



EMPLOYEE HANDBOOK

A GUIDE TO EMPLOYMENT POLICIES AND PROCEDURES

Bethany Christian Services
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ABOUT BETHANY CHRISTIAN SERVICES

PRESIDENT'S LETTER

To: Bethany Staff

From: Bill Blacquiere, President & CEO

RE: Employee Handbook

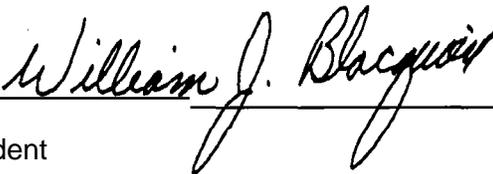
Date: TBD

Whether you are a new employee, or have been with Bethany for years, this Employee Handbook has been prepared as a guide and reference for much of what you need to know. It has been approved by the Corporate Board of Directors and Administrative Staff.

Because of our size, diverse work environments and the increasingly complex nature of the employment relationship, it is in the best interest of the agency that our employees be fully familiar with our current personnel policies. We believe it is important for our employees to know and understand our agency's **Mission Statement, Statement of Faith, Values Statement,** and our **Commitment to Cultural Diversity** so as to understand their role in our personnel policies. These statements are located at the beginning of this manual.

Any policy, however, is only as good as its implementation.

Accordingly, I request that each of you thoroughly familiarize yourself with the contents of this Handbook in order that all personnel policies of the agency may be thoroughly understood. You are encouraged to ask questions if a particular policy is unclear. I am confident you will find these policies fair and that you will enjoy your association with Bethany Christian Services.



President

MISSION STATEMENT

At Bethany, our mission is to demonstrate the love and compassion of Jesus Christ by protecting and enhancing the lives of children and families through quality social services.

OUR CORE VALUES

In hope that we will bring glory to God in everything we do, we focus on three core values:

1. **Integrity**
Making decisions that are consistent with Biblical principles
2. **Impact**
Going above and beyond
3. **Innovation**
Being dedicated to improvement

OUR COMMITMENT TO CULTURAL DIVERSITY

1. Bethany will serve children and families, regardless of their cultural, racial and ethnic backgrounds.
2. Bethany will expand the knowledge of its board members, staff and clients regarding cultural, racial and ethnic diversity.
3. Bethany will recruit board members and hire staff who affirm the value and equality of individuals from all cultural, racial and ethnic backgrounds.
4. Bethany will be culturally and racially diverse and sensitive in all its forms of communication, both internal and external.

STATEMENT OF FAITH

We believe:

“The God of the Bible is the one eternal God, Creator and Lord of the world, Father, Son and Holy Spirit, who governs all things according to the purpose of His will.”

“We affirm the divine inspiration, truthfulness and authority of both Old and New Testament Scriptures in their entirety as the only written Word of God, without error in all that it affirms...”

“We affirm that there is only one Savior and only one gospel ... Jesus Christ, being himself the only God-man, who gave himself as the only ransom for sinners...There is no other name by which we must be saved.”

“We affirm that God is both the Creator and the Judge of all. We therefore should share His concern for justice and reconciliation throughout human society and for the liberation of men and women from every kind of oppression. Because men and women are made in the image of God, every person, regardless of race, color, culture, class, sex or age, has an intrinsic dignity because of which he or she should be respected and served, not exploited.”

- Excerpted from Lausanne Covenant

We believe that God made man and woman in His image and likeness, and that God instituted marriage as a life-long covenant between one man and one woman. As the Creator of life, God Himself begins each human life at conception and gives to each person, as His image-bearer, meaning, dignity and value. We, as the community of believers, have an obligation to protect, preserve and enhance life as fully as possible for each person, born and unborn, from the beginning to the end of life.

We believe that we are all sinners, able to be redeemed and restored by grace through repentance and belief in Jesus Christ. As Christians we are called to a life of faith into the Christian church and its ongoing ministry until that mission is completed by the coming of the Kingdom in its fullness. The Holy Spirit empowers us to fulfill that calling. We, along with all followers of Christ, believe and wait expectantly for the triumphant return of Jesus Christ our King. At that time, Jesus Christ will gather us to Himself as one complete family and will fully enhance the lives of His children as citizens of His Kingdom, sons and daughters in our Father's house.

INTRODUCTION

DISCLAIMERS

The Bethany Christian Services (“Bethany”) Employee Handbook (“Handbook”) is a guideline, and is not to be construed as an employment contract. This Handbook and its policies supersede all prior handbooks, policies, understandings, or agreements, spoken or written, that address the same subject matter. Bethany reserves the right to amend, discontinue, add to, or deviate from these policies as it, in its sole judgment, deems appropriate.

This Handbook is being used in multiple states. Therefore, whenever there is a conflict between the policies in this Handbook and a state or local law, the state or local law will control.

AT-WILL EMPLOYMENT

All employees are employed on an at-will basis. This means that either you or Bethany may terminate the employment relationship at any time, for any reason, with or without cause, and with or without prior notice. Nothing contained in this Handbook is intended to, nor does it, alter the at-will nature of your employment. No employee of Bethany has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the foregoing.

DEFINITION OF TERMS

Employee

Any employee who is employed in a regular position at Bethany Christian Services.

- **Full-Time Employee.** A full-time employee has a status of a minimum of 40 hours per week. Full-time employees will be compensated on an hourly (non-exempt) or salaried (exempt) basis, depending on their job classification and essential job duties.
- **Part-Time Employee.** A part-time employee has a status of 0-39 hours per week.

Temporary Employee

A temporary employee is assigned to a position not anticipated to exceed six (6) months in length. Temporary employees are not eligible for any benefits other than wages.

EMPLOYEE CONDUCT

As a company that espouses particular faith and values, Bethany is proud to maintain high standards of employee conduct to enhance the experiences and interactions among employees, clients, volunteers, donors, and members of the community.

This chapter of the Employee Handbook is intended to provide a framework for company-expected employee behaviors, activities and job performance.

EMPLOYEE BEHAVIOR POLICY

It is the company's policy that all employees embrace and contribute to a congenial work environment, embodying the values of mutual respect, professionalism, integrity, and those highlighted in Bethany's Mission Statement, our Commitment to Cultural Diversity and our Core Values Statement. Employees are expected to conduct themselves in accordance with these values, as well as the policies specified within this Handbook, both during work hours and, in cases where job performance is adversely affected, outside of normal business hours.

Employees are similarly expected to strive toward meeting performance expectations in their respective roles with the company, creating an environment wherein Bethany's Core Values of Integrity, Impact and Innovation are supported.

EMPLOYEE MISCONDUCT

Unethical, harmful, deceptive and negligent conduct counteracts Bethany's policy of fostering a congenial, inclusive and safe work environment. Therefore, the company does not accept behaviors or activities that are considered to be misconduct, and prohibits such misconduct that includes but is not limited to:

- Physical or verbal harassment (see Harassment Policy), injury, abuse or intimidation
- Violations of company Confidentiality, Conflict of Interest or Non-Compete policies
- Excessive absenteeism or tardiness
- Violations of company safety rules (see Safety Manual)
- Theft or unauthorized removal of company materials (e.g. client records, office materials, finances)
- Destruction of company materials or property
- Falsifying information (e.g. timesheets, applications, incident reports, job-related projects)
- Flagrant, repeated insubordination
- Making false or malicious statements about the company, its employees, or partners
- Failing or neglecting essential duties to follow client management rules and procedures or company policies
- Failing or neglecting the welfare of coworkers, clients, volunteers or other parties associated with the company
- Sabotaging another's work
- Reporting to work under the influence of alcohol or controlled substances
- Criminal behavior outside of work, including arrests, charges, convictions and other adjudications that negatively impact an employee's actual or perceived ability to perform their job
- Other acts that are repeated, wanton and intentional in nature, resulting in physical or financial injury

Employees who are victimized by, subject to, or witness misconduct as defined by this policy should report it to their immediate supervisor and/or Human Resources. In instances where an employee's supervisor is committing alleged misconduct, the employee should report misconduct directly to Human Resources. In all cases, Human Resources must be notified by a branch or department director of any reported misconduct. Human Resources will investigate all reports of misconduct promptly and, to the greatest extent possible, confidentially. Bethany maintains a [Whistleblower Policy](#) that protects those who, in good faith, report actual or perceived misconduct from retaliation or any adverse action.

Employees who are found to have committed misconduct will be subject to disciplinary action up to and including termination. Employees terminated for misconduct are not eligible for rehire with Bethany.

PERFORMANCE COACHING POLICY

Bethany subscribes to progressive disciplinary principles when correcting and coaching employee behaviors, performance, policy violations, or misconduct. Disciplinary measures may include verbal counseling, written warnings, performance coaching plans, suspension with or without pay, demotions, last-chance agreements or final warnings, and terminations of employment.

Bethany reserves the right to combine or skip steps of the performance coaching process, depending on the nature of each offense. Violations or misconduct that are gross in nature or severe in impact, in Bethany's sole discretion, may result in the immediate termination of employment. Similarly, behavior that is illegal or violates public policy may be grounds for termination without undergoing the performance coaching process. Nothing in this policy is intended to nor does it alter the at-will nature of your employment with Bethany.

Outlined below are the recommended steps of the company's performance coaching policy and procedure:

Step #1: Verbal Counseling

- The supervisor should use Step #1 as an opportunity to meet with an employee regarding an existing performance, behavioral, or policy-violation issue. The supervisor is to identify the issue(s) directly with the employee; set performance expectations; and explain how the employee can improve their performance moving forward.
- Performance coaching in Step #1 is to occur in ongoing interactions—such as scheduled supervision or other regularly scheduled supervisor-employee meetings—and should be documented by the supervisor.

Step #2: Performance Coaching Plan

- If the performance issue(s) identified in Step #1 does not improve, or worsens, the supervisor should pursue a more formal performance coaching plan to be discussed and signed by both supervisor and employee. Supervisors are encouraged to request input and assistance from Human Resources when developing written warnings or coaching plans.
- If immediate improvement is not demonstrated or maintained during or after a written warning or a coaching plan, the employee may be subject to additional discipline up to and including termination.

Step #3: Suspension or Final Warning

- Suspensions of employment may occur if the employee is under investigation for company or public policy, or if the employee's presence in the workplace is problematic or harmful. All suspensions of employment must be approved by Human Resources.
- Final warnings or coaching plans, or last-chance agreements, may be given to employees needing to demonstrate urgent, immediate performance improvement. Last-chance agreements should be developed between the supervisor and Human Resources.

Step #4: Termination of Employment

- Should performance or behaviors not improve, or should an infraction be serious enough to warrant immediate termination outside the progressive coaching process, the supervisor may seek to terminate employment of the employee. Human Resources must be notified before any involuntary termination takes place; exceptions can be made in urgent or unforeseen circumstances.

Employees have the opportunity, without interference or retaliation, to appeal disciplinary or performance coaching that has been issued to them. Within five (5) business days of being issued a disciplinary or coaching plan, employees must submit a written statement and/or documentation in support of their appeal to Human Resources and/or a regional- or management-level employee. Human Resources will investigate all appeals and, based on investigation results, may uphold or reverse the disciplinary or coaching plan; or, perform mediation or employ alternative dispute resolution practices, such as [Christian Conciliation](#), when applicable.

Employees will be asked to sign all documented forms of performance coaching, and all documentation will be stored in the employee's personnel file, with the employee receiving a copy of any and all documentation.

DRUG-FREE ENVIRONMENT

Bethany is committed to fostering a safe, healthy and productive work environment for its employees. In order to maintain this environment, employees are prohibited from reporting to work under the influence of illegal drugs, legal drugs or alcohol. Likewise, employees are prohibited from manufacturing, distributing or possessing illegal substances on company property or while performing job duties off-site.

This policy applies to all employees of Bethany when they are on Bethany time, conducting business for the agency, or on agency premises, including but not limited to all properties, land, buildings, structures, automobiles and other vehicles whether owned, leased or used by Bethany. Employees may not be under the influence of illegal drugs or alcohol at any time that this policy applies.

The use, sale, purchase, transfer or possession of an illegal drug by an employee while on Bethany premises or while performing Bethany business is prohibited. This policy also covers the use of drugs while off Bethany premises if such use, in Bethany's discretion, affects or may affect the employee's ability to safely or competently perform their job, and if such use results in a positive test for illegal drugs or the metabolites of illegal drugs, or if the drug does or may negatively reflect the reputation of Bethany business.

Corrective action up to and including termination of employment will be issued for employees found to be in violation of this policy. In more severe cases, first-time offenses may result directly in termination.

The company reserves the right to send employees for reasonable suspicion or post-accident drug testing. Human Resources must be notified when an employee is sent for a drug test of any kind. Additionally, all drug test results must be sent via fax to Human Resources. The refusal of a drug test will result in corrective action up to and including termination.

The company does recognize, however, that drug and alcohol dependency is a treatable condition, and employees are encouraged to confidentially seek assistance through the company's Employee Assistance Program (EAP). Treatment through the EAP—or a company-selected substance abuse rehabilitation program—may be used as a condition of continued employment in concert with a corrective action plan, especially in cases where work performance has been adversely affected.

Being under the influence of a legal drug or use of a legal drug by an employee while performing Bethany business or while on or using Bethany property or equipment is prohibited to the extent that such use or influence may affect the safety of the employee, co-workers, the employee's job performance, or the safe or efficient operation of Bethany equipment. An employee may continue to work even though under the influence of a legal drug if management has determined that the employee does not pose a threat to his or her own safety or the safety of co-workers, and that the employee's job performance is not significantly affected by the legal drug. Employees may maintain on Bethany premises prescription drugs and over-the-counter medications provided the drugs have been prescribed by a doctor for the person in possession of the drugs; and the drugs are kept in their original containers. For purposes of this policy, "legal drug" includes prescribed drugs and over-the-counter drugs which have been legally obtained and are being used in accordance with the applicable prescription or instructions.

**NOTE: Under no circumstances will marijuana be considered a "legal drug" under this policy. Use of marijuana is not permitted under this policy even if the marijuana is used for medical purposes and is permitted under state law.*

EMPLOYEE USE OF TECHNOLOGY

Bethany strives not only to utilize effective technological resources to better fulfill its mission to serve children and families, but also to provide technologies and applications to its employees in order for the delivery of quality services—both internal and external. The company maintains a comprehensive [Information Technology Policy](#) that details employee expectations and responsibilities when using technological resources provided by Bethany. The policy includes several employee guidelines, including e-mail and internet usage, equipment handling, purchasing and assistance requests to the company's Information Technology (IT) Department, and employee and client confidentiality.

Employees are highly encouraged to review, in full, the Information Technology Policy.

SOCIAL MEDIA POLICY – EMPLOYEE USE

Bethany embraces new media and next-generation technology as the way in which we communicate rapidly evolves. While Bethany recognizes that employees can leverage media tools to enhance their personal and professional lives, doing so also creates new responsibilities. These responsibilities apply to not only use in the workplace; they also apply to how employees engage new media outside of working hours.

The Social Media Policy applies to employees who use the following:

- Social networking websites or applications (e.g. Facebook, Instagram, LinkedIn, Twitter)

- Video or photo sharing websites (e.g. Flickr, YouTube)
- Bethany and personal blogs
- Wikis such as Wikipedia or any other site that involves collaborative publishing
- Forums or discussion boards

The policy is not limited to the above platforms; rather, it covers all forms of social media, whether existing at the time of the policy’s adoption or yet to be created. Employees may contact Human Resources if they have questions about whether a program or tool is covered by this policy.

In terms of employee responsibilities, this policy provides guidance to help employees understand appropriate behaviors and compliance standards—including applicable laws and company policies—that are to be taken into consideration when posting via social media. As such, it is important that all Bethany employees are responsible to:

- **Protect information** that is confidential or proprietary to the company, Bethany employees, clients, and other company partners. All rules that apply to employee activities, including [Bethany’s Confidentiality Agreement](#), [Notice of Privacy Practices](#) and [Release & Access of Client Information](#), apply to social media activity. The posting of confidential Bethany- or client-sensitive information and materials without the permission of the company is prohibited. Information that has not been made public by Bethany cannot appear in a posting under any circumstances.
- **Take ownership** of the views expressed in your postings. When posting on matters directly or indirectly involving Bethany, employees are encouraged to clearly indicate that their postings reflect their personal opinions and that those opinions do not reflect the views of Bethany or any other company representatives.
- **Demonstrate respect** to all. Employees are expected to embody Bethany’s Core Values when posting via social media. Postings that are defamatory, obscene, harassing or discriminatory, or are in violation of any Bethany policy, are unwelcome and conflict with company policy, as well as other applicable laws.
- **Be productive** when accessing social media during work hours. While at work, employees’ social media activities must be value-added or must take place during approved breaks, or before and after business hours. Employee may reference the [Information Technology Policy](#) for more details on how to responsibly utilize social media in the Bethany workplace.

Bethany reserves the right to monitor public posting activities that are transmitted using company equipment and, when applicable, request that an employee remove postings in violation of this policy.

Violations of this policy may result in corrective action up to and including termination of employment. Employees using social media for Bethany use only may refer to the company’s operational guide for social media.

NEPOTISM

Bethany does allow for more than one family member—or extended family member—to work for the company. The Human Resources Director must be notified prior to an offer of employment that is made to an employee’s family member; the Director and, if necessary, Administrative staff will review and approve or deny the authorization for hire. The following guidelines are to govern the employment of family members:

- No employee at any level will be permitted to directly hire a relative.
- No employee is to directly or indirectly supervise a relative.

- Related employees may not work in the same unit of service for the same department or branch.
- No employee will (a) evaluate performance (b) make salary recommendations (c) be involved in the promotion process, or (d) make financial or budgetary decisions involving a relative.

The term “relative,” as it applies to this policy, refers to spouses, parents, children, siblings, brothers- and sisters-in-law, grandparents, grandchildren, aunts, uncles, cousins, nieces and nephews, by blood, marriage or adoption.

ROMANCE & DATING POLICY

While Bethany does not prohibit romantic relationships between employees, these relationships can cause actual or perceived conflicts of interest, favoritism and harassment. As such, employees engaged in romantic relationships, should they develop, are to immediately report them to their supervisor(s) and to Human Resources.

Where romantic relationships exist, Bethany reserves the right to make employment decisions to protect against the risks as outlined above. Employment decisions can include but are not limited to:

- Transferring of one or both employees in the relationship
- Terminating of one or both employees in the relationship, if it has been determined that misconduct or other policy violations have already occurred
- Adjusting the lines of reporting or communication, if applicable
- Requiring both employees to acknowledge, in writing, the voluntary nature of their relationship

All Employee Conduct rules apply to relationships between employees.

CONFLICT OF INTEREST

Employees are encouraged to read and review the company’s [Conflict of Interest Policy](#), which defines Bethany’s definition of “Conflict of Interest;” provides examples where an actual or perceived conflict of interest would negatively impact an employee’s employment with the company; and outlines reporting procedures when employees observe a conflict.

EMPLOYEE SAFETY

Bethany is committed to maintaining a safe, healthy environment for all of its employees, clients, volunteers and other community partners. The company’s Emergency, Safety and Security Team, geared toward generating awareness and preparedness, creates and enacts company policies as they relate to emergency situations and employee safety. All employees are expected to review the company’s [Safety Manual](#) upon hire and regularly during their employment with the company. The Manual contains policies and procedures on emergency preparedness, facility maintenance, safety and risk management, evacuation guidelines, and OSHA information.

HARASSMENT POLICY

Bethany forbids unlawful harassment, which is harassment based on a person’s race, color, religion, national origin, age, sex, weight, height, marital status, veteran status, disability, or any other characteristic protected by law. Such harassment is unlawful if it is unwelcome and when:

- Submission to such conduct or communication is made either explicitly or implicitly a term or condition of any person's job;
- Submission to or rejection of such conduct or communication by any individual is used as the basis for job decisions affecting the individual, such as hiring, promoting, performance evaluations, pay adjustments, disciplinary measures, work assignments and work schedules; or
- Such conduct or communication has the purpose or effect of substantially or unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Examples of unwelcome conduct include off-color language, jokes, cartoons, nicknames, propositions, suggestive comments, innuendos, crude gestures, displays of obscene materials (including pictures or posters), or suggestive or insulting sounds.

Additionally, unlawful sexual harassment can include sexually-based and same-sex sexually-based comments and conduct, as well as gender-based comments and conduct, whether verbal, non-verbal, visual, or physical in nature. Unlawful sexual harassment can also include requests for sexual favors, sexual advances, repeated and unwanted social invitations, and physical contact such as patting, groping, pinching, or brushing against another's body.

Any employee who has a complaint of sexual harassment against a supervisor, coworker, a vendor or another person associated with the agency should file the complaint with their supervisor and Human Resources. All complaints of harassment will be investigated promptly by Human Resources.

The allegations of the complaint and the identities of the persons involved will remain confidential to the extent possible.

Bethany prohibits retaliation against anyone who in good faith raises complaints of harassment and all those who participate and cooperate in a harassment investigation.

EMPLOYMENT

EQUAL EMPLOYMENT OPPORTUNITY / NON-DISCRIMINATION

It is the policy of Bethany Christian Services to provide equal opportunity to employees and candidates for employment. Accordingly, Bethany will not unlawfully discriminate on the basis of race, color, national origin, age, sex, disability, height, weight, marital status, veteran status or any lawfully protected characteristic. This policy is applicable to all aspects of employment, including but not limited to recruitment, hiring, promotion, training, transfer, and rate of pay.

Compliance with this policy is the personal responsibility of all staff, especially those with duties related to the hiring of new employees and the supervision of current employees. The Human Resources Director is responsible for compliance with this policy, in addition to representing the company in all Equal Employment Opportunity matters.

Bethany's status as an equal opportunity employer does not prevent the agency from hiring staff based on their religious beliefs, and agreement to and living by our Statement of Faith, so that all staff share a common religious commitment, which is central to the agency's mission.

CONFIDENTIALITY & NON-COMPETE POLICIES

All Bethany employees are required to protect the confidentiality of Bethany staff, clients, donors and constituents. Employees are required to sign the company's [Confidentiality Agreement](#) upon hire; a copy of the signed Agreement will be returned to Human Resources and placed in the employee's personnel file.

Bethany also requires employees to read and comply with its [Non-Compete Policy](#), which sets rules regarding past or current employees and specifies their limitations when recruiting clients, board members or other employees to organizations outside of Bethany.

RECRUITMENT

Bethany is an Equal Opportunity Employer and is committed to equal opportunity hiring practices. All open positions are listed on the company's Careers [website](#). Employees are notified of all available positions, and they may view up-to-date job postings on the company's internal Careers website.

All applicants are able to view job descriptions when they apply to open positions. Bethany's recruitment and selection process includes but is not limited to phone interviews; in-person interviews with Bethany supervisors and staff; company-approved, validated personality or skills tests; reference checks; and background checks and/or fingerprinting.

Bethany maintains job files for every open position. Included in the job files are standardized interview questionnaires, which vary by position.

CLIENTS AS EMPLOYEES, INTERNS OR VOLUNTEERS

Past or current clients are eligible to apply for and serve as employees, interns or volunteers of Bethany, but they will have restricted access to information regarding their personal case file(s) and client information as permitted by law. Past or current clients who become employees must identify their relationship with Bethany with their supervisor and/or Human Resources. Employees found to be in violation with this policy may be subject to discipline up to and

including termination. Employees may refer to the Past or Current Clients as Employees, Interns or Volunteers Policy for more details.

EMPLOYEES AS VOLUNTEERS

Exempt and non-exempt employees are permitted to volunteer in many of Bethany's programs, although non-exempt employees must volunteer outside of their regular work schedule and they must not perform services or activities that are similar to their job duties as a Bethany employee.

Employees are not to be compensated for volunteer activities, nor is volunteering a mandatory activity or occupational requirement for any role at Bethany. Employees interested in volunteering must fill out an application, and they are encouraged to read the [Volunteer Policy](#).

PROMOTIONS & TRANSFERS

Employees may be promoted or transferred to open positions provided they meet the necessary occupational requirements (i.e. knowledge and education, skills, abilities, and experience) and have demonstrated satisfactory work performance in their current position.

Employees must be employed for a minimum of one (1) year before applying for internal job postings. However, exceptions to this policy may be granted if the transfer or promotion is approved by both the employee's current supervisor and hiring supervisor. Employees must notify their current supervisor prior to formally interviewing for an internal job opening. If selected for an internal job opening, employees are to provide a minimum of two (2) weeks' notice to their current supervisor before transferring.

Bethany reserves the right to transfer employees to open positions, branches or programs, provided there is a fit between the employee's education, skills and abilities and the position's bona fide requirements.

BACKGROUND CHECK & MEDICAL EXAMINATIONS

All prospective employees must complete a pre-employment background check in accordance with Bethany, state licensing, accreditation and insurance requirements. These standards vary by state. Background checks may include but are not limited to:

- County, state and federal criminal history
- Sex offender registry (state and federal)
- Motor Vehicle Reports (MVRs)
- Central Registry checks
- FBI background or fingerprinting checks

Depending on the employee's position, state of employment, or program, employees may be subject to recurrent or regularly scheduled background checks.

Some employees may be required to complete medical examinations or physicals, per state licensing standards, in order to perform their jobs. Exams or physicals must be completed by Bethany-designated occupational health clinics.

All background check-related records will be placed in the employee's personnel file. Medical examinations or physical records will be placed in the employee's medical file.

WORKING HOURS

Standard business hours for the company are 8:00 am to 5:00 pm, Monday through Friday.

Unpaid meal breaks range between 30 and 60 minutes. Employees are encouraged to take a paid 15-minute break once in the morning and once in the afternoon. Employees may choose not to take breaks, but they may not substitute these breaks for late arrivals and early departures from work.

Flex schedules may be arranged between an employee and their supervisor, particularly in circumstances when (a) an employee performs work before or after normal business hours (b) an employee represents the company or attends educational meetings after business hours, or (c) an employee's travel for work, or to attend a conference, exceeds their weekly expectations. Departments may have different requirements for coverage on all of business days; thus, some departments are not able to accommodate flex schedules. Likewise, supervisors may be unable to offer flex scheduling to employees in certain positions. Company supervisors are responsible for ensuring appropriate staff coverage during all business hours; they are able to use discretion when approving flex schedules.

Employees are permitted, with their supervisor's approval, to work remotely under special circumstances (e.g. weather conditions that prevent employees from reporting to the office; an employee request to work from home to complete a project). Employees performing a majority of their essential job duties from home must receive supervisory approval and sign a [Telecommuting Agreement](#), which is to be approved by their Branch Director and Human Resources. Employees are encouraged to review the company's [Telecommuting Policy](#) for more details.

EMPLOYEE TRAINING REQUIREMENTS

All Bethany employees are to complete mandatory training via the company's Learning Management System (LMS). Many trainings are required upon hire, annually or intermittently during employment, while other trainings are job- or program-specific. The company maintains a current listing of [required trainings](#) for all employees to review.

PERSONNEL RECORDS

Human Resources will manage and maintain a confidential personnel file for each employee. Human Resources will also maintain employee medical files, which are stored separately from personnel files. Employees may request access to their personnel files by submitting an authorization request, in writing, to Human Resources. Employees are able to review their personnel files in accordance with applicable laws; however, they are unable to view certain documents that may violate the confidentiality of other employees, clients or business partners of Bethany Christian Services.

SOCIAL SECURITY NUMBERS

Bethany understands the importance of protecting the confidentiality of its employees' Social Security numbers and those collected in the ordinary course of Bethany's business. Neither Bethany nor any of its employees will unlawfully disclose Social Security numbers obtained during the course of business. Bethany will limit access to information or documents containing Social Security numbers to those employees who need the information to do their jobs.

Additionally, Bethany will take every precaution to shield Social Security numbers displayed on computer monitors or printed documents from being easily viewed by others. Bethany will not

use Social Security numbers as personal identifiers, permit numbers, license numbers, or primary account numbers.

Bethany may use a Social Security number to perform an administrative duty related to employment, including, for example, to verify the identity of an individual; to detect or prevent identity theft; to investigate claims; to perform a credit check, criminal background check or driving history check; to enforce legal rights; or to administer benefits programs.

EMPLOYMENT OUTSIDE OF BETHANY

Bethany does not prohibit employees from seeking supplemental employment outside of their working hours with the company. However, Bethany does reserve the right to restrict supplemental employment should it interfere with an employee's job duties, availability or individual work performance.

All Bethany employees must receive documented approval from their direct supervisor before committing to a supplemental job opportunity outside of the company. The supervisor is to review the job opportunity, including the hours required and the nature of the position, before authorizing approval. The supervisor may deny the employee's request if the supplemental employment will result in a scheduling hardship or drastic altering of the employee's duties at Bethany. Furthermore, any supplemental employment opportunity that creates a conflict of interest or confidentiality risk as it relates to an employee's role at Bethany, or any of Bethany's policies, will be denied.

Employees are not to work for direct competitors of Bethany per the company's [Conflict of Interest Policy](#).

RESIGNATION

All Bethany employees are encouraged to give four (4) weeks' notice, or twenty (20) working days, when possible. The company also encourages employees to submit a written letter of resignation. An employee's last day worked with the company will be considered their resignation date.

No separation payments, other than accrued Earned Time Off (ETO) hours, will be made to resigning employees.

AUTOMOBILE INSURANCE

Employees using their personal automobiles for company business are expected to maintain reasonable public liability insurance for their automobiles. Bethany recommends that employees carry a minimum liability protection of \$300,000 for their automobiles. In cases where an employee incurs an injury during a non-work related automobile accident, the employee's personal auto insurance is the primary plan whereas the employee's elected medical coverage through Bethany is considered secondary. Therefore, employees should inform their auto insurance provider of Bethany's policy.

All employees are to provide proof of automobile insurance upon hire. The company may ask employees to re-verify their coverage at the company's discretion. Some positions may require employees to provide proof of an active driver's license and proof of insurance on a regular basis.

INDEMNIFICATION POLICY

Bethany will provide any former or current employee with legal assistance should they be made a party to an action, suit, or any legal proceeding in relation to performing their responsibilities as an employee. Employees will cooperate fully with Bethany in the investigation, defense and settlement of any losses or claims. Nothing in this policy requires that Bethany assume the cost of defense for any employee whom Bethany, in its sole discretion, determines was acting unlawfully or was not within the course of or in furtherance of the employee's employment with Bethany.

Employees are encouraged to review the [Legal Assistance for Employees Policy](#) for more details.

STATE & FEDERAL STATUTES

All employees shall be covered in the Social Security program and with Worker's Compensation and Unemployment Insurance in accordance with federal and state laws.

COMPENSATION

Bethany Christian Services employs non-discriminatory pay practices and strives to compensate employees based on their knowledge, skills and abilities, and their individual performance. Bethany is committed to providing pay ranges that are competitive with and equitable to similar jobs offered by other employers in respective markets.

Employees are encouraged to review the company's comprehensive [Compensation Policy](#) for more information on specific pay administration practices, performance reviews and supervisory duties as they relate to compensation planning and decision-making.

PERFORMANCE REVIEWS

Introductory employees are to be evaluated by their supervisor(s) in the form of a written performance review after they have worked six (6) months for the company. Introductory employees may, but not always, be eligible for a pay increase after they have worked six (6) months for the company. Six-month pay increases are based on an employee's individual performance, but other factors, such as budgetary constraints, may prevent a supervisor from issuing an increase to an employee performing exceptional work.

All employees are to receive written performance reviews on an annual basis.

An employee's review score is to be the primary criterion when determining an annual performance, or merit, increase, although other factors—such as the employee's position in their pay range, budgetary constraints, projects completed, and individual accomplishments—shall apply.

PAY PROCEDURES

All employees, both salaried and hourly, will be compensated on a biweekly basis. Biweekly pay periods begin on a Sunday and end on the second Saturday thereafter, totaling 14 days per pay period. Employees will receive payment for all hours worked during a given pay period on the Friday following the end of the pay period. If the Friday payday falls on a bank holiday (e.g. January 1), payment to employees will be dispersed on the day prior to the holiday.

Bethany compensates employees via physical checks or direct deposit, and complies with any applicable laws and regulations as they relate to pay dispersal. Employees are encouraged to utilize direct deposit. Employees are able to access their pay stubs, and other compensation information, via their UltiPro profile. Paper checks will be issued for your first check and whenever your bank account information is changed. Checks are mailed on the pay dates.

It is Bethany's policy to comply with salary basis requirements for exempt and non-exempt employees alike, as set forth by applicable state and federal wage-and-hour laws. Bethany will only make deductions from an exempt employee's pay as permitted under state and federal law and regulations. If an exempt employee believes Bethany has made an impermissible deduction from their pay, the employee should immediately report the matter to Human Resources. Bethany will investigate the matter and, if the deduction was improper, Bethany will reimburse the employee and will take steps to ensure that improper deductions are not made in the future. Bethany will not retaliate against an employee who makes a complaint under this policy.

EXEMPT / NON-EXEMPT CLASSIFICATIONS

Bethany employees are classified as either exempt or non-exempt and in accordance with the Fair Labor Standards Act (FLSA). Employees are classified depending on their earnings and the nature of the work they perform.

Salaried, exempt employees receive a guaranteed minimum amount for all hours to be worked in any work week. These employees do not receive overtime pay for any and all hours worked beyond their scheduled hours.

Hourly employees will earn overtime—one-and-a-half times their regular rate of pay—for all hours worked over 40 in a work week or as mandated by applicable state or local law.

EMPLOYEES WITH MULTIPLE JOBS

Employees may perform work outside of their regular job duties for other departments or programs, or within their own work group. Additional job duties must not interfere with the employee's ability to successfully perform their primary job duties. The employee must meet the minimum essential job requirements when performing additional roles for Bethany.

Employees who are categorized as exempt in their primary jobs may not be compensated on a non-exempt basis when performing additional jobs. Exempt employees must enter the correct allocation of hours spent per program or department when submitting their biweekly timesheets.

Human Resources must approve all Multiple Jobs requests and may deny such requests on the basis of conflict of interest, workforce planning constraints, or incompatibility with FLSA standards and guidelines.

BUSINESS-RELATED EXPENSES

Employees will be reimbursed for business-related expenses incurred for travel, meetings, meals and other activities that are in direct connection to employees' duties and responsibilities.

When driving their personal automobiles, employees will be reimbursed for mileage at a Bethany-established rate. Employees will also be reimbursed for parking fees and tolls. However, employees will not be reimbursed for moving violations, parking tickets or any other driving infractions when traveling for company business.

When traveling out-of-state or overnight to perform work or attend a conference, employees will be reimbursed for expenses in accordance with Bethany's Travel Policy. Employees are encouraged to review the Travel Policy upon hire—and intermittently during their employment—to stay current on company guidelines as they pertain to travel expenses and processes.

TIMESHEETS

All employees, including salaried/exempt employees, are required to submit individual timesheets for all hours worked on a biweekly basis, prior to payroll transmittal. Employees are personally responsible for all information entered on their timesheets; their supervisors are responsible for approving all submitted hours. Employees who submit fraudulent or inaccurate timesheets are in violation of the company's Misconduct Policy and are subject to discipline up to and including termination of employment. Similarly, supervisors who knowingly approve fraudulent timesheets are in violation of company policy.

BENEFITS

Bethany Christian Services aims to provide employees with a competitive, comprehensive benefits package. Employees are to receive detailed information on benefit plans upon hire and at least once annually thereafter. The company reserves the right to modify, amend or terminate its benefit plans as they apply to current, former and retired employees.

Bethany offers medical, dental, life and long-term disability insurance, as well as a flexible spending account. Ancillary benefits include supplemental life, vision, whole life and accident insurance. Eligibility for benefits varies depending on the scheduled hours worked each week.

The company also provides earned time off (ETO), paid holidays, paid absences (PAs), and other benefits.

Certain employee groups, such as Thrift Store employees, may have different eligibility criteria for benefits as set forth in a separate policy statement applicable to such positions.

Employees become benefits-eligible the first of the month following 30 days of employment, although some benefits become accessible during the company's open enrollment period. The company holds an open enrollment period for all benefits once annually.

MEDICAL & DENTAL INSURANCE

Bethany currently offers comprehensive medical/dental plans for employees and their spouses and/or dependents. The plan can also include flex spending options for health and dependent care expenses, as well as an option to enroll in a Health Savings bank account (HSA).

Employees with a status of 30-39 hours per week are eligible for Bethany's medical and dental plans, although premium rates may differ.

Employees with a status of 40 hours per week who waive the medical plan because they have elected coverage elsewhere are eligible to receive a cash incentive. These employees must enroll in the medical waiver plan, as they are not enrolled automatically. Employees with a status of fewer than 40 hours per week are not eligible for the waiver plan.

LIFE & ACCIDENTAL DEATH INSURANCE

Bethany provides company-paid term life insurance equal to an employee's annual salary. Accidental Death and Dismemberment protection is equal to the amount of an employee's life insurance. Only full-time employees with a status of 40 hours per week are eligible for life and accidental death insurance.

Insurance protection doubles after (5) years and triples after ten (10) years of service. For life insurance that exceeds \$50,000, premiums that excess coverage must be attributed to the employee as additional income. More information about the plan is available in the summary plan description.

LONG-TERM DISABILITY INSURANCE

Bethany provides company-paid long-term income protection, providing up to 60% of an employee's salary for as long as the disability exists (up to normal retirement age). Disability benefits begin 90 days after the date of the disability. Only full-time employees with a status of 40 hours per week are eligible for long-term disability insurance.

FLEXIBLE SPENDING ACCOUNT (FSA) / HEALTH SAVINGS ACCOUNT (HSA)

Employees are able to participate in IRS-approved flexible spending/health savings accounts, through which employees are permitted to use pre-tax earnings to purchase contributions for health plan premiums, health care expenses not covered under Bethany's health plan, and dependent care expenses. HSAs do not include dependent care expenses.

Employees with a status of 30 or more hours per week are eligible for FSAs and HSAs.

VISION INSURANCE

Employees can enroll in vision service plan (VSP) coverage through Bethany's carrier, and will be required to pay 100% of the premiums for the plan. Employees will receive the highest level of benefits by using a VSP provider. For additional notes on the VSP, please see the summary plan description.

Employees with a status of 20 or more hours per week are eligible for vision insurance.

ANCILLARY BENEFITS

Employees with a status of 20 or more hours per week are eligible to enroll in whole life insurance, with a long-term care rider, and/or accident insurance. Employees may only elect these plans annually, during the company's designated open enrollment period.

RETIREMENT PLAN

Bethany offers a retirement plan (403b) wherein employees can begin contributing when benefits begin the first of the month after 30 days of employment. Any employees hired after January 1, 2010 are automatically enrolled at 2% of their earnings. In addition, and based on years of service (see below), the company will match 100% of a voluntary employee contribution up to 8% of pay.

- 2-4 years of service 4% match
- 5-9 years of service 6% match
- 10+ years of service 8% match

Employees with a status of 20 or more hours per week are eligible to participate in Bethany's retirement plan. Employees are 100% vested. Please see the summary plan description for more details.

ADOPTION BENEFIT

Employees who become adoptive parents through Bethany are eligible to receive discounts for their adoption fees. After one (1) year of employment, full-time employees are eligible for a discount with a ceiling of \$5,000; when adopting multiple children, full-time employees are eligible for a discount with a ceiling of \$7,500 in a one-year time period. Part-time employees, who must work a minimum of 1,000 hours per year, are eligible for a discount of \$2,500 and a discount of \$3,750 for multiple adoptions in a one-year time period. Like full-time employees, part-time employees must work a minimum of one (1) year for the company before becoming eligible.

CELL PHONE DISCOUNT

All Bethany employees can receive discounted cell phone service plans with Verizon, Sprint and AT&T. Instructions on how to receive discounted plans can be found on the company's intranet.

PROFESSIONAL DEVELOPMENT & EDUCATIONAL FUNDS

Employees are encouraged to enhance their knowledge, skills, abilities and professional networks, and, in some cases, are required to achieve or maintain licensure as it relates to their job duties at Bethany. The company offers paid, regular time away from work for employees to attend conferences, professional development courses and other events that will benefit both the employee and Bethany. This professional development allotment is not a guaranteed benefit; rather, the dispersal of funds to employees is contingent on the necessity of the training needed, budgetary or financial flexibility of the branch or department, business volume, individual performance and other factors.

Professional development funds must be used for work- and job-related training or education, and each event or opportunity must be approved by the employee's supervisor. Employees and supervisors are to contact Human Resources if they are unclear on what qualifies as professional development opportunities.

Funds are to be used for training/conference registration fees, travel, meals and lodging expenses. Employees may reference the company's Travel Policy for details on how to book travel, log expenditures and follow budget guidelines.

EDUCATIONAL ASSISTANCE

Bethany employees that meet the Education Assistance Policy guidelines and requirements are eligible to receive funds to go toward continuing education at an accredited college or university. For more details, including funding information, eligibility, and the application process, employees may review the Education Assistance Policy in Lotus Notes.

EARNED TIME OFF (ETO)

Employees who work a minimum of 20 hours per week are able to accrue earned time off (ETO) to be used for vacation or personal days; sick days or personal preventive care; and to care for the health of a family member.

Employees who are eligible to accrue ETO do so as soon as they begin employment with the company. Employees have no restrictions on when they can first access their ETO bank.

An ETO annual accrual period is based off the employee's Anniversary Date (i.e. either their start date with the company, or the date on which they became eligible to accrue ETO). Below is a chart detailing the three (3) ETO levels offered to employees and the annual accrual rates associated with each.

ETO ANNUALIZED ACCRUAL RATES											
*Assuming the employee works 80 hours per biweekly pay period											
<i>ETO Level</i>	<i>Length of Service</i>										
	<1 YR	<2 YRS	<3 YRS	<4 YRS	<5 YRS	<6 YRS	<7 YRS	<8 YRS	<9 YRS	<10 YRS	10+ YRS
Level 1	21 days	26 days	26 days	26 days	26 days	26 days	26 days	26 days	26 days	26 days	26 days
Level 2	21 days	21 days	22 days	22 days	23 days	23 days	24 days	24 days	25 days	26 days	26 days
Level 3	16 days	16 days	17 days	18 days	19 days	20 days	21 days	22 days	23 days	24 days	25 days

The following chart outlines an employee's pay period accrual rates, depending on their length of service with the company.

ETO PAY PERIOD ACCRUAL RATES											
*Assuming the employee works 80 hours per biweekly pay period											
<i>ETO Level</i>	<i>Length of Service</i>										
	<1 YR	<2 YRS	<3 YRS	<4 YRS	<5 YRS	<6 YRS	<7 YRS	<8 YRS	<9 YRS	<10 YRS	10+ YRS
Level 1	6.46 hours	8.00 hours	8.00 hours	8.00 hours	8.00 hours	8.00 hours	8.00 hours	8.00 hours	8.00 hours	8.00 hours	8.00 hours
Level 2	6.46 hours	6.46 hours	6.77 hours	6.77 hours	7.08 hours	7.08 hours	7.38 hours	7.38 hours	7.69 hours	7.69 hours	8.00 hours
Level 3	4.92 hours	4.92 hours	5.23 hours	5.54 hours	5.85 hours	6.15 hours	6.46 hours	6.77 hours	7.08 hours	7.38 hours	8.00 hours

Employees working between 20-39 hours per week will receive a pro-rated ETO benefit based on the above charts. (e.g. Employee A, who is assigned a Level 2 ETO benefit, is scheduled and regularly works 20 hours per week. Employee A just reached their two-year anniversary with the company is in their third year of employment. Instead of earning ETO at a rate of 22 days per Anniversary Year, Employee A earns ETO at 11 days per year; or, approximately 3.38 days per pay period.)

ETO-eligible employees beginning employment with Bethany begin with zero (0) days of ETO and start to accrue ETO after the completion of their first pay period. Employees who become benefits-eligible later in their employment will also begin with a balance of zero (0) before accruing ETO hours.

An employee's ETO level is determined by their salary grade, which is tied to their position at the company. Employees may contact Human Resources if they have questions about their ETO level or salary grade.

ETO Guidelines

The following guidelines apply to Bethany's comprehensive ETO policy. Employees are highly encouraged to reference the policy and the guidelines herein so as to better understand the company's administration of ETO rules and regulations.

- When taking ETO, employees will be compensated at their regular rate of pay.
- ETO does not count as time worked for purposes of computing overtime. (e.g. Last week, Employee B worked 41 hours and took eight [8] hours of ETO. Employee B recorded one [1] hour of overtime last week.)
- Employees must submit ETO requests to be approved by their supervisor. Employees are expected to submit requests for one (1) day of ETO at least five (5) days in advance; similarly, they are expected to submit requests for (2) or more consecutive days of ETO at least ten (10) days in advance. However, employees are permitted to access ETO in emergency or unanticipated circumstances, with their supervisor's approval.
- Employees must access and expend all accrued ETO hours before requesting or voluntarily taking unpaid time off.
- Bethany reserves the right to designate a company-wide ETO day, specifically before or after a scheduled holiday. A company-designated ETO day will result in unpaid time off for employees who are not ETO-eligible, or for employees who have expended all of their ETO.
- Employees are able to rollover a maximum of two (2) weeks, or 80 hours, of ETO when they reach their Anniversary Date every year. The rollover amount is calculated at the end of the pay period in which the Anniversary Date falls. On their first-year Anniversary Date with the company, employees are able to rollover a one-time maximum of three (3) weeks, or 120 hours, of ETO.
- Employees who separate with the company, be it voluntarily or involuntarily, are entitled to be compensated for all unused ETO on their final paycheck.
- Previously separated employees who are rehired at Bethany do not have their ETO seniority or previous balances reinstated. Likewise, current employees that lose ETO eligibility (e.g. Employee C has their scheduled hours reduced from 30 hours/week to 15 hours/week) are paid out all unused ETO hours on their paycheck that covers the date in which they became ETO-ineligible; and should these employees again become ETO-eligible during their employment, they will not have their ETO seniority or previous balances reinstated.
- Bethany does not compensate employees for unused ETO during their employment.
- When employees are on a paid leave of absence and they exhaust all earned Paid Absence hours, they may access their ETO bank. (See the Paid Absence Policy for more details.)
- Once employees use all of their ETO for the year, additional paid leave will not be provided for sickness, preventive care, and/or the care of a family member unless required by applicable law.

Branch Closures

Occasionally, Bethany branches will close due to inclement weather or other emergency situations. Employees who are able to perform work remotely during branch closures will record regular hours; and, employees who are unable to perform work remotely will be required to access ETO hours for their absence. Likewise, employees who do not report to work during inclement weather, and when there is not an official branch closure, will be charged ETO hours for their absence.

Employees with questions about the ETO Policy may contact Human Resources. Employees can manage ETO requests and review their balance in UltiPro. To review their most up-to-date balance in UltiPro, employees may navigate to "Myself" and then access "PTO Plans" under the

Benefits tab. Under “PTO Plans,” employees are able to review amounts of ETO earned, taken and available within their Anniversary Year.

PAID ABSENCE HOURS

In addition to earned time off (ETO) hours, employees who are scheduled to work a minimum of 20 hours per week are eligible to accrue Paid Absence (PA) hours to access for specific circumstances warranting time off. Overall, an employee’s PA bank is intended for use during company-approved leaves of absence.

Full-time employees accrue PA hours at a rate of seven (7) days, or 56 hours, per Anniversary Year. Part-time employees scheduled to work 20-39 hours weekly earn PA on a pro-rated basis. Employees are able to rollover all unused PA hours on their Anniversary Date, but employees have a maximum accrual of 576 hours.

Unlike ETO, employees separating with the company are not entitled to be compensated for unused PA hours. All unused PA hours are forfeited upon an employee’s separation date. Additionally, similar to the ETO Policy, employees who are reclassified as benefits-ineligible, part-time (1-19 hours per week) will forfeit all earned PA hours during the pay period on which the reclassification date falls. Should these benefits-ineligible employees become eligible for PA hours again during their employment, their lost PA hours and seniority will not be restored.

When taking PA hours, employees will be compensated at their regular rate of pay. When all PA hours are exhausted, they may access all unused ETO hours for any given approved leave.

PA hours are to be accessed for the following:

Extended Personal Sick Leave

Employees attending to their own personal illness or medical condition for four (4) or more consecutive days can still access PA hours, but to do so they are required to complete Family Medical Leave Act (FMLA) and/or Leave of Absence paperwork with Human Resources. Employees who do not complete the required paperwork must access ETO hours, not PA hours, after the third consecutive day of personal sick leave.

Should an employee exhaust their PA and ETO hours during long-term personal sick leave, the remainder of the leave will be unpaid until benefits commence under Bethany’s long-term disability program, if applicable.

Bereavement

Employees are able to use PA hours in the event of a death of an immediate family member, such as a spouse, child, step-child, parent, step-parent, sibling, step-sibling, or parent-in-law. Employees may access no more than three (3) days, or 24 hours, of PA time for the death of an immediate family member. However, in extraordinary situations (e.g. extended travel time, responsibilities in making funeral arrangements), an employee’s supervisor and/or Human Resources may grant an extension of two (2) additional days, or 16 hours, of PA time.

When accessing PA hours for the death of other relatives, such as grandparents, grandchildren, aunts and uncles, cousins, nieces and nephews, or other relatives, employees may take one (1) day, or eight (8) hours, of PA time. Employees may also access one (1) day of PA time to attend the funeral of a Bethany coworker.

Employees must access ETO hours for all other bereavement-related circumstances.

Worker's Compensation

In cases where an employee is receiving income under the Workman's Compensation Act as a result of injury incurred while at work, the employee will be able to access PA hours to supplement their overall income. The combined net earnings from Workman's Compensation and PA hours are not to exceed the employee's regular base (non-overtime) earnings.

Other Leaves of Absence

PA hours may be used for company-approved leaves of absence. Please refer to the Leaves of Absence chapter of this Handbook for specific information.

PAID HOLIDAYS

Bethany provides paid holidays to employees with a status of 20 or more working hours per week. Full-time employees will receive eight (8) hours of regular pay per holiday, while employees classified between 20-39 hours per week will receive prorated pay based on their hours.

If a company-scheduled holiday falls on a Saturday, the holiday will be observed on the Friday prior. If a holiday falls on a Sunday, the holiday will be observed on the following Monday.

In order to receive full pay for company holidays, employees must be at work or absent with approved ETO or PA hours one (1) day preceding the holiday and one (1) day following the holiday. An employee who has an unapproved absence before or after a holiday will forfeit their holiday pay. Please see below for an upcoming schedule of company-approved holidays.

BETHANY HOLIDAY SCHEDULE			
Calendar years 2015-2017			
Holiday	2015	2016	2017
New Year's Day	Thursday, Jan. 1	Friday, Jan. 1	Monday, Jan. 2
Martin Luther King Day	Monday, Jan. 19	Monday, Jan. 18	Monday, Jan. 16
Good Friday	Friday, Apr. 3	Friday, Mar. 25	Friday, Apr. 14
Memorial Day	Monday, May 25	Monday, May 30	Monday, May 29
Independence Day	Friday, July 3	Monday, July 4	Tuesday, July 4
Labor Day	Monday, Sept. 7	Monday, Sept. 5	Monday, Sept. 4
Thanksgiving	Thursday, Nov. 26	Thursday, Nov. 24	Thursday, Nov. 23
Day after Thanksgiving	Friday, Nov. 27	Friday, Nov. 25	Friday, Nov. 24
Christmas Eve (1/2 Day)	Thursday, Dec. 24	Friday, Dec. 23	Friday, Dec. 22*
Christmas Day	Friday, Dec. 25	Monday, Dec. 26	Monday, Dec. 25

LEAVES OF ABSENCE

Bethany Christian Services offers a variety of company-approved leaves of absence during which employees may access their Earned Time Off (ETO) and Paid Absence (PA) hours. This chapter of the Handbook details these leaves of absence, employee eligibility and benefits allotted to employees when on leave. With the exception of Military Leave or Jury Duty, employees may not, for any one purpose, take leave to exceed six (6) months.

Temporary Employees are not eligible for Bethany-approved leaves of absence.

FAMILY MEDICAL LEAVE ACT (FMLA)

Under the Family and Medical Leave Act of 1993 ("FMLA"), eligible employees may take unpaid, job-protected leave for certain medical or family-related reasons. Leave entitlements vary depending upon the reason for the leave.

Eligible Employees

- Those who have worked for Bethany for at least 12 months;
- Those who have worked 1,250 hours in the 12-month period before the leave is to begin; and
- Those who work within 75 miles of 49 other Bethany employees.

Tracking of Leave

Leave is tracked according to a 12-month period. Except as provided below, the 12-month period Bethany uses for tracking FMLA leave looks backward 12 months from the date any leave is taken.

Family Leave and Medical Leave

Up to 12 weeks of leave may be taken for any one, or a combination, of the following circumstances:

- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for a spouse, child or parent who is suffering from a serious health condition;
- An employee's own serious health condition, (which may include work related injuries), which prevents the employee from performing his or her job; or for incapacity due to pregnancy, prenatal medical care or child birth.

Regardless of the reason(s) for leave, the maximum amount of leave for these three categories is 12 weeks in a 12-month period. Where medically necessary, leave due to a serious health condition may be taken on a reduced schedule or intermittent basis. Leave due to the birth, adoption or placement of a child may only be taken on a reduced schedule or intermittent basis with the approval of Bethany. New child leave must be completed within 12 months of the birth, adoption or placement. Where an employee takes leave for planned medical treatment or on an intermittent or reduced schedule basis, the employee must attempt to work with Bethany to schedule such leave so as not to disrupt Bethany's operations.

A "serious health condition" is an illness, impairment or, physical or mental condition, (which may include work related injuries), that involves either an overnight stay in a medical care facility or continuing treatment by a health care provider, and that prevents you from performing the

functions of your job or a family member from participating in school or other daily activities. Subject to the requirements of the FMLA, continuing treatment involves a period of incapacity of more than three (3) consecutive calendar days combined with at least two (2) visits to a health care provider or one visit plus a regimen of continuing treatment. It also includes pregnancy and prenatal care, certain chronic conditions, and other conditions that meet the FMLA's requirements.

Military-Related Leave

Employees may take up to 12 weeks of leave because of a "qualifying exigency" arising out of the fact that a spouse, parent or child of the employee is on "covered active duty" or has been notified of an impending call or order to active duty in the Armed Forces, the National Guard or Reserves. "Covered active duty" means, for a member of the Regular Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country and for a member of National Guard or Reserves means duty during the deployment of the member with the Armed Forces to a foreign country under a Federal call or order to active duty in support of a contingency operation. Qualifying exigencies must relate to the covered active duty or call or order to covered active duty and include such things as:

- Attending to legal and financial matters;
- Providing urgent childcare or making alternative schooling or childcare arrangements;
- Providing urgent parental care or making alternative parental care arrangements;
- Attending or participating in certain non-medical counseling sessions;
- Attending military events;
- Attending post-deployment and reintegration briefings;
- Spending time with a military member who is on short-term rest and recuperation leave during deployment; and
- Addressing issues that arise due to short-notice call or order to covered active duty.

Leave may be taken in a single block of time, intermittently, or on a reduced-schedule basis.

Eligible employees may take up to 26 weeks of leave to care for the Covered Service Member (spouse, child, parent or next of kin("Next of Kin" of covered service member is nearest blood relative, other than service member's spouse, parent, son or daughter in the following order: blood relatives who have been granted legal custody by court order or statute; brother or sister; grandparents; aunt or uncle; first cousin – unless service member has designated another blood relative as next of kin in writing)) with a serious illness or injury. A Covered Service Member is (a) a current member of the Armed Forces, the National Guard, or the Reserve and who is undergoing medical treatment, recuperation or therapy, is in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness incurred in the line of duty on active duty, or (b) a veteran of the Armed Forces, the National Guard, or the Reserves, and who is receiving treatment, recuperation, or therapy for a qualifying serious injury or illness incurred or aggravated in the line of duty on active duty provided the family member's discharge from military service was within five (5) years of the commencement of the leave.

Leave under this category may only be taken during a single 12-month period beginning from the first date of leave. Leave may be taken in a single block of time, intermittently, or on a reduced-schedule basis.

Total Leave Entitlement

Leave taken for all categories of family, medical and military leave will be combined toward the applicable 26-week or 12-week entitlements outlined in this policy. Where a husband and wife both work for Bethany, they will be limited to a combined 12 or 26 weeks of leave to deal with a

military qualifying exigency; to care for a family member with serious injury or illness arising out of their military service; due to birth; adoption or placement of a child for foster care, or to care for a parent with a serious health condition (as defined above).

Notification and Certification of Need for Leave

When practical, employees are required to give Bethany at least 30 days' notice of the need for leave.

When the need for leave becomes known less than 30 days in advance, you are required to notify Bethany promptly when the need for leave becomes known.

Subject to the above, you must generally comply with Bethany's normal absence notification procedures. Failure to provide timely notice may result in your leave being delayed. When the need for leave is unforeseeable, you or someone on your behalf must notify Bethany as soon as possible. Please provide as much information as possible about the reasons for leave so that we can properly and timely determine whether your leave qualifies under this policy. Calling in "sick" is not sufficient. If your leave has already been approved and you subsequently need time off for that same reason, you must specifically inform us in writing that you are taking leave for that reason or that you are taking "FMLA leave."

When the need for leave is military-related or due to a serious health condition (the employee's or a family member's), you will be required to provide certification of the need for leave and its duration on a form supplied by Bethany. Generally, this certification must be completed and returned to us within 15 days of when it was provided to you. Bethany is not responsible for any charges incurred for completing the certification forms. While off work on leave, verification of continued need for leave and intent to return may also be requested. Failure to provide timely notice or the required certification may result in the leave being delayed or denied, or your absences being counted against our attendance policy or expectations.

When a request for leave is made, Bethany will provide you with information about whether you are eligible for leave, whether your leave will be designated as FMLA leave, and information about your rights and responsibilities.

Employer Notice

If you request leave you will be informed whether you are eligible under the FMLA. If you are, the notice will specify any additional information required, as well as your rights and responsibilities. If you are not eligible, you will be given a reason for the ineligibility. You will also be informed if leave will be designated as FMLA leave and the amount of leave counted against your total leave entitlement. If Bethany determines that the leave is not covered by the FMLA, you will be notified of this determination.

Benefits

Group health plan benefits are continued during FMLA leave. To maintain health plan coverage during an approved leave, you must continue to pay the regular required employee contribution. If you fail to make the required contributions, health care coverage may be terminated and you will be allowed to continue coverage under COBRA. Employees who fail to return from an FMLA leave or who terminate within 30 days of returning may be required to reimburse Bethany for any insurance premiums paid on their behalf during a leave. Non-health benefits (e.g., life, disability, vacation accrual, etc.) will [will not] be continued during a FMLA leave. You will not lose any benefit that was earned prior to your leave.

In certain circumstances, disability benefits or workers' compensation benefits may be available during FMLA leave. You also may use any available paid time off (e.g. ETO) during an otherwise unpaid FMLA leave, subject to the terms of the paid time off policies. Employees on FMLA leave will not receive pay for holidays while they are on leave, unless they are still on the payroll for the purpose of exhausting accrued vacation and sick time. Employees may first access their Paid Absence (PA) bank while on FMLA leave; when their PA hours are exhausted, they may then access their ETO hours. The remainder of FMLA leaves will be unpaid after both PA and ETO hours are exhausted.

Other Requirements

Employees may not engage in any work (whether for another employer or self-employed) while on a leave of absence under this policy. Employees returning from a leave due to their own serious health condition may be required to provide Bethany with a fitness for duty certification. Employees who return from leave within the allowed time limits will be reinstated to their same or an equivalent position with Bethany, with equivalent pay, benefits and other employment terms. Bethany may deny reinstatement to certain "key employees" consistent with the FMLA guidelines.

Unlawful Acts and Enforcement

The FMLA makes it unlawful for any employer to interfere with, restrain, or deny the exercise of any right provided by the FMLA, or 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. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer. FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or agreement which provides greater family or medical leave rights.

Additional information about FMLA leave can be found on posted notices in branch offices or from the Business/Human Resources office.

MATERNITY LEAVE

Employees who are not otherwise eligible for FMLA will be granted a Maternity Leave of Absence not to exceed twelve (12) weeks. Expectant employees must submit a physician's statement, FMLA paperwork, and Bethany's Leave of Absence Form to Human Resources a minimum of (30) days before the expected date of birth. Employees may access their PA hours while on Maternity Leave; when their PA hours are exhausted, they may then access their ETO hours. The remainder of Maternity Leaves will be unpaid after employees have exhausted both their PA and ETO hours.

PATERNITY LEAVE

Employees will be granted a Paternity Leave of Absence not to exceed ten (10) days, or 80 hours. Expectant employees must submit a physician's statement, FMLA paperwork, and Bethany's Leave of Absence Form to Human Resources a minimum of 30 days before the expected due date. Employees may access their PA hours while on Paternity leave; when their 80 hours of PA hours are exhausted, they may then access their ETO hours. The remainder of Paternity Leaves will be unpaid after employees have exhausted both their PA and ETO hours.

ADOPTION LEAVE

Employees who are primary caregivers will be granted an Adoption Leave of Absence not to exceed twelve (12) weeks. Employees may access their PA hours first while on Adoption Leave; when their PA hours are exhausted, they may then access their ETO hours. The remainder of Adoption Leave will be unpaid after employees have exhausted both their PA and ETO hours.

Employees must submit Bethany's Leave of Absence Form and FMLA paperwork to Human Resources prior to taking Adoption Leave.

EXTENDED PERSONAL ILLNESS LEAVE

Per the Paid Absence Policy, employees who are on leave for four (4) or more consecutive days must submit FMLA paperwork and Bethany's Leave of Absence Form to Human Resources. Employees will be able to first access PA hours before accessing ETO hours. When PA and ETO hours are exhausted, the remainder of the employee's leave will be unpaid until benefits commence under the company's Long-Term Disability program.

Only full-time employees are eligible for Bethany's Long-Term Disability benefit.

PERSONAL LEAVE OF ABSENCE

In consultation with Human Resources, supervisors may approve of personal leaves of absence that are unrelated to an employee's health condition or responsibilities as a caregiver. Examples of personal leaves include long-term mission trips or educational opportunities. Supervisors and/or Human Resources reserve the right to deny personal leaves of absence, depending on the employee's position and responsibilities.

Personal leaves of absence are not to exceed six (6) months in length, once approved. During personal leaves, employees will have their PA and ETO accruals, seniority and all elected benefits suspended. These benefits will be restored upon an employee's return to active duty with the company.

Employees on personal leaves of absence will be permitted to return to their former position if it is still open, or a comparable, unfilled and available position requiring similar knowledge and skills.

While on personal leave, employees may only access ETO hours. When ETO hours are exhausted, the remainder of these approved leaves will be unpaid.

MILITARY LEAVE

Bethany provides military leaves of absence in accordance with state and federal law.

Employees' ETO accruals will be suspended when leave commences.

Medical benefits coverage will continue for a period of time not to exceed 31 days from the date the employee's military leave commences. All other employee benefits will be suspended on the date the leave commences.

JURY DUTY & WITNESS LEAVE

Employees required to report for jury duty or subpoenaed as witnesses for a trial are granted paid time off. Full-time employees are able to claim a maximum of five (5) days, or 40 hours, of paid time for jury duty or witness leave. Part-time employees are able to claim a prorated

amount of time off based on the full-time leave entitlement. All jury duty and witness leave pay is dispersed as regular (non-overtime) earnings.

When employees are called to serve on jury duty or witness leave exceeding the company-allotted lengths of absence, employees should contact their supervisor and Human Resources to obtain an extension of paid leave.

Employees are to notify their supervisor(s) and Human Resources of jury duty or witness leave to extend beyond one (1) day by completing Bethany's Leave of Absence Form. Employees may still record work performed during jury duty and witness leaves of absence.

If an employee is dismissed after a half-day of jury duty, they are expected to return to work.