

PERSONNEL POLICY MANUAL

FOR

ALL EMPLOYEES



COMMUNITY SERVICES FOUNDATION

REVISED 01/2019

We are pledged to the letter and spirit of U.S. policy for the achievement of equal opportunity employment and equal housing opportunity throughout the nation.

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SECTION 1 - THIS MANUAL / INTRODUCTION

POLICY 1.01:INTRODUCTION

The personnel policies contained in this manual (hereinafter "Manual") are designed to provide common guidelines and establish general procedures for all employees of Community Services Foundation (hereinafter referred to as "CSF").

This Manual does not impose, and should not be interpreted as imposing, obligations on CSF. All guidelines and general procedures contained in this Manual may be modified or terminated at any time, without notice, at the discretion of CSF. CSF will attempt to inform employees promptly when it modifies, deletes or adds to the policies described in this Manual. However, CSF reserves the right to make such changes effective prior to any employee being notified of them.

CSF maintains and strictly enforces a policy of non-discrimination. CSF does not tolerate discrimination based upon age, sex, race, color, religion, marital status, national origin, ancestry, personal appearance, sexual orientation, family responsibilities, physical or mental disability, political affiliation, matriculation, and place of residence or any other basis prohibited by federal, state or local statutes. Moreover, harassment based on any protected group status, as defined by law, is also strictly prohibited. CSF also forbids retaliation against anyone reporting discrimination or harassment.

Employees who believe they have been subject to, or have witnessed discrimination should report the matter to their supervisor. If, for whatever reason they do not feel comfortable talking to their supervisor, or they are not satisfied with the response received from the supervisor, they may report the matter to the Vice President, President or the Chairman of the Board of CSF at (301) 925-4251. For more information CSF's Equal Employment Opportunity Policy, see Policy 2-03.

THIS MANUAL IS NOT INTENDED TO BE, AND IT IS NOT, A CONTRACT OF EMPLOYMENT, EITHER EXPRESSED OR IMPLIED. The guidelines and procedures set forth in this Manual are not promulgated as an inducement for continued employment. **Nothing in this Manual shall restrict either the right of an employee to terminate his/her employment with CSF at any time, or the right of CSF to terminate the employment of an employee at any time, with or without cause.**

We are pledged to the letter and spirit of Federal, State, and Local laws for the achievement of equal opportunity employment and equal housing opportunity throughout the nation. We comply with all Federal, State and Local Fair Housing policies and encourage an affirmative program in which there are no barriers to obtaining employment or housing because of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, physical or mental disability, political affiliation, matriculation,

source of income, place of residence/business, or any other status or condition protected under the law. Instances of alleged discrimination are to be reported to your Supervisor, Vice President or President of CSF.

If an employee has any questions concerning this Manual, he/she should please ask his/her Supervisor, Vice President or President of CSF for an explanation or more information. Communication above the supervisors should follow the chain of command. We welcome employee suggestions and constructive criticism.

At all times, applicable law controls in the event of any conflict with any provision of this Manual.

This Manual supersedes and rescinds prior versions of this Manual and the policies contained therein.

INDIVIDUALS APPLYING FOR A POSITION WITHIN THE STATE OF MARYLAND, PLEASE READ THE FOLLOWING STATEMENT:

UNDER MARYLAND LAW, AN EMPLOYER MAY NOT REQUIRE OR DEMAND ANY APPLICANT FOR EMPLOYMENT OR PROSPECTIVE EMPLOYMENT OR EXISTING EMPLOYEE TO SUBMIT TO OR TAKE A POLYGRAPH, LIE DETECTOR OR SIMILAR TEST OR EXAMINATION AS A CONDITION OF EMPLOYMENT OR CONTINUED EMPLOYMENT. ANY EMPLOYER WHO VIOLATES THIS PROVISION IS GUILTY OF A MISDEMEANOR AND SUBJECT TO A FINE NOT TO EXCEED \$100.

SECTION 2 - GENERAL EMPLOYMENT AND WORKPLACE EXPECTATIONS

POLICY 2.01:EMPLOYMENT AT WILL

Employment at CSF is “at will.” This means that either the employee or the employer can terminate the employment relationship at any time, for any reason or no reason, with or without notice.

Employees are free to end their employment relationship with CSF at any time, with or without cause, and CSF is free to establish or terminate the employment relationship at any time with or without cause. No officer, manager, representative or agent, other than the President/CEO, can authorize or sign an employment agreement contrary to the above terms or otherwise make any binding offer of employment for a specific term. Moreover, no policy or provision in this Manual, or in any employment application, recruiting materials, offer letter, memoranda, or other materials provided to, or otherwise made available to, employees or prospective employees, is intended to create a contract binding the employee or CSF to an agreement of employment for a specific period of time or an agreement that restricts the employee’s or CSF’s right to terminate employment to a specific reason or set of reasons.

POLICY 2.02:OPEN DOOR

It is our desire to make employment with CSF a valuable work experience. CSF encourages open communication between employees and their Supervisors. Problems and issues should be reviewed in a timely manner. All employees are expected to discuss any and all concerns with their Supervisors. If the employee's concerns are about the Supervisor, the employee should contact the next level(s) of management, CSF's Vice President, President/CEO, and Chairman of Board, following the chain of command. With respect to concerns or complaints that the employee has been subject to any kind of discrimination or harassment, including any sexual, racial or gender based harassment, or retaliation, please see the Policy Concerning Sexual and Other Types of Harassment and Discrimination.

Part of the responsibility of every supervisor is to assist his or her employees with their ideas and concerns. Accordingly, supervisors should maintain open lines of communication by taking the time to speak with employees when they are approached or to approach employees when they appear to have a problem. The most effective way to obtain information, ideas and opinions from employees is to encourage one-on-one communication.

POLICY 2.03: EQUAL EMPLOYMENT OPPORTUNITY

CSF maintains and strictly enforces a policy of non-discrimination. CSF does not tolerate discrimination based upon age, sex, race, color, religion, marital status, national origin, ancestry, sexual orientation, family responsibilities, physical or mental disability, political affiliation, matriculation, and place of residence or any other basis prohibited by federal, state or local statutes. Moreover, harassment based on any protected group status, as defined by law, is also strictly prohibited. CSF also forbids retaliation against anyone reporting discrimination or harassment.

CSF's policy forbidding discrimination applies to all aspects of the employment relationship, including:

- Initial consideration for employment;
- Job placement and assignment of responsibilities;
- Performance evaluation;
- Promotion and advancement;
- Compensation and fringe benefits;
- Training and professional development opportunities;
- Formulation and application of human resource policies and rules;
- Facility and service accessibility;
- Layoff and recall from layoff; and
- Discipline and termination

Employees who believe they have been subject to or have witnessed discrimination should report the matter to their immediate supervisor. If, for whatever reason they do not feel comfortable talking to their Supervisor, or they are not satisfied with the response received from the Supervisor, all employees have the option at any time of reporting the matter to their department head, their Vice President or the President of CSF. CSF will investigate all complaints and will maintain confidentiality to the extent possible given CSF's duty to investigate and resolve the complaint. Employees should be aware that the identity of the employee lodging a complaint usually may need to be revealed to the individual accused of the policy violation and any witnesses. Employees are expected to cooperate with any investigation of an alleged violation of this policy.

Employees who violate CSF's policy against discrimination may be subject to appropriate discipline, up to and including termination.

POLICY 2.04:POLICY CONCERNING SEXUAL AND OTHER TYPES OF HARASSMENT AND DISCRIMINATION

CSF will not condone or tolerate any harassment, including sexual harassment, of its employees, residents, owners, guests, vendors or suppliers. Harassment of, or discrimination against, applicants and employees on the basis of race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), gender identity or expression, national origin, age, disability, sexual orientation, marital status, veteran or military status, personal appearance, family responsibilities, genetic information, political affiliation, matriculation, credit information, or on any other basis prohibited by local, state or federal law is unacceptable and will not be tolerated. This policy applies to all persons -- administrators, managers, supervisors and employees. Harassment will not be tolerated at any CSF sponsored events, including by way of example, conferences and CSF picnics and/or CSF Training Events.

Sexual harassment includes, but is not limited to, making unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature, whenever (1) submission to the conduct is either an explicit or implicit term or condition of employment; (2) an employee's reaction to the conduct (i.e., submission to or rejection of) is used as a basis for employment decisions affecting that employee; or (3) the conduct has the purpose or effect of interfering with the employee's work performance or creating an intimidating, hostile or offensive working environment. No employee or applicant should be subjected to unsolicited and unwelcome sexual overtures, nor should an employee or applicant be led to believe that an employment opportunity or benefit will in any way depend upon "cooperation" of a sexual nature.

Sexual harassment can occur between individuals of the opposite sex or the same sex. Sexual harassment is not limited to demands for sexual favors. It also may include such actions as: (1) sex-oriented verbal "kidding", "teasing" or jokes or gestures; (2) repeated offensive or unwelcome sexual flirtations, advances, or propositions; (3) continued or repeated verbal abuse of a sexual nature; (4) graphic or degrading comments about an individual or his or her appearance; (5) the display of sexually suggestive objects or pictures; (6) subtle pressure for sexual activity; and (7) intentional physical contact that is sexual in nature.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome and that is personally intimidating, hostile, or offensive.

Harassment on other prohibited grounds, including an individual's race, color, gender (including pregnancy, childbirth, or related medical conditions), religion, sexual orientation, gender identity or expression, national origin, age, marital status, disability, veteran or military status, personal appearance, political affiliation, matriculation, credit information, or any other factor prohibited by local, state or federal law is also prohibited. Harassment includes, but is not

limited to, offensive jokes, slurs, epithets, stereotyping, verbal abuse or ridicule, degrading comments, the display of offensive objects and pictures, threatening, intimidating, or hostile acts, and other conduct that the individual might reasonably find to be offensive.

This policy prohibiting harassment, whether sexual or of another nature, is not limited to relationships between and among employees and prospective employees, but also extends to interaction with residents, tenants, owners, customers, guests, vendors, or suppliers. No employee shall ever subject any resident, tenant, owner, guest, vendor or supplier of CSF to harassment, including sexual harassment, of any nature, including the conduct described above. Furthermore, no employee will be required to suffer harassment, including sexual harassment or discriminatory conduct, by any resident, tenant, owner, customer, guest, vendor, or supplier.

COMPLAINT PROCEDURES

Any employee who feels that he or she is or has been the victim of discrimination or harassment in violation of this policy should immediately notify his or her supervisor, the Vice President or President. The CSF Chairman of Board can only be notified after chain of command has been followed. CSF will fully investigate all complaints, and will maintain confidentiality to the extent possible given CSF's duty to investigate the complaint. Anyone who is found to have engaged in illegal discrimination or harassment will be subject to appropriate disciplinary action depending on the circumstances up to and including termination of employment.

RETALIATION

Retaliation against anyone reporting harassment (including sexual harassment) or discriminatory behavior, who assists or cooperates with any investigation under this policy, or who is a witness or otherwise is involved in a formal or informal proceeding concerning alleged harassment or discriminatory conduct, is strictly prohibited. Any employee who is found to have engaged in retaliation in violation of this policy may be subject to disciplinary action, up to and including termination.

DISABILITY ACCOMMODATION

The Company is committed to complying fully with all applicable federal, state and local laws which ensure equal opportunity in employment for qualified persons with disabilities. The Company prohibits discrimination, including harassment, against any employee or job applicant because of his or her physical or mental disability. The Company will provide qualified disabled employees and applicants with reasonable accommodation so that they may perform the essential job duties of the position, unless the accommodation would impose an undue hardship on the Company. Qualified employees with

disabilities who believe they require a reasonable accommodation to perform their job should contact their Supervisor to discuss available options.

PREGNANCY ACCOMMODATION

Employees whose ability to perform the functions of their job is affected by pregnancy, childbirth, a related medical condition, or breastfeeding are entitled to reasonable accommodation, unless such accommodation would pose an undue hardship on the Company's business operations. Employees who have a need for such an accommodation should contact their Supervisor. Employees may be required to provide a certification from a health care provider concerning the medical advisability of the reasonable accommodation.

POLICY 2.05: WORKPLACE VIOLENCE

CSF will not tolerate workplace violence. Workplace violence includes verbal threats of harm, threatening behavior, intimidation, assaults, fighting, "horseplay," and other similar conduct that may be dangerous to others. Workplace violence occurs when these acts are committed against or by employees, vendors, residents, visitors, guests, or other individuals associated with CSF or on CSF property. Impermissible workplace violence does not include any reasonable action necessary to protect oneself or others from violent or threatening conduct of another (for example, restraining an employee who is assaulting another employee).

As part of CSF's effort to provide a safe workplace environment, employees are not allowed, under any circumstances, to bring or store a firearm (pistols, shotguns, rifles, tasers, etc.) or other weapons or dangerous devices on CSF property, including, but not limited to, property leased or managed by CSF. Security personnel expressly authorized to possess a firearm are exempted from this provision.

Actions Taken When Workplace Violence Occurs

Any person who is exhibiting physical threatening behavior (for example, angrily shaking a fist at someone, displaying a weapon, etc.) or is engaging in violent acts (for example, intentionally striking someone, throwing an object at someone, etc.) at CSF or in connection with CSF activities shall be escorted from the premises as quickly as safety permits and, in some circumstances, may not be allowed to return pending the outcome of an investigation. Law enforcement may be contacted.

Other impermissible conduct (such as the utterance of a threat without any accompanying physical conduct) may result, among other things, in the person's removal from the premises, depending on the circumstances. Any alleged incident of impermissible conduct covered by this policy will be investigated by CSF. If the investigation confirms that a violation of this policy has occurred, CSF will take appropriate action. Such action may include, but is not limited to, suspension without pay, termination of employment, reassignment of job duties, suspension or termination of any business relationship, and/or arrest and prosecution of the person(s) involved.

Weapon Free Workplace

CSF does not allow any employee to possess, carry or otherwise bring weapons onto CSF property or possess, carry or otherwise have weapons while they are working at any time. This prohibition includes firearms (e.g., pistols, rifles, shotguns and the like), tasers, stun-guns, explosives, or any other kind of weapon or dangerous device. Mace or pepper spray for personal protection are permissible so long as they are lawfully possessed by the employee. These

prohibitions extend to all staff irrespective of whether a staff member possesses one or more concealed carry permits. As a general rule, employees are only permitted to carry items which are integral and necessary to perform assigned job duties.

Exceptions to this policy can only be granted in writing by the President/CEO and Vice President.

Providing Information to Management

All CSF employees are responsible for immediately notifying their Supervisor of any behavior they witness which they regard as threatening or violent. (If actual physical violence is occurring, call the police immediately, and every effort should be made to contact a supervisor as quickly as possible.)

Employees are responsible for notifying their Supervisor regardless of the nature of the relationship between the individual who initiated the threat or threatening behavior and the person or persons who were threatened or were the focus of the threatening behavior.

Management representatives to whom violent conduct may be reported include: the employee's immediate supervisor, COO, Vice President and President/CEO. Complaints involving the employee's immediate supervisor should be directed to the next level(s) of Supervision, the Director of Programs, COO, Vice President or the President/CEO.

POLICY 2.06: DRUG AND ALCOHOL FREE WORKPLACE

CSF is committed to maintaining a drug and alcohol free workplace. CSF policy prohibits employees from possessing, using, or being under the influence of alcohol or illegal drugs while working, while on-call, while in uniform or otherwise representing CSF to the public, or while on CSF property or on property managed, operated or leased by CSF, while operating a CSF owned vehicle, or any other time while engaged in CSF business or activities.

As part of this policy, all employees are also prohibited from engaging in any activity relating to the manufacture, distribution, dispensation, sale, offer for sale, trade, possession, or use of illegal drugs, defined as all controlled substances that are illegal under federal, state, or local law (including marijuana). (Controlled substances are defined by law and include, but are not limited to, marijuana, cocaine, opiates, amphetamines, methamphetamines, hallucinogens, barbiturates, and phencyclidine (PCP)). Such activities are prohibited anywhere on property owned (including CSF owned vehicles), managed, operated or leased by CSF, regardless of whether these activities occur during or outside of working hours, and are prohibited while performing employment services outside the workplace.

As part of this policy, all employees are also prohibited from the unlawful manufacture, distribution, possession, or use of drug paraphernalia. ("Drug paraphernalia" is defined under federal, state, and local law and may include, but is not limited to, items such as water pipes, bongs and freebase kits.) Such activities are prohibited on property owned (including CSF owned vehicles), managed, operated or leased by CSF, whether these activities occur during or outside of working hours, and are prohibited while performing employment services outside the workplace.

CSF may elect to utilize any reasonable means of verification to ensure compliance with this Policy, such as drug and/or alcohol testing. Such testing includes, but is not limited to pre-employment, reasonable suspicion, post-accident or post-injury testing, including situations where a reasonable possibility exists that drug or alcohol use has occurred and/or caused or contributed to an incident, accident or injury. Failure to submit to a drug and/or alcohol test as directed by management will be considered a violation of this policy and the employee will be regarded as having voluntarily abandoned their employment from CSF.

Exceptions and Limitations

This policy also does not prohibit employees from the lawful use or possession of their prescribed medications in the prescribed manner, subject to the following limitations. First, employees must consult with their physician(s) about a prescription medication's effect on their ability to work safely and/or to operate a motor vehicle or equipment and promptly disclose to their supervisor any

restrictions on their work. If the medications involved have restrictions on driving or operation of machinery listed in their patient package inserts, the employee is not to report to work unless their physician specifically clears them in advance to drive or operate machinery while taking the prescription. Second, the misuse or abuse of prescription drugs is prohibited by this Policy. Third, employees holding a valid prescription for medical marijuana should disclose this information in the event they are subject to a drug test and test positive for marijuana. CSF will consider the information when determining the appropriate action to take in response to that test, however using, being under the influence of, or in any way possessing the substance or paraphernalia on one's person or anywhere on work premises during work hours is an explicit violation of this Policy.

Employees who legitimately reside on CSF property or property managed by the Management Company contracting CSF services may engage in the lawful and responsible possession, use, and consumption of alcohol during non-work time, provided that they do not consume during work, are not under the influence at the time they report to work, throughout the duration of their work shift, if they are on-call or are operating CSF owned vehicles.

Discipline and Discharge

Disciplinary action up to and including termination may be imposed on any employee who engages in any of the above-prohibited activities, including being directed, but failing to submit or timely submit, to a drug and/or alcohol test. Disciplinary action may include, but is not limited to, suspension without pay, revocation of use of a CSF owned vehicle pending an investigation and final decision on the appropriate disciplinary response, or termination from employment. Because violation of CSF's Drug and Alcohol Free Workplace Policy may also constitute a violation of law, persons believed to be offenders may be referred for prosecution. Depending upon the circumstances of the violation, CSF may terminate an employee for the first offense. Employees who lose the right to drive for any reason may be either placed on unpaid leave, suspended or terminated if they need to drive to conduct CSF business. If the employee is issued a CSF owned vehicle, the employee's right to drive the vehicle will be terminated.

Condition of Employment

As a condition of employment, all employees must abide by the terms of the Drug and Alcohol Free workplace policy and must notify CSF of any criminal drug statute conviction for a violation occurring in the workplace or while on working time no later than five working days after such a conviction. An employee's failure to comply with this provision, whenever discovered by CSF, may result in immediate discharge. Any employee charged with Driving Under the Influence or Impaired Driving must report that citation to their supervisor the following business day. During the pendency of the charge, the employee's

right to drive on CSF business may be suspended and their right to drive a CSF owned vehicle may be suspended.

Counseling and Rehabilitation Programs

Employees may obtain counseling services and information and materials related to rehabilitation programs and services offered by resource agencies in the community. Employees who are disciplined for violations of the Drug and Alcohol Free Workplace policy may also ordinarily avail themselves of such services and programs. The Hartford Ability Assist Counseling Services program can assist employees and family with confidential service to assist with family, personal or work related problems. You may contact Hartford directly at 800-964-3577 or www.guidanceresources.com. Further, an employee's medical plan may include alcohol and drug dependence benefits. Employees enrolled in a medical plan may contact their medical insurance carriers regarding any specific treatment services provided by their respective plans. The cost for such programs, if any, will be the employee's responsibility. Any information received by CSF under this policy, including information on any employee who seeks assistance for a drug or alcohol dependency problem, will be treated confidentially. Access to such information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

POLICY 2.07: BUSINESS ETHICS

For purposes of this Business Ethics Policy, "CSF" refers to Community Services Foundation and any entity managed by any of the above-listed entities, the properties, and any parent, subsidiary, or affiliate of any these entities, including, but not limited to, partnerships that have an ownership interest in any managed property.

CSF expects employees to adhere to the following ethical standards:

- A. An employee must not permit a business action or decision involving CSF to be influenced by personal or other interests or factors. Any business action or decision must be based solely upon what is in the best interests of CSF.
- B. An employee must not represent CSF in any transaction if an outside business or employment interest or personal relationship might affect the employee's ability to represent CSF's interests fairly and impartially.
- C. An employee with supervisory responsibilities may not hire, employ or supervise any relative¹ either by blood or marriage (including former marriages) without disclosing that relationship and obtaining prior permission from the Executive Vice President and Vice President of Human Resources. Such circumstance may be subject to a conflict of interest mitigation or remediation, the nature of which shall be at CSF's sole discretion (for example, restructuring a reporting relationship).
- D. Romantic relationships between individuals in a supervisor/subordinate relationship (including both direct and indirect supervisory relationships) are strongly discouraged. If such a relationship develops, the employees involved must disclose the relationship to CSF management immediately. The same is applicable for any romantic relationship between employees and vendors or residents of the property at which the employee works. Such circumstance may be subject to a conflict of interest mitigation or remediation, the nature of which shall be at CSF's sole discretion (for example, restructuring or modifying a reporting relationship.)
- E. Without prior written permission from the President, neither an employee, an employee's relative, nor an individual in a romantic relationship with an employee may own any of the stock, equity, or assets of any other corporation or other business entity that: (a) transacts or seeks to transact

¹ For purposes of this policy, "relative" is defined as spouse, son, daughter, mother, father, sibling, in-laws of the same type, cousins, step parents and step children, ex-spouses. This includes all relationships noted above by blood, marriage or former marriage, adoption, or other legally recognized relationships (e.g., legal guardian).

business with CSF; or (b) carries out business on CSF premises or on the premises of any property that CSF has a contract with.

- F. Neither an employee, an employee's relative, nor an individual in a romantic relationship with an employee, may own any stock, equity, assets or other interest in any other corporation or business entity that competes with CSF.
- G. No employee shall use any CSF equipment, supplies or property for his or her own private gain, or to further the financial interest of any other individual or business entity, including any other individual or entity with whom or with which the employee is affiliated. Nor may an employee use confidential and proprietary business or technical information of CSF for his or her own private gain or to further the financial interest of any other individual or business entity, including any other individual or entity with whom or with which the employee is affiliated.

For all full-time employees, employment with CSF should be considered the employee's primary employment. Compensated outside employment must be disclosed in writing in advance to the employee's immediate supervisor, Vice President and the President. This written disclosure must also contain a good faith estimate of the number of hours per week the employee will be devoting to the outside employment. Any compensated outside employment shall be limited such that it does not impair the employee's job performance.

- H. It is against CSF policy for any employee to hire or compensate employees as independent contractors or consultants for work. Similarly, it is a violation of CSF policy for employees to be hired or compensated as independent contractors or consultants for work, including by residents, contractors, vendors and others, without the express prior written authorization of the Vice President and President/CEO. The same applies to personal business relationships between employees and residents (e.g. hiring a resident for child care, physical therapy, tutoring, babysitting, etc.) without prior written approval.
- I. No employee shall accept a gift, whether it is money or a non-monetary item, from a contractor or vendor that could be interpreted as being given in exchange for awarding contracts, or otherwise giving preferential treatment, to the contractor or vendor. However, promotional items advertising the contractor's or vendor's services may be accepted, provided that if the item has a value in excess of fifty dollars (\$50.00), approval must be obtained from the Chief Officer of Operations, Vice President and the President/CEO in advance of it being taken.

- J. Employees must comply with all applicable laws and regulations including, but not limited to, laws and regulations pertaining to the proper accounting and reporting of financial information.

As it pertains to this policy, in any of the above situations, such as if CSF believes an employee's outside employment, personal relationships, familial or social relationships with subordinates, acceptance of gifts, etc. is interfering, or may interfere, with the employee's work for CSF, the employee may be required to discontinue such situation in a timely manner or be subject to separation from employment with CSF. Failure to comply with any of the ethical standards set forth herein, failure to disclose, or misrepresentation of outside employment, relationship status or other aspect of this policy may be subject to disciplinary action, including, but not limited to termination of employment.

**POLICY 2.08: REPORTING A SUSPECTED VIOLATION OF BUSINESS ETHICS
("Whistleblower Policy")**

In conjunction with its Business Ethics Policy, CSF is committed to lawful and ethical behavior in all of its activities and requires its employees to conduct themselves in a manner that complies with all applicable laws and regulations. At any time an employee has a concern regarding the propriety or legality of any action contemplated to be taken or that has been taken by CSF or any other employee, or believes that an action needs to be taken for CSF to be in compliance with law or appropriate ethical standards, the employee should promptly advise the Chief Officer of Operations, Vice President or President/CEO.

If management is unresponsive, if the complainant believes their Supervisor will be unresponsive, or if the Supervisor is itself the subject of the concern, the employee should contact the Chief Officer of Operations, Vice President or President/CEO to report his or her concerns. All complaints will be investigated, and every effort will be made to investigate a report by an employee as discreetly as possible. Because of the need to investigate a report by an employee, correct a problem or prevent future problems, CSF cannot, however, promise complete confidentiality.

No employee will be retaliated against in any manner for reporting what he or she perceives to be wrongdoing, violations of law or unethical conduct.

POLICY 2.09: PERSONNEL FILES

All necessary job-related and personal information about an employee will ordinarily be retained in an official personnel file kept at the CSF Main Office. The contents of these files may include: basic identifying information (such as employee's name, address, job title, etc.); completed employment application and other hiring-related documents; notices of pay changes and benefit coverage elections; performance evaluations and information on other employment related actions (such as promotions, training, and disciplinary actions); and other relevant job-related information.

POLICY 2.10: CONFIDENTIALITY

Our residents, owners and customers entrust CSF with important information. The nature of this relationship requires the maintenance of confidentiality.

Accordingly, your employment with CSF includes an obligation to maintain absolute confidentiality, now and into the indefinite future, even after you leave the employ of CSF, and regardless of the reason for your termination, of CSF Confidential Information. "Confidential Information" includes, but is not limited to: resident, owner, customer or employee confidences; CSF transactions; all information regarding the services provided by CSF to its customers, agreements and relationships with customers, customer preferences, needs, priorities, or requirements, and all other information provided to CSF by its customers that is intended to be maintained by CSF in confidence; all financial information, including but not limited to pricing, earnings and profits, costs, vendors, suppliers, and insurers; trade secrets and other information regarding the development of systems, processes, products, know-how and technology; personnel files and information about compensation, benefits, and other terms of employment of CSF's employees (except that employees are permitted to discuss their own terms and conditions of employment with one another); and any other information or materials relating to the past, present, planned, or foreseeable business, developments, or activities of CSF (collectively, "Confidential Information").

Except as required in the performance of the employee's duties for CSF, or as authorized in advance by the President of CSF in writing, employees shall not at any time, including after employment with CSF ends for any reason, disclose, reproduce, transfer to others, remove from CSF's premises, or use for the employee's own benefit or the benefit of a third party, CSF's Confidential Information. Any request that you may receive for any such information should be referred to the President.

This policy does not prevent employees from discussing matters protected by applicable law, including Section 7 of the National Labor Relations Act which protects the rights of employees to, among other things, discuss their terms and conditions of employment for their mutual aid and protection.

Violation of this policy may subject you to disciplinary action, up to and including discharge.

POLICY 2.11: INTRODUCTORY PERIOD

An employee's first 90 days of employment with CSF constitutes an introductory period during which work and conduct will be very carefully assessed. Employees may be dismissed at any time during or after the introductory period for any reason.

This introductory period does not change CSF's "at will" employment policy. At all times, CSF reserves the right to dismiss any employee at any time, with or without cause or notice, irrespective of the employee's length of service and regardless of whether that employee has completed his or her 90 day introductory period.

POLICY 2.12: EMPLOYMENT AUTHORIZATION

The Immigration Reform and Control Act (IRCA) requires that CSF ensures that employees are authorized for employment in the United States. Therefore, only individuals lawfully authorized for employment in the United States will be employed. In connection with IRCA, CSF must collect certain information and review certain documentation concerning the employment authorization of individuals hired, including possible reverification throughout an individual's employment with CSF (depending on the type of documentation provided at the time of hire). This information and documentation will be used only for compliance with IRCA and not for any unlawful purpose. If your employment authorization changes or terminates after the start date of your employment, please inform your supervisor immediately.

POLICY 2.13: CRIMINAL RECORDS

As a condition of employment, during the pre-employment process (i.e., after a conditional job offer is made and accepted but before the individual begins work), CSF conducts a background investigation. CSF complies with the Fair Credit Reporting Act and all other applicable laws regarding notice and authorization for background checks. Consistent with and subject to the provisions of these laws, CSF reserves the right to conduct follow-up background investigations during the course of employment if it has a reasonable belief that the employee has engaged in criminal activity that relates to the employee's job functions, could create potential liability for CSF, or could create risk to employees, residents, or other persons or entities with which CSF does business, or the general public.

It is the employee's responsibility to disclose to the employer the details of any criminal felony or misdemeanor convictions that occur at any time during employment, whether such conduct for which a conviction occurred or was sentenced during work time or outside of work time. If CSF learns of one or more criminal convictions which the employee did not disclose and which (at CSF's sole discretion and assessment) have an implication to the employee's job and/or employment standing with CSF, that omission will be considered falsification of records and will be subject to disciplinary action up to and including termination.

In all instances, even if disclosed appropriately, the nature of any criminal convictions will be reviewed and, to the extent that the conviction relates to the employee's ability or fitness to perform his or her essential job functions or could create potential liability for CSF or risk to others, the conviction may subject the employee to termination, subject to applicable law.

POLICY 2.14: FREE LANCE – OUTSIDE WORK

CSF expects full commitment from its employees, and we regard scheduled work days and hours for CSF (including on-call time) as taking priority over any other outside employment. Thus, full-time employees are not permitted to “moonlight” and/or work part-time jobs without disclosure and prior approval as per the guidelines indicated in the Business Ethics Policy. If an exception has been approved, it is the employee’s responsibility to disclose and seek re-approval if the circumstances of the outside employment change (e.g. new manager(s), location transfer, etc.).

In all cases, employees are prohibited from receiving income from job-associated free-lance or contractor work (e.g. an employee being paid, whether on-duty or off-duty, by a resident to do odd jobs, such as moving furniture, babysitting, hauling trash, etc.), as well as situations in which a conflict of interest exists, such as working for a contractor or competitor.

Employees who violate this policy may be subject to discipline, up to and including termination.

POLICY 2.15: NO SOLICITATION/NO DISTRIBUTION

It is important that employees not be disturbed or distracted by activities unrelated to CSF operations. Because every employee's work deserves full attention during scheduled working time, employees may not solicit other employees, nor may they distribute literature, for any purpose during working time. For the purposes of this rule, working time includes any period during the day when an employee is or should be performing job tasks (but does not include meal periods or rest breaks). Neither the employee soliciting/distributing information, nor the employee being solicited or receiving the distribution, may be on working time. Distribution of literature in work areas is prohibited at all times. Non-employees may not engage in solicitation or distribution on CSF's premises at any time.

POLICY 2.16: RESIGNATION AND TERMINATION

An employee may resign his/her employment at any time with or without cause. A statement made by an employee, either orally or in writing, that he/she is or will be resigning, or an offer of resignation made by an employee, either orally or in writing, may be implemented immediately. No response by CSF will be necessary in order for the resignation to be effective. In CSF's discretion, the employee may continue to work until the requested resignation date or such other date as determined by CSF. In the event of resignation, out of professional courtesy, an employee is requested to provide CSF two weeks' notice; however, upon resignation, an employee may be required to leave the premises at once or at any time prior to the expiration of the resignation notice without expectation of payment of wages through the notice period.

CSF may terminate an employee's service at any time with or without cause or notice.

POLICY 2.17: RETURN OF CSF PROPERTY

Upon the employee's termination or resignation, all CSF property in the employee's possession, custody or control, including, without limitation, keys, petty cash & receipts and security devices, equipment, computer equipment (including laptops), mobile phones and/or other mobile devices, credit cards, day-timers and business calendars, and business entrance key cards, as well as all documents or files (whether in electronic or hard copy form), external hard drives or flash drives, and all other Confidential Information as defined in this Manual (whether in tangible or intangible form) shall be immediately returned to your supervisor. As set forth in the Bring Your Own Device policy above, employees may be asked to produce personal mobile phones or other mobile devices for inspection at the time of termination or resignation so that CSF data may be removed.

CSF reserves the right to charge employees for damage to, or the loss of, CSF property, including without limitation, damage to laptops and the loss of CSF or property keys, consistent with applicable law. Likewise, CSF reserves the right to charge an employee or, to the extent permitted by law, deduct from an employee's final paycheck (i) an amount sufficient to cover the damage to, or loss of, CSF property and (ii) an amount equal to monies otherwise owed to CSF by the employee, consistent with applicable law. If such deduction is insufficient to cover the employee's financial obligations to CSF, the employee shall pay any outstanding monies to CSF within seven (7) days of the date of termination of employment. CSF further reserves the right to pursue all legal remedies in the event of property or Confidential Information retained by the employee after termination of employment for any reason.

POLICY 2.18: EXIT INTERVIEWS

When employment terminates, whether by resignation or dismissal, employees may be requested to participate in an exit interview. During this interview, which will be considered confidential to the extent possible or appropriate, the employee is encouraged to make constructive comments and suggestions concerning his/her work experience. This information is valuable in making CSF a desirable place to work.

POLICY 2.19: ARBITRATION

CSF encourages employees to resolve work-related problems with the assistance of their immediate supervisor to the extent they can through CSF's Open Door policy. If an employee's immediate supervisor does not or cannot resolve the problem satisfactorily, the employee may seek assistance from CSF's Chief Officer of Operations, Vice President or President/CEO. If an employee has a situation that he/she believes involves discrimination, harassment or business ethics, CSF has an internal complaint procedure, referenced in Policy 2.04 to address those concerns. Our experience has been that almost all concerns or complaints can be resolved using these procedures.

However, CSF recognizes there may be rare instances when an employee believes that there is no alternative to seeking assistance from outside CSF. Also, there may be occasions when CSF cannot resolve a dispute with an employee through internal CSF procedures. Thus, CSF has implemented an arbitration policy whereby legal disputes between employees and CSF (as well as disputes between applicants for employment and CSF) are submitted to arbitration in lieu of a lawsuit.

We believe CSF and its employees will find this arrangement mutually beneficial. The costs of litigation for all parties can be high—both in financial and personal terms. Because of crowded court dockets, lawsuits can be protracted affairs, extending over several years. Arbitration is an attractive, cost-effective, efficient alternative. The process is fair to both parties, as disputes are resolved by an impartial arbitrator. CSF uses the services and follows the procedures of the American Arbitration Association, a nationally recognized, nonprofit service organization that specializes in alternative dispute resolution.

Because it is important to have uniformity on this issue, this policy applies to all employees without exception. Moreover, acceptance of this policy is a condition of employment.

Applicants for employment should be advised of CSF's policy at the time they inquire about employment and should be provided with a copy of the "Mutual Agreement to Arbitrate" that must be signed prior to their beginning work. Applicants should also be advised that their signing the Agreement does not guarantee they will be hired. New hires will also complete the "Mutual Agreement to Arbitrate" as part of the onboarding and new hire process.

Copies of the "Mutual Agreement to Arbitrate" and the rules of the American Arbitration Association are available from your Supervisor, CSF's Chief Officer of Operations, Vice President or President/CEO.

The exact terms of the arbitration agreement between each employee (or applicant) and CSF are set forth in a "Mutual Agreement to Arbitrate" that is signed by the employee (or applicant) and a CSF representative. The "Mutual

Agreement to Arbitrate” cannot be changed or modified by any statement made herein. CSF provides this summary of its arbitration policy for informational purposes only. Employees should refer to their own copy of the “Mutual Agreement to Arbitrate” if they have questions about the specific terms of the arbitration agreement.

SECTION 3 - TERMS OF EMPLOYMENT

POLICY 3.01: EMPLOYMENT CATEGORIES

CSF has established the following employment categories:

Full-Time Employee:

Employees who are regularly scheduled to work at least thirty (30) hours a week. Full-time employees may be classified as exempt or non-exempt. All full-time employees are eligible for CSF benefits (see Sections 5 and 6 of this Manual), provided they meet other eligibility requirements.

Part-Time Employee:

Employees who are regularly scheduled to work less than thirty (30) hours per week. Part-time employees may be classified as exempt or non-exempt. Generally, they are not eligible for any CSF benefits, except as required by law, but employees should refer to Sections 5 and 6 of this Manual and relevant Plan documents to determine whether they qualify for certain benefits.

Temporary/Seasonal/On-Call/Floater Employee:

An employee may be hired for a specific term of employment, typically of six months or less, and/or may work on a seasonal basis (e.g. summer, school breaks, etc.) and/or may work on an on-call basis. Such Temporary/Seasonal/On-Call/Floater employees may be classified as exempt or non-exempt. Temporary/Seasonal/On-Call employees are not eligible for any CSF benefits, except as required by law or as otherwise set forth in this Manual.

Non-Exempt Employee:

Employees who do not perform work that meets the criteria for exemption from minimum wage and overtime provisions under the federal Fair Labor Standards Act (FLSA) or applicable state law are non-exempt. Non-exempt employees are paid on an hourly basis and are entitled to overtime pay at time and one half of their regular rate for hours worked over 40 hours in any work week. Note: Some state and local laws may provide for overtime compensation in certain circumstances even when an employee has not worked over 40 hours in a work week, or may provide for overtime compensation in an amount greater than 1.5 times the regular hourly rate. Applicable collective bargaining agreements may also provide for overtime in excess of, or under different circumstances than, that set forth in this Manual. Employees should ask their supervisor if they have any questions about their entitlement to overtime compensation.

Exempt Employee:

Employees who are paid on a salary basis and who perform work that meets one of the exemptions of the FLSA are not subject to federal minimum wage and overtime requirements and are exempt. These employees receive the same salary each week regardless of how many hours they work.

Supervisors or employees who have questions about how CSF classifies certain positions should contact their Supervisor, Chief Officer of Operations, Vice President or President/CEO.

POLICY 3.02: COMPENSATION / PAY PERIODS

CSF currently maintains 26 bi-weekly pay periods. Paychecks will generally be distributed in accordance with the payroll calendar. If the payday should fall on a holiday or weekend, any manual checks will generally be distributed on the working day which precedes the holiday or weekend; however, direct deposit should not be impacted. All appropriate wage and payroll deductions will be taken out of each paycheck as required or permitted by law.

Any employee, exempt or non-exempt, who has any questions or concerns regarding compensation, including questions or concerns about any deductions that may have been made to his/her salary or compensation, should immediately notify the Payroll and/or Human Resources Department. CSF will fully investigate all such complaints, maintain confidentiality to the extent practicable, and correct any errors, including inappropriate deductions, which may have been made as circumstances warrant.

Each employee is required to complete his/her time and attendance record promptly in accordance with established procedures.

Upon employment with CSF, all employees are eligible for direct deposit of their paychecks into their bank accounts. Please speak with your Supervisor if you have any questions regarding direct deposit.

Bi-Weekly pay dates are the same for all CSF employees.

- CSF employees are paid every other Friday for the hours/days worked in the two fully-completed work weeks prior to the week in which the pay day occurs.

The regular work hours of the CSF Main Office are Monday through Friday from 8:30 a.m. to 5:30 p.m. All employees are expected to be at work during these hours unless approval is granted for a flexible or non-traditional work schedule. Non-exempt employees are expected to clock-in at the beginning of their work shifts, clock-out for their unpaid lunch breaks, clock back in when they return from lunch, and clock-out at the end of their work shifts.

Sites: The regular work days and hours at sites vary. Site Staff may be asked by their Supervisor to work on a Saturday. Scheduled days and hours will be based on an individual's role, specific property needs or operational demands. All employees are expected to be at work during their property's scheduled hours unless advance approval is granted for alternate hours. Non-exempt employees are expected to clock-in at the beginning of their work shifts, clock-out for their unpaid lunch breaks, clock back in when they return from lunch, and clock-out at the end of their work shifts.

Flexitime: Flexitime is a work schedule with time of arrival and departure that differs from the standard operating hours by not more than one hour. For example, a flexitime arrangement for an employee at the CSF Main Office, subject to approval, may be arrival at 8:00a.m. and departure at 4:30p.m.

Upon review and consideration, supervisors may approve flexitime on a case-by-case basis. Full-time employees who have completed at least six months of employment may request flexitime. The employee must first discuss possible flexitime arrangements with his/her supervisor and then submit a written request. The supervisor will approve or deny the flexitime request based on staffing and operational needs, the employee's job duties, the employee's work record and the employee's ability to temporarily or permanently return to a standard work schedule when needed.

A flexitime arrangement may be suspended or cancelled at any time. Exempt employees must depart from any flexitime schedule as needed to perform their jobs. Non-exempt employees may be asked to work overtime regardless of a flexitime schedule. For other overtime policy provisions see Policy 3.04.

Nothing in this policy restricts management, in its sole discretion, from scheduling employees, whether exempt or non-exempt, and whether on a regular basis or to accommodate a short-term or specific need, to work days, hours or shifts as may be needed to accommodate business demands.

POLICY 3.04: OVERTIME

In accordance with the FLSA (and applicable state law), CSF will pay overtime when non-exempt employees have worked more than forty (40) hours in a given work week (or meet the state requirements for overtime).

Overtime Rate of Pay

Unless defined otherwise by an applicable collective bargaining agreement or state law, consistent with applicable law, non-exempt employees will be paid at one-and-one-half (1.5) times their regular rate of pay for all hours worked in excess of 40 in a given week.

CSF's Work Week

CSF's workweek begins at 12:00 a.m. Saturday and ends at 11:59 p.m. Friday.

Hours Counting Toward Overtime

Only hours actually worked count toward overtime pay eligibility. Hours taken for vacation, personal leave, holidays or any other kind of leave are not counted as hours worked for purposes of determining eligibility for overtime compensation.

For example, if an employee works four hours on Saturday, takes off work for a holiday that falls on a Monday and then works eight hours each day Tuesday through Friday, the eight hours of holiday pay would not be included in the calculation of actual hours worked.

Saturday:	4 hours worked
Monday holiday	0 hours worked
Tuesday – Friday:	32 hours worked
<hr/>	
Total hours worked	36 hours

In this example, only 36 hours were actually worked during the work week, so all pay, plus the 8 hours of holiday pay, would be paid at straight time.

However, if the employee in this example worked 12 hours on Saturday, he would receive overtime.

Saturday	12 hours worked
Monday holiday	0 hours worked
Tuesday – Friday	32 hours worked
<hr/>	
Total hours worked	44 hours

In this example, 44 hours were actually worked during the work week, so the employee would receive 4 hours of overtime at 1.5 times his/her regular rate of pay plus 48 hours of straight time pay (40 hours of work plus 8 hours of holiday pay). *

***NOTE THESE EXAMPLES ARE FOR EMPLOYEES WHO ARE ELIGIBLE TO RECEIVE HOLIDAY PAY**

Scheduling Overtime

Management will attempt to provide employees required to work overtime with as much notice as possible, and will attempt to schedule or assign overtime work as consistently as possible, given the nature of work to be performed, and business needs.

Pre-Approval of Overtime and Other Overtime Procedures

While non-exempt employees will be paid overtime for all hours they work in excess of 40 in a given week, they must receive prior approval from their supervisor before working any overtime, including changes in shift and break times which may result in overtime. Working overtime without prior authorization may subject an employee to discipline, up to and including termination of employment.

Compensatory Time

CSF does not provide compensatory time off in lieu of paying overtime.

PROHIBITION AND CORRECTION OF IMPROPER SALARY DEDUCTIONS AFFECTING EXEMPT EMPLOYEES

It is CSF's policy to pay exempt employees a predetermined salary each week that is not subject to variation due to the quantity or quality of work performed. Typically, this predetermined salary is not subject to deductions, except in certain circumstances, such as the following:

- Absence from work for one or more full days for personal reasons (except that employees may receive pay for such day(s) under CSF's Vacation or Personal Leave policies);
- Absence from work for one or more full days for sickness or disability (except that employees may receive pay for such day(s) under CSF's Personal Leave or disability policies);
- Absence caused by a disciplinary action resulting from the employee's violation of a safety rule of major significance or violation of other workplace conduct rules;
- Absences in the initial or terminal weeks of employment;

- When an employee performs no work for an entire workweek (unless the employee uses accrued paid leave under CSF policy);
- When CSF offsets an employee's salary by any amounts received as a result of the employee performing jury duty or serving as a witness; and
- Absences occasioned by the employee's use of leave under the Family and Medical Leave Act.

CSF makes every effort to ensure that no improper deductions are made. If an exempt employee believes that an improper deduction has been made, the employee should notify CSF management as soon as possible. CSF will thoroughly investigate each such occurrence. If it is determined that an improper deduction has been made, CSF will promptly reimburse the employee and will take all steps necessary to ensure that the improper deduction will not occur in the future. Employees are encouraged to raise any questions they have concerning payroll deductions, and employees will not be subject to retaliation for doing so.

POLICY 3.05: TIME RECORDS

All employees are required to keep careful and accurate track of the time they have worked. Proper time keeping is important for compliance with applicable law as well as for customer billing, budgeting and scheduling purposes. Accurate records enable CSF to pay employees correctly.

Non-exempt employees must accurately record all time on CSF's time recording system, including overtime hours. Employees must punch in and out daily for work hours as well as in and out daily for lunches or other time away from work (unpaid breaks of 20 minutes or longer, paid personal leave, paid vacation, or other types of paid or unpaid leave). Exempt employees must keep careful, timely and accurate track of time taken for personal leave, vacation or other types of leave in the payroll system.

All employees will be instructed how to use the time recording system and make leave requests. Employees must advise their supervisor and obtain prior approval when their hours or days worked differ from their established schedule and when they leave the office other than for their established lunch break. For all employees, any falsification of information in the time recording system or on leave forms, irrespective of whether it resulted in actual payments, is grounds for disciplinary actions up to and including immediate termination of employment. For purposes of this Policy, 'falsification' includes, but is not limited to, recording hours for time not worked, clocking in or out on a device or at a location not authorized in advance (e.g. logging punches using a mobile phone or logging punches using a device which is otherwise not on the premises of the assigned work location), asking or having another employee clock in or out for you, and tampering with time records.

In the event a time punch is missed, employees are expected to either log the missed punch in the time keeping system for the manager's approval or complete a manual timesheet to record the correct hours worked on the day in question (by which the manager will make the timesheet correction in the system on the employee's behalf). Chronic or unjustified missed punches may be considered a form of timesheet falsification and are subject to disciplinary action up to and including termination of employment.

Additionally, failing to obtain approval to work days and/or hours which differ from an employee's established schedule is also grounds for disciplinary action up to and including immediate termination of employment.

POLICY 3.06: PERFORMANCE REVIEW

It is the policy of CSF to keep employees informed of their work-related progress through both formal and informal performance reviews. Formal performance reviews generally occur annually. Performance appraisals will be used as a factor in pay increase decisions, performance improvement counseling efforts and determination of training needs, among other things, as applicable. However, employees should understand that a positive performance review is not a guarantee of a pay increase, bonus, or promotion. Supervisors will strive to keep employees informed of all performance expectations relating to their jobs, the criteria and procedures used to evaluate the employee's performance, and all formal appraisals of their performance.

POLICY 3.07: PAY INCREASES

Employees can be considered for merit increases in their pay, typically no sooner than twelve months after their last salary adjustment. Merit increases will be based, among other things, on the employee's performance evaluation, the economic performance of the Company, and market factors. The Company has the sole discretion to determine whether a pay increase will be granted to any employee, the timing and amount of the increase, and the criteria for awarding any such increase.

Supervisors will complete and submit a performance appraisal for each of their employees, along with their recommendation for any performance-related salary increase (see Policy 3.06).

In special cases where the employee's performance has been exemplary, or market factors so dictate, out-of-cycle salary increases may be recommended by the employee's supervisor in writing and must follow the approval process below.

All salary increases are subject to the prior written review and approval of at least two levels of management, including one or more of the Director of Programs, Chief Officer of Operations, Vice President and/or President/CEO. Additionally, Owner reviews/approvals may be required based on budgetary restrictions. **Salary increases, including annual merit increases, out-of-cycle increases and promotion recommendations, will not be discussed with the employee until they receive final approval.**

Once approved, and unless otherwise specified, salary changes will ordinarily become effective at the beginning of the subsequent pay period.

POLICY 3.08: BONUSES

From time to time, CSF may choose to pay bonuses to certain employees. Other than the necessary circumstances where CSF will obtain the approval of a property owner, CSF has the sole discretion to determine whether bonuses are paid and to whom, the timing of any bonuses, the amount of any bonuses and the criteria for awarding any such bonus. Irrespective of other eligibility factors, employees who have been disciplined/counseled for unsatisfactory performance or other misconduct (e.g. warning notice, performance improvement plan, probation, etc.) are not eligible for any bonuses.

This aspect of compensation, like all others, must have proper approval before it is discussed with the employee.

SECTION 4 - WORKPLACE POLICIES

POLICY 4.01: RECRUITING - INTERNAL AND EXTERNAL

CSF believes that hiring qualified individuals to fill positions contributes to our overall strategic success. Each employee is hired to make significant contributions to CSF, and we aim to hire the most qualified candidates for positions. Please see the Equal Employment Opportunity policy as it is applicable to this Policy.

CSF generally posts job vacancies on various job posting sites, and the vacancy announcement may also appear in other places as well. Jobs will typically remain posted until the position is filled, and are updated regularly.

Internal transfers: In order to ensure property stability, maintain positive client relationships, and to support the career development of our people, employees who have been in their current position for at least one (1) year may apply for internal job openings. This one-year requirement may be waived with the consent of the employee's Supervisor, Vice President or President/CEO. Additionally, job performance, warning notices and other job-related factors will be considered when determining eligibility for being considered. The employee must notify their current supervisor if interested in a transfer opportunity so the employee's current management can approve/reject, communicate the job-related basis for that decision, and speak with the vacancy's hiring manager. Only at that time may the employee apply for the position. If selected for the position, a mutually agreed-to date will be arranged.

All applicants for a posted vacancy will be considered on the basis of their qualifications and assessed ability to perform the job successfully.

POLICY 4.02: EMPLOYEE REFERRALS

CSF employees have been the best source of new employee referrals. Therefore, CSF provides employees who refer new employees a recruiting referral bonus. For each applicant referred who is hired for a full-time regular position, the referring employee will receive a referral bonus if the newly hired employee is still employed on the first of the month after completing ninety (90) days of employment. The recruiting referral bonus is \$250 per employee. These bonuses are subject to all applicable taxes.

To refer an applicant, you must submit their resume to the CSF Office and inform the candidate of the vacancy, obtain his/her consent to the submission of his/her name.

In the event a new hire is referred by more than one employee, the employee who submitted the name first will receive the recruiting referral bonus. An employee is not eligible for this bonus for any of the following reasons:

- The individual referred is already employed by CSF or an affiliate of CSF.
- The individual referred is returning to work after separating from CSF or an affiliate for any reason.
- The individual referred has been a consultant or contractor for CSF or an affiliate, including having been engaged through a temporary or placement agency.
- Senior Level Staff, Chief Officer of Operations, Vice President or above, and the referred employee's hiring manager are not eligible for a recruiting bonus.
- Employees who promise employment or engage in other inappropriate conduct related to this program will be disqualified from receiving a recruiting bonus and may be subject to discipline, up to and including termination.

To receive a recruiting referral bonus, the referring employee must also be employed by CSF at the time the referral bonus is paid out.

POLICY 4.04: SOCIAL MEDIA

CSF understands that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist employees in making responsible decisions about their use of social media, we have established these guidelines for appropriate use of social media.

GUIDELINES

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site (including but not limited to Facebook, Instagram, Twitter, Snapchat, LinkedIn, and Pinterest), web bulletin board or a chat room, whether or not associated or affiliated with CSF as well as any other form of electronic communication.

The same principles and guidelines found in CSF's workplace policies apply to employees' activities online. Ultimately, employees are solely responsible for what they post online. Before creating online content, consider some of the risks and rewards that are involved.

Know and follow the rules

Carefully read these guidelines and ensure your postings are consistent with them. Inappropriate postings that include discriminatory remarks, bullying, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be fair

Always be fair and courteous to customers, members, and suppliers. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that defame employees, customers or suppliers, or that might constitute harassment or bullying. Examples of such conduct include, but are not limited to, posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or CSF policy.

Be honest and accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about CSF, employees, customers, suppliers, or people working on behalf of CSF or competitors.

Follow CSF policies and applicable law

- Maintain the confidentiality of CSF's trade secrets and Confidential Information (as defined above in this Manual). Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities.
- Do not create a link from your blog, website or other social networking site to CSF's website without identifying yourself as a CSF employee.
- Express only your personal opinions. Never represent yourself as a spokesperson for CSF. If CSF is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of CSF. If you do publish a blog or post online related to the work you do or subjects associated with CSF, make it clear that you are not speaking on behalf of CSF. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of CSF."

Using social media at work

Refrain from using social media while on work time or on equipment CSF provides, unless it is work-related as authorized by your manager. Do not use a CSF email address to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited

CSF prohibits retaliation against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Employees should not speak to the media on the CSF's behalf without first contacting the **President and CEO or Vice President**. All media inquiries should be directed to them.

If you have questions or need further guidance, please contact the CSF Office.

POLICY 4.05 PRESS INQUIRIES AND SUBPOENAS

All media inquiries are to be directed to the President/CEO or their designee. UNDER NO CIRCUMSTANCES should you comment to the media on CSF's behalf regarding current, past or prospective CSF matters, or with respect to any of CSF's Confidential Information (including information regarding residents, owners, customers, or employees). In the event you receive a media inquiry about current, past or prospective litigation, please advise the President/CEO.

It is CSF's policy that all legal documents (such as subpoenas and complaints) that someone may attempt to serve on CSF should be directed to delivery at the Main Office (6606 Greig Street, Seat Pleasant, MD 20743.) Any such document must be received and/or signed for by the President/CEO or Vice President.. If one of those individuals is unavailable, then the most senior member of management may accept service of process. No other employee or officer of CSF is authorized or appointed to accept such service of process on behalf of CSF.

Similarly, any correspondence which directly or indirectly communicates an intention to commence a lawsuit against CSF or demands that CSF produce documents or records in connection with any litigation should be forwarded immediately to the President/CEO.

POLICY 4.06: SMOKING

CSF is committed to minimizing the harmful effects and discomfort that smoking and other uses of tobacco products produces in confined office work places. It is CSF policy to prohibit smoking or other use of tobacco products (including, but not limited to cigarettes, pipes, cigars, snuff, chewing tobacco, e-cigarettes, vaporizers, etc.) inside any of its facilities.

Presently, some properties include designated smoking areas outdoors; however, should a property convert to a smoke free campus policy, that policy must be observed. Smoking or use of tobacco products in non-smoking areas is not permitted, and smoking breaks may not unreasonably disrupt the work day or impact CSF or its employees in an adverse way.

Visitors are to honor CSF's non-smoking policy.

Employees working on customer sites are expected to abide by the CSF's no smoking policy during work hours.

The success of this policy will depend on the thoughtfulness, consideration, and cooperation of smokers and non-smokers alike.

In all cases, the rights of non-smokers to protect their health and comfort will take precedence over an employee's desire to smoke.

Failure to comply with this policy will result in disciplinary action up to and including termination.

In properties where the ownership defines the whole campus as a non-smoking area, no smoking on-site will be allowed by our staff.

POLICY 4.07: CLOTHING, HYGIENE & PERSONAL APPEARANCE AND COMPANY UNIFORM

CSF employees are expected to maintain a clean, neat, professional appearance in their dress, grooming, and hygiene consistent with the high standards of quality and service in CSF's business. Employees are expected to use good taste and appropriate judgment in appearance and image.

In general, employees should dress and groom for work in a manner that:

- Reflects an image of professionalism;
- Does not create a safety hazard for any job;
- Is not distracting to or disrespectful of other employees, customers, etc.;
- Is considerate of possible allergies or other sensitivities that their colleagues may have to strong fragrances;
- Is appropriate for the employee's position with CSF and job tasks/responsibilities; and
- Is consistent with established guidelines.

Employees working with equipment, chemicals or other materials that require precautionary clothing, such as long sleeves, full length pants, steel toed or protective boots, as well as eye, hearing or other protection should always follow the instructions and policies to insure personal safety at all times.

It is important to always maintain a professional image. This policy is designed to ensure that the personal appearance of all employees is one that promotes each Community Center Employee as a professional. ***In all instances an approved uniform is required to be worn to work each day.***

Uniforms—Whether Company provided or worn from Community Services Foundation's guidelines, in all instances, they must be clean, neat and worn in accordance with this uniform policy. The guidelines for wearing and maintaining your uniform:

- The uniform consists of a button down, pull over or polo shirt, long sleeve or short sleeve and khaki pants or plain pants that are any color.
- The uniform can be worn in any combination, but should be kept neat, clean and pressed. Shirts do not have to be tucked in the pant, but must be worn neatly and not be low cut or expose any cleavage.
- Undergarment T-shirts can be worn with the long sleeve shirt, but should not be seen through clothing.
- Pants must be worn in a professional manner and neat, but a belt is not needed.

- **Footwear:** Shoes that cover the toes are recommended. If shoes do not cover the toes then nail polish/toenails/feet must look clean and well maintained. Rain boots and tennis shoes can be considered appropriate if the weather or working circumstances require them. Footwear that is deemed inappropriate includes but is not limited to the following: flip-flops and slippers or shoes that are dirty, frayed, excessively scuffed, torn or noticeably worn. The choice of footwear must be appropriate for work and for the task at hand.
- **Jewelry & Accessories:** All jewelry and accessories should be work appropriate. Earrings are acceptable, but must be deemed appropriate for the workplace and not interfere with the ability to perform work assignments. Jewelry & Accessories that are deemed inappropriate include, but are not limited to the following: Earrings that hang below or touch the shoulder, earrings too large in size or contain names or messages and extreme styles and colors.
- **Tattoos & Piercings:** Tattoos and body piercings are not considered work appropriate and should be kept covered during business hours. Tattoos & Piercings that are deemed inappropriate include, but are not limited to the following: Facial piercings in the lip, tongue, nose, eyebrow, cheek or other facial areas.
- **Cosmetics:** Keep makeup conservative and natural looking. Keep fragrances light and inoffensive. Many people have allergies to oils, strong perfumes and scents. Be aware and considerate of our clients and co-workers. Cosmetics that are deemed inappropriate include, but are not limited to the following: Extreme makeup colors, extreme nail polish colors and length, and extreme eyelash and length. Overwhelming, unpleasant or overpowering fragrances are inappropriate for the workplace.
- **Hair:** Keep hair styles and cuts conservative and natural looking. Hair should be well groomed and acceptable to the work environment and not offensive to our clients or co-workers. If an employee uses dyes, tints or bleaches, they must result in natural hair colors. Hair that is deemed inappropriate includes, but is not limited to the following: Extreme or eccentric hair styles and colors are prohibited. Applied hair colors that are prohibited include, but are not limited to, purple, blue, pink, green, fluorescent, neon colors and exotic or club styles. It is the responsibility of the leadership (CM, CSF Supervisory Staff, RPM, RVP, HR, Ownership, etc.) to determine if hair color outside of these guidelines is deemed to be work appropriate.
- ***Hats should not be worn and are not a part of the uniform, unless worn due to a medical condition, religious or ethnic custom.***

Violation of this Policy may result in disciplinary action, including being required to leave the workplace or termination of employment.

Notwithstanding the above, CSF recognizes the importance of individually held religious beliefs to persons within its workforce. CSF will reasonably accommodate an employee's religious beliefs in terms of workplace attire and personal appearance unless the accommodation creates an undue hardship. Those requesting a workplace attire or personal appearance accommodation based on religious beliefs should contact their Supervisor.

POLICY 4.08: OFFICE AND SITE SAFETY

CSF is concerned with protecting the health and safety of its employees and providing for the security of everyone at CSF. CSF wants to protect its facilities as well as the employees' property. As a result, the CSF prohibits anyone from:

- bringing drugs, alcohol, weapons, and/or other unauthorized or illegal substances or materials onto CSF premises;
- taking or removing tools, equipment, materials, documents, files, electronic media and/or other property without authorization; or
- intentionally damaging any property.
(See the Drug and Alcohol Free Workplace policy, the Workplace Violence policy, the Confidentiality policy, and the Standards of Conduct and Disciplinary Action policy for additional details on the above.)

In order to enforce these prohibitions, CSF, consistent with applicable law, expressly reserves the right, in its sole discretion:

- to question any employee or other person before he/she enters or leaves CSF premises;
- to search or inspect the desk, containers, handbags, briefcases, packages, parcels, and personal belongings of any employee or other person, including asking to be removed and allowing for inspection any items in an employee's pockets; and
- to search any CSF vehicle or any personal vehicle used by an employee on CSF business, at any time.

Any employee who refuses to submit to and cooperate with CSF officials in conducting a search may be disciplined, up to and including discharge.

In addition, it is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area.

Certain precautions can prevent office thefts and crimes before they occur. Persons under the pretext of legitimate business usually perpetuate such crimes. The following reminders can improve the safety and security of yourself and your colleagues:

- Do not allow visitors or persons making deliveries to pass beyond the reception area unless they have been approved for admission by the receptionist. Never leave purses, wallets or other valuable items on or under desks. Keep these items out of sight.
- Cash, stamps, etc., should never be kept in an unlocked drawer.
- Avoid carrying large sums of cash. Do not put your wallet in a jacket hung over your chair or behind your door.

- Immediately report all suspicious persons, peddlers, persons appearing to be canvassing, etc., to management personnel or by calling the police at 911. Do not attempt to detain or apprehend them.
- Always secure your car by locking all windows and doors. Do not leave valuables in the car. Park near a light.
- When leaving the office, have car key in hand and lock doors once inside. When walking to your car, stay clear of alleys, abutments and other parked vehicles.
- If, upon entering the office, you are surprised by an unauthorized person, quietly leave; then call the police.
- Report all lost keys/key cards immediately.

POLICY 4.09: INCLEMENT WEATHER AND OTHER OFFICE CLOSURES

All employees must notify their Supervisor if they are unable to make it to work. Nevertheless, in the event of inclement weather or other emergency situations, CSF has adopted the following policy:

CSF follows the federal government's decision whether to close or remain open in the event of inclement weather. If the federal government is open, even if it is open on a delayed arrival, CSF employees are expected to make their best effort to report to work on time without unreasonably endangering themselves. CSF employees who are unable to make it to work without unreasonably endangering themselves must contact their supervisor immediately and are expected to use paid leave (Personal Leave or Vacation Leave) if accrued. Exempt employees who report to work but arrive late or leave early as a result of inclement weather are not expected to use paid leave for the missed time. If the federal government is closed, CSF employees need not report to work that day; employees will not be required to use paid leave in this event and will receive their normal salary.

POLICY 4.10: IT RESOURCES & INTERNET/E-MAIL ACCESS POLICY

CSF provides its employees with various information technology resources, including, for some, e-mail and internet access. These resources enhance communications among the CSF's personnel and others, but they also raise issues concerning proper use of these resources.

CSF has developed this Information Technology (IT) Resources and Internet/Email Access policy which establishes the parameters for proper use of these information technology resources. Employees who do not comply with this Policy are subject to the revocation of their access to CSF's IT resources and disciplinary action up to and including termination.

This Policy applies to all employees and other persons who are authorized to use IT resources ("users"). This Policy applies to the following IT resources and all data created, stored or passing through them by their use (whether used on CSF premises or off-site), including but not limited to:

- Computers (including without limitation desktop computers, laptop computers, servers, local area networks, printers, software and removable storage media of any kind.;
- CSF telephones, voice mail systems, and fax machines
- Mobile/Cell phones or any other handheld devices and tablet-based devices such as iPads;
- Electronic mail ("e-mail"), including attachments; and
- Internet use.

1. Information Technology Resources Are To Be Used For Legitimate, Business-Related Reasons.

IT resources are to be used in connection with legitimate business-related communications. As is the case with CSF telephones, use of these resources for personal communications should be restricted to emergency situations, for example, when e-mail may be the only means of communicating with a family member. Under no circumstances is an employee to use CSF's IT resources to access the internet for viewing sites that display pornographic materials; hate speech; violence or extreme political views; or any other materials that may constitute a violation of the CSF's discrimination and harassment policies. Moreover, IT resources may not be used to conduct or engage in personal commercial or profit-generating activities unrelated to CSF's business without prior written approval from the President/CEO.

The use of IT resources to sponsor, facilitate or participate in illegal and/or inappropriate activities is strictly prohibited. Illegal and/or inappropriate activities include, but are not limited to, lotteries, raffles, betting and other gambling (i.e., online poker, fantasy sports leagues, NCAA Final Four tournaments) for anything of value and participating or facilitating in the distribution of illegal goods and

materials. In addition, employees must not use IT resources to send anonymous messages, disclose CSF Confidential Information (as defined in this Manual), or distribute defamatory or fraudulent messages.

All data that is entered, created, received, stored or transmitted via the CSF's IT resources, including but not limited to, all e-mail messages, are and will remain CSF property. No business-related data may be used for any purpose unrelated to the CSF's business, nor may it be sold, transmitted, conveyed, copied, or communicated in any way to anyone outside of the CSF without express written authorization by the President/CEO or Vice President.

2. CSF's Right To Monitor, Access And Disclose Data

Users waive any right to, and should not have any expectation of, privacy in data or communications entered, created, received, stored or transmitted via CSF's IT resources, and consent to access and disclosure of such data and communications by authorized personnel or as may be necessary to ensure the efficient and proper administration of the CSF's IT resources. CSF reserves and intends to exercise the right to monitor, search, review, audit, access, and disclose any and all information and communications on the CSF's IT resources, including but not limited to computer records created or maintained by any employee within CSF 's computer systems, communications sent on CSF email systems, all Internet use on CSF property (including sites visited and information transmitted over the Internet), text messages and other communications sent through CSF mobile devices, and voice mail messages. All such data and records are and remain the exclusive property of the CSF. They are not the private property of any employee. Employees waive any right to privacy in all of such records and consent to allow examination of them by authorized CSF representatives. The confidentiality of any message sent or received on the e-mail or voice mail systems or on the Internet should not be assumed. The contents of e-mail and v-mail and other materials obtained under this Policy may be disclosed within CSF without the permission of the employee.

As with all other CSF property, IT resources and all data entered, created, transmitted, received or stored via IT resources are subject to inspection, search and disclosure at all times by authorized personnel or as may be necessary to ensure the efficient and proper administration of CSF's IT resources. Employees may not use, copy or photograph CSF records of any kind (including computer records) concerning CSF or its clients without the express, prior written consent of the President or Vice President.

All passwords and security codes used in connection with the CSF's IT resources are CSF property and must be available to the CSF upon request. Users should understand that their use of passwords does not preclude access to CSF's IT resources by authorized personnel. CSF reserves the right to assign or change passwords and personal codes for e-mail and computer applications.

Notwithstanding the CSF's right to monitor, access and disclose data, including e-mail messages, such data should be accessed only by the intended recipient. Unauthorized employees are not to retrieve or read any data, including e-mail messages, which are not sent to them. Any exception must have prior written approval from the Vice President or President.

3. Only Software Purchased By CSF For Its Use May Be Installed On The CSF's Computer Network.

Software purchased and licensed for personal use may not be installed on the CSF's computers or any other IT resource without approval from the IT department on behalf of the CSF. CSF may, at any time, conduct an audit or inspection of computers or other IT resource for installed software and related printed material that is not included on a then-current inventory of authorized software. All unauthorized software will be removed and destroyed in the discretion of CSF.

All users must comply with all software licenses, copyrights and other state and federal laws governing intellectual property and on-line activity. Because of export restrictions, programs or files containing encryption technology are not to be placed on the internet or transmitted in any way outside the United States without prior written authorization.

4. Solicitation and Distribution.

CSF's IT resources may not be used to solicit or proselytize for any charitable, political, or personal purpose. The distribution of chain letters is also prohibited at all times. CSF's email system may be used to discuss terms and conditions of employment or engage in other rights protected by Section 7 of the NLRA during non-working time only.

5. The Creation Or Transmission Of Any Data That May Be Construed To Violate CSF's Non-Harassment Policy Or Equal Employment Opportunity Policy Is Strictly Prohibited.

Users are strictly prohibited from using CSF's IT resources to access or transmit, among other things, sexually explicit or obscene pictures, messages or cartoons, ethnically or racially derogatory pictures, messages or cartoons, or anything that may be construed as unlawful harassment or disparagement based on age, sex (including pregnancy, childbirth, and related medical conditions), race, color, religion, marital status, national origin, personal appearance, sexual orientation, gender identity or expression, family responsibilities, genetic information, physical or mental disability, veteran or military status, political affiliation, matriculation, credit information, or any other basis prohibited by federal, state or local statutes. Users violating this prohibition may be subject to disciplinary action, up to and including termination of employment.

6. Intellectual Property (Copyright and Patent) Laws.

Users may not violate any copyright, patent or other intellectual property law, including restricted software laws. Accordingly, unless permission has been expressly and officially provided, users may not post or download any data (including but not limited to e-mails, files, applications software, operating system software or any other intellectual property) protected by copyright or patent law. If copyright, patent or other ownership status is unknown, users may not post, upload, download or otherwise use any data, content, software or other property and should consult with the CSF's network administrator with any inquiries.

7. Viruses.

CSF's IT resources must be protected from accidental destruction or deliberate attempts to sabotage by computer viruses and otherwise. Users thus may neither willfully introduce virus-infected files or media into the CSF's IT resources nor disable virus-scanning software. Users must make all reasonable efforts to ensure that all files accessed or collected are virus-free and should minimize downloading data from the internet and via e-mail, and should not download data from unfamiliar internet sites. Users should use discretion when receiving e-mail from unknown sources, especially where the e-mail contains attachments.

8. Users Are Not Authorized To Use IT Resources for Weblogs ("Blogs"), Instant Messaging, Podcasting or Social Networking.

Unless related to the performance of their jobs, users are not to use the CSF's IT resources to access their social networks accounts or to post to any weblogs ("blogging"), any instant messaging program, or to make or download any podcast. Only webcasts and podcasts produced or pre-authorized by the CSF may be downloaded. General download materials are not permitted.

9. Miscellaneous.

CSF will not be responsible for any damages, direct or indirect, arising out of the use of its IT resources.

Any use of the CSF's IT resources contrary to the guidelines in this Policy is strictly prohibited. Employees who violate this Policy are subject to discipline, up to and including termination of employment. Any employees who discover a violation of the Policy shall notify their immediate supervisor.

POLICY 4.11: TELEPHONE CALLS

CSF telephones are intended to be used solely for CSF business. Friends and relatives should be discouraged from calling these phones to reach employees during work hours. When such a call is essential, it should be kept brief and avoid impacting work productivity, focus or performance. Except for emergencies, personal calls should not be made from CSF phones. Personal mobile phones should be turned off or kept on vibrate or in silent mode while in the office so as to avoid distracting employees and others, and should be used only when needed. Excessive use or misuse of CSF or personal mobile phones or mobile devices will not be tolerated.

POLICY 4.13: ELECTRONIC DEVICES: BRING YOUR OWN DEVICE (BYOD)

Purpose

This policy outlines the use of personally owned devices for work purposes.

Policy

Employees may have the opportunity to use their personal devices for work purposes when authorized in writing, in advance, by the employee and the CSF. Personal electronic devices include, but are not limited to, personally owned mobile phones, tablets, laptops, computers, printers and digital cameras. The use of personal devices is limited to certain employees and may be limited based on technology.

Employees whose personal devices have camera, video, audio or other recording capability are expected to use those devices in a professional and appropriate manner, compliant with all applicable laws and policies, and being conscientious not to infringe upon the rights and privacies of others. Photos, video, audio or images of clients, residents, vendors or others may not be taken, stored, sent, printed or used unless specific written authorization is received or as otherwise required by law. The use of headphones, ear buds or the like must not create unsafe working conditions or distract employees from the performance of their job responsibilities.

While at work, employees are expected to exercise the same discretion in using their personal devices as is expected for the use of CSF devices. CSF policies pertaining to harassment, discrimination, retaliation, trade secrets, confidential information and ethics apply to the use of personal devices for work-related activities.

Excessive personal calls, e-mails or text messaging during the work day, regardless of the device used, can interfere with employee productivity and be distracting to others. Employees must handle personal matters on non-work time and ensure that friends and family members are aware of the policy. Exceptions may be made for emergency situations and as approved in advance by the CSF.

Personal devices shall be turned off or set to silent or vibrate mode during work hours (especially during meetings, conferences and in other locations where incoming calls may disrupt normal workflow).

Nonexempt employees may not use their personal devices for work purposes outside of their normal work schedule without authorization in advance from the CSF. This includes, but is not limited to, reviewing, sending and responding to e-mails or text messages, and responding to calls or making calls.

Employees may not use their personal devices for work purposes during periods of unpaid leave without authorization from the CSF. CSF reserves the right to deactivate access to the CSF's data and access on the employee's personal device during periods of unpaid leave.

An employee may not store information from or related to former employment on the CSF's applications.

Family and friends should not use employee personal devices that are used for CSF purposes.

No employee should expect any privacy in communications sent over the CSF's networks or platforms in any way, even if communicated over a personal device. The CSF has the right, at any time, to monitor and preserve any communications that utilize CSF's networks in any way, including data, emails, voicemail, telephone logs, internet use, network traffic, etc., to determine proper utilization. The CSF reserves the right to review, retain or release personal and CSF -related data on personal devices to government agencies or third parties during an investigation or litigation. The CSF may review the activity and analyze usage patterns and may choose to publicize this data to ensure that the CSF's resources in these areas are being utilized according to this policy. Furthermore, no employee shall knowingly disable any network software or system identified as a monitoring tool.

Safety: Employees are expected to follow applicable state or federal laws or regulations regarding the use of electronic devices at all times. Employees should follow the policies regarding cell phone use when driving while on CSF business contained in this Manual (see above).

Employees who are charged with traffic violations resulting from the use of their personal devices while driving will be solely responsible for all liabilities that result from such actions.

Lost, Stolen, Hacked or Damaged Equipment: Employees are expected to protect personal devices used for work-related purposes from loss, damage or theft. In an effort to secure sensitive CSF data, if available and provided by the CSF, employees are required to have "remote-wipe" software installed on their personal devices by the IT department prior to using the devices for work purposes. This software allows the CSF-related data to be erased remotely in the event the device is lost or stolen. Wiping CSF data may affect other applications and data. CSF will not be responsible for loss or damage of personal applications or data resulting from the use of CSF applications or the wiping of CSF information. Employees must notify the CSF immediately in the event their personal device is lost or stolen.

Termination of Employment: Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the personal

device for inspection. All CSF data on personal devices will be removed by IT upon termination of employment.

Employees who have not received authorization in writing from CSF and who have not provided written consent will not be permitted to use personal devices for work purposes. Failure to follow policies and procedures may result in disciplinary action up to and including termination of employment.

POLICY 4.14: CSF-RELATED TRAVEL AND CSF VEHICLES

Travel Expenses - Use of Corporate Credit Card and Expense Reports

All employees who are expected to travel on a regular basis and get authorization after a credit check has been completed may be issued a Corporate Credit Card which is to be used to pay for corporate related travel expenses including air/train fare, lodging, meals, tolls and taxicab fares. Each eligible staff member will arrange their own travel and lodging accommodations. The Corporate Credit Card is to be used for business purposes only. Personal expenses are not to be charged to the Corporate Credit Card. Each month the employee will receive a copy of the Corporate Credit Card bill and will be responsible for providing an explanation along with supporting receipts to their Supervisor for approval. This is to be done within 5 business days of receiving the Corporate Credit Card bill. Any expense determined to be personal, inappropriate and/or not business related will become the responsibility of the employee to pay.

With prior written approval from the President/CEO, it is acceptable for employees to use the Corporate Credit Card for business purposes other than travel, such as reasonable office expenses, supplies or services for properties. Approved property expenses are to be supported with an explanation and receipt noting the property to which the expense is to be charged against.

All travel expenses to be reimbursed to the employee must be submitted with an explanation and receipt for the expense.

CSF reserves the right to cancel the Corporate Credit Card and subject the employee to disciplinary action up to and including termination if CSF, in its sole discretion, determines that the card has been used for personal expenses, that the employee has repeatedly used the card for expenses that CSF deems is beyond reasonable and normal expenses for like services, or that the employee has violated any other provision of this policy with respect to the use of the Corporate Credit Card or has otherwise violated the terms of any of CSF's expense-related or other policies. If the card is cancelled, the employee will be required to pay for all expenses out of pocket and seek reimbursement for any valid/approved CSF expenses after incurring the expense.

Out of Town Travel

All employees are expected to make their own travel arrangements when traveling out of town on CSF business, except as otherwise noted above.

a. Air Travel

All air travel should be booked by the traveler using a vendor which provides the most competitive travel rates. Tickets should be purchased well in advance, if possible, in order to obtain best prices.

b. Lodging

Employees traveling are expected to book lodging near the properties or other business locations being visited. However, if the reason for the lodging is to attend a course, seminar or some type of business association meeting, it is generally expected that if the costs of lodging are significantly more expensive at or near the location where such event is taking place, the employee (after receiving appropriate approval from the President/CEO) may stay at the hotel where the meeting or course is being held and that the employee will make the reservation using any discount being offered by the event sponsor.

c. Meals

Reimbursable expenses incurred by employees for breakfast, lunch and dinner purchased during the time period that the employee is traveling on behalf of CSF, including tips of between 15% and 20%, will ordinarily be reimbursed, unless the meals are being provided or paid for by, for example, an association sponsoring an event (such as a course). Employees are expected to use reasonable discretion on their meal expenses. It is also reasonable for supervisors to pay for employee meals on an occasional basis when the purpose of the meal is to discuss business, to reward the employee for their performance or to show appreciation.

d. Rental Cars

If ground transportation is needed, employees may rent a compact or smaller size car unless there is equipment or additional persons traveling with the employee that would require a larger vehicle.

Insurance is provided if the employee uses the corporate card and is also provided by CSF's insurance policy. As such, supplemental insurance offered by the Rental Car companies is to be declined. Also, employees should not accept any fuel options offered by the Rental Car CSF except to fill the tank to the level required upon return of the car. If the tank has not been filled, the employee will be charged the rate charged by the rental agency.

e. Other Travel Expenses

Other travel expenses such as taxi cab fare and tolls may also be reimbursed when the employee travels. In addition, if the employee is required to be away from home for three or more days while on CSF business, CSF may pay for certain reasonable personal expenses such as dry cleaning and personal items such as toiletries. CSF will not reimburse other personal expenses incurred during business travel (such as spa services, mini bar, entertainment costs, etc.).

Disclaimer

CSF reserves the right not to reimburse an employee for any expenses that, in the sole discretion of CSF, CSF deems not appropriate or necessary for business. In addition, CSF reserves the right to only partially reimburse an employee for expenses that it deems to be more than is reasonable and customary. In these cases, CSF will reimburse the employee up to the amount that CSF deems is reasonable and customary. CSF also reserves the right to deduct from the employee's paycheck any personal expenses charged to the Corporate Credit Card or for the portion of any amount charged that CSF deems to be above reasonable and customary, subject to applicable law. Finally, CSF reserves the right not to reimburse an employee for any expenses that are not submitted via an Expense Report in a timely manner or for which the employee cannot provide documentation (such as receipts) supporting the charges.

Driving While on CSF Business

Employees driving on CSF business, whether driving a CSF vehicle or their own, are required to observe speed limits and other rules of the road, and drive safely, at all times. This includes wearing seatbelts. In addition, this includes not texting, messaging, reading and/or typing emails, or using hand held personal devices while driving. Phone calls using a Bluetooth or hands-free device, where legally acceptable, are permitted. Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safely stop the vehicle before placing or accepting a call or texting or emailing. Special care should be taken in situations where there is traffic, inclement weather or unfamiliar areas. Additionally, the use of headphones, ear buds or the like must not create unsafe working conditions or distract employees from the performance of their job responsibilities.

Employees who are required to drive a CSF vehicle or a personal vehicle for work purposes may be required to provide regular (e.g. annual) verification of an active and unrestricted driver's license and driving record without incidents of concern.

Employees driving their own cars on authorized CSF business may be eligible for reimbursement on a per mile basis or given a CSF car allowance. Employees should speak with their supervisors to determine procedures for obtaining reimbursement, the rate paid, and record-keeping requirements.

Unless assigned to do so as a regular function of the job, such as where an individual has a related job responsibility and the property has a vehicle designated for that purpose (e.g. golf cart for property tours, inter-property shuttle bus, etc.), residents should not be passengers in CSF vehicles or personal vehicles.

CSF Vehicles

Officers/employees who have CSF vehicles are expected to adhere to the following guidelines:

1. Agree that they will maintain the vehicle properly and keep it in good running condition, and take all reasonable safety precautions while operating the vehicle.
2. Allow only the insured employee to operate the vehicle.

CSF reserves the right to change or eliminate this benefit at any time.

CSF Purchased Gasoline

For those employees who use CSF credit cards for gasoline purchases, be aware that CSF does not pay for gas purchased for regular daily commuting, personal trips or vacations. Misuse of CSF credit cards for any reason including without limitation to purchase gasoline for personal use will subject the employee to discipline. CSF adheres to all Internal Revenue Service guidelines on vehicle mileage, reimbursement and personal use taxation.

POLICY 4.16: DRIVING

All drivers and other employees who may use CSF vehicles, or who otherwise regularly drive a personal vehicle to conduct CSF business, shall at all times (i) maintain a valid driver's license; (ii) drive safely; (iii) notify their insurance CSF that their vehicle is being used for work purposes and carry the appropriate levels of insurance coverage, and (iv) follow all driving rules and regulations. Employees having the use of CSF -owned vehicles may be personally responsible for the damage resulting from accidents at which the employee is at fault and as a result of their negligence. Any fines for parking and traffic violations are the sole responsibility of the vehicle operator. Employees may be required to regularly consent to updated background checks to confirm that there are no motor vehicle restrictions or increased potential liability caused by moving violations. Employees may also be required to consent to random, reasonable suspicion or post-accident drug/alcohol testing as a condition of employment (see Policy 2.06).

POLICY 4.17: USE OF PREMISES

It is important to prevent the admission of unauthorized persons on CSF premises at all times. Terminated employees, employees on suspension due to disciplinary action or pending investigation, and employees on long-term leave of absence are not permitted access in the office, under any circumstance, except as approved by the Vice President or President.

Employees are not typically permitted to come to the work site outside of scheduled days or hours without approval from their Supervisor, except if they live at the property where they work or another CSF -services property, or if they are visiting friends or family who live at the property where they work. Employees who live on-site or are visiting friends or family on-site should refrain from entering their work areas or areas typically associated with their work responsibilities outside of their scheduled work hours. Employees are reminded that property rules and regulations apply in all cases; additionally, as CSF representatives even when not "on the clock," CSF policies regarding appropriate conduct are also applicable.

POLICY 4.18: REIMBURSABLES

Employees are eligible for reimbursement on a monthly basis of pre-approved, job-related expenses (as determined by CSF in its sole discretion), such as reasonable driving mileage and reasonable parking expenses. Reimbursables shall only be paid if all fully completed explanation and receipts have been turned in to CSF in a timely manner. Intentional miscalculation or falsification of job related expenses, such as driving mileage, for purposes of personal gain is grounds for discipline up to and including dismissal. Reimbursement for driving mileage is not applicable if the employee is receiving a car allowance (see Policy 4.14).

POLICY 4.21: ATTENDANCE/ABSENTEEISM

Attendance and Punctuality

Employees are expected to report to work when scheduled and to be at their work area on time. Employees are required to notify their supervisor as far in advance as possible whenever they are unable to report to work or know they will be late or must leave work early. The notification should include a reason for the absence or delay and an indication of when the employee expects to report to work. Full-time employees who are unable to report to work due to an illness or injury are eligible to utilize any accumulated Personal Leave they may have available and may also be eligible for Family and Medical Leave.

Notification in the Event of Absence

Employees who are unable to report for work must telephone their supervisor and speak directly to them each day, and in advance, of an absence, unless other arrangements have been authorized. If the supervisor is notified by e-mail or text message, or a voicemail was left, the employee still has the responsibility to speak directly with the supervisor during that day. If the employee is unable to make the call, a family member or friend should contact the supervisor each day of the absence, unless other arrangements have been authorized; this call must be made in advance if possible, but in all cases no later than the time the employee is scheduled to report to work, absent extenuating circumstances. If the employee cannot reach their supervisor, they should contact another member of management. Employees who have not reported their absence to their supervisor for three (3) consecutive work days may be considered to have abandoned their job and voluntarily resigned without the requirement of any further action on behalf of CSF.

Consequences of Absenteeism

Unexcused absences and excessive absences are cause for discipline up to and including termination of employment.

Absences that follow consistent patterns may also be grounds for further investigation, and, if substantiated as unexcused, excessive or in violation of the CSF's policies, are grounds for discipline, up to and including termination of employment. Consistent absence patterns that may warrant further investigation include, but are not limited to:

Absences when scheduled for weekend or overtime work;
Absences the day before and/or the day after a scheduled holiday or day off;
Absences on the day after a pay day;
Absences on consistent days of the week or otherwise preceding or following holidays, vacation or scheduled personal leave absences.
Absences for calling in sick as rapidly as paid leave time is accumulated; and

Absences that coincide with days previously requested, but denied, as time off.

POLICY 4.22: STANDARDS OF CONDUCT AND DISCIPLINARY ACTION

Regulations for the acceptable conduct of employees are necessary for the orderly operation of any organization and for the benefit and protection of the rights and safety of all employees. The purpose of rules and regulations is not to restrict the rights of anyone, but to define the rules that protect the rights of all.

It is impossible to describe every standard of conduct for every circumstance in this Manual. However, all employees are expected to comply with and abide by all of our rules and standards at all times, and discipline – up to and including discharge – may be imposed for unacceptable conduct or performance. The level of discipline or discharge imposed by CSF for unacceptable conduct will depend upon, among other things, the seriousness of the employee's conduct, the circumstances under which it occurred, the employee's record of prior discipline, and the employee's record of work performance.

Some of CSF's rules and standards, a violation of which can result in disciplinary action up to and including discharge, are listed below. These rules are not all-inclusive. Any conduct, even if not specifically described below, that could or does cause a personal accident, injury to other employees, a breakdown of discipline, disruption of work, or damage to CSF's business, or is otherwise harmful to CSF will result in disciplinary action.

A non-exhaustive list of representative rules, the violation of which could result in disciplinary action, includes the following:

1. Supplying false or misleading information when applying for employment, or at any time during your employment.
2. Altering, destroying, damaging, willfully misplacing, discarding or falsifying CSF, client, resident, or tenant records or property, including destruction or defacing of property of CSF, clients, residents or tenants.
3. Theft or unlawful possession of stolen, lost or mislaid property of CSF, clients or residents.
4. Committing illegal, immoral, unethical or indecent conduct, soliciting persons for these purposes, or aiding and/or abetting any of the above.
5. Violating CSF's Drug and Alcohol Free Workplace Policy.
6. Refusal or failure to perform assigned work, to follow a supervisor's instructions, or any act of insubordination; lying to a supervisor; failing to provide the degree of service required by CSF to any internal or external customer, client, resident or tenant; gross negligence or carelessness.
7. Violation of CSF's equal employment opportunity, discrimination or harassment (including sexual harassment) rules.
8. Engaging in any act of violence, physically abusive conduct, using abusive language, or similar acts to clients, residents, tenants, fellow employees, vendors or suppliers.

9. Misusing or abusing personal leave or other leave programs, or overstaying a leave of absence or a vacation without written approval from your supervisor.
10. Excessive tardiness and/or absenteeism.
11. Possession of a weapon (regardless of whether the weapon is licensed).
12. Violation of CSF 's security policies.
13. Coercion, intimidation or threats against clients, residents, tenants, guests, suppliers, supervisors or fellow employees.
14. Removal of property from CSF without written consent from your supervisor or manager.
15. Failure to follow safety, fire or health rules and regulations.
16. Violation of CSF 's ethics, conflict of interest and/or confidentiality rules or policies.
17. Violation of any policies or procedures, whether contained in this Manual or otherwise implemented by your supervisor or managerial leadership, department, region, portfolio, etc.
18. Unsatisfactory job performance, as determined by management.
19. Incompatibility with supervision or management.
20. Failure to interact courteously, professionally and tactfully with clients, prospective clients, employees, customers, residents, tenants, the general public and/or vendors.
21. Any other offense as determined by CSF.

The action taken by CSF whenever a rule or standard of conduct is not followed may include the following disciplinary methods. These, however, are guidelines and not an enforceable commitment. As previously described, this Manual does not constitute an express or implied employment contract of any kind with respect to any of its provisions, including these provisions describing our standards of conduct and disciplinary guidelines. Nothing in this Manual is intended to modify the At-Will nature of an employee's employment with CSF, nor does it bind CSF contractually. CSF may issue a form of discipline other than the methods listed below. In addition, you may not rely on any of these provisions describing CSF's standards of conduct and disciplinary procedures as limiting CSF's discretion and ability to discipline or discharge you at any time for any lawful reason, with or without cause or notice. As a result, you may be disciplined, up to and including discharge, without using these guidelines. CSF need not engage in progressive discipline and may skip any of the following disciplinary actions and issue whatever disciplinary action it deems appropriate within its sole discretion at any time without exhausting less severe options, up to and including termination.

While on probation, performance improvement plan, suspension or other, including a period of time typically up to 6 months or more after receiving a verbal or written warning or other counseling, the employee is not considered in good standing and may not be considered eligible to apply for a transfer or promotion. Salary increases and bonuses may be deferred or denied. CSF also reserves the right to take other actions appropriate to the circumstances.

Additionally, the employee generally will not be granted a voluntary leave of absence or other unpaid time off, unless CSF is otherwise required to do so under applicable federal or state laws.

Verbal Warning

A verbal warning may be given for any violation of CSF rules or standards that does not warrant more severe discipline. A record of verbal warnings received by an employee will be kept in an employee's personnel file.

Written Warning

Written warnings may be given for repeated or cumulative violations for which a verbal warning has been issued or for those violations too serious to warrant a verbal warning. A written warning related to performance criteria may also be accompanied by, or take the form of, a Performance Improvement Plan. A copy of the written warning and/or other documentation is to be signed by the supervisor as well as the employee. The signature by the employee does not necessarily imply agreement, but will constitute an acknowledgment that he/she has been issued the document. The employee may make comments or submit a statement of rebuttal to accompany the warning document if desired. A copy of the document will be placed in the employee's personnel file and a copy given to the employee.

Suspension and/or Suspension Pending Investigation

An employee (regardless of whether he/she is exempt or non-exempt) may be suspended without pay for repeated or cumulative violations for which verbal and written warnings have been issued or for actions requiring disciplinary action stronger than a written warning but that CSF in its sole discretion decides are not severe enough to warrant discharge. This is intended to also include situations which are serious and for which an investigation or further consideration by CSF is in-process but which at least temporarily warrants the employee's removal from the work site. In situations where a suspension is issued pending investigation, CSF has discretion to suspend the employee with pay until the investigation is concluded, or to reimburse an employee initially suspended without pay if the investigation reveals no wrongdoing.

Demotion, Transfer or other Role Change

In conjunction with one or more of the above, CSF may, at its sole discretion, change an employee's work assignment to one which is more suitable for the circumstances. This may result in a change to another position, job title, job responsibilities, a demotion or other reduction in role, a transfer to another work location or property, or other; any of these changes may have an accompanying impact in the form of a reduction in the employee's compensation.

Termination

Serious violations of CSF 's rules or standards, continued failure to meet performance expectations, or repeated or cumulative violations of a lesser nature, may result in termination of the employee.

CSF retains the right to discipline or discharge an employee at any time for any lawful reason regardless of these disciplinary action guidelines.

SECTION 5 - PAID AND UNPAID LEAVE FROM WORK

POLICY 5.01: *VACATION LEAVE

*Does not apply to part-time² or temporary employees.

CSF believes that employees benefit from scheduled time off. In order to promote the health and well-being of its employees, it is the policy of CSF to provide paid vacation time to full-time employees in recognition of service.

Plan in Advance. CSF must always have adequate staff on hand, so it may be unable to give employees the specific time off that they want. Employees should minimize this potential problem by notifying their supervisor a minimum of two weeks in advance of the desired time off. Employees are responsible for completing and submitting a request to take vacation leave and securing the necessary approvals prior to making arrangements for their vacations. Approval of vacation requests is not guaranteed and will be based on operational, business and staffing needs.

Vacation leave can be taken in hourly increments for all eligible non-exempt employees. Vacation leave shall be taken in full-day increments for exempt employees.

Vacation accrues per hour paid up to a maximum of 80 hours per pay period. Full-time employees accrue vacation leave as follows:

Length of Service	Accrual (5-Full-Days Week Exempt EE)	Accrual (Non-Exempt EE)	Annual Accrual Maximum based on full-time 40-hours per week
1 day – 4.99 years	~3.08 hours per pay period	.04 hours per hour paid (up to annual accrual max/year)	10 days / 80 hours
5 years – 9.99 years	~4.62 hours per pay period	.06 hours per hour paid (up to annual accrual max/year)	15 days / 120 hours
10+ years	~6.16 hours per pay period	.08 hours per hour paid (up to annual accrual max/year)	20 days / 160 hours

Benefits-eligible non-exempt employees who work more than 30 but less than 40 hours per week, and benefits-eligible exempt employees who do not regularly

² "Full-time" for purposes of this and all other policies included in this Manual is defined as 30 or more hours per week. Therefore, part-time employees are those who regularly work less than 30 hours per week.

work a full 5-day schedule per week, and/or who work fewer than 8 hours per day, will accrue vacation leave at a proportionally lower rate (e.g. an employee working 32 hours per week or four days per week will earn 80% of the vacation leave accrual).

During an employee's first year, vacation may be taken only after it is earned and the employee has completed 6 months of employment. Vacation leave is accrued per pay period for all periods worked. However, note that employees will not begin to show accrued vacation on their paycheck until after the first 6 months of employment.

Paid vacation may not be taken unless the employee has enough accrued vacation to cover the time the employee wants to take. If employees do not have enough accrued vacation, unpaid vacation may be granted in the discretion of CSF. As extenuating circumstances warrant, at CSF's sole discretion, and with the express approval of the Executive Vice President and the Vice President of Human Resources, an employee without enough accrued Vacation Leave may be approved for paid Vacation which puts them into a negative leave balance.

Vacation leave does not accrue when on periods of leave-of-absence (LOA) unless the employee is also receiving a paycheck for the use of accrued leave.

Employees will be permitted to carry over vacation time earned in one calendar year to be used in the next calendar year, but in no circumstance may an employee carry over more than the number of hours an employee accrued in that calendar year³.

Other than at termination of employment, employees are not allowed to cash in or be paid for any accrued but unused vacation leave.

Upon termination of employment, any accrued unused vacation will be paid out on an employee's final paycheck. If an employee terminates with a negative leave balance, the value of the advanced leave (e.g. negative vacation balance) will be deducted from the employee's final paycheck(s) to the fullest extent permitted by applicable law.

No employee may end their employment on a Vacation Leave day. An employee's last day actually worked will be considered the employee's last day of employment (unless otherwise approved by an Executive Vice President and the Vice President of Human Resources).

³ Vacation carryover from Calendar Year (CY) 2018 to CY 2019 will be permitted up to 160 hours as was the case in the prior version of the Employee Manual. Vacation carryover from CY 2019 to CY 2020 (and subsequent years) will be as described in this manual (e.g. limited to what an individual accrued in the applicable calendar year).

POLICY 5.02: PERSONAL LEAVE

All full-time employees are eligible to accumulate paid personal leave. Part-time and temporary employees in specific municipalities, cities, counties or states may also be entitled to accrue and use paid leave in accordance with paid sick leave laws and to the extent employees meet eligibility requirements. All provisions below regarding leave accrual rates, use, notice and carryover are applicable unless a law exists which conflicts with these policies. Sick leave laws vary, and CSF will comply with all applicable sick leave laws in accordance with their terms, including where such laws provide more leave than is described below.

Personal Leave accrues per hour paid (up to a maximum of 80 hours per pay period) and accumulates in accordance with CSF's standard pay periods. Exempt employees working 5-day/40-hour workweeks will accrue the equivalent of 4.62 Personal Leave hours per pay period, up to a maximum of fifteen (15) days (one hundred twenty (120) hours) per year; employees who regularly work a reduced schedule (e.g. 4 days per week) will receive a prorated amount based on hours work (e.g., 80% of 4.62 hours for employees who work 4 days per week). Non-exempt employees will accrue .06 Personal Leave hours per hour paid (up to a maximum of 80 hours paid per pay period), up to a maximum of 120 hours annually. Personal Leave begins to accrue on the first day of employment. However, except as provided by law, personal leave cannot be used until after the 90th day of employment.

Personal leave is to be used for illness, bereavement or any other reason set forth below. Personal leave is not vacation time and it may not be used for personal convenience (for example, personal leave should not be used for car repairs.) Abuse of personal leave will not be tolerated and constitutes cause for immediate dismissal.

Personal Leave can be taken in hourly increments for all eligible non-exempt employees. Personal Leave shall be taken in full-day increments for exempt employees.

Personal leave may be used for the following purposes:

- (a) An absence resulting from a physical or mental illness, injury, or medical condition of the employee;
- (b) An absence resulting from obtaining professional medical diagnosis or care, or preventive medical care, for the employee;
- (c) An absence for the purpose of caring for a child, a parent, a spouse, domestic partner or any other family member who has any of the conditions or needs for diagnosis or care described above;

(d) An absence if the employee or the employee's family member is a victim of stalking, domestic violence, or sexual abuse and the absence is directly related to medical, social or legal services pertaining to the stalking, domestic violence, or sexual abuse, to:

1. seek medical attention for the employee or the employee's family member to treat or recover from physical or psychological injury or disability caused by stalking, domestic violence or sexual abuse;
2. obtain services for the employee or the employee's family member from a victim services organization;
3. to obtain psychological or other counseling services for the employee or the employee's family member;
4. to temporarily or permanently relocate the employee or the employee's family member;
5. to take legal action, including preparing for or participating in any civil or criminal legal proceeding related to or resulting from the stalking, domestic violence or sexual abuse; or
6. to take other actions to enhance the physical, psychological, or economic health or safety of the employee or the employee's family member or to enhance the safety of those who associate or work with the employee.

(e) For maternity or paternity leave;

(f) If CSF location where the employee works is closed by order of a public official due to a public health emergency;

(g) If school or day care for the employee's family member is closed due to a public health emergency;

(h) An absence due to a sudden problem involving the employee directly, or a family member, such as an accident, destruction of home, crime, critical illness, death or inclement weather (Please refer to Policy 4.09 on inclement weather.)

(i) As a reasonable accommodation, an absence which is required due to bonafide religious observance (vacation leave may also be used).

(j) An absence to arrange for and/or attend the funeral (bereavement) of a family member (as defined below), typically three (3) days, but can be

approved up to five (5) days for extenuating circumstances (e.g. travel ,etc.).

- (k) Any absence reason not listed here but provided for by applicable law based on the employee's work location.

"Family member" means a spouse (including a domestic partner), parents (including step-parents), grandparents, brothers and sisters (including step-brothers and sisters and half-brothers and sisters), the parents of a spouse, the siblings of a spouse, grandparents of a spouse, child (including step-children, foster children and grandchildren), the spouses of children, the spouses of brothers and sisters, a child who lives with an employee and for whom the employee acts as a parent, and a person with whom the employee shares a mutual residence and with whom the employee maintains a committed relationship. "Family member" does not include cousins, aunts/uncles, godparents or others not listed here. Time off may be granted for those extended relatives, but Vacation Leave or Unpaid Leave would have to be used.

Where the need for Personal Leave is foreseeable, an employee must provide written notice to CSF of the need for personal leave at least seven (7) days prior to the absence, or as early as possible if seven (7) days' notice is not possible (usually the same day the employee becomes aware of the need to personal leave). In the case of an unforeseen need to take personal leave, the employee may make an oral request for personal leave prior to the start of his or her regularly scheduled arrival time or work shift. If an emergency prevents the employee from being able to provide advance notice, the employee may make an oral request for personal leave prior to the start of the next day's arrival time or work shift or within 24 hours of the onset of the emergency, whichever is sooner. Unless other arrangements have been approved, the employee must phone in to their immediate supervisor each subsequent day of absence to report the employee's status. Employees who must leave work due to illness shall notify their supervisor as soon as possible.

An employee who is absent three or more consecutive days may be required to provide reasonable certification regarding the reason for the absence such as a signed document from a health care professional. Note: CSF reserves the right to require more frequent certifications if there is evidence of a pattern of abuse, misuse or excessive absences or use of personal leave.

As extenuating circumstances warrant, at CSF's sole discretion, and with the express approval of the Vice President and the President, an employee without enough accrued Personal Leave may be approved for paid Personal Leave which puts them into a negative leave balance.

Personal leave days may be carried forward from calendar year to calendar year. However, the maximum amount of personal leave that may be carried

forward from year to year is 40 hours, unless otherwise required by law. Unused accrued personal leave is not paid for and shall not be reimbursed upon resignation or termination. Employees shall make every reasonable effort to schedule personal leave in a manner that does not unduly disrupt the operations of CSF.

It is important to note that if an employee transfers within CSF from one location to another location, and that location change also involves a change to the leave accrual rates, carryover limits, usage maximums or the like, the applicable work state, local jurisdictional guidelines or above-listed policy provisions will align with the effective date of the transfer.

Employees who separate from employment with CSF for any reason and are rehired within one year of separation will have any previously accrued, unused personal leave reinstated. Such leave shall be immediately available for use if the employee previously completed 90 days of service and was therefore eligible to use his/her personal leave. If the employee did not previously complete 90 days of service, the employee will be eligible to use personal leave once he/she has completed 90 days of service after the rehire date. Previously separated employees who are rehired more than one year after the separation date will not have accrued unused personal leave reinstated and will be treated as new employees for purposes of such leave.

Employees may not use more personal leave than has accrued, except as approved by management and the Vice President or President. If an employee terminates with a negative personal leave balance, the value of the advanced leave (e.g. negative balance) will be deducted from the employee's vacation leave balance before calculating the payout of unused leave and/or deducted from the employee's final paycheck(s) to the fullest extent permitted by applicable law.

No employee may end their employment on a personal leave day. An employee's last day actually worked will be considered the employee's last day of employment (unless otherwise approved by a Vice President and the President/CEO). Additionally, unless required by state or other law, management reserves the right to reject the use of paid leave between the date an individual submits notice of resignation and the actual last day of employment.

* Prior to 2017, the carry-over was up to 60 days. Effective 1/1/2017, in conjunction with the change of business practice which introduced a Short-Term Disability (STD) program, Personal Leave accrual increased from 10-days per year to 15-days per year, however the carry-over of unused accrued Personal Leave days reduced to up-to-40 hours annually unless required by law. Additionally, any carried-over Personal Leave balances as of the introduction of this STD program became "Short Term Disability Leave", a leave bank kept separate from Personal Leave. Historical Short-Term Disability Leave balances may be used to supplement lost wages for qualified disability leave, and unused balances will be reduced by 33% annually beginning on January 1, 2018 and ending with a zero-balance on January 1, 2020.

POLICY 5.03: *HOLIDAY LEAVE

*Does not apply to temporary or part-time employees

It is the policy of CSF to grant 10 paid holidays to all regular full-time employees as noted in the following schedule:

- New Year's Day (January 1)
- Martin Luther King, Jr.'s Birthday (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Columbus Day (second Monday in October)
- Thanksgiving Day (fourth Thursday in November)
- Day after Thanksgiving (fourth Friday in November)
- Christmas Day (December 25)

When one of the above holidays falls on a Saturday, the preceding Friday is the paid holiday. When it falls on a Sunday, the following Monday is the paid holiday. Except as provided below, the employee must be at work or on pre-approved leave (for example, vacation leave or personal leave) on the last regularly scheduled work day before and first regularly scheduled work day after a holiday to receive holiday pay.

Based on business needs, CSF may allow property closings as follows:

Christmas Eve – 2:00 p.m. New Year's Eve – 3:00 p.m.

- Holiday pay for non-exempt employees will be paid as the equivalent of a full day's hours up to a maximum of 8-hours.
- Some full-time employees may be required to work on a holiday.
- Non-exempt employees who work on a holiday will be paid holiday pay equivalent to a full day's hours up to a maximum of 8-hours holiday pay in addition to wages for hours actually worked. If working on a holiday results in an employee working in excess of 40 hours in a regular work week such that the employee is entitled to overtime pay, then the individual will also receive appropriate overtime pay for all hours worked in excess of 40.

If a scheduled holiday occurs during an approved vacation or personal leave absence, or on a regularly scheduled day off, employees will be paid for the holiday and will not have to use vacation or personal leave for the holiday. Employees on a leave of absence or in leave without pay status will not be eligible for paid holidays.

No employee may begin or end his/her employment on a paid holiday unless they are actually at work that day. An employee's last day actually worked will

be considered the employee's last day of employment (unless otherwise approved by the Vice President and the President/CEO).

Holidays do not accrue and cannot be carried forward into the next calendar year.

POLICY 5.04: CIVIC LEAVE

Civic leave applies to voting, jury duty, service as a witness, and military leave. Employees must give their supervisor as much advance notice of civic leave as possible, so we may schedule around absences.

Voting: Polls open early and close late, so employees can vote before or after work. Employees who cannot make it to the polls for some reason should explain the situation to their supervisor. Generally speaking, up to two hours of paid voting leave will be granted to non-exempt employees; more leave will be provided if required by state or federal law. (Exempt employees will be paid for civil leave, but they are expected to keep any absence related to voting to the minimum necessary.)

Jury Duty: All employees may take leave as required for jury duty. For all employees, a maximum of two (2) weeks of jury duty will be paid leave, unless state law provides otherwise. Time off required for jury duty in excess of two weeks will be unpaid, unless otherwise required by applicable law (although employees may use accrued vacation to receive pay during this period). In all cases, the following rules apply:

- a. Employees must submit to their supervisor evidence of having been called for jury duty (subpoena, court order, etc.) prior to the start of jury duty.
- b. Regular pay from CSF or a property managed by CSF will be reduced by whatever compensation is received from the court. (For exempt employees, CSF may offset any amounts received by the exempt employee as jury fees against the salary due for that particular week.)
- c. If at any time employees are dismissed from jury duty and can be at work with at least three or more hours remaining in the workday, they will be expected to return to work. In the event they are able to return to work, they should call their supervisor to let them know they are on their way. (Exempt employees will not be docked for partial day absences.)

Witness: Non-exempt employees who are required by CSF to serve as a witness in matters arising from their employment with CSF or a property managed by CSF, will be paid at their regular rate for all time spent serving as a witness in court, giving depositions or for other related activities. This time is also considered time worked for purposes of determining eligibility for overtime in that week. Exempt employees who are required by CSF to serve as a witness in matters arising from their employment with CSF or a property managed by CSF, will be paid their regular salary, regardless of the time spent serving as a witness in court, giving depositions or for other related activities.

Non-exempt employees who are subpoenaed in other, non- CSF related proceedings will be granted time off without pay, although they may choose to use vacation leave, if available, to compensate for lost time. Exempt employees will not have their salary docked for any time in which they appear as a subpoenaed witness in any proceeding, although any witness fees received may be offset against their salary consistent with applicable law.

Military Leave: CSF follows all applicable state and federal laws with respect to military leave and reemployment rights following a military-related absence and does not discriminate based on past, current or future military service. Unpaid leave will be granted to support the service member or family member on active duty to the extent required by state or federal law. Employees seeking military leave should provide advance notice to CSF, unless doing so is precluded by military necessity or is otherwise impossible or unreasonable.

POLICY 5.05: FAMILY AND MEDICAL LEAVE

Employees may be eligible for Family and Medical Leave (“FML”) under the conditions specified in the federal Family and Medical Leave Act (“FMLA”).

As discussed in this policy, employees working within the District of Columbia (“DC employees”) may also be eligible for family and medical leave under the District of Columbia Family and Medical Leave Act (“DC FMLA”). This policy attempts to explain and summarize many of the key provisions of the FMLA and DC FMLA. This policy is not intended to provide rights which are broader or greater than those provided by the FMLA and DC FMLA. In the event of any conflict or inconsistency between this policy and the terms of the FMLA and DC FMLA, the terms of the FMLA and DC FMLA (together with their respective accompanying regulations) will control. Leave taken by eligible employees under the FMLA and DC FMLA runs concurrently.

Eligibility for FMLA Leave

To be eligible for FMLA leave, an employee must meet the following requirements:

1. have worked for CSF for at least one year and performed at least 1,250 hours of work during the 12 months before the start of the leave; and
2. work at a worksite where CSF employs at least 50 employees within a 75 mile radius of the worksite.

Leave Entitlement

Under the FMLA, eligible employees may take up to twelve (12) work weeks of unpaid leave during a twelve (12) month period for one or more of the following reasons:⁴

- To care for a newborn child or a newly adopted or newly placed foster care child, as long as the leave is taken in the year following the child's birth or placement;
- To care for a child, spouse, or parent who has a serious health condition;
- Due to the employee’s own serious health condition that leaves the employee unable to perform one or more of the functions of his/her job;

⁴ For all types of FML, the Company uses the “measure forward” method of calculation, which is authorized by the Department of Labor. Under this method, an employee will be entitled to twelve weeks of leave during the year beginning on the first date FML is taken; the next twelve (12) month period would begin the first time FML is taken after completion of any previous twelve (12) month period. For example, if an employee takes FML beginning on November 1, 2018, that employee may take up to twelve weeks of leave during the period November 1, 2018 until October 31, 2019.

- To address certain qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on covered active duty or who has been notified of an impending call or order to covered active duty in the Armed Forces, the National Guard, or the Reserves. Covered active duty requires deployment to a foreign country. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, attending post-deployment activities, and providing non-routine care for the military member's parent who is incapable of self-care (such as arranging for alternative care; providing care on a non-routine, urgent, immediate need basis; admitting or transferring the parent to a new care facility and attending meetings with health or social service providers at a care facility.)

A "serious health condition" is an illness, injury, impairment, or physical or mental condition that involves inpatient care (such as an overnight stay in a medical care facility) or continuing treatment by a health care provider.

Under the FMLA, eligible employees also may take a maximum of twenty-six (26) workweeks of leave during a single twelve (12) month period to care for the employee's spouse, daughter, son, parent, or next of kin (as defined by the federal FMLA) who is a covered service member with a serious illness or injury that was incurred or aggravated in the line of duty.

Consistent with applicable law, a "covered service member" is (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or (2) a covered veteran who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness. "Covered veteran" means an individual who was a member of the Armed Forces, National Guard, or Reserves and was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA to care for the covered veteran. If the employee is eligible for leave to care for a covered service member with a serious injury or illness, the employee will be entitled to a combined total of twenty-six (26) workweeks of leave for any federal FMLA-qualifying reason during the single twelve (12) month period (see footnote 5), but the employee will not be entitled to more than a total of twelve (12) weeks of leave for one or more of the reasons identified in the bullet points above.

Intermittent or Reduced Schedule Leave

An eligible employee may be able to take FML on an intermittent basis or on a reduced leave schedule (reducing the usual number of hours worked per work week or work day) when medically necessary due to the employee's own

serious health condition, the serious health condition of a covered family member, or the serious injury or illness of a covered service member. In addition, an eligible employee may take FML on an intermittent basis or reduced schedule basis when necessary because of a qualifying exigency.

If the employee needs leave intermittently or on a reduced schedule for planned medical treatment, the employee must make a reasonable effort to schedule the treatment so as not to disrupt unduly the operations of CSF. Employees on intermittent FMLA leave must comply with CSF's usual and customary notice and procedural requirements for requesting leave absent unusual circumstances. If an employee does not comply with CSF's usual notice and procedure requirements, and no unusual circumstances justify the failure to comply, FMLA-protected leave may be delayed or denied. In addition, while the employee is on permitted intermittent or reduced schedule leave CSF may temporarily transfer the employee (during the period of the intermittent or reduced schedule leave) to an available alternative position for which the employee is qualified which better accommodates the recurring leave and which has equivalent pay and benefits. If the employee is on intermittent or reduced schedule leave for the employee's own serious health condition, the employee may be required to submit a fitness-for-duty certification consistent with applicable law.

FML for Spouses

When a husband and wife both work for CSF and are both eligible for leave under the FMLA, the two employees are limited to a combined total of twelve (12) weeks of FML if the leave is taken after the birth or placement of a child, or to care for a seriously ill parent. However, each person is eligible to take any unused portion of the twelve (12) weeks for other FMLA-covered purposes, such as his or her own serious health condition, the care of a seriously ill child, or the care of the other spouse.

Use of Paid Leave

FML is generally unpaid. Employees taking FML that is not also covered by the DCFMLA are required to utilize any paid leave they have available (such as personal leave or vacation leave) during FML. Use of paid leave counts against the employee's twelve (12) or twenty-six (26) week FML entitlement and does not extend the total amount of leave to which an employee is entitled. In order to use paid leave for FML, employees must comply with CSF's normal paid leave policies.

Effect on Benefits

Employees taking FML will continue to be covered under CSF's group health plan and life insurance on the same conditions as coverage would have been provided if they had been continuously employed during the leave period. Thus, employees will be required to pay the normal amount of premium (the amount normally deducted from their paycheck) during FML. If paid leave is used during FML, CSF will ordinarily deduct the employee's portion of the health plan premium as a regular payroll deduction. If the leave is unpaid, the employee must make arrangements with the Payroll Department to pay the employee's portion of the premium. Premium payments that are more than 30 days late can result in the termination of the employee's health coverage retroactively to the premium due date. The employee will be required to make full payment upon his/her return to work for any unpaid portion of the premium. If an employee does not return to work, CSF may be entitled to reimbursement of the employee portion of the premiums paid by CSF.

No employee who takes FML will lose any employment benefit that accrued before the date the FML began. However, time missed from work for FML will not count towards service time for the purpose of accruing vacation or personal leave.

If an employee's FML is permitted to extend beyond the period provided by the FMLA, or an employee is on a Leave of Absence which is not covered by FMLA, employee's benefits will cease and the employee will be offered COBRA unless otherwise required by applicable law.

Job Protection

Generally, employees will be reinstated to their former position or to an equivalent position with equivalent pay, benefits, and other employment terms following an FMLA-covered leave, except as otherwise provided under applicable law. Employees have no greater rights to reinstatement or to other benefits and conditions of employment than if FMLA leave was not taken.

Procedure

1. Notice Requirement

Employees are required to give their Supervisor 30 days' notice in the event of a foreseeable leave based on an expected birth of a child, placement of a child for adoption or foster care, scheduled medical treatment for the employee's serious health condition or the serious health condition of a family member, or the planned medical treatment for a serious injury or illness of a covered service member. If 30 days' notice is not possible, or for leave due to a qualifying exigency, the employee must notify their immediate supervisor of the need for leave as soon as practicable. "As soon as practicable" means as soon as both possible and practical considering the facts and circumstances, but when the employee becomes aware of a need for FMLA leave less than 30 days in

advance, it is generally practicable for the employee to provide notice of the need for leave either the same day or the next business day. When requesting unforeseeable leave, the employee must comply with CSF's usual requirements for requesting leave (absent unusual circumstances), including following normal call-in procedures.

2. Request

Employees may notify CSF of a qualifying need for FML either verbally or in writing. However, CSF may use a third-party vendor to administer FMLA, DC FMLA and other disability leaves. Because of this, CSF requires employees to follow the appropriate standard process for submitting their notice of the need for FML to ensure there is no misunderstanding.

3. Supporting Information and Certification

An employee must also provide sufficient information to allow CSF (if applicable, through its third-party vendor) to determine if a requested leave qualifies as an FMLA-covered leave and the anticipated timing and duration of the leave. The employee may also be required to provide a certification and periodic recertifications supporting the need for leave. For example, the employee may be required to provide medical certification to support a request for leave for the employee's own serious health condition, leave to care for a covered family member with a serious health condition, and for leave to care for a covered service member with a serious injury or illness. CSF may require that a request for leave because of a qualifying exigency be supported by certification of the need for leave and documentation. The employee desiring leave should contact their Supervisor and submit the required documentation no later than 15 calendar days after it is requested or, if not possible despite the employee's diligent, good faith efforts, as soon as reasonably possible under the circumstances. If the employee does not provide certification in a timely manner, FMLA leave may be delayed or denied. CSF may require second or third opinions (at its expense) in response to an employee's request for leave for a serious health condition.

4. CSF Response

If an employee requests leave pursuant to the FMLA, CSF (or the third-party vendor on CSF's behalf) will inform the employee whether s/he is eligible under the FMLA. If the employee is not eligible, the employee will be provided a reason for the ineligibility. If the employee is eligible for FMLA, the employee will be notified of any additional information required from the employee and will be provided a notice of employee rights and responsibilities. CSF will inform the employee if leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement. The employee will be notified if it is determined that the leave is not FMLA-protected.

5. Reporting While on Leave

Employees on FML may be required to contact the third-party vendor and CSF, the employee's immediate supervisor or another designated CSF representative) regarding the status of the condition giving rise to the need for leave and/or the employee's ability and/or intention to return to work.

6. Returning to Work After FML

For FML taken because of the employee's own serious health condition, prior to returning to work, the employee must submit a fitness-for-duty certification from his/her healthcare provider demonstrating the employee is able to perform the essential functions of the employee's position. An employee who fails to timely submit a fitness-for-duty certification may have job restoration delayed and may be denied reinstatement if, among other things, the employee does not provide the certification at all.

Employees who are unable to return to work on the scheduled date of return must notify their supervisor prior to that date or the expiration of the leave, whichever occurs sooner. Employees seeking an extension of their leave must submit a written request for extension with supporting documentation following the standard process.

Employees who do not return to work as scheduled from FML and who have not made alternative arrangements will be considered to have resigned voluntarily from CSF and their employment will conclude without the requirement of any further action by CSF.

An extension of leave beyond the entitlement set forth under applicable law may be granted in appropriate circumstances, such as for a reasonable accommodation for a qualified individual with a disability in accordance with the Americans with Disabilities Act.

Additional Leave Rules

FMLA leave may not be used to gain employment or work elsewhere, including self-employment. An employee who intends to work at a second job the employee already had before the leave commenced must have the prior written permission of the President/CEO of CSF.

Employees who misrepresent facts in order to be granted or in support of an FMLA leave will be subject to discipline, up to and including termination of employment.

Compliance

CSF is committed to comply with the FMLA. Employees who believe they have experienced or witnessed conduct inconsistent with this commitment should notify the President/CEO or the Vice President so that CSF as appropriate, may conduct an investigation and take action.

Modifications and Collective Bargaining Agreements

The application of this policy, and the procedures and definitions set forth herein, may be modified in accordance with changes in applicable law and regulations. In the event a collective bargaining agreement provides greater family or medical leave rights, the collective bargaining provision will apply. Generally, the FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law that provides greater family or medical leave rights.

ELIGIBILITY FOR DC FMLA

To be eligible, an employee must work for CSF within DC. An eligible employee under DC FMLA is any individual who has been employed by CSF for one (1) year without a break in service except for regular holiday or personal leave granted by the employer and has worked at least one thousand (1,000) hours during the 12-month period immediately preceding the request for family or medical leave.

The determination of whether an employee has worked for CSF for at least one thousand (1,000) hours in the past twelve (12) months and has been employed by CSF for a total of at least twelve (12) months is made as of the date the FMLA leave is to start.

Entitlements - Medical Leave

An employee who becomes unable to perform the functions of his or her position because of a serious health condition shall be entitled to unpaid medical leave for the period during which the employee is unable to perform the functions, except that the unpaid medical leave shall not exceed sixteen (16) workweeks during any twenty-four (24)-month period. The medical leave may be taken intermittently or on a reduced schedule basis for planned and/or unanticipated medical treatment or recovery when medically necessary.

For purposes of this chapter, "serious health condition" means a physical or mental illness, injury, or impairment that involves inpatient care in a hospital, hospice, or residential health care facility, or continuing treatment or supervision at home by a health care provider or other competent individual.

Nothing shall require CSF to provide paid medical leave. Should an employee wish to use paid vacation or personal leave which the employee has accrued, the employee may use such paid leave, provided that it otherwise meets CSF's

requirements for the taking of such paid leave. Any paid vacation or personal leave provided by CSF that the employee elects to use for medical leave under this policy shall count against the sixteen (16) workweeks of allowable medical leave provided by the DC FMLA.

Entitlements - Family Leave

An employee shall be entitled to a total of sixteen (16) workweeks of unpaid family leave during any twenty-four (24)-month period for:

- The birth of a child of the employee;
- The placement of a child with the employee for adoption or foster care;
- The placement of a child with the employee, if the employee permanently assumes and discharges parental responsibility for the child; or
- The care of a family member of the employee who has a serious health condition.

The entitlement to family leave for the birth or placement of a child shall expire twelve (12) months after the birth of the child or placement of the child with the employee.

Nothing shall require CSF to provide paid family leave.

Should an employee wish to use paid vacation or personal leave which the employee has accrued, the employee may use such paid leave, provided that it otherwise meets CSF's requirements for the taking of such paid leave. Any paid vacation or personal leave provided by CSF that the employee elects to use for family leave under this policy shall count against the sixteen (16) workweeks of allowable family leave provided pursuant to the DC FMLA.

Cumulative Nature of Family and Medical Leave

The entitlement to sixteen (16) weeks of family leave during any twenty-four (24)-month period shall be separate from and in addition to the entitlement to sixteen (16) weeks of medical leave during any twenty-four (24)-month period. This means that an eligible employee may take both up to sixteen (16) weeks of medical leave and up to sixteen (16) weeks of family leave during the same twenty-four (24)-month period.

Employment and Benefits

An employee who takes family or medical leave under this chapter shall not lose any employment benefit or seniority accrued before the date on which the family or medical leave commenced.

CSF shall maintain an employee's health insurance coverage for the duration of the family or medical leave at the same level and under the same conditions that coverage would have been provided if the employee had not taken the family or medical leave.

CSF may require the employee to continue to make any contribution to a group health plan that the employee would have made if the employee had not taken family or medical leave. If an employee is unable or refuses to make the contribution to the group health plan, the employee shall forfeit the health plan benefit until the employee is restored to employment and resumes payment to the plan.

Except as provided by applicable law and applicable provisions of a negotiated collective bargaining agreement, upon return from family or medical leave:

1. The employee shall be restored by CSF to the position of employment held by the employee when the family or medical leave commenced; or
2. If the position held by the employee when the family or medical leave commenced is no longer available, the employee shall be restored to a position of employment equivalent to the position held by the employee when the family or medical leave commenced. The position shall include equivalent employment benefits, pay, seniority, and other terms and conditions of employment.

Notices

If an employee has, or reasonably should have, at least thirty (30) days' notice of the need for family or medical leave, the employee shall notify CSF of his or her intention to take family or medical leave at least thirty (30) days before the employee wishes the leave to begin. When the need for family or medical leave is known at least thirty (30) days in advance and an employee fails to give timely notice to CSF with no reasonable excuse, CSF may delay DC FMLA coverage until thirty (30) days after the date the employee provides notice.

If an employee could not reasonably have foreseen the need for family or medical leave at least thirty (30) days in advance, the employee shall notify CSF of the need for leave as soon as practicable prior to the date on which the employee wishes the leave to begin.

Certification

The procedure for submitting a request for DC FMLA is the same as FMLA (above). CSF requires that an employee support a claim for family leave under the DC FMLA for the care of a family member who has a serious health condition by submitting a medical certification issued by the family member's health care provider. CSF requires that a claim for medical leave under the DC FMLA for an eligible employee who has a serious health condition be supported

by a medical certification issued by the employee's health care provider. The employee shall submit the requested certification to CSF within fifteen (15) days after CSF's request for the certification, unless it is not practicable for the employee to do so under the particular circumstances, despite the employee's diligent, good-faith efforts.

Calculation of Leave

CSF uses the twenty-four (24) month period measured forward from the date any employee's first DC FMLA leave begins for the purposes of calculating DC FMLA.

POLICY 5.06: SCHOOL ACTIVITIES LEAVE

[For Washington, D.C. Based Employees Only]

Eligible employees working in the District of Columbia are entitled to up to twenty-four (24) hours of unpaid leave in a twelve (12) month period to attend or participate in their children's school-related activities. A school-related event is any activity sponsored by a school or associated organization, such as a parent-teacher association, and includes: a student performance, such as a concert, play, or rehearsal; the sporting game or practice of a school team; a meeting with a teacher or counselor; or any similar type of activity that directly involves the parent's child as a participant or as a subject, but not as a spectator. To qualify for school activities leave, the employee's child(ren) must be in primary or secondary school.

Eligible Employees: Employees who are parents are eligible to take school activities leave. The term parent is defined as the natural mother or father of a child; anyone who has legal custody of a child or acts as a child's guardian; an aunt, uncle, or grandparent of a child; or anyone who is married to, or in domestic partnership with, any these listed individuals.

Exceptions: CSF may deny school activities leave to eligible employees if the granting of such leave would disrupt CSF's operations and make production or service delivery unusually difficult.

Notification Requirements: Employees must give CSF at least ten (10) calendar days' advance notice of their desire to take school activities leave, unless the need for leave is not reasonably foreseeable.

Pay and Benefits: In lieu of taking unpaid school activities leave, employees can substitute their accrued vacation or personal time off to which they are entitled under the terms of those leave policies.

Employees who take school activities leave will not lose any employment benefit or seniority accrued before or during leave. CSF will not discriminate or retaliate against employees who request or take school activities leave.

POLICY 5.07: LACTATION/BREASTFEEDING BREAKS

For up to one year after a child's birth (and longer if required under applicable law), any employee who is breastfeeding her child will be provided reasonable break times as needed to express breast milk for her baby. These break times will run concurrently with any other break times already provided to the employee. CSF will provide a designated private room to be used for this purpose.

For non-exempt employees paid on an hourly basis, these breaks will be unpaid (unless the employee is on an otherwise paid break), and the employee should indicate this break period on her time record.

POLICY 5.08: ADDITIONAL LEAVE

Under state law, you may be entitled to longer leave than what is set forth in this Manual, or to leave for additional reasons not covered by this Manual. Employees should contact their Supervisor if they have questions about their entitlement to leave beyond what is provided in this Manual.

SECTION 6 - EMPLOYEE BENEFITS

POLICY 6.01: GENERAL INFORMATION CONCERNING BENEFITS

CSF provides eligible employees with many benefits. Some benefits are required by law and cover all employees. The legally required benefits include Social Security, workers' compensation, and unemployment insurance.

This Manual provides a general introduction to many of the benefit programs CSF offers. Sometimes a policy will tell employees that more information may be found in another place, such as the Summary Plan Description ("SPD"). This Manual is meant only to inform employees of potential benefits and to summarize CSF's existing benefit programs. The policies set forth in this Manual do not determine eligibility for benefits. In the event of any conflict or ambiguity between this Manual and the SPD, the SPD controls, and in the event of any conflict or ambiguity between the SPD and the underlying Plan documents, the underlying Plan documents control. In addition, CSF reserves the right, to the extent permitted by law, to amend, add or withdraw any of the benefits it provides, with or without notice. The SPDs and Plan documents are available to employees at any time by contacting their Supervisor, Chief Officer of Operations, Vice President or President/CEO.

The following benefit programs are presently available to eligible employees in addition to benefits that may be required by law:

- * 401(k) Savings Plan
- * Dental Insurance
- * Health Insurance
- * Life Insurance
- * Long-Term Disability
- * Short-Term Disability
- * Educational Assistance Program

POLICY 6.02: WORKERS' COMPENSATION

In accordance with applicable federal, state, and local laws and regulations, CSF and the properties managed by CSF provide workers' compensation insurance coverage for all employees in the event of job-related illnesses or injuries. Accordingly, employees who are injured or became ill on the job must notify their supervisor as soon as possible, regardless of whether or not medical attention is necessary. Failure to provide notification could result in an employee's claim being denied by the insurance carrier.

In the event that an employee suffers a work-related illness or injury, workers' compensation may provide for medical coverage as well as for compensation (to certain levels, set by law) for any lost wages. For any waiting period required by law during which employees are not paid through workers' compensation, employees may request to be paid through their accumulated/accrued leave (personal and vacation leave benefits).

An employee who needs to take time off because of a work-related injury or illness must provide CSF, at the earliest possible date, with whatever information the employee's physician can supply regarding the length of time the employee will need to be absent from work and any other limitations or restrictions. An employee who needs to take time off from work because of a work-related injury or illness may also qualify for FMLA leave (see Policy 5.05). In such cases, FMLA leave will run concurrently with absence from work because of a work-related injury or illness.

Employees who have required medical care for their work-related illness or injury must present a physician's certification of their fitness for duty, with or without restrictions, before they can return to work.

If an employee with a work-related illness or injury is either not eligible for FMLA leave or has exhausted his/her FMLA leave, CSF, subject to applicable law, may have no choice but to fill that employee's position in his or her absence or period of restricted service. In the event of such replacement, CSF will, of course, consider the employee for rehire if/when they are ready to return to work.

CSF will not retaliate against any employee for filing or pursuing a claim for workers' compensation coverage.

Employees who falsify information regarding a workers' compensation claim, including, but not limited to, the severity of their illness or injury, how the illness or injury occurred, the need for leave, and any restrictions, are subject to discipline, up to and including termination of employment. Falsification of information related to a workers' compensation claim may also result in the employee's claim being delayed or denied.

POLICY 6.03: UNEMPLOYMENT COMPENSATION

CSF and properties managed by CSF pay unemployment insurance premiums on behalf of all employees to appropriate government unemployment agencies.

Under certain circumstances, employees may become eligible for unemployment compensation when their employment is terminated. Employees who wish to pursue the receipt of unemployment benefits must do so on their own. Unemployment benefits are paid by the appropriate governmental entity, not CSF.

POLICY 6.04: *LIFE INSURANCE

*Does not apply to part-time (less than 30 hours worked per week) or temporary employees

CSF and the properties managed by CSF currently provide full-time employees with a life insurance benefit. This life insurance benefit is made available to employees at no cost to them and is a valuable asset to employees and their beneficiaries.

Potential Benefits and Limitations

The life insurance benefit is approximately twice an employee's annual pay. (There are maximum limits. Employees should consult the Summary Plan Description (SPD) and Plan documents for details). The life insurance benefit also includes additional benefit payments in the event of an accidental death or dismemberment. All benefits begin to reduce at age 70 and beyond.

To obtain full details about this coverage, please read the official description of benefits in the SPD, a copy of which is provided to employees. Employees who have any questions about coverage, or who need another copy of the SPD, should contact their Supervisor, Chief Operating Officer, Vice President or President/CEO.

Please be aware that the description of benefits set forth in official Plan documents supersedes any statements made herein. CSF reserves the right to change or eliminate any benefits at any time in accordance with applicable law.

POLICY 6.05: *HEALTH INSURANCE

*Does not apply to part-time or temporary employees

Full-time employees who have been employed by CSF or a CSF managed property for 60 consecutive calendar days are eligible for health insurance coverage beginning on the first day of the month following completion of the 60-day period. The cost of health insurance is shared by the employee and CSF. Generally, the employee's share of health insurance coverage is automatically deducted from his or her paycheck on a pre-tax basis after the employee provides written authorization. Once employees make their elections for health insurance, these elections will remain in effect until further notice if open enrollment procedures do not require employees to actively update their elections, or until a qualifying event (e.g. marriage, birth, death, etc.) permits the employee to modify their coverage elections.

Types of Coverage

Eligible employees may choose among the following types of coverage:

1. Individual coverage for the employee only.
2. Individual-plus-one coverage for employee and one dependent (e.g., a spouse or child).
3. Family coverage. Family coverage includes the employee, his/her spouse and/or his/her dependent children up to age 26.

Employees may add dependents when the employee experiences a qualifying life event such as marriage or the birth or adoption of a child. The employee has 30 days from the life event to add the new dependent.

Potential Benefits and Limitations

CSF's health insurance benefits generally include coverage for preventative care, hospitalization, emergency room care, pre-natal/maternity care and substance abuse. Vision benefits are also included. CSF also provides prescription drug coverage, including a mail-order prescription program.

Under CSF's current health insurance plan, employees may choose a doctor in or out of the network. If an out-of-network doctor is selected, the employee will pay a higher share of the costs.

Please be aware that the description of benefits set forth in official Plan documents supersedes any statements made herein. CSF reserves the right to change or eliminate any benefits at any time in accordance with applicable law.

POLICY 6.06: *DENTAL INSURANCE

*Does not apply to part-time or temporary employees

Full-time employees who have been employed by CSF or a CSF managed property for 60 consecutive days are eligible for dental insurance for themselves and their dependents on the first day of the month following completion of the 60-day period.

To obtain full details about this coverage, including all applicable limitations, please read the official description of benefits in the SPD, a copy of which is provided to employees. Should employees have any additional questions or need another copy of the SPD, they should contact their Supervisor, Chief Officer of Operations, Vice President or President/CEO.

Please be aware that the description of benefits set forth in official Plan documents supersedes any statements made herein. CSF reserves the right to change or eliminate any benefits at any time in accordance with applicable law. Eligibility and enrollment provisions for dental insurance are generally parallel to those for health insurance.

POLICY 6.07: CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT ("COBRA")

For those employees who are eligible for and elect health insurance with CSF, the federal Consolidated Omnibus Budget Reconciliation Act ("COBRA") provides employees and their covered family members with certain rights and responsibilities regarding continuation of health coverage upon the occurrence of qualifying events (such as voluntary or involuntary termination of employment, reduction of hours, death of the employee, divorce of the employee, the employee's entitlement to Medicare, etc.). Generally, employees and their dependents that lose coverage for a qualifying reason may be allowed to continue their health benefits for a certain period of time (typically 18 months), provided they are willing to pay the full cost of the premium. The monthly cost of the premium is not to exceed 102% (the employee's portion plus the employer's portion plus a 2% administration fee) of the premium rate in effect at the time of coverage.

CSF will notify the health plan of an employee's termination, reduction in hours, death, or Medicare eligibility. CSF will mail (or arrange to mail) a COBRA notice, including cost information and enrollment information, to each employee whose employment with CSF terminates. Employees or their qualified beneficiaries who experience a COBRA-qualifying event other than a termination, such as a divorce or change in a dependent's status, should notify their Supervisor, Chief Operating Officer, Vice President or President/CEO within 30 days of the life event. Employees or their qualified beneficiaries who do not elect COBRA coverage within the required time period (generally 60 days from the time of the COBRA-qualifying event) will lose the right to continuing coverage.

POLICY 6.08: *DISABILITY INSURANCE

*Does not apply to part-time or temporary employees

Full-time employees are eligible for short-term and long-term disability coverage provided by CSF. CSF provides both at no cost to eligible employees. Disability benefits are meant to protect eligible employees from a loss of income due to a non-work-related serious illness or injury. If approved, and after a plan-defined elimination period, short-term disability applies at the outset of a period of missed work for such illness or injury. If subsequently approved, and after a period of 90 days of missed work for such illness or injury, an employee may be eligible for long-term disability coverage. When employees are receiving short-term and/or long-term disability benefits, FMLA leave will run concurrently with the period of disability to the extent permitted by applicable law.

Procedure

To receive disability benefits, employees must submit written certification from a physician of an illness or injury that renders them unable to perform the duties of their job, as required and communicated by CSF's insurance provider. Generally, CSF's insurance provider will require that documentation be updated monthly, but this requirement may vary based on the individual circumstances.

Employees should contact the Benefits Administrator in the Main Office for instructions on the procedure for applying for disability benefits and to coordinate any on-going administrative requirements for the receipt of benefits or return to work.

Except as otherwise required by law (such as with respect to an accommodation provided under the Americans with Disabilities Act), employees who are on long-term disability will generally have their employment status changed to "terminated" and will ordinarily not accrue vacation or accumulate personal leave while on long-term disability. However, employees will be eligible to continue their health benefits under COBRA while out on long-term disability. (Please refer to the policy on COBRA.)

Employees are encouraged to apply for re-employment with CSF after they have obtained medical certification to do so. If re-employment is offered and accepted, employees will be required to produce a physician's certification releasing them to return to work prior to actually starting back to work.

Potential Benefits and Limitations

Eligible employees who are approved for disability are eligible to receive 60% of their regular salary up to a maximum weekly benefit as outlined in the Plan documents. The premiums are included in employees' taxable earnings in order

to minimize/eliminate applicable income taxes on the disability benefit payments.

To obtain full details about this coverage, including all applicable limitations, please read the official description of benefits in the SPD, a copy of which is provided to employees. Should employees have any additional questions or need another copy of the SPD, they should contact their Supervisor, Chief Officer of Operations, Vice President or President/CEO.

Please be aware that the description of benefits set forth in official Plan documents supersedes any statements made herein. CSF reserves the right to change or eliminate any benefits at any time in accordance with applicable law.

POLICY 6.09: 401(k) RETIREMENT PROGRAM

All eligible employees may participate in the applicable CSF 401(k) program. These programs allow employees to save money for their retirement on a tax-deferred basis by contributing money from their paychecks on a pre-tax basis. The maximum amount employees may contribute is set by federal law. Employees who will be 50 years of age by December 31st in a given year may elect additional "catch up" contributions in that calendar year.

Employees are always 100% vested in their own contributions. CSF makes matching contributions up to a certain percentage of employee contributions as stipulated in the Plan documents. Employees vest in CSF's contributions per the following schedule:

Period of Service Percent Vested

1 year 20%
2 years 40%
3 years 60%
4 years 80%
5 years 100%

Participation in the Program

Eligible employees may enter the applicable Plan on the first day of the month following completion of 60 days of employment. Employees contribute to the Plan every pay period, by contributing a portion of their compensation to the Plan on a pre-tax basis. Employees may increase, decrease or cease their bi-weekly contributions at any time; written notice must be submitted on the appropriate election form to their Supervisor, Chief Officer of Operations, Vice President or President/CEO. Employees may change their investment fund allocations or make other permissible changes online at the 401(k) plan administrator's website.

CSF's 401(k) plans are set up to receive "rollovers" from other employer sponsored 401(k) plans. Employees who have 401(k) accounts from previous employment will need to contact their prior employer and provide the necessary information to initiate the transfer of funds.

Disbursements and Limitations

Distributions from a 401(k) plan are limited by law. Distributions are permitted when an employee terminates the employment relationship, including through retirement or death. Employees who are current employees may only receive a distribution from their 401(k) account either through a loan or a hardship withdrawal, if eligible. Employees should be aware that there may be significant fees and tax consequences for taking a loan or hardship withdrawal. Employees

who are interested in either a loan or hardship withdrawal should contact their Supervisor, Chief Officer of Operations, Vice President or President/CEO. Regulations promulgated by the IRS determine the condition under which hardship withdrawals may be made.

To obtain full details about CSF's 401(k) Plans, including all applicable limitations, please read the official description of benefits in the SPD, a copy of which is provided to employees. Should Employees have any additional questions or need another copy of the SPD, they should contact their Supervisor, Chief Officer of Operations, Vice President or President/CEO.

Please be aware that the description of benefits set forth in official Plan documents supersedes any statements made herein. CSF reserves the right to change or eliminate any benefits at any time in accordance with applicable law.

POLICY 6.11: EDUCATIONAL ASSISTANCE PROGRAM

If CSF funding permits, full-time employees who have completed 1 year of employment are eligible to participate in the Education Assistance Program. Temporary and part-time employees are not eligible to participate in this benefit.

CSF wants employees to increase their knowledge and opportunities for advancement. Employees are encouraged to attend job-related educational seminars, such as industry-sponsored training programs or basic literacy courses. CSF may pay all or part of the cost of attending and in some cases, may grant paid leave to attend. The following rules apply:

1. As soon as an employee learns of an appropriate educational offering, he/she should inform his/her supervisor of the details. Employees must fully complete and sign an Educational Reimbursement Agreement form and submit to their supervisor for approval. Supervisors are responsible for ensuring that this form is forwarded to the President/CEO.

CSF's President/CEO will determine whether or not CSF will contribute, and if so, to what extent. Also, the President/CEO will determine whether the costs of the course will be advanced or reimbursed upon completion. For un-graded coursework or other programs, employees must present written documentation of successful completion (such as a certificate) to be reimbursed for any costs. With respect to course work for an accredited undergraduate or graduate institution, reimbursement will be determined by the President/CEO.

2. Under no circumstances will CSF advance costs for a course unless it is determined that the course is directly related to the employee's job responsibilities.
3. When CSF agrees to advance all or a portion of the cost of a graded course, the advanced amount will be immediately reimbursed by the employee to CSF if the equivalent of a "C" or better grade is not obtained. For un-graded coursework or other programs, the advanced amount will be reimbursed by the employee to CSF if employees do not receive written documentation of their successful completion of the course or program (such as a certificate). Employees must turn in their grade report or other documentation to CSF's President/CEO within 30 days of completion of the course. Failure to obtain the equivalent of a "C" or better grade, failure to successfully complete an un-graded course or program, or failure to supply the grade report or other documentation in a timely manner will automatically authorize CSF or the property, through payroll deductions, to obtain a refund for funds advanced, in accordance

with the Educational Reimbursement Agreement signed by the employee to the fullest permitted by applicable law. When CSF or property agrees to reimburse all or a portion of the costs of a graded course, that agreement is expressly conditioned on the employee obtaining the equivalent grade of a "C" or better grade. For un-graded coursework or other programs, that agreement is expressly conditioned on employees receiving written documentation of their successful completion of the course or program (such as a certificate). Employees must turn in their grade report or other documentation in a timely manner to the President/CEO within 30 days of the completion of the course. Failure to obtain the equivalent of a "C" or better, failure to successfully an un-graded course or program, or failure to supply the grade or other required documentation will relieve CSF or the property of any obligation to reimburse the employee for the costs of the course.

4. Employees who leave CSF within one year of completion of a course, for which CSF has paid in whole or in part, will be required to reimburse CSF for its costs within 7 days of the date that the Employee's employment concludes for any reason.
5. CSF reserves the sole right and discretion to determine whether and upon what conditions the costs of a course or program will be paid in advance and/or reimbursed, and/or whether an employee will be granted leave to attend a course or program.



**Employee Acknowledgment of Receipt of, and Obligation to Comply With,
Personnel Policy Manual for All Employees of Community Services Foundation**

I certify that I have received a copy of the Personnel Policy Manual for All Employees of Community Services Foundation, also referred to as "CSF"). I acknowledge my obligation to comply with the standards that the Manual establishes. I specifically acknowledge and represent that I understand the Policy Concerning Sexual and Other Types of Harassment and Discrimination, my obligations under this policy, and what I should do if I believe that I have been subjected to sexual or any other form of harassment or discrimination. Similarly, I acknowledge that I have read and reviewed the compensation policy and, specifically, what I should do if I believe that I have not been properly compensated, including without limitation if I believe that impermissible deductions and/or withholdings have been made from my pay.

I also acknowledge and understand that the Manual does not constitute an express or implied employment contract of any kind with respect to any of its provisions, including those provisions describing disciplinary and discharge procedures.

I further understand that nothing in the Manual is intended to bind Community Services Foundation contractually, and that I may not rely on any provision in the Manual as limiting CSF's discretion or ability to discipline or discharge me. In other words, I understand and acknowledge that my employment is terminable, at will, so that both Community Services Foundation and I remain free to choose to end our work relationship.

In order to provide effective administration, it may be necessary to modify operating procedures. I therefore understand that the operating procedures contained in this Manual can be changed at the sole discretion of CSF, without prior notification.

_____ (Employee Signature)
_____ (Employee Name Printed)
_____ Date