

PTSD Foundation of America  
Employee Handbook

SOUTH CAROLINA

This acknowledgment should be signed by the employee and given to the employee.

**PURSUANT TO SOUTH CAROLINA LAW, I ACKNOWLEDGE AND UNDERSTAND THAT THIS Employee Handbook DOES NOT CREATE AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT BETWEEN THE COMPANY AND ME. I AGREE AND ACKNOWLEDGE THAT I AM AN AT-WILL EMPLOYEE, MEANING THAT I CAN QUIT OR BE TERMINATED AT ANY TIME, FOR ANY REASON OR NO REASON. I AGREE AND ACKNOWLEDGE THAT THIS AT-WILL RELATIONSHIP CANNOT BE ALTERED AND THAT NO CONTRACT CAN BE FORMED REGARDING ANY TERM OR CONDITION OF EMPLOYMENT UNLESS IT IS IN WRITING AND SIGNED BY THE PRESIDENT, HUMAN RESOURCES.**

**I ALSO AGREE AND ACKNOWLEDGE THAT THIS IS THE FIRST PAGE OF THE EMPLOYEE HANDBOOK GIVEN TO ME.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

# PTSD Foundation of America Employee Handbook



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**PTSD FOUNDATION  
OF AMERICA**

03/23/2023

## **ABOUT THIS HANDBOOK/DISCLAIMER**

We prepared this handbook to help employees find the answers to many questions that they may have regarding their employment with the PTSD Foundation of America. Please take the necessary time to read it.

We do not expect this handbook to answer all questions. Supervisors and Human Resources also serve as a major source of information.

Neither this handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. PTSD Foundation of America adheres to the policy of employment at will, which permits the Company or the employee to end the employment relationship at any time, for any reason, with or without cause or notice.

No Company representative other than the President and/or Human Resources may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case. Any such modification must be in a signed document.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate Company documents. These Company documents are always controlled over any statement made in this handbook or by any member of management.

This handbook states only general Company guidelines. The Company may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified by an express written agreement signed by the employee and the President and/or Human Resources.

This handbook supersedes all prior handbooks.

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# Welcome

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## *1-1 Introduction*

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Jobs can be found anywhere.

Passion and purpose come from within. Few find a place where these can be celebrated and flourish as their job. You are here because you want to make a difference in this world. There is no "thinking outside the box" here because there is no "box." Saving and changing lives will stretch you and bring out the best in you as we work toward this single goal. This journey will bring about every emotion and be ultimately fulfilling. This mission is not for the weak; it is for the dedicated and determined. We need everything you have and will become to be brought into this great cause. This is more than a job and offers something greater than ourselves that will outlive us.

Here, your job is to pursue your passion and fulfill your purpose.

For employees who are commencing employment with PTSD Foundation of America ("PTSD Foundation of America" or "the Company"), on behalf of PTSD Foundation of America, we extend a warm and sincere welcome.

For employees who have been with us, thank you for your past and continued service.

We extend our personal best wishes for success and happiness here at the PTSD Foundation of America. We understand that our employees provide the services that our customers rely upon and will enable us to create new opportunities in the years to come.

Welcome to the PTSD Foundation of America.

Your Executive Leadership Team

## *1-2 Our Mission*

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The Mission of the PTSD Foundation of America is to bring hope and healing to Combat Veterans and their families suffering from the effects of combat-related Post Traumatic Stress.

We do this by taking a whole-person approach, offering evidence-based peer-to-peer mentoring, both individually and in group settings. In addition, our programs and services are free to the Veteran and their family so that the focus remains on their journey to healing.

We take a collaborative approach to raising awareness of the increasing needs of the military community by working with government agencies, service organizations, churches, and private sector businesses to combine resources.

By taking our message to public events, media outlets, social media, and service organizations, we can more effectively reach Veterans in crisis and make a life-saving impact on the Veteran community.

### ***1-3 “At-Will” Employment Relationship***

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Each employee’s employment relationship with the Company is voluntarily entered into, and employees are free to resign at any time with or without notice. Similarly, the Company is free to end any employment relationship at any time, with or without cause and with or without notice, provided that such termination does not violate any federal or state law. Accordingly, there is no promise that employment will continue for a set period of time or that an employee’s employment will be terminated only under particular circumstances. The relationship between the Company and the employee is and always will be one of voluntary employment referred to as “at-will.”

In addition, the Company may make decisions regarding other terms of employment (including demotion, promotion, compensation, benefits, and job duties) with or without cause or advance notice. Only the President of the Company may enter into an agreement contrary to this policy. Any such agreement must be in writing and signed by both the employee and the President.

### ***1-4 Equal Employment Opportunity***

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PTSD Foundation of America is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

***Accommodations for Individuals with Disabilities:*** The Company will make reasonable accommodations, as required by law, for the known physical or mental disabilities of an otherwise qualified applicant or employee unless doing so would impose an undue hardship upon the Company's business operations. An accommodation is not reasonable if, even with the accommodation, the employee is unable to perform essential job duties in a manner that would not endanger the employee's health or safety of the employee or others.

Any applicant or employee who believes they require an accommodation in order to perform the essential functions of the job should contact the Manager and/or Human Resources to request such an accommodation. Employees should specify what accommodation they need to perform the job and submit supporting medical documentation explaining the underlying physical or mental disability and the basis for the requested accommodation. The Company then will review and analyze the request, including engaging in an interactive process with the employee or applicant, to identify if such an accommodation can be made. The Company will evaluate requested accommodations and, as appropriate, identify other possible accommodations, if any. The employee will be notified of the Company's decision regarding the request within a reasonable period. The

Company treats all medical information submitted as part of the accommodation process in a confidential manner.

The Company will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on the Company's operations. If employees wish to request such an accommodation, they should contact the Manager and/or Human Resources.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the Manager and/or Human Resources. The Company will not allow any form of retaliation against individuals who raise equal employment opportunity issues. If employees feel they have been subjected to any such retaliation, they should contact the Manager and/or Human Resources. To ensure our workplace is free of artificial barriers, violation of this policy, including any improper retaliatory conduct, will lead to discipline, up to and including discharge. All employees must cooperate with all investigations.

### ***1-5 Non-Harassment and Non-Discrimination***

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It is PTSD Foundation of America's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, actual or perceived race, creed, color, religion, alienage, or national origin, ancestry, citizenship status, age, sex, disability or handicap, pregnancy, marital status, veteran status, sexual orientation, gender identity, arrest record, genetic information or any other characteristic protected by applicable federal, state or local laws. This policy aims not to regulate our employees' personal morality but to ensure that no one harasses another individual in the workplace.

If an employee feels that he or she has been subjected to conduct which violates this policy, he or she should immediately report the matter to any member of management. If the employee is unable for any reason to contact this person, or if the employee has not received a satisfactory response within five (5) business days after reporting any incident of what the employee perceives to be harassment, the employee should contact Human Resources. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be thoroughly investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Company will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy.

If an employee feels he or she has been subjected to any such retaliation, he or she should report it in the same manner in which the employee would report a claim of perceived harassment under this policy. Violation of this policy, including any improper retaliatory conduct, will result in disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

Go to <https://employeeconfidential.com/Report/PTSDFoundationofAmerica> to confidentially report any of the following violations of

- fraud and/or theft
- harassment and/or discrimination
- on-the-job drug and/or alcohol abuse
- conflicts of interest or business ethics violations
- violation of Company policy

### ***1-6 Sexual Harassment***

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It is PTSD Foundation of America's policy to prohibit harassment of any employee by any Supervisor, employee, customer, or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within the Company. It is to ensure that at the Company, all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, and there is a wide range of behavior that may violate this policy even if such behavior does not violate the law, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If the employee feels that he or she has been subjected to conduct which violates this policy, the employee should immediately report the matter to any member of management. If unable for any reason to contact this person, or if the employee has not received a satisfactory response within five (5) business days after reporting any incident of perceived harassment, the employee should contact Human Resources. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be thoroughly investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Company will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If you feel you have been subjected to any such retaliation, report it in the same manner you would report a claim of perceived harassment under this policy. Violation of this policy, including any improper retaliatory conduct, will result in disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

## 1-7 Drug-Free and Alcohol-Free Workplace

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In compliance with the Drug-Free Workplace Act of 1988, the PTSD Foundation of America ("PTSD FOA") has a longstanding commitment to provide a safe, quality-oriented, and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of the PTSD FOA employees and to the security of the company's equipment and facilities. For these reasons, the PTSD FOA is committed to the elimination of drug and alcohol use and abuse in the workplace.

### *Scope*

This policy applies to all employees and all applicants for employment of PTSD FOA. The human resource (HR) department is responsible for policy administration.

### *Definitions*

**"Company Premises"** includes all buildings, offices, facilities, grounds, parking lots, lockers, places, and vehicles owned, leased, or managed by PTSD FOA or any site on which the company is conducting business.

**"Illegal Drug"** means a substance whose use or possession is controlled by federal law but that is not being used or possessed under the supervision of a licensed health care professional. (Controlled Substances are listed in Schedules I-V of 21 C.F.R. Part 1308).

**"Refuse to Cooperate"** means to obstruct the collection or testing process; to submit an altered, adulterated or substitute sample; to fail to show up for a scheduled test; to refuse to complete the requested drug testing forms; or to fail to promptly provide specimen(s) for testing when directed to do so, without a valid medical basis for the failure. Employees who leave the scene of an accident without justifiable explanation prior to submission to drug and alcohol testing will also be considered to have refused to cooperate and will automatically be subject to discharge.

**"Under the Influence of Alcohol"** means an alcohol concentration equal to or greater than .04, or actions, appearance, speech, or bodily odors that reasonably cause a manager to conclude that an employee is impaired because of alcohol use.

**"Under the Influence of Drugs"** means a confirmed positive test result for illegal drug use per this policy. In addition, it means the misuse of legal drugs (Prescription and possibly OTC) when there is not a valid prescription from a physician for the lawful use of a drug in the course of medical treatment (Containers must include the patient's name, the name of the substance, quantity/amount to be taken and the period of authorization).

### *Employee Assistance*

PTSD FOA will assist and support employees who voluntarily seek help for drug or alcohol problems before becoming subject to discipline or termination under this or other PTSD FOA policies. Such employees will be allowed to use accrued paid time off, placed on leave of absence, referred to treatment providers and otherwise accommodated as required by law.

Employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests if they hold jobs that are safety-sensitive or require driving, or if they have violated this policy previously. Once a drug test has been initiated under this policy, unless otherwise required by the Family and Medical Leave Act or the Americans with Disabilities Act, the employee will have forfeited the opportunity to be granted a leave of absence for treatment, and will face possible discipline, up to and including termination.

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely, and they must promptly disclose any work restrictions to human resources.

### *Work Rules*

1. Whenever employees are working, operating any PTSD FOA vehicle or piece of equipment present on company premises or conducting company-related work offsite, they are prohibited from:
  - a. Using, possessing, buying, selling, manufacturing, or dispensing an illegal drug (to include possession of drug paraphernalia).
  - b. Being under the influence of alcohol or an illegal drug as defined in this policy.
  - c. Possessing or consuming alcohol.
2. The presence of any detectable amount of any illegal drug, illegal controlled substance, or alcohol in an employee's body system, while performing company business or while in a company facility, is prohibited.
3. PTSD FOA will not allow employees to perform their duties while taking prescribed drugs that adversely affect their ability to perform their job duties safely and effectively. Employees taking a prescribed medication must carry it in a container labeled by a licensed pharmacist or be prepared to produce the container if asked.
4. Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

### *Pre-employment testing*

PTSD conducts drug tests to screen out potential new hires who use illicit drugs and to deter current staff from abusing drugs and creating safety risks in the workplace. All Applicants will receive an offer letter with a contingency they must pass a drug and alcohol test. Although employment may have begun, the offer will be rescinded in the event an applicant does not pass the drug and alcohol test. Refusal to submit to testing will result in disqualification of further employment consideration.

### *Reasonable suspicion testing*

Employees are subject to testing based on (but not limited to) observations by at least two members of management of apparent workplace use, possession, or impairment. HR or a Director should be consulted before sending an employee for testing. Management must use the Reasonable Suspicion

Observation Checklist to document specific observations and behaviors that create a reasonable suspicion that an employee is under the influence of illegal drugs or alcohol. Examples include:

- Odors (smell of alcohol, body odor or urine).
- Movements (unsteady, fidgety, dizzy).
- Eyes (dilated, constricted, or watery eyes, or involuntary eye movements).
- Face (flushed, sweating, confused or blank look).
- Speech (slurred, slow, distracted mid-thought, inability to verbalize thoughts).
- Emotions (argumentative, agitated, irritable, drowsy).
- Actions (yawning, twitching).
- Inactions (sleeping, unconscious, no reaction to questions).

When reasonable suspicion testing is warranted, both management and HR will meet with the employee to explain the observations and the requirement to undergo a drug and/or alcohol test within two hours. Refusal by an employee will be treated as a positive drug test, resulting in immediate termination of employment.

*Under no circumstances will the employee be allowed to drive him or herself to the testing facility. A member of management must transport the employee or arrange for transportation and arrange for the employee to be transported home or back to company premises.*

#### *Post-accident testing*

Employees conducting business for or on behalf of PTSD FOA are subject to testing when they cause or contribute to accidents that seriously damage a PTSD FOA vehicle, machinery, equipment, or property that results in an injury to themselves or another employee requiring offsite

medical attention. A circumstance that constitutes probable belief will be presumed to arise in any instance involving a work-related accident or injury in which an employee who was operating any motorized vehicle belonging to PTSD FOA is found to be responsible for causing the accident. In any of these instances, the investigation and subsequent testing must take place within two hours following the accident, if not sooner. Refusal by an employee will be treated as a positive drug test result and will result in immediate termination of employment.

Under no circumstances will the employee be allowed to drive him or herself to the testing facility. A member of management must transport the employee or arrange for transportation and arrange for the employee to be transported home or back to company premises.

#### *Collection and Testing Procedures*

Employees subject to alcohol testing will be transported to a PTSD FOA designated facility and directed to provide breath specimens. Breath specimens will be tested by trained technicians using federally approved breath alcohol testing devices capable of producing printed results that identify the employee. If an employee's breath alcohol concentration is .04 or more, a second breath specimen will be tested approximately 20 minutes later. The results of the second test will be determinative. Alcohol tests, however, may be a breath, blood, or saliva test, at the company's

discretion. For purposes of this policy, test results generated by law enforcement or medical providers may be considered by the company as work rule violations.

Employees subject to drug testing will be transported to a PTSD FOA designated testing facility and directed to provide urine specimens. Employees may provide specimens in private unless they appear to be submitting altered, adulterated or substitute specimens. Collected specimens will be sent to a federally certified laboratory and tested for evidence of marijuana, cocaine, opiates, amphetamines, PCP, benzodiazepines, methadone, methaqualone, and propoxyphene use. (Where indicated, specimens may be tested for other illegal drugs). The laboratory will screen all specimens and confirm all positive screens. There must be a chain of custody from the time specimens are collected through testing and storage.

The laboratory will transmit all positive drug test results to PTSD FOA and retained by HR, who will offer individuals with positive results a reasonable opportunity to rebut or explain the results. Individuals with positive test results may also ask HR to have their split specimen sent to another federally certified laboratory to be tested at the applicant's or employee's own expense. Such requests must be made within 72 hours of notice of test results. If the second facility fails to find any evidence of drug use in the split specimen, the employee or applicant will be treated as passing the test.

### *Consequences*

Applicants who refuse to cooperate in a drug test or who test positive will not be hired and will not be allowed to reapply/retest in the future. Applicants who were prior residents in the program will be assessed on a case-by case basis, encompassing prior program participation, behavior, and compliance.

Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture, or dispense an illegal drug in violation of this policy will be terminated. If the employee refuses to be tested, yet the company believes he/she is impaired, under no circumstances will the employee be allowed to drive him or herself home.

Employees who test positive, or otherwise violate this policy, will be subject to discipline, up to and including termination. Depending on the circumstances, the employee's work history/record and any state law requirements, PTSD FOA may offer an employee who violates this policy or tests positive the opportunity to return to work on a last-chance basis pursuant to mutually agreeable terms, which could include follow-up drug testing at times and frequencies determined by PTSD FOA for a minimum of one year but not more than two years as well as a waiver of the right to contest any termination resulting from a subsequent positive test.

If the employee does not complete the rehabilitation program or tests positive after completing the rehabilitation program, the employee will be immediately discharged from employment.

Employees will be paid for time spent in alcohol or drug testing and then suspended pending the results of the drug or alcohol test. After the results of the test are received, a date and time will be scheduled to discuss the results of the test; this meeting will include a member of management and

HR. Should the results prove to be negative, the employee will receive back pay for the times/days of suspension.

### *Confidentiality*

Information and records relating to positive test results, drug and alcohol dependencies, and legitimate medical explanations provided to HR will be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files. Such records and information may be disclosed among managers on a need-to-know basis and may also be disclosed when relevant to a grievance, charge, claim or other legal proceeding initiated by or on behalf of an employee or applicant.

### *Inspections*

PTSD FOA reserves the right to inspect all portions of its premises for drugs, alcohol, or other contraband. All employees, contract employees, volunteers and visitors may be asked to cooperate in inspections of their persons, work areas, property and vehicles that might conceal drugs, alcohol, or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline, up to and including discharge.

### *Crimes Involving Drugs*

PTSD FOA prohibits all employees, including volunteers performing work, from manufacturing, distributing, dispensing, possessing, or using an illegal drug in or on company premises or while conducting company business. PTSD FOA employees are also prohibited from misusing legally prescribed or over the counter (OTC) drugs. Law enforcement personnel may be notified, as appropriate, when criminal activity is suspected.

PTSD FOA does not desire to intrude into the private lives of its employees but recognizes that employees' off-the-job involvement with drugs and alcohol may have an impact on the workplace. Therefore, PTSD FOA reserves the right to take appropriate disciplinary action for drug use, sale, or distribution while off company premises. All employees who are convicted of, plead guilty to, or are sentenced for a crime involving an illegal drug are required to report the conviction, plea, or sentence to HR within five days. Failure to comply will result in automatic termination. Cooperation in complying may result in suspension without pay to allow management to review the nature of the charges and the employee's past record with PTSD FOA.

### *Enforcement*

Human Resources is responsible for policy interpretation, administration, and enforcement.

## ***1-8 Workplace Violence***

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PTSD Foundation of America is strongly committed to providing a safe workplace. This policy aims to minimize the risk of personal injury to employees and damage to the Company and personal property.

PTSD Foundation of America does not expect employees to become psychology experts or physically subdue a threatening or violent individual. Indeed, the PTSD Foundation of America explicitly discourages employees from engaging in any physical confrontation with a violent or potentially violent individual. However, the PTSD Foundation of America expects and encourages employees to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger, and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Company policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; or demonstrating a propensity to behave and react irrationally.

### **Prohibited Conduct**

Threats, threatening language, or any other acts of aggression or violence made toward or by any Company employee WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking, or any other hostile, aggressive, defamatory, or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, employees and visitors are prohibited from carrying weapons onto Company premises.

### **Procedures for Reporting a Threat**

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom the employee feels comfortable. Reports of threats may be kept confidential to the extent that maintaining confidentiality does not impede the PTSD Foundation of America's ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation, or disciplinary action as a result of reporting a threat in good faith under this policy.

After an appropriate good faith investigation, if the Company determines that someone has violated this policy, the Company will take swift and appropriate corrective action.

If the employee is the recipient of a threat made by an outside party, that employee should follow the steps detailed in this section. The Company needs to be aware of any potential danger in its offices. Indeed, the Company wants to take adequate measures to protect everyone from the threat of a violent act by employees or anyone else.

## ***1-9 Employment Eligibility Verification***

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The Company is committed to employing only those who are authorized to work in the United States and does not unlawfully discriminate based on citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, as amended, each new employee, as a condition of employment, must complete the Employment Eligibility Verification I-9 and present documentation establishing identity and employment eligibility.

The Company may use E-Verify, an electronic system operated by the federal government, to allow an employer to determine the eligibility of an employee to work in the United States using information reported on that employee's I-9.

Former employees who are rehired must also complete the form if they have not completed an I-9 with the Company within the past three years or if their previous I-9 is no longer retained or valid. Employees with questions or seeking more information on immigration issues are encouraged to contact Human Resources. Employees may raise questions without fear of reprisal.

## ***1-10 Background Checks***

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To help ensure the security of our employees, customers, and property, PTSD Foundation of America reserves the right to conduct background checks on all applicants and current employees in certain designated positions and under certain circumstances. The Company may conduct background checks, including criminal history, to evaluate an employee or applicant's suitability for employment, promotion, reassignment, or retention. The purpose of performing criminal history checks is to determine or confirm, consistent with applicable law, the qualifications, and suitability of a job candidate for the particular position for which they are being considered. This practice will help ensure the safety of the public and a safe working environment at the PTSD Foundation of America. When conducting background checks and making employment-related decisions based on information obtained in the background check, the Company will comply with all applicable federal, state, and local laws.

- **Criminal History:** includes a review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:
  - The nature of the crime and its relationship to the position (Sex Offender)
  - The time since the conviction.
  - The number (if more than one) of convictions.
  - Whether hiring, transferring or promoting the applicant would pose an unreasonable risk to the business, its employees, or its customers and vendors.

## Policies & Procedures

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### *2-1 Employee Classifications*

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For purposes of this handbook, all employees fall within one of the classifications below.

**Full-Time Employees** - Employees who regularly work at least 40 hours per week who were not hired on a short-term basis.

**Part-Time Employees** - Employees who regularly work fewer than 40 hours per week who were not hired on a short-term basis.

**Short-Term Employees** - Employees who were hired for a specific short-term project, or on a short-term freelance, per diem, or temporary basis. Short-Term Employees generally are not eligible for Company benefits but are eligible to receive statutory benefits.

Employees who regularly work at least 30 or more hours per week who were not hired on a short-term basis are eligible for health insurance benefits.

In addition to the above classifications, employees are categorized as either "**exempt**" or "**non-exempt**" for purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. Such salary may be paid less frequently than weekly. The employee will be informed of these classifications upon hire and any subsequent changes to the classifications.

### *2-2 Your Employment Records*

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In order to obtain their position, employees have had to provide personal information, such as address and telephone number. This information is contained in their HRIS payroll profile in the [ADP Workforce Now employee portal](#) and their personnel file.

Employees should keep their personnel information up to date by updating the ADP Workforce Now employee self-service portal. Employees also should inform Human Resources of any specialized training or skills they acquire and any changes to any required visas. Unreported address changes, marital status, etc., can affect withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach employees in a crisis could cause a severe health or safety risk or other significant problem.

### *2-3 Working Hours and Schedule*

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PTSD Foundation of America will designate hours of work.

Employees will be assigned a work schedule and will be expected to begin and end work according to the schedule. To accommodate the needs of the business, at some point, the PTSD Foundation of America may need to change individual work schedules on either a short-term or long-term basis.

Employees will be provided meal and rest periods as required by law. A supervisor will provide further details.

## ***2-4 Timekeeping Procedures***

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Accurately reporting time worked is the responsibility of every nonexempt employee. PTSD Foundation of America must keep an accurate record of time worked to calculate employee pay and benefits.

**Time worked** includes all time that an employee is required to be performing duties for the Company. Time worked is used to determine overtime pay required for nonexempt employees. The following provisions are included as time worked:

- **Work away from premises or at home.** If approved by their manager or as a requirement of the position, work performed off the premises, job site, or at home by a nonexempt employee will be counted as time worked.
- **Break time.** Rest periods of 15 minutes or less are counted as time worked.
- **Travel Time for Non-Exempt Employees**
  - **Overnight, Out of Town Trips** - Non-exempt employees will be compensated for time spent while traveling (except for meal periods) during their regular working hours, on days they are scheduled to work, and on unscheduled work days (such as weekends). Non-exempt employees will also be paid for any time spent performing job duties during otherwise non-compensable travel time; however, such work should be limited unless approved in advance by management.
  - **Out-of-Town Trips for One Day** - Non-exempt employees who travel out of town for a one-day assignment will be paid for all travel time, except for, among other things: 1). time spent traveling between the employee's home and local transportation (bus, train, airport), and 2). meal periods.
  - **Local Travel** - Non-exempt employees will be compensated for time spent traveling from one job site to another job site during the workday. The trip from a job site home is non-compensable unless the job site is much further than the regular worksite. In such a case, the portion of the trip in excess of the regular commute is compensable.

If compensable travel time results in more than 40 hours in a workweek worked by a non-exempt employee, the employee will be compensated at an overtime rate of one and one-half of the regular rate. To the extent that applicable state law provides greater benefits, state law will be applied.

**Time Not Worked** Per the Fair Labor Standards Act (FLSA), the PTSD Foundation of America does not count the following provisions as time worked:

- **Paid leave.** Approved paid absences, including sick leave, vacation leave, holiday leave, Family and Medical Leave Act (FMLA) leave, military leave, jury and witness duty, funeral/bereavement leave, and voting time off are not counted as time worked.
- **Meal periods.** Uninterrupted time off for lunch or dinner is not counted as time worked.

### **Employee Timekeeping Responsibilities**

In recording time worked, non-exempt employees **must**:

- clock all hours worked using Company designated devices for timekeeping.
- record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason.
- clock out for meal periods each day and back in at the end of the meal period.
- not start working before their scheduled starting time.
- not perform any work while off the clock, including meal periods. In the event that work off-the-clock or during a meal period was unavoidable, the employee must report the time worked and circumstances to their supervisor as soon as possible and no later than 24 hours so this can be recorded and paid.
- report missed punches to their supervisor immediately and no later than 24 hours after the missed punch.
- discuss any issues that may be present in clocking time with their supervisor in a timely manner so issues can be addressed and time worked can be recorded.

Non-exempt employees are provided a 30-minute unpaid meal period, in which they should not perform work during the meal period. The 30-minute meal period will be automatically deducted on the timecard in ADP E-Time. In the event that you are required to work during part or all of your unpaid meal period, you should report this to your manager and discuss the circumstances around the need to work. Your manager will input the time worked into your timecard to ensure you receive payment for your time.

Work breaks of 15 minutes or less will be paid, and employees are not required to clock out for such breaks.

Altering, falsifying, or tampering with time records is prohibited and subjects the employee to discipline, up to and including termination of employment. Additionally, failure to follow timekeeping procedures, including but not limited to repeatedly failing to clock time and/or working off-the-clock as described herein, may result in discipline up to and including termination of employment.

It is the employee's responsibility to approve time records at the end of each week to certify the accuracy of all time recorded and that time records are complete. Any errors in the time record should be reported immediately to a supervisor, who will attempt to correct legitimate errors.

### **Supervisors and Manager Timekeeping Responsibilities**

It is the supervisor's and manager's responsibility to manage timekeeping for their direct reports. Every week, managers are responsible for:

- overseeing employee schedules/shifts and changes.
- entering and updating employee schedules and shift changes properly in the ADP E-Time system in a timely manner.
- updating employee department/cost center changes in the ADP E-Time system when needed.
- managing overtime expenses within budget.
- reviewing and correcting missed punches in time records.
- approving time-off requests timely and ensuring they are accurately reflected in the employee's timecard.
- approving the time records of their direct reports.
- utilizing the timekeeping systems implemented by the Company in performing these tasks.

Timecards must be correct, complete, and approved no later than 9:00 am on Monday each week to ensure that payroll has complete information to run on time.

Supervisors and managers shall not alter the time record of an employee unless:

- requested to do so by the employee to correct a missed punch or record time not clocked.
- other limited situations and circumstances arise, in which case the manager must first discuss the circumstances around the need to adjust time with Human Resources.

Repeated failure of a manager or supervisor to properly manage time and/or time records for their direct reports, or fraudulent activity in managing time records, may result in poor performance ratings and/or discipline up to and including termination of employment.

**Exempt employees** are required to record their daily work attendance for the purpose of reporting full days of absence from work for reasons such as leaves of absence, sick leave, vacation, bereavement, jury duty, or personal business.

Failure to properly record paid time off days may result in incorrect PTO balances. Depending on the circumstances, repeated failures and abuses may result in discipline up to and including termination of employment.

## ***2-5 Overtime***

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Like most successful companies, PTSD Foundation of America experiences periods of extremely high activity. During these busy periods, additional work is required from all of us. Supervisors are responsible for monitoring business activity and requesting overtime work if necessary. An effort will be made to provide employees with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1.5) their regular hourly wage for all time worked over 40 hours each week, unless otherwise

required by law. Overtime pay will be paid for any overtime worked and cannot be exchanged for time off.

For purposes of calculating overtime for non-exempt employees, the workweek begins at 12 a.m. on Sunday and ends 168 hours later at 12 a.m. on the following Sunday.

Employees may work overtime only with prior management authorization. Employees who repeatedly fail to obtain prior approval before working overtime hours may be disciplined up to and including termination.

For some positions, overtime hours may be a regular and/or expected occurrence. If you work in such a position, prior approval may not be required for each instance of overtime. Your supervisor will inform you if you meet this criteria. If you have not been actively notified that you meet this criteria, you should assume pre-approval is required.

Overtime hours are never guaranteed and do not represent an employment contract or continued employment.

## ***2-6 Safe Harbor Policy for Exempt Employees***

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It is the PTSD Foundation of America's policy and practice to accurately compensate employees and comply with all applicable state and federal laws. To ensure proper payment and that no improper deductions are made, employees must review pay stubs promptly to identify and report all errors.

Those classified as exempt salaried employees will receive a salary intended to compensate them for all hours they may work for the PTSD Foundation of America. This salary will be established at the time of hire or classification as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, salary is subject to certain deductions. For example, unless state law requires otherwise, salary can be reduced for the following reasons:

- full-day absences for personal reasons;
- full-day absences for sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing wage replacement benefits for such absences (deductions also may be made for the exempt employee's full-day absences due to sickness or disability before the employee has qualified for the plan, policy or practice or after the employee has exhausted the leave allowance under the plan);
- full-day disciplinary suspensions for infractions of our written policies and procedures;
- Family and Medical Leave Act absences (either full- or partial-day absences);
- to offset amounts received as payment from the court for jury and witness fees or from the military as military pay;

- the first or last week of employment in the event the employee works less than a full week; and
- any full work week in which the employee does not perform any work.

Salary may also be reduced for certain types of deductions such as a portion of health, dental, or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan.

In any work week in which the employee performs any work, salary will not be reduced for any of the following reasons:

- partial day absences for personal reasons, sickness, or disability;
- an absence because the Company has decided to close a facility on a scheduled work day;
- absences for jury duty, attendance as a witness, or military leave in any week in which the employee performed any work (subject to any offsets as set forth above); and
- any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to accrued leave for full- or partial-day absences for personal reasons, sickness, or disability.

If employees believe they have been subject to any improper deductions, they should immediately report the matter to a supervisor. If the supervisor is unavailable or if the employee believes it would be inappropriate to contact that person (or if the employee has not received a prompt and fully acceptable reply), they should immediately contact Human Resources or any other supervisor in PTSD Foundation of America with whom the employee feels comfortable.

## ***2-7 Your Paycheck***

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Employees will be paid weekly for all the time worked during the past pay period.

Payroll stubs itemize deductions made from gross earnings. By law, the PTSD Foundation of America is required to make deductions for Social Security, federal income tax, and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs will also differentiate between regular and overtime pay received.

If there is an error in any employee's pay, the employee should bring the matter to the attention of Human Resources immediately so the Company can resolve the issue quickly and amicably.

Paychecks will be given only to the employee unless they request that they be mailed or authorize in writing that another person may accept the check.

## ***2-8 Direct Deposit***

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PTSD Foundation of America strongly encourages employees to use direct deposit. Employees may change, add, or update their direct deposit information in the [ADP Workforce Now employee portal](#) or obtain an authorization form from Human Resources.

## ***2-9 Salary Advances***

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PTSD Foundation of America does not permit advances on paychecks or against accrued paid time off.

## ***2-10 Performance Review***

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Depending on the employee's position and classification, PTSD Foundation of America endeavors to review performance after 90 days and annually thereafter. However, a positive performance evaluation does not guarantee an increase in salary, a promotion, or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of management.

In addition to these formal performance evaluations, the Company encourages employees and supervisors to discuss job performance frequently.

## ***2-11 Record Retention***

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PTSD Foundation of America acknowledges its responsibility to preserve information relating to litigation, audits, and investigations. Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against the Company and its employees and possible disciplinary action against responsible individuals (up to and including discharge of the employee). Each employee has an obligation to contact the President to inform them of potential or actual litigation, external audit, investigation, or similar proceeding involving the Company that may have an impact on record retention protocols.

## ***2-12 Job Postings***

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PTSD Foundation of America is dedicated to assisting employees in managing their careers and reaching their professional goals through promotion and transfer opportunities. This policy outlines the online job posting program, which is in place for all employees. To be eligible to apply for an open position, employees must meet the following requirements:

- be a current, regular, full-time, or part-time employee;
- have been in the current position for at least six (6) months;
- maintain a performance rating of satisfactory or above;
- not be on conduct/performance-related probation or warning;
- meet the job qualifications listed on the job posting; and

- provide their current manager with notice before applying for the position.

If employees find a position of interest on the job posting website and they meet the eligibility requirements, an online job posting application must be completed in order to be considered for the position. Not all positions are guaranteed to be posted. The Company reserves the right to seek applicants solely from outside sources or post positions simultaneously internally and externally.

For more specific information about the program, please contact the Human Resources Department.

## ***2-13 Staff Promotions***

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The PTSD Foundation of America believes in providing opportunities for its employees to advance within the organization. Promotion opportunities to positions of higher responsibility for existing staff members will be limited only by the individual's ambition, attitude, and qualifications in experience, education, and capabilities.

### ***Eligibility and Scope***

Promotion may be a move to a position of higher rank, responsibility, and/or salary. Employees may advance to positions that don't come with higher managerial authority. Instead, these advancements may be a career or role change to help an employee develop and grow. Any employee in good standing is eligible for promotion consideration, assuming s/he meets the minimum qualifications for the position:

- A. Holds the credentials the position requires.
- B. Has a positive performance evaluation/review.
- C. Has not been promoted within the last six (6) months
- D. Has no attendance issues or disciplinary actions within the past six (6) months.
- E. Not under a Performance Improvement Plan (PIP)

### ***Procedures***

#### ***Promotion Within Same Department***

1. All new vacant positions below the director will be posted internally for five business days and are open to all eligible employees of PTSD FOA.
2. Department managers wishing to recommend a promotion for an employee because of a change in job duties being performed should review and revise the employee's job description in accordance with that employee's actual job duties, making note of major changes in responsibility that would warrant consideration of a promotion.
3. The department manager will submit the new job description, along with a completed Employee Status Change Form authorization form outlining recommended salary/title changes, and a memorandum outlining the recommendation to the director of the department and Human Resources.
4. The director of the department will review the documentation and compare it to the market rate and the internal structure at PTSD FOA and determine if the recommendation should be supported, modified, denied, or approved by Human Resources.

5. The effective date of the promotion will coincide with the first day of the upcoming pay period.

#### *Promotion to Another Department*

1. All job vacancies below the director will be posted internally for five business days and may also be advertised externally.
2. Employees who are interested in a posted position should make sure they meet the job requirements and express interest by applying for the position through Human Resources.
3. Internal candidates do not need the permission of their supervisor to apply for open positions at PTSD FOA. But in the event an employee is offered a position in another department, a Lateral Transfer Request Form must be completed, signed by the losing and gaining manager then turned in to Human Resources with the effective date of the promotion will coincide with the first day of the upcoming pay period.
4. If a vacancy exists at the director level, potential internal candidates will be reviewed by the President. The position may also be advertised externally. Internal candidates, if any, will be considered based on a comparison to both internal and external candidates. A final decision will be made by the President.
5. The minimum time that an employee must remain in his or her current position after being accepted for another PTSD FOR position is 120 calendar days/six (6) months.

#### *Pay Changes*

All changes in pay will be consistent with the PTSD FOA compensation budget. The salary offered for the new position will be determined primarily based on the employee's qualifications for the new position and internal equity within the department. Employees can choose to accept, or decline offers without repercussions in their current position. The effective date of the pay increase will coincide with the first day of the upcoming pay period.

## **Benefits**

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### ***3-1 Benefits Overview***

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In addition to good working conditions and competitive pay, the PTSD Foundation of America's policy is to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully devised. These benefits include time-off benefits, such as vacations and holidays, and insurance and other plan benefits. We are constantly studying and evaluating our benefits programs and policies to meet present and future requirements better. These policies have been developed over the years and continue to be refined to keep up with changing times and needs.

The following few pages contain a brief outline of the benefits programs PTSD Foundation of America provides employees and their families. Of course, the information presented here is intended to serve only as guidelines.

The descriptions of the insurance and other plan benefits merely highlight certain aspects of the applicable plans for general information only. The details of those plans are spelled out in the official plan documents, which are available for review upon request from Human Resources. Additionally, the provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions ("SPDs") for the plans (which may be revised from time to time). In the determination of benefits and all other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs and this handbook.

Further, the PTSD Foundation of America (including the officers and administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit terms, eligibility, and entitlement.

While the Company intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If employees have any questions regarding benefits, they should contact Human Resources.

### ***3-2 Paid Holidays***

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Full-Time & Part-Time employees will be paid for the following holidays:

- |                     |                           |
|---------------------|---------------------------|
| 1. New Year's Day   | 5. Thanksgiving Day       |
| 2. Memorial Day     | 6. Day after Thanksgiving |
| 3. Independence Day | 7. Christmas Eve          |
| 4. Labor Day        | 8. Christmas Day          |

When holidays fall or are celebrated on a regular work day, eligible employees will receive one (1) day's pay at their regular straight-time rate. Eligible employees who are called in to work on a holiday will receive one (1) day's pay at their regular straight-time rate and an additional payment of straight-time for the actual time they work that day.

If a holiday falls within an eligible employee's approved vacation period, the eligible employee will be paid for the holiday (at the regular straight-time rate) in addition to the vacation day, or the eligible employee will receive an additional vacation day at the option of the Company.

If a holiday falls within a jury duty or bereavement leave, the eligible employee will be paid for the holiday (at the regular straight-time rate) in addition to the leave day, or the eligible employee will receive an additional day off at the option of the Company.

### ***3-3 Paid Vacations***

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Unless otherwise specified in the employment offer letter, employees are offered the following Vacation allowances:

PTSD Foundation of America provides full-time salaried employees with paid vacation and encourages individuals to use their accrued vacation time each year. Our policy acknowledges that time away from the Company results in better, more focused, quality work when we return refreshed and energized.

**Definitions**

- **Accrued Vacation** – The amount of leave time an employee earns each month to take time off for personal reasons but has not been used or paid.
- **Earned Vacation** – Time off that is earned each calendar year.
- **Regular Pay** – The straight-time rate of your regular work classification is exclusive of shift differentials, overtime earned, and other premium pay, such as premium pay for holidays.
- **Milestone** – An action or event marking a significant change or stage in development.
- **Proration** – The amount of Vacation days a new hire can earn based on the remainder of the year.
- **Vacation** – Time off at regular pay for eligible employees under the terms of this policy.
- **Vacation Eligibility Date (VED)** – The date of hire, the date from which your recognized relevant experience for vacation is calculated. It is used to determine the number of vacation hours available to you.

All full-time employees begin accruing Vacation on the day they are hired, but they are not eligible to take vacation days until the first day of the month following 60 days of employment. Newly hired full-time employees will earn vacation on a proration basis if hired any time after June 30<sup>th</sup> of any calendar year for the first year they are employed.

All full-time employees are eligible for vacation accrual monthly in accordance with the following schedule:

Length of Service	Annual Vacation Earned	Accrued Per Pay Period	Maximum Hours of Deferral + Entitlement*
0-1 years	1 week/40 hours a year	0.77 hours a week	60 hours
2-4 years	2 weeks/80 hours a year	1.54 hours a week	120 hours
5-10 years	3 weeks/120 hours a year	2.31 hours a week	180 hours
11-15 years	4 weeks/160 hours a year	3.08 hours a week	240 hours
16+ years	5 weeks/200 hours a year	3.85 hours a week	300 hours

\* An employee’s vacation will be deferred from one calendar year to the next, but once he or she reaches the maximum hours of deferral plus entitlement, no more vacation will accrue until the vacation bank falls below that amount.

**Vacation Guidelines**

- Employees are encouraged to use their vacation time each year, but with management approval, may carry over more than the standard 80 hours authorized.

- Employees do not accrue vacation if on leave in an unpaid status for more than five (5) workdays during a month.
- Vacation time requires a prior request submitted to your manager fourteen (14) days in advance. If this timeline is not abided by, vacation can be denied.
- Employees may use vacation time in hourly increments with a manager's approval.
- Vacation time may be used before and after holidays and weekends, but only with manager approval.
- The Company may cancel and/or reschedule vacation time in accordance with the needs of the Company.
- Vacation time is not granted while on an approved leave of absence.
- Vacation will be granted in the order requests are received for the dates requested unless this conflicts with the work schedule of the team member needs of the Company. If you have more than one staff member in your department, everyone cannot be gone simultaneously. You must have a staff member or a volunteer cover your work area while away.
- Employees may not exchange vacation time for extra pay.

#### **Pay in Lieu of Vacation**

PTSD will not pay employees for unused vacation except upon voluntary termination of their employment. Employees who resign are eligible for payment in lieu of unused (accrued) vacation, at the discretion of the Foundation's leadership, provided that a two (2) week written notice of resignation has been given.

#### **Vacation at Termination**

- Vacation is not paid out to employees who are involuntarily terminated.
- Employees who are laid off due to position elimination or reorganization and those who are retiring will be paid for any accrued, unused vacation.

PTSD Foundation of America endeavors to follow all local, state, and jurisdictional laws regarding the treatment of vacation time at termination. Employees outside of Texas should review their state handbook addendum.

### ***3-4 Sick Days***

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PTSD Foundation of America recognizes that employees will need days off from work from time to time to address their medical needs or the medical needs of a family member. Newly hired employees, full-time (80 hours) and part-time (40 hours), will be frontloaded sick leave on a pro-rata basis if they are hired any time after June 30<sup>th</sup> of any calendar year for the first year they are employed.

Earned and unused vacation leave may be applied toward sick leave if the employee chooses. However, unused and accrued sick leave may not be transferred to an employee's vacation bank. Payment for sick days is not considered as time worked in the computation of overtime.

**Sick leave may be used in accordance with the following provisions:**

- Sick leave may be used for an employee's personal illness, well-care, mental wellbeing, and medical and dental appointments. Sick leave also may be used for illness and well-care of a member of an employee's immediate family (including the employee's spouse, children, mother, father, and significant other).
- If the employee is on leave under the Family and Medical Leave Act (FMLA), paid sick leave or paid annual/vacation leave must be used initially as part of the FMLA leave.
- An employee who has a sick leave absence or is absent due to illness of an immediate family member (including the employee's spouse, children, mother, father, and significant other) for more than three (3) consecutive workdays must present medical documentation for the absence. Employees will be required to provide a release from their medical care practitioner to return to work if the employee is hospitalized for 24 hours or more or outpatient surgery.
- If the employee is absent unexpectedly due to a personal or a family member's illness, the employee should notify his/her manager or Human Resources as soon as reasonably possible.
- If sick leave is exhausted, vacation leave maybe be used in its place.
- In the event an employee becomes terminally ill or experiences a catastrophe, PTSD employees may voluntarily donate sick (or vacation) hours to another employee per the Catastrophic Leave Transfer Policy. See HR for details and forms to be filled out.

Any unused sick leave will be lost at the end of each year. Employees will not be paid for unused sick leave upon termination of employment.

**PTSD Foundation of America also strives to follow all local, state, and jurisdictional laws regarding Sick days. Employees outside of Texas should review their state handbook addendum. COVID Guidelines - Families First Coronavirus Response Act (FFCRA)**

The PTSD Foundation of America is committed to providing a safe and healthy workplace for our employees, residents, volunteers, and guests. To ensure a safe and healthy workplace, we have developed the following COVID-19 Preparedness Policies in response to the COVID-19 pandemic. All employees are responsible for implementing these policies. The goal is to mitigate the potential transmission of COVID-19 in our workplace and community, requiring full cooperation from everyone. These policies follow the Centers for Disease Control and Prevention (CDC) guidance.

**If an employee is sick or exposed...**

- a. Employees should familiarize themselves with the common symptoms of COVID-19 (or any of its variants) and monitor for those. If any symptoms should develop, employees should follow CDC recommended steps, notify their manager AND/ HR, and seek testing.
- b. Employees who appear to have symptoms after they have arrived at work or who become sick during the day should immediately separate themselves from everyone; notify their manager AND HR and go home.
- c. If an employee is made aware of exposure to COVID-19 (or any of its variants) outside of the workplace (either by the positive individual or the Health Department), they must inform their manager AND HR immediately.
- d. Employees that test positive for COVID-19 (or any of its variants), will immediately notify

their manager AND HR of their results.

- a. Employees receiving a positive or detected test must:
  - i. Submit their test results to HR
  - ii. Quarantine & return to work per the cdc guidelines
  - iii. No doctors note is needed if the test is positive
- b. Employees receiving a negative or inconclusive test must:
  - i. Submit their test results to HR
  - ii. Submit a doctors note or “return to work” to HR if the employee is absent after three (3) or more consecutive days.
- e. No “at home” tests will be accepted, only tests conducted by a licensed professional will be accepted.
- f. Employees should not return to work until they meet the criteria to discontinue home isolation (Quarantine).
- g. When employees are out of the office or not performing their day-to-day duties due to COVID, they must document this on their timecard as Sick Leave.
- h. Any employee who states “they are working from home” must have Director (not manager) approval to work from home.

When an employee is confirmed to have COVID-19, the PTSD Foundation of America will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).

### ***3-6 Lactation Breaks***

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

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

Employees should advise management if they need break time and an area for this purpose. Employees will not be discriminated against or retaliated against for exercising their rights under this policy.

### ***3-7 Workers' Compensation***

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On-the-job injuries are covered by the PTSD Foundation of America's Workers' Compensation Insurance Policy, provided at no cost. If employees are injured on the job, no matter how slight, they

should report the incident immediately to their supervisor. Failure to follow Company procedures may affect the ability of employees to receive Workers' Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

### ***3-8 Jury Duty***

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PTSD Foundation of America realizes that all U.S. citizens should serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. However, employees are expected to provide proper notice of a request to serve jury duty and verify their service.

Employees are also expected to keep management informed of the expected length of jury duty service and report to work for the major portion of the day if excused by the court. If the required absence presents a severe conflict for management, employees may be asked to try to postpone jury duty.

Employees on jury duty leave will be paid for their jury duty service in accordance with state law; however, exempt employees will be paid their full salary for any week in which time is missed due to jury duty if work is performed for the Company during such week.

### ***3-9 Bereavement Leave***

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All full-time employees are eligible for paid time off for absences related to the death of immediate family members and fellow employees or under this policy.

An employee who wishes to take time off due to the death of an immediate family member should notify his/her manager as soon as possible. If an employee leaves work early on the day, he/she is notified of the death, that day will not count as bereavement leave.

In addition to bereavement leave, an employee may, with his/her managers approval, use any available vacation for additional approved time off as necessary. Employees under discipline for attendance issues may be required to provide documentation with regard to their bereavement leave.

Bereavement pay is calculated based on the base pay rate at the time of absence, and it will not include any special forms of compensation, such as incentives, commissions, bonuses, overtime, or shift differentials.

Paid bereavement leave will be granted according to the following schedule:

- Employees are allowed up to five (5) consecutive days off from regularly scheduled duty with regular pay in the event of the death of the employee's spouse, domestic partner, child, or stepchild.
- Employees are allowed up to three (3) consecutive days off from regularly scheduled duty with regular pay in the event of the death of the employee's parent, stepparent, father-in-law, mother-in-law, or an adult who stood in loco parentis to the employee during childhood.
- Employees are allowed up to two (2) consecutive days off from regularly scheduled duty with regular pay in the event of the death of the employee's brother, sister, stepbrother, stepsister, son-in-law, or daughter-in-law.
- Employees are allowed one (1) day off from regular scheduled duty with regular pay in the event of death of the employee's brother-in-law, sister-in-law, aunt, uncle, grandparent, grandchild, or spouse's grandparent.
- Employees are allowed up to four hours of bereavement leave to attend the funeral of a fellow employee/resident of the foundation, provided such absence from duty will not interfere with normal operations of the foundation.

### ***3-10 Voting Leave***

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If employees do not have sufficient time outside of working hours to vote in a statewide election, if required by state law, the employee may take off enough working time to vote. Such time will be paid if required by state law. This time should be taken at the beginning or end of the regular work schedule. Supervisors should be notified at least two (2) days before voting.

### ***3-11 Insurance Programs***

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Full-time employees are eligible to participate in PTSD Foundation of America's insurance programs after 60 days of employment. Under these plans, eligible employees will receive comprehensive health and other insurance coverage for themselves and their families, as well as other benefits.

Upon becoming eligible to participate in these plans, employees will receive summary plan descriptions (SPDs) describing the benefits in greater detail. Please refer to the SPDs for detailed plan information. Of course, feel free to contact Human Resources with any further questions.

### ***3-12 Long-Term Disability Benefits***

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Full-time employees are eligible to participate in the Long-Term Disability plan, subject to all terms and conditions of the agreement between the PTSD Foundation of America and the insurance carrier.

This is solely a monetary benefit and not a leave of absence. Employees who will be out of work must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

### ***3-13 Salary Continuation***

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PTSD Foundation of America provides enhanced monetary short-term disability benefits to full-time employees. These enhanced financial benefits are inclusive of any monetary workers' compensation or statutory short-term disability benefits.

This is not a leave of absence provision. Employees who will be out of work must request a leave of absence. See the Leave of Absence sections of this handbook for more information. Employees will be required to submit a medical certification as requested by the PTSD Foundation of America. Required medical certification under this policy may differ from required medical certification for any leave of absence requested.

### ***3-14 Employee Assistance Program***

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The Company recognizes that a wide range of problems - such as marital or family distress, alcoholism, and drug abuse - not directly associated with an individual's job function can nonetheless be detrimental to an employee's performance on the job. Consequently, we believe it is in the interest of employees and the Company to provide an effective program to assist employees and their families in resolving problems such as these as the need arises. To this end, the Company offers an Employee Assistance Program (EAP) for employees and their eligible family members. The EAP is designed to provide voluntary, private, confidential, and professional counseling outside the workplace for any personal problem. The EAP offers consultation services for referrals to local community treatment sources. All employees are eligible to use this program and are encouraged to do so. Employee visits to the EAP are held in confidence to the maximum possible extent.

Participation in the EAP does not excuse employees from otherwise complying with Company policies or meeting normal job requirements during or after receiving assistance. Nor will participation in our employee assistance program prevent the Company from taking disciplinary action against any employee for performance problems that occur before, during, or after the employee seeks assistance through the program.

Further details can be obtained by contacting an EAP counselor at (800) 697-7315. EAP information can also be accessed by going to ADP Workforce Now® portal under Resources -- My Tools.

### ***3-15 Personal Leave***

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If employees are ineligible for any other Company leave of absence, PTSD Foundation of America, under certain circumstances, may grant a personal leave of absence without pay. A written request for a personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and employees are not eligible for leave under the federal Family and Medical Leave Act (FMLA) or any state leave law, medical certification also must be submitted. The request will be considered based on staffing requirements and the reasons for the requested leave, and performance and attendance records. Typically, a leave of absence will be granted for up to eight (8) weeks. However, personal leave may

be extended if, prior to the end of leave, employees submit a written request for an extension to management, and the request is granted.

Employees must use accrued paid Vacation, Sick or Personal Days concurrent to cover some or all of the unpaid leave; however, employees will not accrue vacation, personal days, or sick days during the leave. We will continue health insurance coverage during the leave, provided employees submit their share of the monthly premium payments to the Company on time, subject to the terms of the plan documents.

When the employee anticipates returning to work, they should notify management of the expected return date. This notification should be made at least one week before the end of the leave.

For a medical leave of absence, a healthcare certification form provided by the Company must be completed by your physician to certify the leave. The completed form must be sent directly to HR for review to determine if leave can be approved. Leave is not approved until the completed certification is received by Human Resources and approval is granted. Completed certification forms should be returned to HR within 15 days of being provided the form by HR. Failure to provide certification within 15 days may result in a denial of the leave. If more than 15 days are needed to complete the certification, the employee should advise HR of the additional time required, and HR may or may not approve additional time. All medical information received for this medical leave of absence is considered confidential and shall be disclosed only to those involved in the leave determination.

Employees returning from a personal medical leave of absence will be required to provide a release to return to work from their physician to resume their duties. Any work restrictions or light duty requests should be thoroughly detailed on the return to work note so that we may adequately evaluate whether such light duty work is available. Light duty or work restriction requests that are not detailed may require the employee to return to their physician at their own expense to obtain further information or clarification of the restrictions.

Upon completing the personal leave of absence, the Company will attempt to return employees to their original job or a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise management of availability to return to work, failure to return to work when notified, or a continued absence from work beyond the time approved by the Company will be considered a voluntary resignation of employment.

Personal leave runs concurrently with any Company-provided Short-Term Disability Leave of Absence.

### ***3-16 Military Leave***

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PTSD Foundation of America is committed to protecting employees' job rights absent on military leave. In accordance with federal and state law, the PTSD Foundation of America's policy that no

employee or prospective employee will be subjected to any form of discrimination based on that person's membership in or obligation to perform service for any of the Uniformed Services of the United States. Specifically, no person will be denied employment, reemployment, promotion, or other benefits of employment based on such membership. Furthermore, no person will be subjected to retaliation or adverse employment action because such person has exercised their rights under applicable law or this policy. If any employee believes that they have been subject to discrimination in violation of this policy, the employee should immediately contact the Human Resources (HR) department.

### **Eligibility**

Employees taking part in various military duties are covered under this policy. Such military duties include leaves of absence taken by members of the uniformed services, including active duty, Reserves, or National Guard, for training, periods of active military service, funeral honors duty, and time spent being examined to determine fitness to perform such service. Subject to certain exceptions under the law, these benefits are generally limited to five years of leave of absence.

### **Procedures for Military Leave**

When an employee is called to active military service or enlists in the uniformed services, they are eligible to receive an unpaid military leave of absence. To be eligible for military leave, employees must provide management with advance notice of service obligations unless they are prevented from giving such information by military necessity, or it is otherwise impossible or unreasonable to provide such notice. Provided the absence does not exceed applicable statutory limitations, employees will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Employees should ask management for further information about eligibility for Military Leave.

When employees are required to attend yearly Reserves or National Guard duty, they can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). They should give management as much advance notice of their need for military leave as possible so that we can maintain proper coverage while employees are away.

### **Benefits**

If an employee is absent from work due to military service, benefits will continue as follows:

An employee on extended military leave may elect to continue group health insurance coverage for the employee and covered dependents under the same terms and conditions for a period not to exceed 31 days from the date the military leave of absence begins. The employee must pay, per pay period, the premium usually paid by the employee. After the initial 31-day period, the employee and covered dependents can continue group health insurance for up to 24 months at a premium rate of 102% of the overall (both employer and employee). Select your coverage and make the required payments to HR on time to continue your coverage.

The group term life/AD&D insurance provided by PTSD Foundation of America will terminate the day the employee becomes active military.

The group long-term disability insurance provided by PTSD Foundation of America will terminate the day the employee becomes active military.

Employees do not accrue vacation, personal leave, or sick leave while on military leave of absence.

With respect to PTSD Foundation of America's retirement plan, upon reemployment, employees who have taken military leave will be credited for purposes of vesting with the time spent in military service and will be treated as not having incurred a break in service. Immediately upon reemployment, the employee may, at the employee's election, make any or all employee contributions that the employee would have been eligible to make had the employee's employment not been interrupted by military service. Such contributions must be made within a period that begins with the employee's reemployment, which is not greater in duration than three times the length of the employee's military service. Employees will receive all associated company matches for such contributions.

Voluntary supplemental life/AD&D insurance will terminate the day the employee becomes active military. Converting to an individual policy may continue voluntary dependent life insurance coverage. To exercise this conversion option, dependents must submit a written application and the first premium payment to the insurance company within 31 days following the coverage termination.

### **Reemployment**

Upon an employee's prompt application for reemployment an employee will be reinstated to employment in the following manner depending upon the employee's period of military service:

*Less than 91 days of military service* – reinstated to a position that the employee would have attained if employment had not been interrupted by military service; or, if found not qualified for such position after reasonable efforts by PTSD Foundation of America, in the position in which the employee had been employed prior to military service.

*More than 90 days and less than 5 years of military service* – reinstated to a position that the employee would have attained if employment had not been interrupted by military service or a position of like seniority, status, and pay, the duties of which the employee is qualified to perform; or, if proved not qualified after reasonable efforts by PTSD Foundation of America, in the position the employee left, or a position of like seniority, status and pay, the duties of which the employee is qualified to perform.

*An employee with a service-connected disability* - if, after reasonable accommodation efforts by the employer, an employee with a service-connected disability is not qualified for employment in the position they would have attained or in the position that they left, the employee will be employed in another position of similar seniority, status and pay for which the employee is qualified or could become qualified with reasonable efforts by PTSD Foundation of America; or, if no such position exists, in the nearest approximation consistent with the circumstances of the employee's situation.

### **Exceptions to Reemployment**

In addition to the employee's failure to apply for reemployment in a timely manner, an employee is not entitled to reinstatement as described above if any of the following conditions exist:

- PTSD Foundation of America's circumstances have so changed as to make reemployment impossible or unreasonable
- Reemployment would pose an undue hardship to the PTSD Foundation of America.
- Before the military service, the employee's employment was merely for a brief, non-recurrent period, and there was no reasonable expectation that the employment would have continued indefinitely or for a significant period.
- The employee did not receive an honorable discharge from military service.

## **General Benefits Upon Reemployment**

Employees reemployed following military leave will receive seniority and other benefits determined by seniority that the employee had at the beginning of the military leave, plus any additional seniority and benefits the employee would have attained, with reasonable certainty, had the individual remained continuously employed. An employee's time spent on active military duty will be counted toward their eligibility for FMLA leave once they return to their job at the PTSD Foundation of America. Additionally, upon reemployment, a covered employee will not be discharged except for cause for up to one year following reemployment.

## **Documentation**

The HR department will, upon the employee's reapplication for employment, request that the employee provide PTSD Foundation of America with military discharge documentation to establish the timeliness of the application for reemployment, the duration of the military service, and the honorable discharge from the military service, if applicable.

## ***3-17 Family and Medical Leave***

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### **The Leave Policy**

Employees may be entitled to a leave of absence under the Family and Medical Leave Act (FMLA). This policy provides employees with information concerning FMLA entitlements and obligations employees may have during such leaves. If employees have any questions concerning FMLA leave, they should contact Human Resources.

### **I. Eligibility**

FMLA leave is available to "eligible employees." To be an "eligible employee," the employee must: 1) have been employed by the Company for at least 12 months (which need not be consecutive); 2) have been employed by the Company for at least 1,250 hours of service during the 12-month period immediately preceding the commencement of the leave; and 3) be employed at a worksite where 50 or more employees are located within 75 miles of the worksite.

Special hours of service eligibility requirements apply to airline flight crew employees.

### **II. Entitlements**

As described below, the FMLA provides eligible employees with the right to leave, health insurance benefits, and job restoration with some limited exceptions.

#### **A. Basic FMLA Leave Entitlement**

The FMLA provides eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is determined based on a rolling 12-month period measured backward from the date an employee uses their FMLA leave. Leave may be taken for any one, or a combination, of the following reasons:

- To care for the employee's child after birth or placement for adoption or foster care;

- To care for the employee's spouse, son, daughter, or parent (but not in-law) who has a **serious health condition**;
- For the employee's serious health condition (including any period of incapacity due to pregnancy, prenatal medical care, or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee's job; and/or
- Because of any **qualifying exigency** arising out of the fact that the employee's spouse, son, daughter, or parent is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty) in the Reserves component of the Armed Forces for deployment to a foreign country in support of contingency operation or Regular Armed Forces for deployment to a foreign country.

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 employees from performing the functions of their job or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

**Qualifying exigencies** may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, caring for the parents of the military member on covered active duty, and attending post-deployment reintegration briefings.

#### **B. Additional Military Family Leave Entitlement (Injured Servicemember Leave)**

In addition to the basic FMLA leave entitlement discussed above, an eligible employee who is the spouse, son, daughter, parent, or next of kin of a **covered servicemember** is entitled to take up to 26 weeks of leave during a single 12-month period to care for the servicemember with a serious injury or illness. Leave to care for a servicemember shall only be available during a single-12 month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured servicemember.

A "**covered servicemember**" is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recovery, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a severe injury or illness. In this policy, these individuals are referred to as "current members of the Armed Forces." **Covered servicemembers** also include a veteran who is discharged or released from military services under a condition other than dishonorable at any time during the five years preceding the date the eligible employee takes FMLA leave to care for the covered veteran and who is undergoing medical treatment, recuperation or therapy for a severe injury or illness. These individuals are referred to in this policy as "covered veterans."

The FMLA definitions of a "serious injury or illness" for current Armed Forces members and covered veterans are distinct from the FMLA definition of "serious health condition" applicable to FMLA leave to care for a covered family member.

### **C. Intermittent Leave and Reduced Leave Schedules**

FMLA leave will usually be taken for consecutive days, weeks, or months. However, employees are also entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to the employee's serious health condition, covered family member, or the severe injury or illness of a covered servicemember. Qualifying exigency leave also may be taken on an intermittent basis.

### **D. No Work While on Leave**

Taking another job while on family/medical leave or any other authorized leave of absence is grounds for immediate discharge to the extent permitted by law.

### **E. Protection of Group Health Insurance Benefits**

During FMLA leave, eligible employees are entitled to receive group health plan coverage on the same terms and conditions as if they had continued to work.

### **F. Restoration of Employment and Benefits**

At the end of FMLA leave, subject to some exceptions, including situations where job restoration of "key employees" will cause the Company substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits, and other employment terms. The Company will notify employees if they qualify as "key employees," if it intends to deny reinstatement, and of their rights in such instances. Use of FMLA leave will not result in the loss of any employment benefit that accrued before the start of an eligible employee's FMLA leave.

### **G. Notice of Eligibility for, and Designation of, FMLA Leave**

Employees requesting FMLA leave are entitled to receive written notice from the Company telling them whether they are eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA leave, employees are entitled to receive written notice of 1) their rights and responsibilities in connection with such leave; 2) the Company's designation of leave as FMLA-qualifying or non-qualifying, and if not FMLA-qualifying, the reasons why; and 3) the amount of leave, if known, that will be counted against the employee's leave entitlement.

The Company may retroactively designate leave as FMLA leave with appropriate written notice to employees, provided the Company's failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA protection, the Company and employee can mutually agree that leave is retroactively designated as FMLA leave.

## **III. Employee FMLA Leave Obligations**

### **A. Provide Notice of the Need for Leave**

Employees who take FMLA leave must timely notify the Company of their need for FMLA leave. The following describes the content and timing of such employee notices.

### **1. Content of Employee Notice**

To trigger FMLA leave protections, employees must inform Human Resources of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave. Employees may do this by either requesting FMLA leave specifically or explaining the reasons for leave to allow the Company to determine that the leave is FMLA-qualifying. For example, employees might explain that:

- a medical condition renders them unable to perform the functions of their job;
- they are pregnant or have been hospitalized overnight;
- they or a covered family member are under the continuing care of a health care provider;
- the leave is due to a qualifying exigency caused by a military member being on covered active duty or called to covered active duty status to a foreign country; or
- if the leave is for a family member, that the condition renders the family member unable to perform daily activities or that the family member is a covered servicemember with a serious injury or illness.

Calling in "sick" without providing the reasons for the needed leave will not be considered sufficient notice for FMLA leave under this policy. Employees must respond to the Company's questions to determine if absences are potentially FMLA-qualifying.

If employees fail to explain the reasons for FMLA leave, the leave may be denied. When employees seek to leave due to FMLA-qualifying reasons the Company has previously provided FMLA-protected leave, they must specifically reference the qualifying reason for the leave or the need for FMLA leave.

### **2. Timing of Employee Notice**

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, or the approximate timing of the need for leave is not foreseeable, employees must provide the Company notice of the need for leave as soon as practicable under the facts and circumstances of the particular case. Employees who fail to give 30 days' notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations may have FMLA leave delayed or denied.

## **B. Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and Intermittent Leave or Reduced Leave Schedules**

When planning medical treatment, employees must consult with the Company and make a reasonable effort to schedule treatment so as not to unduly disrupt the Company's operations, subject to the approval of the employee's health care provider. Employees must consult with the Company prior to scheduling treatment to work out a treatment schedule that best suits the needs

of both the Company and the employees, subject to the approval of the employee's health care provider. If employees providing notice of the need to take FMLA leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, the Company may require employees to attempt to make such arrangements, subject to the approval of the employee's health care provider.

When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, including during a period of recovery from a severe health condition or to care for a covered servicemember, the Company may temporarily transfer employees during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

When employees seek intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, employees must advise the Company of why such leave is medically necessary. In such instances, the Company and employee shall attempt to work out a leave schedule that meets the employee's needs without unduly disrupting the Company's operations, subject to the approval of the employee's health care provider.

### **C. Submit Medical Certifications Supporting Need for FMLA Leave (Unrelated to Requests for Military Family Leave)**

Depending on the nature of FMLA leave sought, employees may be required to submit medical certifications supporting their need for FMLA-qualifying leave. There generally are three types of FMLA medical certifications: an **initial certification**, **recertification**, and a **return to work/fitness for duty certification**.

The employee's responsibility is to provide the Company with timely, complete, and sufficient medical certifications. Whenever the Company requests employees to provide FMLA medical certifications, employees must provide the requested certifications within 15 calendar days after the Company's request, unless it is not practicable despite the employee's diligent, good faith efforts. The Company will inform employees if submitted medical certifications are incomplete or insufficient and provide employees with at least seven calendar days to cure deficiencies. The Company will deny FMLA leave to employees who fail to timely cure deficiencies or otherwise fail to timely submit requested medical certifications.

With the employee's permission, the Company (through individuals other than the employee's direct supervisor) may contact the employee's health care provider to authenticate or clarify completed and sufficient medical certifications. If employees choose not to provide the Company with authorization to clarify or authenticate certifications with health care providers, the Company may deny FMLA leave if certifications are unclear.

Whenever the Company deems it appropriate to do so, it may waive its right to receive timely, complete, and/or sufficient FMLA medical certifications.

#### **1. Initial Medical Certifications**

Employees requesting leave because of their own, or a covered relation's, serious health condition or to care for a covered servicemember, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or service member. If employees provide at least 30 days' notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required annually for serious medical conditions lasting beyond a single leave year.

If the Company has reason to doubt initial medical certifications, it may require employees to obtain a second opinion at the Company's expense. If the views of the initial and second health care providers differ, the Company may, at its expense, require employees to obtain a third, final, and binding certification from a health care provider designated or approved jointly by the Company and the employee.

## **2. Medical Recertifications**

Depending on the circumstances and duration of FMLA leave, the Company may require employees to provide recertification of medical conditions giving rise to the need for leave. The Company will notify employees if recertification is required and provide employees at least 15 calendar days to provide medical recertification.

## **3. Return to Work/Fitness for Duty Medical Certifications**

Unless notified that providing such certifications is not necessary, employees returning to work from FMLA leaves that were taken because of their severe health conditions that made them unable to perform their jobs must provide the Company with medical certification confirming they can return to work and the employees' ability to perform the essential functions of the employees' position, with or without reasonable accommodation. The Company may delay and/or deny job restoration until employees provide a return to work/fitness for duty certifications.

## **D. Submit Certifications Supporting Need for Military Family Leave**

Upon request, the first time employees seek leave due to qualifying exigencies arising out of the covered active duty or call to covered active duty status of a military member, the Company may require employees to provide: 1) a copy of the military member's active duty orders or other documentation issued by the military indicating the military member is on covered active duty or call to covered active duty status, and the dates of the military member's covered active duty service; and 2) certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. Employees shall provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of qualifying exigencies arising out of a different covered active duty or call to covered active duty status of the same or a different military member.

When leave is taken to care for a covered servicemember with a serious injury or illness, the Company may require employees to obtain certifications completed by an authorized health care provider. In addition, and accordance with the FMLA regulations, the Company may request that the

certification submitted by employees set forth additional information provided by the employee and/or the covered servicemember confirming entitlement to such leave.

#### **E. Substitute Paid Leave for Unpaid FMLA Leave**

Employees must use any accrued paid time while taking unpaid FMLA leave.

The substitution of paid time for unpaid FMLA leave time does not extend the length of FMLA leave, and the paid time will run concurrently with the employee's FMLA entitlement.

Leaves of absence taken in connection with a disability leave plan or workers' compensation injury/illness shall run concurrently with any FMLA leave entitlement. The Company will allow employees to use accrued paid time to supplement any paid disability benefits upon written request.

#### **F. Pay Employee's Share of Health Insurance Premiums**

During FMLA leave, employees are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless the Company notifies employees of other arrangements, whenever employees are receiving pay from the Company during FMLA leave, the Company will deduct the employee portion of the group health plan premium from the employee's paycheck in the same manner as if the employee was actively working.

If FMLA leave is unpaid, employees must pay their portion of the group health premium through a "pay-as-you-go" method.

The Company's obligation to maintain health care coverage ceases if the employee's premium payment is more than 30 days late. If the employee's payment is more than 15 days late, the Company will send a letter notifying the employee that coverage will be dropped on a specified date unless the co-payment is received before that date. If employees do not return to work within 30 calendar days at the end of the leave period (unless employees cannot return to work because of a severe health condition or other circumstances beyond their control), they will be required to reimburse the Company for the cost of the premiums the Company paid for maintaining coverage during their unpaid FMLA leave.

#### **IV. Questions and/or Complaints about FMLA Leave**

If you have questions regarding this FMLA policy, please contact Human Resources. The Company is committed to complying with the FMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA.

The FMLA makes it unlawful for employers to 1) interfere with, restrain or deny the exercise of any right provided under FMLA; or 2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA or involvement in any proceeding under or relating to FMLA. If employees believe their FMLA rights have been violated, they should contact Human Resources

immediately. The Company will investigate any FMLA complaints and take prompt and appropriate remedial action to address and/or remedy any FMLA violation. Employees also may file FMLA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA violations.

## **V. Coordination of FMLA Leave with Other Leave Policies**

The FMLA does not affect any federal, state, or local law prohibiting discrimination or supersede any State or local law that provides greater family or medical leave rights. For additional information concerning leave entitlements and obligations that might arise when FMLA leave is either not available or exhausted, please consult the Company's other leave policies in this handbook or contact Human Resources.

### ***3-18 Administrative Leave***

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An employee may be placed on an administrative leave, with or without notice, to permit PTSD to review or investigate circumstances including dishonesty, theft or misappropriation of company funds or property, violence on the job, gross safety, negligence or acts endangering others, insubordination or any other conduct that warrants removing the employee from the worksite.

#### **Procedures**

Management, in consultation with human resources (HR), may place an employee on administrative leave for periods not to exceed 15 calendar days to review or investigate actions in breach of the above-stated guidelines.

The manager/HR will tell the employee that he/she is being placed on a paid/unpaid administrative leave, the reason for the leave and that an investigation will occur. Any PTSD property (e.g., keys, laptop, electronic equipment, files, records) will be collected from the employee before the employee leaves the worksite.

The administrative leave will be confirmed in writing to the employee no later than two working days after the leave commences. This written notice will explain the reason(s) for the administrative leave, stating the expected length of the leave and that the leave may be extended, if necessary, and request the employee remain available during the leave to participate in investigative interviewing. A copy of the letter will be placed in the employee's personnel file. At the conclusion of the investigation, and pending the outcome of the investigation, a decision will be made whether to retain this letter in the file or to remove it.

Management, in consultation with the HR department, will conduct, or appoint a person to conduct, a prompt and thorough investigation of the circumstances. Upon conclusion of the investigation, the department manager and/or director will determine if the employee will be reinstated, subject to disciplinary action or terminated from employment. Human Resources will inform the employee in writing of the decision.

### ***3-19 ADP Workforce Now® Portal***

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ADP Workforce Now® is a secure internet-based portal that addresses employees' human resource needs. Employees may be able to complete the following forms if applicable:

- I-9: Employment Verification Eligibility
- W-4: Federal and state tax withholding
- Direct Deposit: Enroll to have pay deposited directly into bank account(s)
- Benefits Enrollment: Employees may enroll for benefits if eligible.

The portal is a resource for Company announcements as well as for the following:

- View electronic copies of paychecks
- Update personal information, such as name and address
- Change tax withholdings
- Change life insurance beneficiaries
- Track flexible spending accounts (FSAs) and healthcare spending accounts (HSAs)
- Access Benefit Summary Plan Descriptions (SPDs)
- Access the Employee Handbook and other policies
- Complete requests for time off
- Nonexempt Employees: clock in/out
- Managers: approve time-off requests, manage timecards, and other administration

Employees should keep their user IDs and Passwords confidential. It is their responsibility to keep their information up to date, including their current name, address, email address, telephone number, emergency contacts, and family status.

### ***3-20 ADP My Life Advisors***

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The Company has established a relationship with ADP My Life Advisors. ADP My life advisors are available to assist employees with ADP Workforce Now® and other pertinent information that could affect employment or benefit status. Some common requests that can be routed to the ADP My Life Advisors include:

- ADP Website Support
- Password resets
- Changing security questions
- Assisting managers with approving time cards
- Navigation to PTO Accruals and requesting time off
- Assisting with paystub view
- Direct Deposit and W-4 process
- Clock in and out assistance
- Review of benefits and where to change them on the portal
- Portal registration

- Pay check questions
- W-2 Reprints (year round)

Please contact the ADP My Life Advisors if you have any questions or problems. 855-547-8508

### ***3-21 ADP LifeCare EAP***

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### ***3-22 ADP Training***

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## Workplace Conduct

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PTSD Foundation of America endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct based on honesty, common sense, and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable behavior may subject the offender to disciplinary action, up to and including discharge, at the Company's sole discretion. The following are examples of some, but not all, conduct that can be considered unacceptable:

1. Obtaining employment based on false or misleading information.
2. Stealing, removing, or defacing PTSD Foundation of America property or a co-worker's property and/or disclosing confidential information.
3. Completing or altering another employee's time records.
4. Violation of safety rules and policies.
5. Violation of PTSD Foundation of America's Drug and Alcohol-Free Workplace Policy.
6. Fighting, threatening, or disrupting the work of others or other violations of PTSD Foundation of America's Workplace Violence Policy.
7. Failure to follow lawful instructions of a supervisor.
8. Failure to perform assigned job duties.
9. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, chronic lateness, or unexcused absences.
10. Gambling on Company property.
11. Willful or careless destruction or damage to Company assets or the equipment or possessions of another employee.
12. Wasting work materials.
13. Performing work of a personal nature during working time.
14. Violation of the Solicitation and Distribution Policy.
15. Violation of PTSD Foundation of America's Harassment or Equal Employment Opportunity Policies.
16. Violation of the Communication and Computer Systems Policy.
17. Unsatisfactory job performance.
18. Any other violation of Company policy.

Not every type of misconduct can be listed. Note that all employees are employed at will, and the PTSD Foundation of America reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Company will deal with each situation individually, and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, the PTSD Foundation of America will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate the employee at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

## ***4-1 Punctuality and Attendance***

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Employees are hired to perform essential functions at the PTSD Foundation of America. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, attendance and punctuality are essential. Unnecessary absences and lateness are expensive and disruptive and place an unfair burden on fellow employees and Supervisors. We expect excellent attendance from all employees. Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge.

We do recognize; however, there are times when absences and tardiness cannot be avoided. In such cases, employees are expected to notify Supervisors as early as possible but no later than the start of the work day. Asking another employee, friend, or relative to give this notice is improper and constitutes grounds for disciplinary action. Employees should call or text, stating the nature of the illness and its expected duration for every day of absenteeism.

Unreported absences of three (3) consecutive work days generally will be considered a voluntary resignation of employment with the Company.

## ***4-2 Use of Communications and Computer Systems***

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PTSD Foundation of America's communication and computer systems are intended primarily for business purposes; however limited personal usage is permitted if it does not hinder the performance of job duties or violate any other Company policy. This includes voice mail, e-mail, and internet systems. Users have no legitimate expectation of privacy regarding their use of the PTSD Foundation of America systems.

PTSD Foundation of America may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Company deems it appropriate to do so. The reasons for which the Company may obtain such access include, but are not limited to:

- maintaining the system
- preventing or investigating allegations of system abuse or misuse
- assuring compliance with software copyright laws
- complying with legal and regulatory requests for information
- ensuring that Company operations continue appropriately during an employee's absence

Further, the PTSD Foundation of America may review internet usage to ensure that such use with Company property or communications sent via the internet with Company property is appropriate. The reasons for which the Company may review employees' use of the Internet with Company property include, but are not limited to:

- maintaining the system
- preventing or investigating allegations of system abuse or misuse
- assuring compliance with software copyright laws

- complying with legal and regulatory requests for information
- ensuring that Company operations continue appropriately during an employee's absence

The Company may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Company's policies prohibiting harassment, in their entirety, apply to the use of the Company's communication and computer systems. No one may use any communication or computer system in a manner that others may construe as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs, or any other characteristic protected by federal, state, or local law.

Further, since the Company's communication and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No employee may access or attempt to obtain access to another employee's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

### ***4-3 Use of Social Media***

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The sole purpose of having social media accounts for the PTSD Foundation (PTSD USA) is to provide a marketing platform to educate and inform others about our services and generate new leads, supporters, and donors. But it's also a venue to connect with veterans and families who need help. How we approach the social media platforms we work with is essential to helping the veterans we serve.

Due to the ever-increasing complexities of the internet, we must always be prepared for the challenges of being on the World-Wide Web (WWW). What we say, how we respond, what we post, and how we come across will not always be liked. We must represent the organization and the veterans we serve with the utmost integrity - even on our personal accounts. What we post on the internet, personally and professionally, will always intersect and be on social media accounts permanently. We may be able to delete posts, but there are always backups on the social media network servers. To connect and market our services effectively, we must learn to understand this ever-changing fundamental change in communicating in and with this culture.

### ***NEW TECHNOLOGY***

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Due to the ever-changing nature of social media and the internet, the policies and procedures we adhere to are due to change. Image resolutions and the format of the organization's social media framework can change how the PTSD Foundation functions on social media websites.

If the format of the social media framework changes to such a degree that these policies and procedures are no longer beneficial to the PTSD Foundation staff and administration, a request must be made to the Houston administrative branch to access what adjustments need to be made entirely.

The Corporate Services Marketing Department will manage the development and implementation of new technologies policies and procedures as they become available. The technologies presently being used by the PTSD Foundation are *Facebook*®, *Twitter*®, *Instagram*®, *LinkedIn*®, and *YouTube*®. Each social media network works independently of each other and collectively. It is essential to understand the functions of each social media network to utilize the technology to benefit the men, women, and families we are here to serve.

It is strictly prohibited for staff, spouse, and/or immediate family to engage in any solicitation of funds associated with *Go Fund Me*® and/or other media services without the explicit consent of the PTSD Foundation.

### ***Privacy | Security***

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With the increasing evolvement of technology and its association with social media accounts, we need to be conscientious of collaborating internally with staff and administration by not using social media accounts externally from the PTSD Foundation for office use.

Other internet accounts like *DropBox*®, *Google Drive*®, *Evernote*®, etc., are accounts that can be utilized to interact and collaborate with staff with ease, but information that we upload can be sensitive in nature. Due to the possibility of these types of accounts being compromised by hackers, we must remain vigilant in keeping internal information sensitive and on the PTSD Foundation physical site. This will help keep our veterans information safe, confidential, and uncompromised. We must do everything we can to protect the men, women, families, and supporters we serve, especially with the ever-increasing terroristic threats made towards the veterans that are currently or previously have served and their families.

### ***Twitter***

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The way *Twitter*® is designed is to be a continuous live feed. What is posted at 12 pm will only be seen by those online at those times. The more followers someone has, the less likely they will see posts from the PTSD Foundation.

It is essential to have one person designated as the manager of the *Twitter*® account to remain consistent with posting strategies.

### ***Times to Post***

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The best times of the day to post are 12 pm, 2 pm, and 4 pm. Secondary times are 6 am, 8 am, 6 pm, and 9 pm. It is not necessary to post consecutively at those times, but it does help generate more traffic, impressions, and followers. Due to the live feed of *Twitter*<sup>®</sup>, it is not uncommon to duplicate a post and repost it for later in the day. You always want to make sure it isn't repeated more than once.

When posting the same tweet more than once, it should be scheduled 8-hours apart from the original one. Due to people living in different time zones worldwide, it is not uncommon for someone to be online after midnight. These are times we may see the most traffic from those who need the most help.

When posting, it's important to be personal, realizing that sometimes less is more. The whole purpose of social media is to connect with others we may never have the ability to communicate with. Because of this, we always want to make sure we are polite.

### ***What to Post***

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Knowing what to post can be half the battle of trying to navigate through the social media network of *Twitter*<sup>®</sup>. If there is an event coming up, something we're celebrating, or a gift that was given, it's important to post.

There shouldn't be any pictures of the veterans we serve posted on the social media account without the proper consent form signed and released authorizing us to post. Any personal identifying information must be discrete and follow any recommendations the *Department of Homeland Security* might have currently active.

Any outside organizations supporting the PTSD Foundation should be promoted and tagged by using their *Twitter*<sup>®</sup> handle (@Username). To help others find posts of interest to them, adding a registered or trending hashtag adds another level of search ability (#PTSD). This will help get our information into the hands of the people who need it the most.

### ***Posting Etiquette***

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When posting, it's imperative no derogatory language, cussing, or unprofessional behavior is exhibited while online. There will be issues that can arise, and how we respond reveals a lot about our organization.

It's important to understand that standard ethics personally and professionally are found online and on social media networks.

- **NO ALL CAPS** – Whenever posting something online, it's essential to recognize that posting something with all capital letters is considered yelling and rude. It's acceptable to use if we're excited about something, but never when replying to another individual's tweet.
- **DIRECT MESSAGES** - If an individual makes a derogatory tweet, it's necessary to handle our response with grace and kindness. Sometimes it may be more appropriate to have a conversation with someone using the *Direct Message* option, so it's not public for everyone

to see. If it's a veteran who needs help, it's imperative we use the proper protocol to handle a potential emergency.

- **140 CHARACTERS** – All tweets are limited to 140 characters. Posts need to be conversational yet short, sweet, and direct to the point.
- **RETWEET** – When retweeting a post someone else had initially posted, it is proper to ensure the “RT @Username” is listed before the post. If the original post is too long for the “retweet” handle, the original user will be notified of the retweet, and it is okay to post. It's essential to try to keep the context of the original post in its entirety.
- **RETWEETED** – When a *Twitter*<sup>®</sup> user likes a post we've made, it's considered proper to “retweet” our original post for later in the day and/or to reply by thanking the individual who retweeted our post. This encourages the other *Twitter*<sup>®</sup> followers to stay engaged and provide additional coverage of our services.
- **REPLIES** – Whenever we receive an offensive tweet, it may be more appropriate not to respond than to think we have to defend ourselves, the organization, or the people we serve. The nature of the tweet will determine what steps need to be taken. If a threat is made, we always want to take those seriously and not underestimate the person who posted them. We must follow PTSD's proper protocol on whether or not any threats need to be reported.
- **HASHTAGS** – It is considered improper to use a hashtag that someone else has registered for their own personal or corporate use. It is the equivalent of “butting in” to a conversation we weren't invited to participate in. All hashtags wanting to be used should be checked at <http://twubs.com>. If the hashtag isn't being used, we have the freedom to use it. Depending on the hashtag will determine the length of time we want to use it. If it's a hashtag that will be used frequently in the long run, it would be appropriate to **register** the hashtag with Twubs.com so we can manage the conversation corporately.
- **BLOCKING** – If a user is posting inappropriate information for the PTSD Foundation to be associating with or tagging the PTSD Foundation when the tag isn't appropriate, blocking the user is the first step we can take to secure the integrity of the organization. We can do that by clicking on the “**More**” button (...) and blocking the user from the newsfeed or being associated with our organization.

## ***Advertising***

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Part of the function of social media networks is the ability to advertise posts for anyone to see specifically designed to reach specific users. If we want to reach military veterans and families, we can customize a *Twitter*<sup>®</sup> *Ad Campaign* to reach individuals that meet that criteria during a particular time frame. To get the most coverage, advertised tweets can be specifically targeted to followers of the U.S. Navy, Coast Guard, Army, Marines, Department of Defense, etc. It increases the organization's visibility and increases the likelihood of helping to save a veteran's life.

## ***Graphics***

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Using the *Twitter*<sup>®</sup> framework includes specific parameters for various graphics. They must be exemplary and functional while meeting the recommended required settings.

## ***Posts***

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Nothing helps get the point across than having a graphic to illustrate the message we want to convey visually. Each posted graphic uses an **URL** so the user can access the image on the social media network. The URL of the image will take up part of the 140 characters used in the post. All graphics should have added text to correspond with the graphic and not list the graphic by itself.

The largest side of any graphic used for a post is 1024-pixels. If the graphic is higher than wide, the height should be no larger than 1024-pixels. The same thing applies to the graphic if it is wider than high.

### ***Banner***

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The *Twitter*<sup>®</sup> Profile Banner must not be smaller than 1349 x 320 pixels. The image will be grainy and unacceptable if the graphic is any smaller than the required resolution. All images must be of the highest resolution quality.

### ***Icon***

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The recommended resolution for the Profile Icon is 200 x 200 pixels. The icon should represent the organization and not the individual user managing the account.

### ***Copyright Infringement***

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All images used for the PTSD Foundation *Twitter*<sup>®</sup> account must be the sole property of the PTSD Foundation. The only exemption to this would be using the Fair Use Policy information. For example, if *FoxNews*<sup>®</sup> posted a story about the PTSD Foundation, it would be appropriate to use a *FoxNews*<sup>®</sup> graphic to help promote their organization in response to covering a story about our organization. The same thing applies to any organization, restaurant, or corporate donor.

We begin to infringe on these rights when we take any image off the internet and use it for corporate or personal use. According to the US Copyright Office, everything on the internet is considered a published work and cannot be used without the proper authorization of the individual or organization. Anything that doesn't meet those criteria violates copyright law and is subject to federal litigation.

There are various websites where royalty-free graphics can be purchased, like iStockPhoto<sup>®</sup>. Other graphic websites like Foter or Flickr use a Creative Commons License. If using a graphic with a Creative Commons License, the photo credit of the author must be listed on the graphic, and a link to the Creative Commons License associated with the graphic must be listed. Creative Commons graphics must be filtered to ensure they can be used commercially and modified if changes are made.

If the images used by the PTSD Foundation are to be protected, a logo should be attached to the image with the PTSD's name and website information.

### ***Facebook***

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When working with *Facebook*<sup>®</sup>, it's essential to realize all posts are not a continuous live feed like *Twitter*<sup>®</sup>. When a post is made on *Facebook*<sup>®</sup>, that post will be generated in the News Feed to the people who are friends, fans, or have liked the PTSD Foundation's page. All posts to *Facebook*<sup>®</sup> must be strategic.

### ***Times to Post***

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The best times to post on *Facebook*<sup>®</sup> are 9 am, 12 pm, 4 pm, and 9 pm. An occasional post at 2 pm is possible, depending on the nature of the post. The best time to post content with graphics would be at 12 pm, 2 pm, and 4 pm.

Due to how posts are generated in the News Feed, it is unnecessary to make a duplicate post on the same day as other social media accounts like *Twitter*<sup>®</sup>. If a duplicate post is to be made, it is more appropriate to post it on a different day by slightly changing the content.

### ***What to Post***

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Since posts on *Facebook*<sup>®</sup> are not as limited as posts on *Twitter*<sup>®</sup>, more can be said. It is not uncommon to have a lengthy post in the morning to be more personal to the attending audience and a shorter one in the evening. The best way to ensure success with posts on any social media network is to look up the user or organization on the corresponding social media network to see how they strategize their posts. For example, following the Department of Defense opens up potential views of the PTSD Foundation to their followers and our followers to the Department of Defense. Looking at their *Facebook*<sup>®</sup> page will help us strategize how to reach the same intended audience they serve.

Due to what we do, there will be times when important information about PTSD or military affairs would be beneficial to the people we serve. In those events, it is appropriate to "Share" a post instead of trying to construct the post ourselves and connect us to the page it came from along with our follows and vice versa. "Shared" posts should be strategically planned and not counteract or compete with the standard posts of the day (9 am, 12 pm, 4 pm, 9 pm). Sharing too many posts can be counterproductive and cause people to "Unfollow" or "Unlike" the PTSD Foundation page. One to two *Facebook*<sup>®</sup> shares a day would ensure our posts don't clutter up the News Feed.

When making a *Facebook*<sup>®</sup> post, it's always essential to include a link to the PTSD Foundation webpage or corresponding webpage. The link (URL) helps generate a snippet of information and a graphic to help increase visibility. The post should not have the same content as the snippet but should correspond with the posted information.

Whenever highlighting a particular event, donor, or sponsor, it's essential to use the "Locator" button to find the organization's *Facebook*<sup>®</sup> page or the "Tag" button to tag the individual mentioned in the post. This will allow our post to show up on the organization or individual's *Facebook*<sup>®</sup> page so our page can increase visibility to their followers and vice versa. It is also considered common courtesy and provides them free advertising and exposure.

### ***Posting Etiquette***

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When it comes to posting etiquette on social media networks, most are universal. However, there can be some differences between the various networks and how they function.

- **LANGUAGE** – Regardless of how we may talk personally, we should always communicate professionally to honor the men and women we serve. Cussing, profanity, or derogatory language should never be posted on any social media network.
- **NO ALL CAPS** – Whenever posting something online, it’s important to recognize that posting something with all capital letters is considered yelling and rude. It’s acceptable to use if we’re excited about something, but never when replying to another individual’s tweet.
- **DIRECT MESSAGES** - If an individual makes a derogatory post, it’s necessary to handle our response with grace and kindness. Sometimes it may be more appropriate to have a conversation with someone using the *Direct Message* option, so it’s not public for everyone to see. If it’s a veteran who needs help, it’s imperative we use the proper protocol to handle a potential emergency.
- **COMMENTS** – At times, people will comment on the posts we make on our *Facebook*® page. It is unnecessary to “Like” the comments, even though it is considered hospitable. On occasion, it may be appropriate to respond to a comment by making a comment on the post we made. The comment should be simple, concrete, and to the point. Occasionally, depending on the number of comments that have been made before we’ve been able to respond, it is essential to type the individual’s name we’re communicating with so an automatic “Tag” will be applied to the comment to notify them. All comments should always encourage communication and never be used to disable the person we’re communicating with.
- **REPLIES** – Whenever we receive an offensive tweet, it may be more appropriate not to respond than to think we have to defend ourselves, the organization, or the people we serve. The nature of the post or comment will determine what steps need to be taken. If a threat is made, we always want to take those seriously and not underestimate the person who posted them. We must follow PTSD’s proper protocol on whether or not any threats need to be reported.
- **HASHTAGS** – Hashtags on *Facebook*® function differently than hashtags on *Twitter*®. Using a hashtag on *Facebook*® references an event, thought, or emotion. All hashtags should be used to help generate more followers than to express a personal opinion that doesn’t correlate with the overall mission of the PTSD Foundation.
- **BLOCKING** – If a user is posting inappropriate information for the PTSD Foundation to be associating with or tagging the PTSD Foundation when the tag isn’t appropriate, blocking the user is the first step we can take to secure the integrity of the organization. We can do that by clicking on the “**More**” button (...) and blocking the user or page from the newsfeed or from being associated with our organization.

## **Advertising**

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Advertising on Facebook® is different than advertising on Twitter®. To utilize the advertising feature on Facebook®, you need to go to the “Ad Manager” in the left side panel on the “Home” Facebook® page. Advertising is created by creating an “Ad Campaign.” All Facebook® ads can be targeted to

specific Facebook® connections, users, or organizations. This will increase the PTSD Foundation’s visibility to the followers of the specific connections listed.

## **Graphics**

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When using graphics on *Facebook*®, making sure they are correctly visible can be cumbersome. The graphic's use will determine the pixel resolution it must have.

### **Cover Photo**

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The Cover Photo of a *Facebook*® page or profile is the primary graphic of the page and resides at the top of the page. Any graphic used for the Cover Photo needs to have a pixel resolution no smaller than 851 in width and 315 in height.

### **Profile Picture**

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The Profile Picture is the graphic associated with the user or organization’s page and shows up in the News Feed when posts are made. The pixel resolution should not be smaller than 168 in width and height (168 x 168).

### **In Timeline**

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The recent changes in *Facebook*® have changed the way graphics are displayed. If you want to upload an image at its maximum capability, the graphic will need to be a square photo at least 504 pixels wide. Any other image will be automatically adjusted to fit in a 470 x 470 box. If you upload a landscape image, it will automatically be adjusted to 470 pixels wide, and a portrait image will automatically adjust to 470 pixels high.

### **Photo Albums**

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When posting images from an event, *Facebook*® makes organizing images more effectively by allowing them to be put in Albums. The nature of the event and the people attending will depend on who can be tagged in each image. If you’re not able to tag individuals, more than likely, people who were there will tag themselves or other people they know, so the images show up on their profile and news feed.

Any violation of stated policies will result in disciplinary action, up to and including termination.

## **4-4 Personal and Company-Provided Portable Communication Devices**

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PTSD Foundation of America-provided portable communication devices (PCDs), including cell phones and personal digital assistants, should be used primarily for business purposes. Employees have no reasonable expectation of privacy regarding such devices, and all use is subject to monitoring to the maximum extent permitted by applicable law. This includes, as permitted, the right to monitor personal communications as necessary.

Some employees may be authorized to use their PCD for business purposes. These employees should work with the IT department to configure their PCD for business use. Communications sent via a personal PCD also be subject to monitoring if sent through the Company's networks, and the PCD must be provided for inspection and review upon request.

All conversations, text messages, and e-mails must be professional. When sending a text message or using a PCD for business purposes, whether a Company-provided or personal device, employees must comply with applicable Company guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment use, and operation of vehicles. Using a Company-issued PCD to send or receive personal text messages is prohibited, and personal use during working hours should be limited to emergencies.

If employees who use a personal PCD for business resign or are discharged, they will be required to submit the device to the IT department for resetting on or before their last day of work. At that time, the IT department will reset and remove all information from the device, including but not limited to, Company information and personal data (such as contacts, e-mails, and photographs). The IT department will make efforts to provide employees with the personal data in another form (e.g., on a disk) to the extent practicable; however, the employee may lose some or all personal data saved on the device.

Employees may not use their personal PCD for business unless they agree to submit the device to the IT department on or before their last day of work for resetting and removal of Company information. This is the only way currently possible to ensure that all Company information is removed from the device at termination. The removal of Company information is crucial to ensure compliance with the Company's confidentiality and proprietary information policies and objectives.

Please note that whether employees use their personal PCD or a Company-issued device, the Company's electronic communications policies, including but not limited to proper use of communications and computer systems, remain in effect.

### **Portable Communication Device Use While Driving**

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

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is necessary while driving and permitted by law, employees must use a hands-free option and advise the caller that they cannot speak at that time and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a cell phone while driving, employees who are charged with traffic violations resulting from their PCDs while driving will be solely responsible for all liabilities resulting from such actions.

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

#### ***4-5 Inspections***

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PTSD Foundation of America reserves the right to require employees, while on Company property or client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Company or client property, and work areas. This includes lockers, vehicles, desks, cabinets, workstations, packages, handbags, briefcases, other personal possessions or places of concealment, and personal mail sent to the Company or its clients. Employees are expected to cooperate in the conduct of any search or inspection.

#### ***4-6 Smoking***

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Smoking, including e-cigarettes, is prohibited on Company premises unless in designated areas and all Company vehicles.

#### ***4-7 Personal Visits and Telephone Calls***

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Disruptions during work time can lead to errors and delays. Therefore, personal telephone calls must be kept to a minimum and only be made or received after working or during lunch or break time.

Employees are prohibited from having personal guests visit or accompanying them anywhere in PTSD Foundation of America facilities other than the reception areas for safety and security reasons.

#### ***4-8 Solicitation and Distribution***

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To avoid distractions, solicitation by the employee of another employee is prohibited while either employee is on work time. "Work time" is defined as the time the employee is engaged or should be engaged in performing their work tasks for the PTSD Foundation of America. Solicitation of any kind by non-employees on Company premises is prohibited.

Distribution of advertising material, handbills, and printed or written literature of any kind in working areas of the Company is prohibited at all times. Distribution of literature by non-employees on Company premises is not permitted at all times.

#### ***4-9 Bulletin Boards***

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Important notices and items of general interest are continually posted on PTSD Foundation of America bulletin boards. Employees should make it a practice to review bulletin boards frequently.

This will assist employees in keeping up with what is current at the PTSD Foundation of America. Employees should not post or remove any material from the bulletin board to avoid confusion.

## ***4-10 Code of Ethics, Business Conduct & Conflicts of Interest***

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### ***Ethical Conduct of Business***

The following Code of Ethics and Business Conduct Policy applies to all employees, board of directors, residents, donors, interns, and volunteers. The goals of this Code of Ethical and Business Conduct can only be achieved with the contribution by all the aforementioned. It is everyone's personal responsibility to adhere to this Code of Ethics and Business Conduct. All staff are encouraged to contact Human Resources when detecting that someone has done something improperly. This can help to prevent small problems leading to big problems.

### ***Build Trust and Credibility***

The success of our foundation is dependent on the trust and confidence we earn from our employees, residents, donors, and volunteers. We gain credibility by adhering to our commitments, displaying honesty and integrity, and reaching foundational goals solely through honorable conduct. It is easy to say what we must do, but the proof is in our actions.

Ultimately, we will be judged on what we do. When considering any action, it is wise to ask: will this build trust and credibility for PTSD FOA? Will it help create a working environment in which PTSD FOA can succeed over the long term? Is the commitment I am making one I can follow through with? The only way we will maximize trust and credibility is by answering "YES" to those questions and by working every day to build our trust and credibility.

### ***Selective Disclosure***

We will not selectively disclose (whether in one-on-one or small discussions, meetings, presentations, proposals or otherwise) any material nonpublic information with respect to PTSD FOA, business operations, plans, financial condition, results of operations or any development plan. We should be particularly vigilant when making presentations or proposals to donors and charitable sponsors to ensure that our presentations do not contain material nonpublic information.

### ***Unbecoming Conduct***

Unbecoming conduct is any conduct which adversely affects the reputation, morale, operations, or efficiency of the foundation or any conduct which tends to adversely affect, lower, or destroy public respect and confidence in the foundation, or any employee. What's more, unbecoming conduct incorporates acts that might not be specifically identified by policy but that could reasonably be regarded as so improper or inappropriate by their nature and in their context that they are harmful to the foundation's reputations. Furthermore, conduct unbecoming also includes any conduct which brings the foundation or any employee into disgrace or brings discredit. PTSD FOA employees shall always conduct themselves, both personally, and professional, in such a manner so as to reflect most favorably upon the foundation, whether it is a public setting or posting on the internet in your social media or authorized postings to others by you.

### *Respect for the Individual*

We all deserve to work in an environment where we are treated with dignity and respect. PTSD FOA is committed to creating such an environment because it brings out the full potential in each employee, which, in turn, contributes directly to our business success. We cannot afford to let anyone's talents go to waste.

PTSD FOA is an equal employment employer and is committed to providing a workplace that is free of discrimination of all types from abusive, offensive, or harassing behavior. Any employee who feels harassed or discriminated against should report the incident to their manager or to human resources.

All PTSD FOA employees are also expected to support an inclusive workplace by adhering to the following conduct standards:

- Treat others with dignity and respect at all times.
- Address and report inappropriate behavior and comments that are discriminatory, harassing, abusive, offensive, or unwelcome.
- Foster teamwork and employee participation, encouraging the representation of different employee perspectives.
- Seek out insights from employees with different experiences, perspectives, and backgrounds.
- Avoid slang or expressions that might not translate across cultures.
- Support flexible work arrangements for co-workers with different needs, abilities and/or obligations.
- Confront the decisions or behaviors of others that are based on conscious or unconscious biases.
- Be open-minded and listen when given constructive feedback regarding others' perception of your conduct.

The PTSD Foundation of America will not tolerate discrimination, harassment or any behavior or language that is abusive, offensive, or unwelcome.

### *Create a Culture of Open and Honest Communication*

At PTSD FOA everyone should feel comfortable to speak their mind, particularly with respect to ethics concerns. Managers/Directors have a responsibility to create an open and supportive environment where employees feel comfortable raising such questions. We all benefit tremendously when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times.

PTSD FOA will investigate 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.

### *Set Tone at the Top*

Management has the added responsibility for demonstrating, through their actions, the importance of this Code. In any business, ethical behavior does not simply happen; it is the product of clear and direct communication of behavioral expectations, modeled from the top and demonstrated by example. Again, ultimately, our actions are what matters.

To make our Code work, managers must be responsible for promptly addressing ethical questions or concerns raised by employees and for taking the appropriate steps to deal with such issues. Managers should not consider employees' ethics concerns as threats or challenges to their authority, but rather as another encouraged form of business communication. At PTSD FOA, we want the ethics dialogue to become a natural part of daily work.

### *Uphold the Law*

PTSD FOA's commitment to integrity begins with complying with laws, rules and regulations where we do business. Further, each of us must have an understanding of the foundations policies, laws, rules and regulations that apply to our specific roles. If we are unsure of whether a contemplated action is permitted by law or PTSD FOA policy, we should seek the advice from the resource expert. We are responsible for preventing violations of law and for speaking up if we see possible violations.

### *Conflicts of Interest*

We must avoid any relationship or activity that might impair, or even appear to impair, our ability to make objective and fair decisions when performing our jobs. At times, we may be faced with situations where the business actions we take on behalf of PTSD FOA may conflict with our own personal or family interests. We owe a duty to PTSD FOA to advance its legitimate interests when the opportunity to do so arises. We must never use PTSD FOA property or information for personal gain or personally take for ourselves any opportunity that is discovered through our position with PTSD FOA.

Here are some other ways in which conflicts of interest could arise:

1. Being employed (you or a close family member) by, or acting as a consultant to, a competitor or potential competitor, supplier, or contractor, regardless of the nature of the employment, while you are employed with PTSD FOA.
2. Hiring or supervising family members or closely related persons.
3. Serving as a board member for an outside company or organization in the same industry.
4. Owning or having a substantial interest in an establishment.
5. Having a personal or financial interest, or potential gain in any PTSD FOA transaction.
6. Placing company business with a firm owned or controlled by a PTSD FOA employee or their family.

7. Accepting gifts, discounts, favors or services from a donor or charitable sponsor, unless equally available to all PTSD FOA employees.

Determining whether a conflict of interest exists is not always easy to do. Employees with a conflict-of-interest question should seek advice from leadership. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek review from their manager or the HR department.

### *Accountability*

Each of us is responsible for knowing and adhering to the values and standards set forth in this Code and for raising questions if we are uncertain about company policy. If we are concerned whether the standards are being met or are aware of any violations, employees should seek review from their manager or the HR department.

PTSD FOA takes seriously the standards set forth in the Code, and violations are cause for disciplinary action up to and including termination of employment.

### *Do the Right Thing*

Several key questions can help identify situations that may be unethical, inappropriate, or illegal. Ask yourself:

- Does what I am doing comply with the PTSD FOA guiding principles, Code of Conduct, and company policies?
- Have I been asked to misrepresent information or deviate from normal procedure?
- Would I feel comfortable describing my decision at a staff meeting?
- How would it look if it made the headlines?
- Am I being loyal to my family, friends, my company and myself?
- What would I tell my child (ren) to do?
- Is this the right thing to do?

## ***4-11 Confidential Company Information***

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During work, employees may become aware of confidential information about the PTSD Foundation of America's business, including but not limited to information regarding Company finances, pricing, products, and new product development, software and computer programs, marketing strategies, suppliers, customers, and potential customers. Employees also may become aware of similar confidential information belonging to the Company's clients or employees. It is essential that all such information remains confidential and particularly not be disclosed to PTSD Foundation of America's competitors. Any employee who improperly copies, removes (whether physically or electronically), uses, or discloses confidential information to anyone outside of the Company may be subject to disciplinary action up to and including termination. Employees may be required to sign an agreement reiterating these obligations.

## ***4-12 Outside Employment***

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The Company respects each employee's right to engage in activities outside of employment that are of a personal or private nature, to the extent that such activities do not create a conflict of interest as described in the Conflicts of Interest policy outlined in this handbook or adversely affect the employee's ability to perform their job. Under certain circumstances, however, if an employee's conduct adversely affects their performance on the job or makes it impossible for them to carry out any or all of their job duties while at work, disciplinary action up to and including termination of employment may be appropriate.

An example of an activity that might adversely affect an employee's ability to perform their job duties is outside employment. While the Company does not prohibit employees from holding other jobs, the following types of outside employment are not permitted:

- Employment that conflicts with the employee's work schedule, duties and responsibilities or creates an actual conflict of interest;
- Employment that impairs or has a detrimental effect on the employee's work performance with the Company;
- Employment that requires employees to conduct work or related activities during working times or to use any of the Company's tools, materials, or equipment; and
- Employment that directly or indirectly competes with the business or the interests of the Company.

For this policy, self-employment is considered outside employment.

The Company will not assume any responsibility for employees' outside employment. Specifically, PTSD FOUNDATION OF AMERICA will not provide workers' compensation coverage or any other benefit for injuries occurring from such outside employment.

## ***4-13 Whistle-Blower Policy***

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### **General**

The PTSD Foundation of America requires directors, employees, and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. The organization's employees and representatives must practice honesty and integrity in fulfilling their obligations and comply with all applicable laws and regulations.

The objectives of the Whistle-Blower Policy are to establish policies and procedures for the following:

- The submission of concerns regarding questionable accounting or audit matters by employees, directors, officers, volunteers, and other stakeholders of the organization on a confidential and anonymous basis
- The receipt, retention, and treatment of complaints received by the organization regarding accounting, internal controls, or auditing matters

- The protection of directors, employees, and volunteers reporting concerns from retaliatory actions

### **Reporting Responsibility**

Each director, employee, and volunteer of the organization has an obligation to report in accordance with this whistle-blower policy (a) questionable or improper accounting or auditing matters, and (b) violations and suspected violations of the organization's moral code, including but not limited to sexual harassment, discrimination, destruction of property, and theft.

### **Acting in Good Faith**

Anyone reporting a concern must act in good faith and have reasonable grounds for believing the disclosed information indicates an improper accounting or auditing practice or a code violation. Making allegations that prove to be unsubstantiated and that prove to have been made maliciously, recklessly, or with the foreknowledge that the allegations are false will be viewed as a serious disciplinary offense. It may also result in discipline, up to and including termination of employment or dismissal from the volunteer position. Such conduct may also give rise to other actions, including civil lawsuits.

### **Confidentiality**

Reports of concerns, and investigation pertaining thereto, shall be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Disclosure of reports of concerns to individuals not involved in the investigation will be viewed as a serious disciplinary offense and may result in discipline, up to and including termination of employment. Such conduct may also give rise to other actions, including civil lawsuits.

### **No Retaliation**

This whistle-blower policy is intended to encourage and enable directors, employees, and volunteers to raise concerns within the organization for investigation and appropriate action. With this goal in mind, no director, employee, or volunteer, who, in good faith, reports a concern shall be subject to retaliation or adverse employment consequences. Moreover, an employee or volunteer who retaliates against someone who has reported a concern in good faith is subject to discipline up to and including dismissal from the volunteer position or termination of employment.

### **Reporting Concerns**

#### *Encouragement of Reporting*

The organization encourages complaints, reports, or inquiries about illegal practices or serious violations of the code, including unlawful or improper conduct by the organization itself, its leadership, or others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the organization has existing compliant mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment through the organization's human resources channels unless those

channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

### *Employees and Volunteers*

Employees should first discuss the concern with their immediate supervisor. If, after speaking with their supervisor, the individual continues to have reasonable grounds to believe the concern is valid, the individual should report the matter to their Director.

Directors submit concerns directly to HR@ptsdusa.org

### **Handling of Reported Violations**

There are three categories in which you can submit these reports: completely anonymous, anonymous to PTSD Foundation of America, and share name & contact information. Every submission is tracked by location and will result in an investigation. Once the report is submitted, the system does not allow for deletions. You will generate a username and password. The generated credentials give you access to update information or direct message to the investigator. The user information is unique to each person and should be kept confidential.

## ***4-14 Use of Facilities, Equipment and Property, Including Intellectual Property***

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Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. Employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines when using property.

Employees should notify their supervisor if any equipment, machines, or tools appear to be damaged, defective, or need repair. Prompt reporting of loss, damages, defects and the need for repairs could prevent equipment deterioration and possible injury to employees or others. Supervisors can answer any questions about the employees' responsibility for maintenance and care of equipment used.

Employees are also prohibited from unauthorized use of the Company's intellectual property, such as audio and video tapes, print materials, and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, the Company is not responsible for any damage to employees' personal belongings unless the employee's supervisor provided advance approval for the employee to bring the personal property to work.

### *Use of Company Resources*

Company resources, including time, material, equipment, and information, are provided for company business use. Nonetheless, occasional personal use is permissible as long as it does not affect job performance or cause a disruption to the workplace.

Employees and those who represent PTSD FOA are trusted to behave responsibly and use good judgment to conserve company resources. Managers are responsible for the resources assigned to their departments and are empowered to resolve issues concerning their proper use.

Generally, we will not use company equipment such as computers, copiers, and fax machines in the conduct of an outside business or in support of any religious, political or other outside daily activity. We will not solicit contributions nor distribute non-work-related materials during work hours that are for personal use.

To protect the interests of the PTSD FOA network and our fellow employees, PTSD FOA reserves the right to monitor or review all data and information contained on an employee's company-issued computer or electronic device, the use of the Internet. We will not tolerate the use of company resources to create, access, store, print, solicit or send any materials that are harassing, threatening, abusive, sexually explicit or otherwise offensive or inappropriate.

Questions about the proper use of company resources should be directed to your manager.

## ***4-15 Remote Access Policy***

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### **General**

It is the responsibility of the individual employee with remote access privileges to the Company's corporate network and/or using Company information assets to ensure that they meet Company policy requirements.

### **Connecting Requirements**

- Users shall connect to the Company network only through approved access methods, such as a company-provided VPN or Company portal access. **[or customize for your company's setup]**
- All users accessing any Company multi-user information systems, Company-provided mobile phones, laptops, tablets, and/or PC desktop stations must have a unique user ID and a private password. Each user is personally responsible for the configuration and use of their password. Where possible, the structure of a user password will be system-enforced. All users must comply with this policy and any associated standards and procedures.
- Users with Company phones, laptops, tablets, external hard drives, and/or PC desktop stations must change access passwords every 90 days.
- All users remotely accessing Company information systems shall be uniquely identified and authenticated with the employee's Company login credentials. Remote access to any application or system by a generic user account is prohibited.
- The use of remote access may be monitored by Company IT staff and systems.

- Company employees and contractors with remote access privileges shall ensure that their company loaned computer, workstation, tablet, or other hand-held devices, which are remotely connected to The Company's corporate network, are not linked to any other network at the same time.
- All computers, workstations, tablets, mobile phones, or other electronic devices connected to Company internal networks via remote access solutions shall use the most up-to-date anti-virus software and security updates.
- When accessing Client data or other Company confidential or proprietary data remotely via remote access, it is prohibited to store this data onto local hard drives, flash drives, USB Thumb drives, and other external media. Data may only be stored on Company Network drives.
- Users are prohibited from connecting to unsecured public networks, such as those found in restaurants, hotels, airports, and other public places on Company equipment without using a Company-approved encrypted VPN.
- The remote access session shall be immediately disabled upon receipt of resignation/termination.

### **Ownership**

- Electronic files created, sent, received, or stored on devices owned, leased, administered, or otherwise under the Company's custody and control are the company's property. Employee use of these files is neither personal nor private.
- Authorized Company Information Security employees may access all such files without the knowledge of the device's user or owner. Company management reserves the right to monitor and/or log all employee use of Company Information Assets with or without prior notice.

### **Information Security**

- Users must report any weaknesses in Company computer security to their manager and Information Security personnel. Deficiencies in computer security include unexpected software or system behavior, resulting in unintentional disclosure of information or exposure to security threats.
- Users must report any incidents of possible misuse or violation of this policy.
- Users must not attempt to access any data, documents, email correspondence, and programs on Company assets for which they do not have authorization.
- Users must not share their account(s), passwords, Personal Identification Numbers (PIN), Security Tokens, or similar information or devices used for identification and authorization purposes.

- Users must not make or share unauthorized electronic files or data that is copyrighted or the property of the Company.
- Users shall encrypt and secure any data classified as Company Confidential or Proprietary, wherever the data is located.
- Users must not engage in activity that may degrade the Company's information assets; deprive authorized users of access to Company information assets; obtain extra resources beyond those allocated, or circumvent the Company's information security measures.
- Users must not share, download, install or run security programs or utilities such as password cracking programs, packet sniffers, or port scanners that reveal or exploit weaknesses in the security of a Company's computer resource or service.
- Users must not access non-work-related sites or social media on Company-provided equipment. These sites have security vulnerabilities, exposing company data and systems to external threats and security risks.
- Company Information Assets and equipment must not be used for personal benefit, political activity, unsolicited advertising, unauthorized fundraising, or the solicitation of performance of any activity prohibited by any local, state, or federal law.
- Users may not download or access any software, application, phone app, or drivers for external equipment onto company equipment or systems without prior Company review and approval from Information Security to download or access the application.
- Users must not allow family members or other non-employees to utilize the online file sharing system, use or access Company data, or use or access Company information assets /equipment.
- User must not allow any third party to access Company information assets and equipment for diagnostic purposes, repair, or recovery. Company information assets/equipment may only be maintained or repaired by approved Company Information Security personnel.
- Users must report any security-related issue, error, and/or malfunction to Company Information Security for follow-up investigation.
- Users must not delete, destroy, copy, retain, or sabotage Company data upon leaving service with the Company.
- Users must contact the Company immediately if their device is lost or stolen.
- Users must comply with an annual attestation regarding their understanding of this policy and their responsibilities for securing their mobile devices. Users who do not comply may

be subject to having their mobile access disconnected and face disciplinary action up to and including termination of employment.

- Users should only share files with those that have a valid business justification for needing access. Users are responsible for actively removing shares when a business justification is no longer valid.
- Users should not download files to an unencrypted device.
- Users must not leave Company information assets, including phones, laptops, tablets, PC desktop systems, hard drives, USB flash drives, hardcopy Company or Client data unattended in vehicles or checked baggage.

#### **Personal Devices**

- Users are agreeable to the remote wipe of a personally owned device if such device utilizes the online files sharing system and it is reported as lost or stolen.
- Users must de-provision and delete all Company data from their devices upon leaving service with The Company. Failure to do so may result in the “remote wipe” of the device and loss of all data

#### **Exceptions**

Exceptions to this policy will be considered on a case-by-case basis. The user must first submit an exception request to their manager, who will review the request with the company's President and Information Security Personnel.

#### **Enforcement**

This policy shall be periodically reviewed as it relates to regulatory compliance. Individuals who violate this policy and any associated policies, standards, and procedures will be subject to disciplinary action, up to and including termination of employment.

The matter will be referred to the authorities for possible criminal prosecution in appropriate circumstances.

### ***4-16 Health and Safety***

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The health and safety of employees and others on Company property are of critical concern to the PTSD Foundation of America. The Company intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees must be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential risks should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Company's premises or in a product, facility, piece of equipment, process, or business practice for which the Company is responsible should be brought to management's attention immediately.

Periodically, the Company may issue rules and guidelines governing workplace safety and health. The Company may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the employee's supervisor as soon as possible, regardless of the severity of the injury or accident.

#### ***4-17 Hiring Relatives/Employee Relationships***

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A familial relationship among employees can create an actual or potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, the PTSD Foundation of America may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists.

In other cases, such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or discharged from employment at the discretion of the Company. Accordingly, all parties to any type of intimate personal relationship must inform management.

If two employees marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. The Company generally will attempt to identify other available positions. Still, if no alternate position is available, the Company retains the right to decide which employee will remain with the Company.

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.

#### ***4-18 Employee Dress and Personal Appearance***

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Because we frequently encounter donors & supporters and because the quality of those interactions impacts their feelings about our organization, we expect our team to dress appropriately in business casual attire. Examples of business attire are polo shirts and slacks or a blouse or sweater with a skirt or dress pants. We expect all employees to use good judgment when deciding whether the attire they wear to work is appropriate.

Employees are expected to report to work well-groomed, clean, and dressed according to the requirements of their position. Employees should contact their supervisor for specific information regarding acceptable attire for their position. If employees report to work dressed or groomed inappropriately, they may be prevented from working until they return to work well-groomed and wearing the proper attire.

Some employees may be required to wear uniforms or safety equipment/clothing depending on their department. PTSD Foundation of America will provide two shirts/uniforms at the beginning of employment; employees may purchase additional shirts and payroll-deduct them from their check.

#### *Men's dress code*

- No tank tops
- No cutoff jeans
- No Shorts

#### *Women's dress code*

- No cleavage (if you question it, don't wear it)
- No midriffs (abdomen should always be covered, if you raise your arms and can see your midriff, do not wear it)
- Dresses/Skirts – hemline should be right at or below the knee; it's too short if it's above the knee.
- No Shorts
- Safe rule – if you question it because it's too revealing, don't wear it.

### ***4-19 Publicity/Statements to the Media***

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All media inquiries regarding the position of the Company as to any issues must be referred to the President or Executive Director. Only the President & the Executive Director are authorized to make or approve public statements on behalf of the Company. Unless specifically designated by the President or Executive Director, no employees are permitted to make those statements on behalf of the Company. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the Company must first obtain approval from the President or Executive Director.

### ***4-20 Operation of Vehicles***

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All employees authorized to drive Company-owned or leased vehicles or personal vehicles in conducting Company business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to management immediately.

Employees must have a valid driver's license while operating a vehicle off or on Company property. It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times.

Company-owned or leased vehicles may be used only as authorized by management.

#### **Portable Communication Device Use While Driving**

Employees who drive on Company business must abide by all state or local laws prohibiting or limiting portable communication device (PCD) use, including cell phones or personal digital assistants. Further, even if use is permitted, employees should refrain from using any PCD while

driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

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

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a PCD while driving, employees who are charged with traffic violations resulting from their PCDs while driving will be solely responsible for all liabilities resulting from such actions.

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

### **Driver Requirements**

All authorized drivers must possess a valid driver's license, which is in good standing. For all authorized drivers, prior to employment and annually thereafter, driving records will be checked through the appropriate local agency as a mandatory requirement. Each record will be reviewed for those convictions noted in the "Driving Record" portion of this policy.

Additionally, all drivers must maintain their own personal state auto insurance at the state minimum levels. Authorized drivers may periodically be required to show proof of valid /or renewed driver's license or auto insurance declarations page as proof of current insurance coverage.

Any employee subject to this policy must notify their manager within 24 hours upon the occurrence of any of the items noted below. Any of the following convictions may subject the employee to suspension of driving privileges under this policy and/or other disciplines, up to and including termination of employment.

- Failure to notify the manager or management of any of the below occurrences within the required 24 hour period;
- Any employee subject to this policy who has received more than two (2) moving violations, two (2) chargeable accidents, or a combination of both, within a one-year time frame; or multiple or excessive violations spread over the current year and prior two years. {confirm with your commercial liability carrier how many they consider excessive and not coverable under your commercial policy}
- Any employee subject to this policy who has been convicted of driving while under the influence of alcohol or drugs;
- Any employee subject to this policy convicted of leaving the scene of an accident;
- Any employee subject to this policy who is convicted of a felony while operating a motor vehicle;

- Any employee subject to this policy who incurs a revoked or suspended operator's license and/or is suspended from driving privileges.

### **Driver Responsibilities**

- All drivers must operate their vehicles in a safe, defensive and responsible manner. Each driver shall obey all local/state traffic laws, regulations, and established practices;
- All drivers are responsible for the timely renewal of driver's licenses so that your driver's license is valid and active at all times;
- All drivers are responsible for ensuring all approved passengers wear a seat belt. All employees shall wear seat belts at all times when on Company business;
- All drivers must strictly adhere to license restrictions or limitations.

### **Vehicle Accidents**

Employees must adhere to the following:

- All drivers should be prepared to act in the event of an accident. It is critical to get contact information and insurance information from the other driver(s) and any witnesses and contact the police to make a report.
- Any accidents that occur in the course of Company business must be reported to management *immediately*.
- Obtain medical assistance for any injured persons and obtain pertinent information from the other driver(s) and witnesses.
- Under no circumstances should a driver admit to negligence or guilt on their or the Company's behalf;
- If an accident indicates operator negligence resulting in damages to a Company-owned vehicle, property, or injuries, the driver may be held personally liable for costs and may result in disciplinary action up to and including termination.
- Drivers involved in vehicle accidents will be subject to a drug/alcohol screening post-accident.

After any suspension of driving privileges, reinstatement will depend upon if they have made a good faith effort to correct the problem or reason for suspension and can provide the necessary supporting documents. This effort could include but is not limited to documented actions such as enrollment in a defensive driving class, required use of the company's EAP, or substance abuse treatment. Reinstatement of driving privileges shall be at the sole discretion of the Company. No employee is guaranteed the reinstatement of suspended driving privileges.

Employees who violate this policy, refuse to adhere to the standards outlined in the policy, or refuse to sign this motor vehicle policy may lose their driving privileges and/or be disciplined or terminated.

### **Driving Company Vehicles**

Upon obtaining the required permission to drive a Company vehicle, the employee must adhere to all the above driver requirements, in addition to the following:

- Keep the vehicle clean;

- Notify the appropriate manager if the vehicle requires maintenance or license renewal within 24 hours of becoming aware of the need;
- Immediately notify the appropriate manager if the vehicle develops a malfunction;
- Immediately notify the appropriate manager if the vehicle is involved in an accident;
- Obey all traffic laws (note that you (the employee) are responsible for paying all citations received when driving a Company vehicle;
- Notify management of any citations received.
- Do not drive the vehicle if under the influence of alcohol, illegal drugs, over the counter medicine, or prescription drugs, which impair the ability to drive;
- Do not permit alcohol or illegal drugs to be carried anywhere in the vehicle;
- Do not drive the vehicle for personal business unless expressly authorized.
- Allow only approved passengers to ride in a company vehicle;
- Do not use the vehicle in the commission of a crime;
- Do not allow anyone who is not authorized, whether they work for the Company or not, to drive the vehicle;
- Notify the appropriate manager if your driver's license is suspended, revoked, or invalid.
- Do not drive the vehicle with a suspended, revoked, or otherwise invalid driver's license.
- Do not drive the vehicle if you are not licensed to drive that type of vehicle;
- Do not drive the vehicle without wearing glasses or contacts if such glasses or contacts are generally used to see while driving;
- Do not talk on a cell phone while operating the vehicle unless using an approved headset or hands-free device;
- Do not text or perform other activities on cellphones, remote devices, or computers that take the vehicle operator's attention away from safe driving while operating a vehicle.
- Do not drive the vehicle if you have been charged or convicted of DWI or DUI within the past 24 months;
- Do not drive the vehicle if you feel the vehicle or road or weather conditions are unsafe to drive;
- Do not possess or carry any firearm in the vehicle at any time; and
- Do not drive the vehicle if overly tired, sleep-deprived, or feeling unwell

Employees failing to follow this policy may have driving privileges removed, which may jeopardize the ability to remain in their position, and/or be disciplined up to and including termination of employment.

#### ***4-21 Business & Travel Expense Reimbursement***

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##### **Business Expense Reimbursement**

Employees will be reimbursed for reasonable approved expenses incurred in the course of business. All expenses incurred must be approved by their supervisor before purchases are made and be submitted to their Director along with the receipts within 30 days of the expense.

Employees are expected to exercise restraint and good judgment when incurring expenses. Employees should contact their Supervisor in advance if they have any questions about whether an expense will be reimbursed.

### **Travel Expense Reimbursement**

The PTSD Foundation of America ("PTSD FOA") policy reimburses staff for reasonable and necessary expenses incurred during approved work-related travel.

Employees seeking reimbursement should incur the lowest reasonable travel expenses and exercise care to avoid impropriety or the appearance of impropriety. Reimbursement is allowed only when reimbursement has not been, and will not be, received from other sources. If a circumstance is not explicitly covered in this travel policy, you must discuss and have prior approval from your director.

Business travel policies are aligned with company reimbursement rules. All business-related travel paid with PTSD FOA funds must comply with company expenditure policies.

### **AUTHORIZATION AND RESPONSIBILITY**

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Staff travel must be authorized. Travelers should verify that planned travel is eligible for reimbursement before making travel arrangements. Within 30 days of completing a trip, the traveler must submit a travel reimbursement form and supporting documentation to obtain reimbursement of expenses.

An individual may not approve their own travel or reimbursement. The manager and the director must sign the travel reimbursement form.

Designated approval authorities must review expenditures and withhold reimbursement if there is reason to believe that the expenditures are inappropriate or extravagant.

### **PERSONAL FUNDS**

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Travelers should review reimbursement guidelines before spending personal funds for business travel to determine if such expenses are reimbursable. PTSD FOA reserves the right to deny reimbursement of travel-related expenses for failure to comply with policies and procedures.

Travelers who use personal funds to facilitate travel arrangements will not be reimbursed until after the trip and proper documentation is submitted.

### **VACATION IN CONJUNCTION WITH BUSINESS TRAVEL**

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If vacation time is added to a business trip, any cost variance in airfare, car rental, or lodging must be clearly identified on the Expense Reimbursement Form. PTSD FOA will not prepay any personal expenses with the intention of being "repaid" later, nor will any personal costs be reimbursed.

### **EXCEPTIONS**

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Occasionally it may be necessary for travelers to request exceptions to this travel policy. Requests for exceptions to the policy must be made in writing and approved by their director. Exceptions related to any director's expenses must be submitted to the President for approval. The expected turnaround time for review and approval is five business days.

## **TRAVEL EXPENSES/PROCEDURES**

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**General Information.** Authorized business travel for staff that includes prepayments must be pre-approved.

**Permissible Prepaid Travel Expenses.** Before the travel, PTSD FOA may issue prepayments for airfare, rail transportation, rental vehicles, conference registration fees, and cash advances. Applicable policies and methods of payments for these prepayments follow.

**Airfare.** Travelers are expected to obtain the lowest available airfare that reasonably meets business travel needs. Airfare may be prepaid by the Accounting Department or the Manager's Credit Card.

Travelers are encouraged to book flights at least 30 days in advance to avoid premium airfare pricing.

Coach, class, or economy tickets must be purchased for domestic flights with flight time totaling less than five consecutive hours, excluding layovers.

A less-than-first-class ticket (i.e., business class) may be purchased at PTSD FOA's discretion for domestic flights with flight time exceeding five consecutive hours, excluding layovers.

**Rail transportation.** PTSD FOA will reimburse rail transportation if the cost does not exceed the least expensive airfare cost.

**Rental Vehicles.** PTSD FOA will pay for the approved use of a rental vehicle. See the section on reimbursements below in this section.

**Conference Registration Fees.** Conference registration fees can be prepaid through the Accounting Department or Manager's Credit Card with a request for payment email. Business-related banquets or meals considered part of the conference can be paid with the registration fees; however, such meals must be deducted from the traveler's per diem allowance.

## **REIMBURSEMENTS**

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Requests for reimbursements of travel-related expenses are submitted on an Expense Reimbursement Form. This form must be accompanied by receipts and supporting documentation with manager and director signatures.

These forms must be submitted to the Accounting Department within two weeks after the trip is completed.

Reimbursement of travel expenses is based on documentation of reasonable and actual costs supported by the original or scanned, itemized receipts where required. Reimbursements that PTSD FOA may pay are shown below.

**Airfare.** If the airfare was not prepaid by PTSD FOA, an original itemized airline receipt, an e-ticket receipt/statement, or an Internet receipt/statement is required. The receipt must show the payment method and indicate that payment was made.

**Rail Transportation.** If PTSD FOA did not prepay rail transportation, an original itemized receipt, original e-ticket receipt/statement, or Internet receipt/statement is required. The receipt must show the payment method and indicate that payment was made.

**Automobile (Rental).** Reimbursement for a rental vehicle as a primary mode of transportation is authorized only if the rental car is more economical than any other type of public transportation or if the destination is not otherwise accessible. Vehicle rental at a destination city is reimbursable. Original receipts are required.

PTSD FOA authorizes reimbursement for the most economical vehicle available. In certain circumstances, larger vehicles may be rented with manager approval. The rental agreement must clearly show the date and the points of departure/arrival, and the total cost. Drivers must adhere to the rental requirements, and restrictions must be followed. Original receipts are required.

When vehicle rentals are necessary, PTSD FOA encourages travelers to purchase collision damage waiver (CDW) and loss damage waiver (LDW) coverage. PTSD FOA will reimburse the cost of CDW and LDW coverage; all other insurance reimbursements will be denied.

Drivers should be aware of the extent of coverage (if any) provided by their automobile insurance company for business or not personal travel.

Parking fees, tolls, and other incidental costs associated with vehicle use are not covered by the rental agreement.

Travelers are strongly encouraged to fill the gas tank before returning the vehicle to the rental agency to avoid service fees and more expensive fuel rates.

**Conference Registration Fees.** If the conference fees were not prepaid, PTSD FOA would reimburse these fees, including business-related banquets or meals part of the conference registration. Original receipts to support the payment are required. If the conference does not provide a receipt, then a canceled check, credit card slip/statement, or documentation that the amount was paid is required for reimbursement.

A prorated amount for the meals provided must be deducted from the traveler's per diem. See Meals (per diem) for more detail. Entertainment activities such as golf outings and sightseeing tours will not be reimbursed.

Registration fees paid directly by an individual will not be reimbursed until the conference is completed.

**Lodging.** The cost of overnight lodging will be reimbursed to the traveler with the manager's approval. Exceptions to this restriction may be approved in writing by their director.

PTSD FOA will reimburse lodging expenses at reasonable, single occupancy or standard business room rates. When the hotel or motel is the conference or convention site, reimbursement will be limited to the conference rate.

Only single room rates are authorized for payment or reimbursement unless the second party represents the agency in an authorized capacity. If the lodging receipt shows more than a single occupancy, the single room rate must be noted. If reimbursement for more than the single room rate is requested, the second person's name must be included.

**Meals (per diem).** Per diem allowances are reimbursable prior to travel with the manager's approval.

PTSD FOA per diem rates are as follows:

- Breakfast up to \$14.00 per day
- Lunch up to \$16.00 per day
- Dinner up to \$26.00 per day

Receipts are required for per diem allowances. Per diem allowances are reimbursed after the trip is completed.

**Business Meals.** Travelers must follow PTSD FOA expenditure policies when requesting reimbursement for business meals. Original or scanned itemized receipts are required.

**Business Expenses.** Business expenses can be reimbursed, including faxes, photocopies, internet charges, data ports, business telephone calls, & parking incurred while on travel status. Original or scanned itemized receipts are required.

**Telephone calls.** The costs of personal telephone calls are the responsibility of the individual.

**Tolls.** Original receipts are required for tolls.

**Miscellaneous transportation.** Original receipts are required for a taxi, bus, subway, metro, ferry, and other modes of transportation.

## **NON-REIMBURSABLE TRAVEL EXPENSES**

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PTSD FOA will not reimburse the following items that may be associated with business travel:

- Airline club memberships.
- Airline upgrades.
- Business-class for domestic flights or first class for all flights.

- Childcare, babysitting, house-sitting, or pet-sitting/kennel charges.
- Commuting between home and the primary work location.
- Costs incurred by traveler's failure to cancel travel or hotel reservations in a timely fashion.
- Evening or formal wear expenses.
- Haircuts and personal grooming.
- Laundry and dry cleaning.
- Passports, vaccinations, and visas when not required as a specific and necessary condition of the travel assignment.
- Personal entertainment expenses including in-flight movies, headsets, health club facilities, hotel pay-per-view movies, in-theater movies, social activities, and related incidental costs.
- Travel accident insurance premiums or purchase of additional travel insurance.
- Other expenses not directly related to business travel.

### **TRAVEL FOR NON-EMPLOYEES**

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Additional costs for travel, lodging, meal, or other travel expenses for spouses or other family members will **not** be reimbursed unless the individual has a bona fide company purpose for engaging in the travel or attending the event. Such travel is generally limited to senior management, should occur infrequently, and have the President's approval

### ***4-22 References***

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PTSD Foundation of America will respond to reference requests through the Human Resources Department. The Company will provide general information concerning the employee, such as date of hire, discharge date, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to the Human Resources Department.

### ***4-23 If You Must Leave Us***

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#### ***At-Will Employment***

Employment with PTSD FOA is voluntary and subject to termination by the employee or PTSD FOA at will, with or without cause, and with or without notice, at any time. Nothing in this policy shall be interpreted to conflict with or to eliminate or modify in any way the employment-at-will status of PTSD FOA employees.

#### ***Voluntary Terminations***

Voluntary termination of employment occurs when an employee submits a written or verbal notice of resignation, including intent to retire, to his or her manager/director or when an employee is absent from work for three consecutive workdays and fails to contact his or her manager/director will be deemed as job abandonment.

#### ***Procedures***

Employees are requested to provide a minimum of two weeks' notice of their intention to separate employment. The employee should provide a written resignation notification to his or her

manager/director.

Upon receipt of an employee's resignation, the manager/director will notify the human resource (HR) department by sending the resignation letter and any other pertinent information (e.g., employee's reason for leaving, last day of work).

The HR department will coordinate the employee's departure from the foundation. This process will include the employee's returning all company property, a review of the employee's post-termination benefits status, and the employee's completion of an exit interview.

### *Involuntary Terminations*

Involuntary termination of employment, including a layoff of over 30 days, is a management-initiated dismissal with or without cause.

### *Procedures*

Before any action is taken to involuntarily discharge an employee, the employee's manager/director must meet with HR to ensure PTSD FOA is in compliance with all federal and state laws to circumvent any litigation.

The circumstances surrounding the termination will be reviewed to determine if the discharge is warranted. In the event, it is concluded the discharge should occur, the employee's manager/director and HR will notify the employee.

### *Death of an Employee*

Termination due to the death of an employee will be made effective as of the date of death.

### *Procedures*

Upon receiving notification of the death of an employee, the employee's manager/director will immediately notify HR or vice versa.

HR will process all appropriate beneficiary payments from the various benefits plans.

The employee's manager/director will ensure the deceased employee's final timecard is submitted.

### *Final Pay*

An employee who resigns or is discharged will be paid through the last day of work, less outstanding loans, garnishments, and applicable taxes. In cases of an employee's death, the final payment due to that employee will be paid to the deceased employee's estate or as otherwise required under state law.

### *Relocation Payment*

Employees terminating that have a relocation agreement in effect will be subject to the repayment enforcement of the executed agreement as follows:

- 100% if employed for less than 6 months
- 75% if employed for 6 months but less than 12 months
- 50% if employed 12 months but less than 18 months
- 25% if employed 18 months but less than 24 months.

### *Health Insurance*

Medical, dental, and vision insurance coverage terminates on the last day of the month the employee separates employment or is terminated. An employee will be required to pay his or her share of insurance premiums through the end of the month. Information about COBRA continuation coverage will be provided.

### *Return of Property*

Employees must return all company property at the time of separation. Failure to return some items may result in deductions from the employee's final paycheck where state law allows. An employee will be required to sign a wage deduction authorization to deduct the costs of such items from the final paycheck. In some circumstances, PTSD FOA may pursue criminal charges for failure to return company property.

### *Exit Interview*

The HR department will contact an employee who voluntarily resigns to schedule an exit interview on or before the employee's last day of work.

### *Eligibility for Rehire*

Employees who leave PTSD FOA in good standing with proper notice may be considered for rehire. Former employees must follow the normal application and hiring processes and must meet all minimum qualifications and requirements of the position, including any required qualifying exam. Rehired employees will not retain the previous tenure when calculating longevity, leave accruals, or any other benefits unless required by law or with approval prior to the new hire date.

Employees who are involuntarily terminated by PTSD FOA for cause or who resign in lieu of termination are ineligible for rehire. In addition, employees who resign without providing adequate notice or who abandon their job will not be considered for rehire.

Employees who are terminated for any reason will have a six (6) month separation period from the foundation before they are eligible to return in any capacity.

## Arizona State Policies

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### *5-1 Earned Paid Sick Time*

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#### **Eligibility**

The Company provides earned paid sick time to employees who work in Arizona. For employees who work in Arizona who are eligible for sick time under the general Sick Days policy and/or any other applicable sick time/leave law or ordinance, this policy applies solely to the extent it provides greater benefits/rights on any specific issue or issues than the general Sick Days policy and/or any other applicable sick time/leave law or ordinance.

#### **Accrual**

Employees begin accruing earned paid sick time pursuant to this policy on July 1, 2017 or at the start of employment, whichever is later. Eligible employees will accrue one (1) hour of earned paid sick time for every 30 hours worked, up to a maximum accrual of 24 hours each calendar year. Exempt employees are assumed to work 40 hours in each workweek unless their normal workweek is less than 40 hours, in which case earned paid sick time accrues based upon that normal workweek. For purposes of this policy, the calendar year is the consecutive 12-month period beginning January 1 and ending on December 31.

#### **Usage**

Current employees may use earned paid sick time as it accrues. Employees hired after July 1, 2017 may use earned paid sick time on the 90th calendar day of employment. Earned paid sick time must be used in 1-hour increments. An employee may not use more than 24 hours of earned paid sick time in any calendar year.

Employees may use earned paid sick time for absences due to:

1. an employee's mental or physical illness, injury or health condition; an employee's need for medical diagnosis, care, or treatment of a mental or physical illness, injury or health condition; an employee's need for preventive medical care;
2. care of a family member with a mental or physical illness, injury or health condition; care of a family member who needs medical diagnosis, care, or treatment of a mental or physical illness, injury or health condition; care of a family member who needs preventive medical care;
3. closure of the employee's place of business by order of a public official due to a public health emergency or an employee's need to care for a child whose school or place of care has been closed by order of a public official due to a public health emergency, or care for oneself or a family member when it has been determined by the health authorities having jurisdiction or by a health care provider that the employee's or family member's presence in the community may jeopardize the health of others because of his or her exposure to a communicable disease, whether or not the employee or family member has actually contracted the communicable disease; or

4. a covered purpose relating to domestic violence, sexual violence, abuse or stalking to allow the employee to obtain (for himself or herself or for a family member) medical attention, services from a victims' organization, counseling, relocation and/or legal services.

For purposes of this policy, family member includes (regardless of age): a biological, adopted or foster child, stepchild or legal ward, a child of a domestic partner, a child to whom the employee stands in-loco-parentis or an individual to whom the employee stood in loco parentis when the individual was a minor; a biological, foster, stepparent or adoptive parent or legal guardian of an employee or an employee's spouse or domestic partner or a person who stood in loco parentis when the employee or employee's spouse or domestic partner was a minor child; spouse or domestic partner; a grandparent, grandchild or sibling (whether of a biological, foster, adoptive or step relationship) of the employee or the employee's spouse or domestic partner; or any other individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship.

An employee's use of earned paid sick time will not be conditioned upon searching for or finding a replacement worker.

The Company will assume, subject to applicable law, that employees want to use available earned paid sick time for absences for reasons set forth above and employees will be paid for such absences to the extent they have earned paid sick time available.

Employees will be advised of their earned paid sick time balance information on their itemized wage statement.

### **Notice and Documentation**

Employees are required to make a reasonable effort to schedule the use of earned paid sick time in a manner that does not unduly disrupt business operations. Requests to use earned paid sick time may be made orally, in writing or electronically (e.g., via email), and whenever possible, the request must include the expected duration of the employee's absence. When the use of earned paid sick time is foreseeable, the employee is required to make a good faith effort to provide notice of the need for such time to Human Resources in advance of the use of the earned paid sick time. When the use of earned sick time is not foreseeable, the employee is required to provide notice to Human Resources at least one (1) hour prior to the start of his/her workday or as soon as possible under the circumstances.

For earned paid sick time of three (3) or more consecutive work days, the Company requires reasonable documentation that the earned paid sick time has been used for a covered purpose. For reason #1 and #2 above, documentation signed by a health care professional indicating that earned paid sick time is necessary is reasonable. For reason #4 above, any of the following types of documentation selected by the employee is reasonable:

- a police report indicating that the employee or the employee's family member was a victim of domestic violence, sexual violence, abuse or stalking;

- a protective order; injunction against harassment; a general court order; or other evidence from a court or prosecuting attorney that the employee or employee's family member appeared or is scheduled to appear, in court in connection with an incident of domestic violence, sexual violence, abuse or stalking;
- a signed statement from a domestic violence or sexual violence program or victim services organization affirming that the employee or employee's family member is receiving services related to domestic violence, sexual violence, abuse or stalking;
- a signed statement from a witness advocate affirming that the employee or employee's family member is receiving services from a victim services organization;
- a signed statement from an attorney, member of the clergy or a medical or other professional affirming that the employee or employee's family member is a victim of domestic violence, sexual violence, abuse or stalking; or
- an employee's written statement affirming that the employee or the employee's family member is a victim of domestic violence, sexual violence, abuse or stalking, and that the earned paid sick time was taken for one of the purposes described above.

Documentation provided to the Company should not explain the nature of the employee's or a family member's health condition or the details of the domestic violence, sexual violence, abuse or stalking.

### **Payment**

Earned paid sick time will be paid at the same hourly rate the employee earns from his or her employment at the time the employee uses such time, but no less than the applicable minimum wage, unless otherwise required by applicable law. Use of earned paid sick time is not considered hours worked for purposes of calculating overtime.

### **Enforcement & Retaliation**

Retaliation against an employee who requests or uses earned paid sick time is prohibited. An employee has the right to file a complaint if earned paid sick time as required by law is denied by an employer or if he/she is subjected to retaliation for requesting or taking earned paid sick time.

Questions about rights and responsibilities under the law can be answered by Human Resources.

## ***5-2 Equal Employment Opportunity***

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PTSD Foundation of America is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, national origin, ancestry, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, religious creed, disability (mental and physical) including HIV and AIDS, medical condition (cancer and genetic characteristics), genetic information, age, marital status, sexual orientation, military and veteran status, denial of family and medical care leave, or any other characteristic protected by federal, state or local law. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

The Company will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on the Company's operations. If you wish to request such an accommodation, please speak to the Manager and/or Human Resources.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your supervisor. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be a violation of this policy, please contact your second level supervisor.

Note: If your supervisor or next level manager is the person toward whom the complaint is directed you should contact any higher level manager in your reporting chain. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity.

If you feel you have been subjected to any such retaliation, report it in the same manner you would report a perceived violation of this policy. To ensure our workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including discharge.

### ***5-3 Discrimination, Harassment and Retaliation Prevention***

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PTSD Foundation of America does not tolerate and prohibits discrimination, harassment or retaliation of or against job applicants, contractors, interns, volunteers or employees by another employee, supervisor, vendor, customer or any third party on the basis of race, religious creed, color, age, sex, sexual orientation, gender, gender identity, gender expression, national origin, ancestry, marital status, medical condition as defined by state law (cancer or genetic characteristics), disability, military and veteran status, pregnancy, childbirth and related medical conditions, or any other characteristic protected by applicable federal, state or local laws and ordinances. The Company is committed to a workplace free of discrimination, harassment and retaliation.

#### **Discrimination Defined**

Discrimination under this policy means treating differently or denying or granting a benefit to an individual because of the individual's protected characteristic.

#### **Harassment Defined**

Harassment is defined in this policy as unwelcome verbal, visual or physical conduct creating an intimidating, offensive or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays or emails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this policy, even if it is not unlawful. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a professional and respectful manner.

#### **Sexual Harassment Defined**

Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature.

Examples of conduct that violates this policy include:

- unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement;
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment;
- obscene or vulgar gestures, posters or comments;
- sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies;
- propositions or suggestive or insulting comments of a sexual nature;
- derogatory cartoons, posters and drawings;
- sexually-explicit emails or voicemails;
- uninvited touching of a sexual nature;
- unwelcome sexually-related comments;
- conversation about one's own or someone else's sex life;
- conduct or comments consistently targeted at only one gender, even if the content is not sexual; and
- teasing or other conduct directed toward a person because of the person's gender.

### **Retaliation Defined**

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

- shunning and avoiding an individual who reports harassment, discrimination or retaliation;
- express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; and
- denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process described below.

**All discrimination, harassment and retaliation is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor or other third party.**

### **Reporting Procedures**

The following steps have been put into place to ensure the work environment is respectful, professional, and free of discrimination, harassment and retaliation. If an employee believes someone has violated this policy or the Equal Employment Opportunity Policy, the employee should promptly bring the matter to the immediate attention of Any Member of Management. (Phone numbers are available through the Company directory.) If this individual is the person toward whom

the complaint is directed the employee should contact any higher level manager in the reporting chain. If the employee makes a complaint under this policy and has not received a satisfactory response within five (5) business days, he or she should contact Human Resources immediately. (Phone numbers are available through the Company directory.)

Every supervisor who learns of any employee's concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to Head of Human Resources.

### **Investigation Procedures**

Upon receiving a complaint, the Company will promptly conduct a fair and thorough investigation into the facts and circumstances of any claim of a violation of this policy or our Equal Employment Opportunity policy. To the extent possible, the Company will endeavor to keep the reporting employee's concerns confidential. However, complete confidentiality may not be possible in all circumstances.

During the investigation, the Company generally will interview the complainant and the accused, conduct further interviews as necessary and review any relevant documents or other information. Upon completion of the investigation, the Company shall determine whether this policy has been violated based upon its reasonable evaluation of the information gathered during the investigation. The Company will inform the complainant and the accused of the results of the investigation.

The Company will take corrective measures against any person who it finds to have engaged in conduct in violation of this policy, if the Company determines such measures are necessary. These measures may include, but are not limited to, counseling, suspension or immediate termination. Anyone, regardless of position or title, whom the Company determines has engaged in conduct that violates this policy will be subject to discipline, up to and including termination.

Remember, the Company cannot remedy claimed discrimination, harassment or retaliation unless employees bring these claims to the attention of management. Employees should not hesitate to report any conduct which they believe violates this policy.

### ***5-4 Working Hours and Schedule***

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PTSD Foundation of America normally is open for business from 8:00 am to 5:00 pm, Monday through Friday.

Employees will be assigned a work schedule and will be expected to begin and end work according to the schedule. To accommodate the needs of the business, at some point PTSD Foundation of America may need to change individual work schedules on either a short-term or long-term basis.

### **Rest Breaks**

Non-exempt employees who work three-and-one-half (3-1/2) or more hours per day are authorized and permitted one (1) 10-minute rest break for every four (4) hours or major fraction thereof worked. For purposes of this policy, "major fraction" means any time greater than two (2) hours. For

example, if employees work more than six (6) hours, but no more than 10 hours in a workday, they are authorized and permitted to take two (2) 10-minute rest breaks: one (1) during the first half of a shift and a second rest break during the second half of the shift. If employees work more than 10 hours but no more than 14 hours in a day, they are authorized and permitted to take three (3) 10-minute rest breaks, and so on.

Rest breaks should be taken as close to the middle of each work period of four (4) hours or major fraction thereof as is practical. Employees do not need to obtain their supervisor's approval or notify their supervisor when taking a rest break. Employees are encouraged to take their rest breaks; they are not expected to and should not work during their rest breaks. Non-exempt employees are paid for all rest break periods and do not need to clock out when taking a rest break.

Rest breaks may not be combined with another rest break or with the meal period. In addition, rest breaks may not be taken at the beginning or end of the work day to arrive late or leave early. Each rest break must be a separate break, meeting the requirements described above. If any work is performed during a rest break, or if the rest break is interrupted for any work-related reason, the employee is entitled to another uninterrupted paid rest break.

PTSD Foundation of America also provides cool down rest and recovery periods as needed to prevent heat illness for employees that perform work outdoors as required under applicable state law.

### **Meal Periods**

Employees who work more than five (5) hours in a workday are provided an unpaid, off-duty meal period of at least 30 minutes. Employees are responsible for scheduling their own meal periods, but they should confirm them with their supervisor. Meal periods must begin no later than the end of the fifth hour of work. For example, the employee who begins working at 8:00 a.m. must begin the meal period no later than 12:59 p.m. When scheduling a meal period, employees should try to anticipate work flow and deadlines.

Employees who work more than 10 hours in a day are entitled to a second unpaid, off-duty 30-minute meal period. Employees entitled to a second meal period should schedule their second meal period so it begins no later than before the end of their tenth hour of work, meaning the meal period should begin after working no more than nine (9) hours, 59 minutes.

During meal periods, employees are relieved of all duty and should not work during this time. When taking a meal period, employees should completely stop working for at least 30 minutes. Employees are prohibited from working "off the clock" during their meal period.

Those employees who use a time clock must clock out for their meal periods. These employees are expected to clock back in and promptly return to work at the end of any meal period. Those employees who record their time manually must accurately record their meal periods by recording the beginning and end of each work period. Unless otherwise directed by a supervisor in writing, employees do not need to obtain a supervisor's approval or notify a supervisor when taking a meal

period. Employees are to immediately notify Human Resources if they believe that they are prevented by the nature of their work from taking a timely and/or complete meal period.

### **Meal Period Waiver**

If no more than six (6) hours of work will complete the day's work, employees may voluntarily waive the meal period in writing. Employees should see Human Resources to obtain this waiver form. If the employee works no more than twelve (12) hours, the employee can waive the second meal period, but only if the first meal period was received and not waived in any manner. Any waiver of the second meal period must be in writing and submitted before the second meal period. Employees should see Human Resources to obtain this waiver form. Employees who work more than 12 hours may not waive, and should take, their second unpaid, off-duty and uninterrupted 30-minute meal period.

### **No Working During Rest Breaks and Meal Periods**

Employees are completely relieved of all work duties and responsibilities during their rest breaks and meal periods. All rest breaks and meal periods must be taken outside the work area, such as in a break room. Employees may leave the premises during rest breaks and meal periods. Employees should not visit or socialize with employees who are working while they are taking a rest break or meal period. Employees, including those in a sensitive position like security or information technology, are not expected to remain "on call" or available to respond to messages, monitor radios, telephones, email or other devices during meal periods and rest breaks.

Employees are required to immediately notify Human Resources if they believe they are being pressured or coerced by any manager, supervisor or other employee to not take any portion of a provided rest break or meal period.

## ***5-5 Overtime***

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Like most successful companies, PTSD Foundation of America experiences periods of extremely high activity. During these busy periods, additional work is required from all of us. Supervisors are responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide employees with adequate advance notice in such situations.

Non-exempt employees generally will be paid overtime at the rate of time and one-half (1.5) times their normal hourly wage for all hours worked in excess 40 hours in one (1) week

Employees may work overtime only with management authorization.

For purposes of calculating overtime for non-exempt employees, the workweek begins at 12 a.m. on Sunday and ends 168 hours later at 12 a.m. on the following Sunday.

## ***5-6 Safe Harbor Policy for Exempt Employees***

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It is Company policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure employees are paid properly and no improper

deductions are made, employees must review their pay stubs promptly to identify and to report all errors.

If the employee believes a mistake has occurred or if the employee has any questions, the employee should use the reporting procedure outlined below.

Exempt salaried employees receive a salary which is intended to compensate for all hours worked for the Company. This salary will be established at the time of hire or when the employee becomes classified as an exempt employee. While it may be subject to review and modification from time-to-time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under state law, salary is subject to certain deductions. For example, the employee's salary can be reduced for the following reasons:

- full-day absences for personal reasons;
- full-day absences for sickness or disability, if the available paid sick leave has been exhausted;
- intermittent absences, including partial-day absences, covered by the federal Family and Medical Leave Act, if other available paid leave has been exhausted;
- to offset amounts received as payment for jury and witness fees or military pay;
- during the first or last week of employment in the event the employee works less than a full week; and
- any work week in which the employee performs no work for the Company.

Salary also may be reduced for certain types of deductions, such as the employee portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or, voluntary contributions to a 401(k) or pension plan.

In any workweek in which the employee performed any work, the employee's salary will not be reduced for any of the following reasons:

- partial-day absences for personal reasons, sickness or disability;
- absence on a holiday when the facility is closed or because the facility is otherwise closed on a scheduled workday;
- absences for jury duty, attendance as a witness or military leave in any week in which the employee has performed any work; and
- any other deductions prohibited by state or federal law.

If employees believe they have been subject to any improper deductions, they should immediately report the matter to their supervisor. If the supervisor is unavailable or if employees believe it would be inappropriate to contact that person (or if they have not received a prompt and fully acceptable reply), they should immediately contact Human Resources or any other supervisor in the Company with whom the employee feels comfortable. If employees are unsure of whom to contact if they

have not received a satisfactory response within five (5) business days after reporting the incident, they should immediately contact Human Resources.

Every report will be fully investigated and corrective action will be taken where appropriate, up to and including termination for any employee who violates this policy. In addition, the Company will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the investigation of such reports. Retaliation is unacceptable, and any form of retaliation in violation of this policy will result in disciplinary action, up to and including termination.

## California State Policies

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### 6-1 California Paid Sick Leave

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#### Eligibility

Pursuant to the Healthy Workplaces, Healthy Families Act, the Company provides paid sick leave to employees who, on or after July 1, 2015, work for PTSD Foundation of America in California for 30 or more days within a year. For employees who work in California who are eligible for sick time under the general Paid Sick Time policy and/or any other applicable sick time/leave law or ordinance, this policy applies solely to the extent it provides greater benefits/rights on any specific issue or issues than the general Paid Sick Time policy and/or any other applicable sick time/leave law or ordinance.

#### Grant

Exempt employees receive five (5) paid sick days (40 hours) at the time of hire and then five (5) paid sick days (40 hours) each year thereafter on January 1. Nonexempt employees receive three (3) paid sick days (24 hours) at the time of hire then three (3) paid sick days (24 hours) each year thereafter on January 1. For purposes of this policy, the year is the consecutive 12-month period beginning January 1 and ending on December 31.

#### Usage

Employees can use accrued paid sick leave beginning on the 90th day of employment. An exempt employee may use up to five (5) days or 40 hours of paid sick leave in any year, and a non-exempt employee may use up to three (3) days or 24 hours of paid sick leave in any year. Paid sick leave may be used in minimum increments of two (2) hours.

Paid sick leave may be used for the following reasons:

- For diagnosis, care or treatment of an existing health condition of or preventive care for, the employee or the employee's family member (meaning a child, including biological, adopted or foster child, stepchild, legal ward or a child to whom the employee stands in loco parentis, all regardless of age or dependency status); spouse; registered domestic partner; parent (including biological, adoptive or foster parent, stepparent or legal guardian of the employee or the employee's spouse or registered domestic partner or a person who stood in loco parentis when the employee was a minor child); grandparent; grandchild; or a sibling; or
- For the employee who is a victim of domestic violence, sexual assault or stalking:
  1. to obtain or attempt to obtain a temporary restraining order, restraining order or other injunctive relief;
  2. to help ensure the health, safety or welfare of the victim or the victim's child;
  3. to seek medical attention for injuries caused by domestic violence, sexual assault or stalking;
  4. to obtain services from a domestic violence shelter, program or rape crisis center as a result of domestic violence, sexual assault or stalking;

5. to obtain psychological counseling related to an experience of domestic violence, sexual assault or stalking; or
6. to participate in safety planning and take other actions to increase safety from future domestic violence, sexual assault or stalking, including temporary or permanent relocation.

Employees will be notified of their available paid sick leave on each itemized wage statement.

Unless the employee advises any Manager otherwise, the Company will assume employees want to use available paid sick leave for absences for reasons set forth above and employees will be paid for such absences to the extent they have paid sick leave available.

### **Notice and Documentation**

Notice to any Manager may be given orally or in writing. If the need for paid sick leave is foreseeable, the employee must provide reasonable advance notification. If the need for paid sick leave is unforeseeable, the employee must provide notice of the need for the leave as soon as practicable.

### **Payment**

Eligible employees will receive payment for paid sick leave at the same wage as the employee normally earns during regular work hours, unless otherwise required by applicable law, by the next regular payroll period after the leave was taken. Use of paid sick leave is not considered hours worked for purposes of calculating overtime.

### **Carryover and Payout**

Accrued but unused paid sick leave does not carry over from year to year.  
Accrued but unused paid sick leave under this policy will not be paid at separation.

### **Enforcement & Retaliation**

Retaliation or discrimination against the employee, who requests paid sick days or uses paid sick days or both, is prohibited and employees may file a complaint with the Labor Commissioner against an employer who retaliates or discriminates against the employee.

If employees have any questions regarding this policy, they should contact Human Resources.

## ***6-2 Paid Family Leave Benefits***

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Employees who are off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law or registered domestic partner, with a serious health condition, or to bond with a new child, may be eligible to receive benefits through the California "Paid Family Leave" (PFL) program, which is administered by the Employment Development Department (EDD).

These benefits are financed solely through employee contributions to the PFL program. That program is solely responsible for determining if the employee is eligible for such benefits.

If employees need to take time off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law or registered domestic partner with a serious health condition or to bond with a new child, they must advise PTSD Foundation of America, and they will be given information about the EDD's PFL program and how to apply for benefits. Employees also may contact their local EDD Office for further information. Employees should maintain regular contact with the Company during the time off work so the Company may monitor the employee's return-to-work status. In addition, the employee should contact the Company when ready to return to work so the Company may determine what positions, if any, are open.

When the employee applies for PFL benefits, the Human Resources Department will determine if the employee has any accrued but unused vacation and personal days available. If the employee has accrued but unused time available, then the employee will be required to use up to two (2) weeks of such time before becoming eligible for PFL benefits.

Employees taking time off work to care for a child, spouse, parent, grandparent, grandchild, sibling, parent-in-law or domestic partner with a serious health condition or to bond with a new child are not guaranteed job reinstatement unless they qualify for such reinstatement under federal or state family and medical leave laws.

Any time off for Paid Family Leave purposes will run concurrently with other leaves of absence, such as Family and Medical Leave/California Family Rights Act Leave or California New Parent Leave, if applicable. Please see the "Family and Medical Leave/California Family Rights Act" and/or the "California New Parent Leave" policies in this handbook for eligibility requirements, if applicable.

### ***6-3 Paid Personal Days***

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Full-time employees are eligible to accrue up to four (4) paid personal days per calendar year on a pro-rata basis. However, during the calendar year in which a full-time employee is first hired, those full-time employees hired after June 30 will be eligible to accrue personal days on a pro-rata basis and to use up to two (2) paid personal days. Any additional personal time that must be taken by eligible employees generally will be unpaid.

Part-time employees accrue personal days in a similar manner, except on a pro-rated basis depending upon the number of hours they work.

Accrued, unused personal days are paid out at separation.

Personal days must be used in at least half-day increments.

Personal days must be scheduled at least two weeks in advance. Management reserves the right in its sole discretion to deny any requests.

## ***6-5 Lactation Breaks***

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PTSD Foundation of America supports the legal right and necessity of employees who choose to express milk in the workplace. This policy establishes guidelines for promoting a breastfeeding-friendly work environment and supporting lactating employees for as long as they desire to express breastmilk.

The Company will provide a reasonable amount of break time for employees who wish to express breast milk for their infant child each time the employee has a need to express milk, in accordance with applicable local, state and federal law. If possible, the break time must run concurrently with rest and meal periods already provided. If break time cannot run concurrently with rest and meal periods, it will be unpaid, to the extent permitted by applicable law.

The Company will provide breastfeeding employees with space, in close proximity to their work area, that is shielded from view and free from intrusion from co-workers and the public. The room or location may include the place where the employee normally works if it otherwise meets the requirements of the lactation space. Restrooms are prohibited from being used for lactation purposes.

Employees who need a lactation accommodation should submit a request for possible accommodation in writing to Human Resources. Upon receiving an accommodation request, the Company will respond to the employee within five (5) business days. The Company and the employee shall engage in an interactive process to determine the appropriate accommodations.

California law expressly prohibits discrimination or retaliation against lactating employees for exercising their rights granted by the ordinance. This includes those who request time to express breast milk at work and/or who lodge a complaint related to the right to lactation accommodations.

Employees have the right to file a complaint with the Labor Commissioner for any violation of the rights underlying this policy.

Please consult Human Resources with questions regarding this policy.

## ***6-6 Witness Leave***

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The Company encourages employees to appear in court for witness duty when subpoenaed to do so.

An employee subpoenaed or otherwise requested to testify as a witnesses by the Company will receive his/her regular base pay for the entire period of witness duty.

Employees will also be granted time off to appear in court as a witness when requested by a party other than the Company. For non-exempt employees, such time off is not compensated. In accordance with state and federal law, salaried exempt employees will receive their regular salary if they have worked any part of the applicable workweek.

A subpoena or other request to appear as a witness should be shown to the employee's Supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. Employees are expected to report for work whenever the court schedule permits.

### ***6-7 Voting Leave***

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In the event employees do not have sufficient time outside of working hours to vote in a statewide election, employees may take off sufficient working time to vote. This time should be taken at the beginning or end of the regular work schedule, whichever allows the most free time for voting and the least time off from work. Employees will be allowed a maximum of two (2) hours of voting leave on Election Day without loss of pay. Where possible, supervisors should be notified of the need for leave at least three (3) working days prior to the Election Day.

### ***6-8 Workers' Compensation***

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On-the-job injuries are covered by PTSD Foundation of America's Workers' Compensation Insurance Policy, which is provided at no cost to employees. If injured on the job, no matter how slightly, employees should report the incident immediately to their supervisor. Failure to follow Company procedures may affect one's ability to receive Workers' Compensation benefits.

Any leave of absence due to a workplace injury runs concurrently with all other Company leaves of absence. Reinstatement from leave is guaranteed only if required by law. Employees who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

### ***6-9 Statutory Short-Term Disability Benefits***

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This is solely a monetary benefit and not a leave of absence. Employees who will be out of work must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

### ***6-10 Personal Leave***

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If employees are ineligible for any other Company leave of absence, PTSD Foundation of America, under certain circumstances, may grant a personal leave of absence without pay. A written request for a personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and employees are not eligible for FMLA and CFRA, medical certification also must be submitted. The request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as performance and attendance records. Normally, a leave of absence will be granted for a period of up to eight (8) weeks. However a personal leave may be extended if, prior to the end of leave, employees submit a written request for an extension to management and the request is granted. During the leave, employees will not earn vacation, personal days or sick days. We will continue

health insurance coverage during the leave if employees submit their share of the monthly premium payments to the Company in a timely manner, subject to the terms of the plan documents.

When the employee anticipates returning to work, he or she should notify management of the expected return date. This notification should be made at least one week before the end of the leave.

Upon completion of the personal leave of absence, the Company will attempt to return employees to their original job or a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise management of availability to return to work, failure to return to work when notified or a continued absence from work beyond the time approved by the Company will be considered a voluntary resignation of employment.

Personal leave runs concurrently with any Company-provided Short-Term Disability Leave of Absence.

### ***6-11 Pregnancy Disability Leave***

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If employees are disabled by pregnancy, childbirth or related medical conditions, they are eligible to take a pregnancy disability leave (PDL). If affected by pregnancy or a related medical condition, employees also are eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable and can be reasonably accommodated. Employees disabled by qualifying conditions may also be entitled to other reasonable accommodations where doing so is medically necessary. In addition, if it is medically advisable for employees to take intermittent leave or work a reduced schedule, the Company may require them to transfer temporarily to an alternative position with equivalent pay and benefits that can better accommodate recurring periods of leave.

The PDL is for any period(s) of actual disability caused by pregnancy, childbirth or related medical condition up to four (4) months per pregnancy. For purposes of this policy, "four months" means time off for the number of days the employee would normally work within the four (4) calendar months (one-third of a year or 17 1/3 weeks), following the commencement date of taking a pregnancy disability leave. For a full-time employee who works 40 hours per week, "four months" means 693 hours of leave entitlement, based on 40 hours per week times 17 1/3 weeks. Employees working a part-time schedule will have their PDL calculated on a pro-rata basis.

The PDL does not need to be taken in one continuous period of time, but can be taken on an intermittent basis pursuant to the law.

Time off needed for prenatal or postnatal care, severe morning sickness, gestational diabetes, pregnancy-induced hypertension, preeclampsia, doctor-ordered bed rest, postpartum depression, loss or end of pregnancy, and recovery from childbirth or loss or end of pregnancy are all covered by PDL.

To receive reasonable accommodation, obtain a transfer or take a PDL, employees must provide sufficient notice so the Company can make appropriate plans. Thirty days' advance notice is required if the need for the reasonable accommodation, transfer or PDL is foreseeable, otherwise as soon as practicable if the need is an emergency or unforeseeable.

Employees are required to obtain a certification from their health care provider of the need for pregnancy disability leave or the medical advisability of an accommodation or for a transfer. The certification is sufficient if it contains: (1) a description of the requested reasonable accommodation or transfer; (2) a statement describing the medical advisability of the reasonable accommodation or transfer because of pregnancy; and (3) the date on which the need for reasonable accommodation or transfer became or will become medically advisable and the estimated duration of the reasonable accommodation or transfer.

A medical certification indicating disability necessitating a leave is sufficient if it contains: (1) a statement that the employee needs to take pregnancy disability leave because of disability due to pregnancy, childbirth or a related medical condition; (2) the date on which the employee became disabled because of pregnancy; and (3) the estimated duration of the leave.

Upon request, the employee will be provided with a medical certification form that the employee can take to the doctor.

As a condition of returning from pregnancy disability leave or transfer, the Company requires the employee to obtain a release from a health care provider stating ability to resume the original job duties with or without reasonable accommodation.

PDL is unpaid. At the employee's option, the employee can use any accrued vacation time or other accrued paid time off as part of the PDL before taking the remainder of leave on an unpaid basis. PTSD Foundation of America requires, however, that the employee use any available sick time during the PDL. The substitution of any paid leave will not extend the duration of the PDL. Employees who participate in the Company's group health insurance plan will continue to participate in the plan while on PDL under the same terms and conditions as if they were working. Benefit continuation under PDL is distinct from benefit continuation for employees who also take birth bonding leave under the California Family Rights Act. Employees should make arrangements for payment of their share of the insurance premiums.

PTSD Foundation of America encourages employees to contact the California Employment Development Department regarding eligibility for state disability insurance for the unpaid portion of the leave.

If employees do not return to work on the originally scheduled return date, nor request in advance an extension of the agreed upon leave with appropriate medical documentation, they may be deemed to have voluntarily terminated their employment with the Company. Failure to notify the Company of their ability to return to work when it occurs or continued absence from work because the leave must extend beyond the maximum time allowed, may be deemed a voluntary termination

of employment with the Company, unless employees are entitled to Family and Medical Leave or entitled to further leave pursuant to applicable law.

Upon return from a covered PDL, the employee, in most instances, will be reinstated to the same position.

Taking a PDL may affect some benefits and the employee's seniority date. The employee may request more information regarding eligibility for PDL and the impact of the leave on seniority and benefits.

Any request for leave after the disability has ended will be treated as a request for family care leave under the California Family Rights Act (CFRA) and the federal Family and Medical Leave Act (FMLA), if the employee is eligible for that type of leave. PDL runs concurrently with FMLA (but not CFRA). Employees should refer to the FMLA policy. Employees who are not eligible for leave under the CFRA or FMLA will have a request for additional leave treated as a request for disability accommodation.

### ***6-12 Time Off for Military Spouses***

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If the employee works, on average, at least 20 hours per week and their spouse is a qualified member of the United States Armed Forces, the National Guard or the Reserves, the employee is eligible to take leave for a period of up to 10 days while their spouse is home during a qualified leave period. When the employee is also eligible for military family member exigency leave, leave under this policy shall also count toward the employee's leave entitlement under the Family and Medical Leave Act (FMLA), where the time off meets the definition of FMLA military exigency leave.

#### **Required Notice to Employer**

Within two (2) business days of receiving official notice that the employee's spouse will be on leave the employee must provide notice to the Company of their intent to take military spouse leave.

#### **Required Documentation**

The employee must submit written documentation to the Company certifying that during the requested time off, the employee's spouse will be on leave from deployment during a period of military conflict.

#### **Leave is Unpaid**

Leave granted under this policy is unpaid. However, employees may substitute the following for any period of unpaid military spouse leave: personal time off.

#### **Definitions**

For the purposes of this policy, the following definitions apply:

**"Qualified Member"** means any of the following:

- a member of the United States Armed Forces who is deployed during a period of military conflict to an area designated as a combat theater or combat zone by the President of the United States; or
- a member of the National Guard who is deployed during a period of military conflict; or
- a member of the Reserves who is deployed during a period of military conflict.

**"Period of Military Conflict"** means any of the following:

- a period of war declared by the U.S. Congress; or
- a period of deployment for which members of the Reserves are ordered to active duty.

**"Qualified Leave Period"** means the period during which the qualified member is on leave from deployment during a period of military conflict.

### ***6-13 Time Off for Crime Victims***

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Employees who have been victims of serious or violent felonies, as specified under California law, or felonies relating to theft or embezzlement, may take time off work to attend judicial proceedings related to the crime. Employees also may take time off if an immediate family member has been a victim of such crimes and the employee needs to attend judicial proceedings related to the crime. "Immediate family member" is defined as spouse, registered domestic partner, child, child of registered domestic partner, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father or stepfather.

Employees must give their supervisor a copy of the court notice given to the victim of each scheduled proceeding before taking time off, unless advance notice to PTSD Foundation of America of the need for time off is not feasible. When advance notice is not feasible, the employee must provide the Company with documentation evidencing the judicial proceeding, within a reasonable time after the absence. The documentation may be from the court or government agency setting the hearing, the district attorney or prosecuting attorney's office or the victim/witness office that is advocating on behalf of the victim.

Employees may elect to use accrued paid vacation time, paid sick leave time or other paid time off for the absence. If the employee does not elect to use paid time off, the absence will be unpaid. However, exempt employees will be paid their full salary for any workweek interrupted by the need for time off under this policy.

### ***6-14 Time Off For Volunteer Firefighters, Reserve Peace Officers & Emergency Rescue Personnel***

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Employees who are volunteer firefighters, reserve peace officers or emergency rescue personnel are permitted unpaid time off, not to exceed 14 days per calendar year, for the purpose of engaging in fire, law enforcement or emergency rescue training. If the employees request time off under the

policy they must notify their direct supervisor immediately after the need for the leave becomes known.

### ***6-15 Bone Marrow Donation Leave***

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The employee who has been employed for at least 90 days may request a leave of absence for up to five (5) business days in any one-year period to undergo a medical procedure to donate bone marrow. Employees must provide a certification from their physician regarding the purpose and length of each leave requested. The employee must use any accrued vacation time, sick leave or paid time off for this leave, but the use of vacation accrual, sick leave or paid time off does not extend the term of this leave. If accrued vacation, sick leave or paid time off is not available, the time off for such procedure shall be paid, but the paid time off shall not exceed five (5) days. Bone marrow donation leave will not be designated as FMLA or CFRA leave time. Employees will receive health benefits for the duration of their Bone Marrow Donation Leave and upon returning from such leave will have a right to return to the same or equivalent positions they held before such leave.

### ***6-16 Organ Donation Leave***

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Employees who have been employed for at least 90 days may request a paid leave of absence for up to 30 business days in any one-year period to undergo a medical procedure to donate an organ. Employees can request an additional 30 days of unpaid leave in any one-year period for this same purpose. Employees must provide a certification from their physician regarding the purpose and length of each leave requested. The one-year period is measured from the start of the leave.

For an initial request for organ donation leave, the employee must use up to two weeks of accrued vacation, sick leave or paid time off for this leave, but the use of vacation accrual, sick leave or paid time off does not extend the term of the leave. If accrued vacation, sick leave or paid time off is not available, the time off for such procedure shall be paid however the paid time off shall not exceed 30 days. Organ donation leave will not be designated as FMLA or CFRA leave time. Employees will receive health benefits for the duration of their organ donation leave and upon returning from such leave will have a right to return to the same or equivalent positions they held before such leave. Absences due to organ donation leave do not count as a break in service for the purpose of the employee's right to salary adjustments, sick leave, vacation and paid time off or seniority.

### ***6-17 Business Expense Reimbursement***

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PTSD Foundation of America will reimburse employees for reasonable expenses incurred for business purposes including, but not limited to, meals, lodging, and transportation. Mileage driven in a personal automobile for business purposes will be reimbursed at the current IRS-approved rate per mile. All business travel and business purchases must be approved in advance by the employee's Supervisor.

Employees should complete expense reimbursement reports within 30 days of incurring the expenses, have their supervisor approve and submit the reports and receipts to their Director.

## ***6-18 California Discrimination, Harassment, and Retaliation Prevention Policy Acknowledgement Form***

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PTSD Foundation of America does not tolerate and prohibits discrimination, harassment or retaliation of or against job applicants, contractors, interns, volunteers or employees by another employee, supervisor, vendor, customer or any third party on the basis of race, religious creed, color, age, sex, sexual orientation, gender, gender identity, gender expression, national origin, ancestry, marital status, medical condition as defined by state law (cancer or genetic characteristics), disability, military and veteran status, pregnancy, childbirth and related medical conditions, or any other characteristic protected by applicable federal, state or local laws and ordinances. The Company is committed to a workplace free of discrimination, harassment and retaliation.

### **Discrimination Defined**

Discrimination under this policy means treating differently or denying or granting a benefit to an individual because of the individual's protected characteristic.

### **Harassment Defined**

Harassment is defined in this policy as unwelcome verbal, visual or physical conduct creating an intimidating, offensive or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays or emails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this policy, even if it is not unlawful. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a professional and respectful manner.

### **Sexual Harassment Defined**

Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature.

Examples of conduct that violates this policy include:

- unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement;
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment;
- obscene or vulgar gestures, posters or comments;
- sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies;
- propositions or suggestive or insulting comments of a sexual nature;
- derogatory cartoons, posters and drawings;
- sexually-explicit emails or voicemails;
- uninvited touching of a sexual nature;

- unwelcome sexually-related comments;
- conversation about one's own or someone else's sex life;
- conduct or comments consistently targeted at only one gender, even if the content is not sexual; and
- teasing or other conduct directed toward a person because of the person's gender.

### **Retaliation Defined**

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

- shunning and avoiding an individual who reports harassment, discrimination or retaliation;
- express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; and
- denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process described below.

**All discrimination, harassment and retaliation is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor or other third party.**

### **Reporting Procedures**

The following steps have been put into place to ensure the work environment is respectful, professional, and free of discrimination, harassment and retaliation. If an employee believes someone has violated this policy or the Equal Employment Opportunity Policy, the employee should promptly bring the matter to the immediate attention of Any Member of Management. (Phone numbers are available through the Company directory.) If this individual is the person toward whom the complaint is directed the employee should contact any higher level manager in the reporting chain. If the employee makes a complaint under this policy and has not received a satisfactory response within five (5) business days, he or she should contact Human Resources immediately. (Phone numbers are available through the Company directory.)

Every supervisor who learns of any employee's concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to Head of Human Resources.

### **Investigation Procedures**

Upon receiving a complaint, the Company will promptly conduct a fair and thorough investigation into the facts and circumstances of any claim of a violation of this policy or our Equal Employment Opportunity policy. To the extent possible, the Company will endeavor to keep the reporting employee's concerns confidential. However, complete confidentiality may not be possible in all circumstances.

During the investigation, the Company generally will interview the complainant and the accused, conduct further interviews as necessary and review any relevant documents or other information. Upon completion of the investigation, the Company shall determine whether this policy has been violated based upon its reasonable evaluation of the information gathered during the investigation. The Company will inform the complainant and the accused of the results of the investigation.

The Company will take corrective measures against any person who it finds to have engaged in conduct in violation of this policy, if the Company determines such measures are necessary. These measures may include, but are not limited to, counseling, suspension or immediate termination. Anyone, regardless of position or title, whom the Company determines has engaged in conduct that violates this policy will be subject to discipline, up to and including termination.

Remember, the Company cannot remedy claimed discrimination, harassment or retaliation unless employees bring these claims to the attention of management. Employees should not hesitate to report any conduct which they believe violates this policy.

I acknowledge that I have received, read, and understand PTSD Foundation of America's Discrimination, Harassment, and Retaliation Prevention Policy. I agree to abide by and be bound by the rules, provisions and standards set forth in PTSD Foundation of America's policy. I further acknowledge that PTSD Foundation of America reserves the right to revise, delete, and add to the provisions of the Discrimination, Harassment and Retaliation Prevention Policy at any time. I also acknowledge I have received the California Department of Fair Employment & Housing's brochure, Sexual Harassment, The Facts About Sexual Harassment (DFEH-185 brochure).

Employee's Printed Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.

## Colorado State Policies

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### *7-1 Pregnancy Accommodations*

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In compliance with Colorado law, PTSD Foundation of America will not discriminate against employees because of pregnancy, childbirth or related conditions. If employees request reasonable accommodation due to health conditions related to pregnancy or the physical recovery from childbirth, the Company will endeavor to provide a reasonable accommodation to enable applicants and employees to perform the essential functions of the job, unless the accommodation would impose an undue hardship on the operation of the business. The Company will engage in a timely, good faith, and interactive process with the employee to determine effective, reasonable accommodations for conditions related to pregnancy, physical recovery from childbirth or a related condition.

Reasonable accommodations may include, but are not limited to: more frequent or longer break periods; more frequent restroom, food and water breaks; acquisition or modification of equipment or seating; limitations on lifting; temporary transfer to a less strenuous or hazardous position if available, with return to the current position after pregnancy; job restructuring; light duty, if available; assistance with manual labor; or modified work schedules.

The Company will not require employees affected by pregnancy, physical recovery from childbirth or a related condition to accept an accommodation that they choose not to accept if they did not request an accommodation or if the accommodation is not necessary for the employees to perform the essential functions of the job, nor will the Company require a pregnant employee to take leave if another reasonable accommodation is available which will permit the employee to continue working.

The Company reserves the right to require employees to provide a note stating the necessity of a reasonable accommodation from a licensed health care provider before providing a reasonable accommodation.

The Company will not take adverse action against pregnant employees who request or use a reasonable accommodation related to pregnancy, physical recovery from childbirth or a related condition. The Company will not deny employment opportunities to employees based on the need to make a reasonable accommodation related to pregnancy, physical recovery from childbirth or a related condition.

If employees have any questions about this policy or would like to request a reasonable accommodation, they should contact the Employee's Manager and/or Human Resources.

### *7-2 Overtime*

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Non-exempt Colorado employees are entitled to overtime pay at one and one-half times (1.5) their regular rate of pay for all hours worked in excess of 12 hours in a day, 12 hours consecutively

(without regard to the starting and ending time of the workday), or 40 hours per workweek, whichever calculation results in the greater payment of wages. Time paid but not worked, such as sick time or paid time off (PTO), will not be counted as hours worked in calculating hours worked for purposes of determining if overtime pay is due.

### ***7-3 School Attendance Leave***

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PTSD Foundation of America will grant employees who are parents or guardians of school-age children up to four (4) hours of unpaid leave during any 12-month period to participate in activities at their children's school. Forty-eight hours' written advance notice is required. The leave shall occur at a time mutually agreed upon by the employee and the Company. The Company may require verification of the employee's participation in the school activities. Employees must first use accrued paid time off for this purpose.

## South Carolina State Policies

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### *8-1 Pregnancy Accommodations*

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In compliance with South Carolina law (S.C. Code Ann. §1-13-80), PTSD Foundation of America will not discriminate against an individual because of pregnancy, childbirth or related medical conditions, including, but not limited to, lactation. The Company will endeavor to make reasonable accommodations for the employee's medical needs arising from pregnancy, childbirth or related medical conditions, unless doing so would impose an undue hardship on the operation of the business.

#### **Reasonable Accommodations**

Reasonable accommodations may include, but are not limited to:

1. making existing facilities readily accessible to, and usable by, such employees, including acquiring or modifying equipment or devices necessary for performing essential job functions;
2. providing more frequent or longer break periods;
3. providing more frequent bathroom breaks;
4. providing a private place, other than a bathroom stall for the purpose of expressing milk;
5. modifying work schedules;
6. providing seating or allowing the employee to sit more frequently;
7. providing assistance with manual labor and limits on lifting;
8. temporarily transferring the employee to a less strenuous or hazardous vacant position, if qualified; or
9. providing job restructuring or light duty, if available.

The Company will not:

- deny employment opportunities to the employee based on the need to make such reasonable accommodations;
- require the employee to accept an accommodation that the employee chooses not to accept, if the employee does not have a known limitation related to pregnancy, or if the accommodation is unnecessary for the employee to perform the essential duties of their job;
- require the employee to take leave under any leave law or Company policy if another reasonable accommodation can be provided to the employee; or
- take any adverse action against the employee in the terms, conditions or privileges of employment for requesting or using a reasonable accommodation.

## Summary

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This handbook is intended to give employees a broad summary of things they should know about PTSD Foundation of America. The information in this handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, PTSD Foundation of America, in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Employees should not hesitate to speak to management if they have any questions about the Company or its personnel policies and practices.