are to be retained by the employee. Employees are to report to work on any day, or portion thereof that consists of [four] hours or more, which is not actually spent in the performance of Jury service.

Time for appearance in court for personal business will be the individual employee's responsibility. Normally, ETO will be used for this purpose.

Upon the completion of an employee's Jury obligation, the employee will provide the Court-issued verification of his/her attendance at Jury Duty to their supervisor and Human Resources. Employees who do not submit the Court-issued verification will have ETO submitted for any work missed, and will be subject to the applicable Attendance Policies regarding ETO usage. Upon submission of the Court-issued verification any necessary ETO adjustments will be made.

MINNESOTA PARENTING LEAVE

Employees of WACOSA are eligible for up to 12-weeks of unpaid, job protected leave for the birth or adoption of a child. The leave must be taken within the first 12-months following the birth or adoption (or within 12-months after the child leaves the hospital if the child is kept longer than the mother). When an employee is eligible for Family Medical Leave and/or MN Paid Leave, the MN Parental Leave will run concurrently.

Females qualify for leave for: prenatal care, incapacity due to pregnancy, childbirth, or related health conditions.

FAMILY MEDICAL LEAVE ACT (FMLA)

WACOSA complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons.

Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact the Human Resources department to discuss options for leave.

The FMLA requires private employers with 50 or more employees and all public agencies, including state, local, and federal employers, and local education agencies (schools), to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered service member with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period, measured forward from the date an employee first takes that type of leave.

Employee Eligibility. The FMLA defines eligible employees as employees who: (1) have worked for the company for at least 12 months; (2) have worked for the company for at least 1,250 hours in the previous 12 months; and (3) work at or report to a worksite which has 50 or more employees or is within 75 miles of company worksites that taken together have a total of 50 or more employees.

Basic Leave Entitlement. The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: (1) for incapacity

due to pregnancy, prenatal medical care, or child birth; (2) to care for the employee's child after birth or placement for adoption or foster care; (3) to care for the employee's spouse, son or daughter, or parent who has a serious health condition; or (4) for a serious health condition that makes the employee unable to work.

Military Family Leave Entitlements. Eligible employees with a spouse, son, daughter, or parent on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include addressing issues that arise from (1) short notice of deployment (limited to up to seven days of leave); (2) attending certain military events and related activity; (3) arranging childcare and school activities; (4) addressing certain financial and legal arrangements; (5) attending certain counseling sessions; (6) spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to five days of leave); (7) attending post-deployment reintegration briefings; (8) arranging care for or providing care to a parent who is incapable of self-care; and (9) any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is 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 that may render the servicemember medically unfit to perform his or her duties and for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits & Protections During FMLA Leave. While an employee is on FMLA leave, WACOSA will continue the employee's health benefits at the same level and under the same conditions as if the employee had continued to work, provided the employee makes timely payment of their portion of the premium. WACOSA will continue other benefits (e.g. supplemental life insurance) while you are on leave as well. If using ETO to supplement their leave, premiums may be deducted from employees' paychecks. If there is no ETO used during a leave, payment must be received by HR or Payroll by the first day of each pay period (i.e., the 1st or 16th of each month). If the payment is more than 30 days late, the employee's coverage may be dropped for the duration of the leave retroactive back to the last date in which premiums were paid. WACOSA will provide the employee at least 15 days advance notice of loss or cancellation of benefit coverage. If the employee does not return to work following FMLA leave for reasons other than a continued serious health condition of the employee or qualifying family member (as defined above) or a circumstance beyond the employee's control, i.e., a lay-off or reduction in force, the employee must reimburse WACOSA for the cost of benefits paid by WACOSA during the leave. The employee will be expected to reimburse WACOSA for their share of the payments made on the employee's behalf. Any personal contributions to 401(k), flex, and/or HSA accounts will cease until an employee's return and monies may be collected to "catch-up".

Generally, FMLA leave is unpaid leave if an employee has 15 or fewer days of accrued ETO. If/when available ETO has been reduced to 15 or fewer days or is exhausted, the remainder of FMLA leave will be without pay. Employees on unpaid leave are not eligible for holiday pay or ETO accrual during that leave.

If the employee is absent due to a workplace injury and is on a Worker's Compensation leave that would also qualify for FMLA leave, FMLA leave will run concurrently with the Workers'

Compensation leave. ETO may not be used while out on Workers' Compensation.

Employee Status After Leave. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with the equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Certain highly compensated key employees may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the company's operations. A "key" employee is an eligible salaried employee who is among the highest paid ten percent of the company's employees within 75 miles of the worksite. Employees will be notified of their status as a key employee, when applicable, after they request FMLA leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Definition of Serious Health Condition. 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 employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, 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. Other conditions may meet the definition of continuing treatment.

Use of Leave. An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies also may be taken on an intermittent or reduced work schedule basis.

Substitution of Paid Leave for Unpaid Leave. WACOSA requires employees to use ETO if they have over 15 days accrued during an unpaid FMLA leave taken.

Employee Responsibilities. Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practical and generally must comply with the company's normal call-in procedures. The leave may be delayed if employees do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide sufficient information to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the company if the requested leave is for a reason for which FMLA leave was previously

taken or certified. Employees also are required to provide a certification and periodic recertification supporting the need for leave. WACOSA also may require a second, and if necessary, a third opinion (at the company's expense) and, when the leave is a result of the employee's own serious health condition, a fitness for duty report to return to work. WACOSA also may delay or deny approval of leave for lack of proper medical certification.

Return to Work Fitness for Duty Certification. An employee who is on FMLA leave due to their own serious health condition that made the employee unable to perform the employee's job, must provide a fitness-for-duty/work ability certification from their health care provider that they are able to safely perform, without undue risk of injury to themselves or others, all the essential functions of their position before they will be reinstated. The cost of the certification is borne by the employee. Job restoration will be delayed until the employee provides a complete and sufficient certification that the employee can safely perform the essential duties. WACOSA may provide the employee with a copy of their job description or list of the essential duties for the health care provider to consider in their evaluation. A simple statement such as may return to work, may return to duties, cleared for work, or similar non-specific statement is not sufficient. The return to work certification must state, at a minimum, the employee can safely perform all the essential duties of their position with or without reasonable accommodation.

Company Responsibilities. The company will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If employees are not eligible, the Company will provide a reason for the ineligibility.

The company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement. If the company determines that the leave is not FMLA-protected, the company will notify the employee.

Other Provisions. Under an exception to the Fair Labor Standards Act (FLSA) in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of executive, administrative, and professional employees; outside sales representatives; certain highly-skilled computer professionals; and certain highly compensated employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employee's exempt status. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave.

Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except when the leave is for military or public service or when the company has approved the employment under its Outside Employment policy and the employee's reason for FMLA leave does not preclude the outside employment.

If Both Spouses Work for WACOSA. If the employee and spouse both work for WACOSA, the total leave entitlement for birth of a child, placement of a child for adoption or foster care, or to care for a parent with a serious health condition is 12 total weeks combined. For example, for the birth of a child, one employee may take eight weeks and the spouse takes four weeks, but the total for both spouses cannot exceed 12 weeks. All such leave counts toward the maximum 12-week entitlement for all FMLA leave. In addition, with military caregiver leave, circumstance #6, the employee and spouse are limited to a combined total of 26 weeks of leave in a single 12-month period.

An FMLA Leave Week. An FMLA leave week is the regular workweek as scheduled and worked by the employee. For example, if an eligible employee is scheduled for and works 32 hours a week, an FMLA week is the employee's 32-hour week. Likewise for an employee who regularly works 50 hours per week, the FMLA week is a 50-hour week. For example, if a full-time employee, (40-hour employee) is taking reduced scheduled leave and working half-time, 20 hours per week, the employee is using only ½ of a week and thus has 24 weeks of FMLA entitlement working half-time. If an unpaid holiday occurs during a week the employee is on FMLA leave for the entire week, the time-off continues to count as one FMLA week and the employee is not entitled to additional leave or holiday pay. A paid holiday will not count against leave entitlement.

Unlawful Acts by Employers. The FMLA makes it unlawful for any employer (1) to interfere with, restrain, or deny the exercise of any right provided under the FMLA; or (2) to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

Enforcement. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

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

FAMILY MILITARY LEAVE

Military Family Leave. There are (2) two types of Military Family Leave available:

1. *Qualifying Exigency Leave*: Employees meeting the eligibility requirements may be entitled to use up to 12-weeks of their Basic FMLA Leave entitlement to address certain qualifying military exigency (deployment to a foreign country) when the spouse, son, daughter, (includes adult children) or parent is a member of the Regular Armed Forces, National Guard or Reserves on covered active duty and has been notified of an impending call or order to covered active duty. Qualifying exigencies may include:

    - Short-notice deployment (up to (7) seven days of leave)
    - Attending certain military events
    - Arranging for alternative childcare and school enrollment
    - Addressing certain financial and legal arrangements
    - Attending certain counseling sessions
    - Periods of rest and recuperation for the service member (up to (15) fifteen days of leave)
    - Attending post-deployment activities (available for up to (90) ninety days after the termination of the covered service member's active duty status)
    - Arranging for parental care when the military members parent is incapable of self-care
    - Other activities arising out of the service member's active duty or call to active duty and agreed upon by the company and the employee

2. *Leave to Care for a Covered Service Member*: There is also a special leave entitlement that permits employees who meet the eligibility requirements for FMLA leave to take up to 26-weeks of leave to care for a covered service member during a

single 12-month period. A covered service member is a current member of the Regular Armed Forces, including a member of the National Guard or Reserves, who has been rendered medically unfit to perform his or her duties due to a serious injury or illness incurred or aggravated in the line of duty on active duty and that manifested before or after the veteran left 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. This leave is also available to provide care for a condition that arises for up to (5) five years after a veteran leaves the service.

After the leave, the employee must be restored to the same or essentially-same position held before the leave.

MILITARY LEAVE

An employee who is a member of the reserve corps of the armed forces of the United States or of the National Guard or the Naval Militia will be granted temporary leave of absence without pay while engaged in military duty as required by state employment law. A letter from the employee's commanding officer is required to establish the dates of duty.

Upon return from military leave, employees will be granted the same seniority, pay, and benefits provided they meet the requirements specified in the Uniformed Services Employment and Reemployment Rights Act (USERRA). Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights.

LEAVE FOR CIVIL AIR PATROL SERVICE

WACOSA shall grant a leave of absence without pay to an employee for time spend rendering service as a member of the civil air patrol on the request and under the authority of the state or any of its political subdivisions, unless the leave would unduly disrupt the operations of WACOSA.

LEAVE TO ATTEND MILITARY CEREMONIES

WACOSA shall grant a leave of absence without pay to an employee whose immediate family member, as a member of the United States armed forces, has been ordered into active service in support of a war or other nation emergency, unless the leave would unduly disrupt the operations of WACOSA. WACOSA shall grant up to one day (per year) for an employee to attend a send-off or homecoming ceremony for the mobilized service member.

LEAVE FOR IMMEDIATE FAMILY MEMBERS OF MILITARY PERSONNEL INJURED OR KILLED IN ACTIVE SERVICE

If your immediate family member, as a member of the United Stated armed forces, has been injured or killed while engaged in active service, you will be granted up to 10 working days of unpaid leave. The number of days granted may depend on the specific situation and WACOSA

business needs. Immediate family member is defined as a person's parent, child, grandparents, siblings, or spouse.

Employees may elect to use ETO time in lieu of unpaid leave time. This applies to *all employee statuses*.

SCHOOL LEAVE FOR PARENTS

Employees are requested to schedule parent-teacher conferences and involvement in other classroom activities during non-work hours. In the event that this is not practical or becomes a problem, time-off from work (up to a maximum of 16-hours per child during a 12-month period) will be allowed with prior approval from the employee's supervisor.

Time-off for parent-teacher conferences and other classroom activities will be unpaid. Employees may elect to use ETO time in lieu of unpaid school leave time. This applies to *all employee statuses*.

LEAVE FOR BONE MARROW DONATIONS

Employees seeking to undergo a medical procedure to donate bone marrow may request a paid leave of absence. WACOSA will provide up to 40 hours of paid time off. WACOSA may require verification by a physician for the purpose and length of each leave requested by the employee to donate bone marrow. If there is a medical determination that the employee does not quality as a bone marrow donor, the paid leave of absence granted to the employee prior to that medical determination is not forfeited. WACOSA will not retaliate against an employee for requesting or obtaining a leave of absence to donate bone marrow.

TIME OFF FOR VOTING

WACOSA recognizes that voting is a right and privilege of being a citizen of the United States and encourages employees to exercise their right to vote. Employees unable to vote before or after working hours will be allowed time off to vote and return to work. Employees must notify their supervisor prior to missing work in order to vote.

Employees who choose to serve as Election Judges will receive Earned Time-Off to do so, but must submit their stipend and proof of service to WACOSA.

EMPLOYEE BENEFITS

WACOSA provides a comprehensive program of employee benefits. The benefits program is periodically evaluated to determine its effectiveness in meeting the needs of our employees and how it compares with programs offered by other employers.

Some benefits are available only to Full-time employees (those regularly scheduled to work 30 or more hours per week). A brief summary of each benefit is included in this section. Benefits offered by WACOSA, will begin the 1st of the month following 30 days of employment. Other changes to benefits may occur either at open enrollment or due to a life change event. Policies or Summary Plan Description (SPD) documents will be provided to covered employees. In the

event of any conflict with information provided in this manual, the policy or plan document will control. WACOSA reserves the right to change the benefits it offers at any time. All benefits will cease for any employee upon termination of employment in accordance with the benefit plan document.

Any questions you have about benefits may be directed to Human Resources.

MEDICAL, DENTAL, AND VISION INSURANCE

WACOSA offers Medical, Dental, and Vision insurance to eligible Regular Full-Time employees. Please refer to your enrollment packet or see HR for further details.

HEALTH SAVINGS ACCOUNT (HSA):

Benefit eligible employees who are covered by WACOSA's Medical Insurance may elect to put pre-tax dollars into an HSA account for qualifying health care expenses per plan guidelines. Note: Only employees on our medical insurance may participate in the WACOSA sponsored HSA account.

RETIREMENT ACCOUNTS

401(k) Retirement Plan. All WACOSA employees aged 18 and over, are eligible to enroll in the WACOSA 401(k) Plan, at the next available quarterly enrollment date, following 1 hour of employment.

Temporary status employees, interns, volunteers, and clients are not eligible for participation.

In order to become eligible for an Employer Match, if applicable, employees must: 1.) Complete a minimum of 12 months of service, 2.) Work 1,000 or more hours, and 3.) Be at least 21 years of age.

Enrollment dates are: January 1, April 1, July 1, & October 1 of each year. Employees are 100% vested upon enrollment. See HR for more details on enrollment.

LIFE/ AD&D INSURANCE

Regular Full-time employees working 30 or more hours per week are covered, at no cost, by a $25,000 Group Term Life and Accidental Death & Dismemberment insurance policy. The coverage amount reduces to 65 percent at age 65, and 50 percent at age 70. Enrollment forms must be completed within 30 days of eligibility.

Additional Voluntary/Spouse/Dependent Life and AD&D insurance are also available at an affordable cost to the employee.

MINNESOTA PAID LEAVE (MNPL)

Overview
WACOSA provides time off to eligible employees who qualify for Minnesota Paid Leave (MNPL) benefits under Minnesota law. WACOSA is a participant in the State of Minnesota's Paid Leave program. MNPL benefits are funded through premium contributions payable to the State of Minnesota. The premium cost will be split between WACOSA and the employee as follows: WACOSA will pay 50% of the required premium and employees will pay 50% of the premium cost through payroll deductions starting January 1, 2026.

Eligibility
Eligibility determinations for MNPL benefits are made by the State of Minnesota. Generally, to be eligible for MNPL, you must:

- Work at least 50% of the time from a location in Minnesota, including employees who work from home or spend time in other states occasionally.
- Meet the financial eligibility requirements by having earned over a specific amount of wages as defined under Minnesota law at the time of your requested leave.

Benefit Amount
An employee's weekly MNPL benefits are calculated and determined by the Minnesota Department of Employment and Economic Development (DEED).

Leave Entitlement and Usage
The State of Minnesota may approve MNPL leave for the following conditions in a benefit year:

- Up to 12 weeks of medical leave (for yourself) to take care of yourself for a serious health condition, including pregnancy, childbirth, recovery, or surgery.
- Up to 12 weeks of family leave to:
    - Bond with a child through birth, adoption, or foster placement
    - Care for a family member with a serious health condition
    - Support a military family member called to active duty
    - Receive covered types of care for yourself or a family member because of domestic abuse, sexual assault, or stalking

You can take both types of leave in the same year, but your total leave amount cannot exceed 20 weeks total within a single benefit year. For example, an employee may be entitled to 12 weeks of family leave to bond with a child and another 8 weeks of medical leave for their serious health condition. Your benefit year starts the first day you take Paid Leave. There is no waiting period for MNPL if you are granted the benefit.

MNPL Intermittent Leave
Employees may apply for intermittent leave in most cases, provided the leave is reasonable and appropriate to the needs of the individual requiring care.

A) Eligibility

In addition to the other eligibility requirements under the MN Paid Leave law, employees seeking intermittent leave must have at least eight hours of accumulated leave (unless more than 30 days have lapsed since taking the initial leave).

B) Notice

In situations where employees seek MNPL on an intermittent basis, employees must make a reasonable effort to provide written notice to WACOSA's Human Resources Department of the need for intermittent leave *before* applying for MNPL benefits through the State program. As part of the notice, employees must provide WACOSA with the following: 1) proposed intermittent leave schedule; and 2) a completed certification from a health care provider identifying the leave as necessary and a reasonable estimate of the frequency and duration and treatment schedule for the leave.

C) Increments of Leave & Maximum Number of Hours

Consistent with other forms of leave provided by WACOSA, employees may take intermittent leave in increments of 4 hours. If eligible for intermittent leave, WACOSA allows a maximum of 480 hours of intermittent leave in any 12-month period. After reaching the maximum amount of allowed intermittent leave, employees may request continuous MNPL provided the continuous leave does not exceed the maximum amount of MNPL allowed by law.

Definitions

- **Family member** includes:
    - Spouse or partner
    - Child (including biological, adopted, step, or foster children, or a child you raise even if you are not legally related)
    - Parent or person who raised you
    - Sibling
    - Grandchild or grandparent
    - In-laws (including son, daughter, father, or mother)
    - Anyone close to you who depends on you like family, even if not related by blood

- A **serious health condition** means a physical or mental illness, injury, impairment, condition, or substance use disorder. Taking care of yourself for this serious condition may involve evaluation, treatment, inpatient care, recovery, or not being able to perform regular work, attend school, or do regular daily activities. This includes childbirth, conditions related to pregnancy, or surgery.

Notice

Prior to starting a claim with the State, employees should reach out to the Human Resources Department to notify us of your intention to take leave. If the need is foreseeable, we ask that you provide at least two-weeks notice prior to the commencement of the leave. If the leave is not foreseeable you will still be able to take leave under MNPL however we ask that you provide as much prior notice as is reasonably possible under the circumstances.

How to Apply for Minnesota Paid Leave

After your proposed leave has been discussed with Human Resources you may apply for MNPL through the Minnesota Paid Leave's portal online.

Interaction with Other Laws and Benefits

MNPL will run concurrently with any leave and/or wage supplement for which you may be eligible for under local, state, or federal law which may include: the Family Medical Leave Act (FMLA) and Minnesota Parenting Leave.

Supplementing MNPL Benefits with Accrued Paid Leave

If you are receiving MNPL benefits, WACOSA allows you to supplement, or "top off," your MNPL benefits with any accrued but unused ETO and or ESST. If you choose to supplement your MNPL benefits in this way, the combined weekly sum of MNPL benefits and WACOSA ETO and or ESST cannot exceed your Individual Average Weekly Wage (IAWW). For more information, contact Human Resources.

Maintaining Health Coverage During Leave
Unless the employee revokes coverage while on MNPL, WACOSA will continue to provide group health insurance coverage for an employee on MNPL under the same conditions as the coverage was provided before the employee took leave. You must continue to make timely payments of your share of the premiums for such coverage. If you are not using ETO to cover part or all of the leave, you will be responsible for remitting your portion of health premiums to WACOSA in a timely manner in order to ensure continuation of benefits.

Group health insurance may be cancelled if an employee’s premium payment is 30 days late. Before terminating coverage, WACOSA will provide written notice to the employee at least 15 days before the coverage is terminated listing the final date payment is due (30 days past the due date) to avoid cancellation and the date coverage will end if payment is not received.

An employee's share of premium payments for their group health insurance coverage may, at the employee's option:

1. be prepaid at or before the start of the leave in which your health deductions may be modified to accept the agreed upon amounts and cadence of premium deductions;
2. arranged to write a check every [[X amount of weeks (ideally 2 to 4 weeks)]] for the duration that the employee may be out;
3. be postpaid by prior agreementafter the leave has ended in which case your health deductions may be modified to cover the agreed upon postpaid amounts and the cadence of premium deductions.

Coverage that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period.

Reinstatement
Upon return from covered MNPL, you will be reinstated to your previous position or to an equivalent position, with the same status, pay, employment benefits, length-of-service credit, and seniority credit as of the date of leave as long as you have worked for WACOSA for a minimum of 90 calendar days.

Upon return to work, if it becomes evident that the employee is unable to perform the key essential functions of their position (with or without reasonable accommodation), WACOSA may engage in an interactive process, consistent with the American with Disability Act (ADA) and/or Minnesota Human Rights Act (MHRA) and other applicable workplace policies, including workplace safety protocols, to determine appropriate next steps.

Retaliation
WACOSA will not interfere or retaliate against employees who request or take leave in accordance with the MN Paid Leave law.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

The Employee Assistance Program (EAP) is a resource designed to provide highly confidential and experienced help for employees in dealing with issues that affect their lives and the quality of their job performance. WACOSA wants employees to be able to maintain a healthy balance of work and family that allows them to enjoy life. The EAP is a confidential counseling and referral service that can help employees successfully deal with life's challenges.

This free, comprehensive counseling service offers employees eight visits per issue each year, and a 24-hour hotline answered by professional, degreed counselors. For legal or financial issues, employees receive a discount on any services that might be needed.
The company encourages employees to use this valuable service whenever they have such a need. Employees who choose to use these counseling services are assured the information disclosed in their sessions is confidential and not available to the company, nor is the company given any information on who chooses to use the services. For questions or additional information about this program, employees may contact the Human Resources department.

See your Employee Benefits Packet or HR for more information on any of the benefits listed in this handbook.

Receipt Of Employee Handbook –*2026 Revision*.

I hereby acknowledge receipt of the employee handbook of WACOSA. I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. Neither it, company practices, nor other communications create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I understand that I am an at-will employee and that neither this document nor any other communication shall bind the company to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment, or make any agreement contrary to the foregoing.

I understand and agree the at-will status of my employment may not be modified orally and only the Executive Director of the company may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the Executive Director of the company.

_____ _____

Employee Signature Date

_____

Printed Name

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE