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CANINE CONCIERGESM

ON-DEMAND SMILE DELIVERY

Human Resources Handbook

EMPLOYEE RECEIPT AND ACCEPTANCE

I hereby acknowledge receipt of the Canine Concierge Corporation Employee Handbook. I understand it is my responsibility to read and know its contents. I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or continuing or long-term hire. Therefore, I acknowledge and understand that unless I have a written employment agreement with Canine Concierge Corporation that provides otherwise, I have the right to resign from my employment with Canine Concierge Corporation at any time with or without notice and with or without cause, and that Canine Concierge Corporation has the right to terminate my employment at any time with or without notice and with or without cause.

I have read, understand, and agree with all of the above. I have also read and understand the Canine Concierge Corporation Employee Handbook. I agree to return the Employee Handbook upon the termination of my employment.

Signature _____

Print Name _____

Date _____

CONFIDENTIALITY POLICY AND PLEDGE

Any information that an employee learns about Canine Concierge Corporation or its members or donors from working for Canine Concierge Corporation that is not otherwise publicly available constitutes confidential information. Employees may not disclose personal information to anyone not employed by Canine Concierge Corporation or to other persons employed by Canine Concierge Corporation who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission, or copying of Canine Concierge Corporation's confidential information is prohibited. Any employee who discloses personal Canine Concierge Corporation information will be subject to disciplinary action (including possible separation), even if he or she does not benefit from disclosing such information.

I understand the above policy and pledge not to disclose confidential information.

Signature: _____

Print Name: _____

Date: _____

Please sign and return to the Director.

Canine Concierge Corporation
EMPLOYEE HANDBOOK

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I. MISSION

Our mission at Canine Concierge Corporation is to provide certified and trained therapy dogs to medical facilities, long-term healthcare centers, senior citizen centers, and the police to improve the mental health and well-being of those in need. We strive to provide a safe and nurturing environment for our therapy dogs and their handlers and ensure they are well-trained and certified to provide the highest quality of care. We are committed to providing a two-month obedience and housebreaking course, a six-month training and certification process for our therapy dogs, and on-demand smile delivery to those in need. Animal-assisted therapy can be a powerful tool in the recovery process of patients, and we are dedicated to helping those in need through our services.

II. OVERVIEW

The Canine Concierge Corporation Employee Handbook (the “Handbook”) has been developed to provide general guidelines about Canine Concierge Corporation policies and procedures for employees. It is a guide to familiarize you with some of the privileges and obligations of your employment, including Canine Concierge Corporation’s policy of voluntary at-will employment. None of the policies or guidelines in the Handbook are intended to give rise to contractual rights or obligations or to be construed as a guarantee of employment for any specific time or type of work. Additionally, except for the voluntary at-will employment policy, these guidelines are subject to modification, amendment, or revocation by Canine Concierge Corporation at any time without advance notice.

The personnel policies of Canine Concierge Corporation are established by the Director, which has delegated authority and responsibility for their administration to the Director. The Director may, in turn, delegate authority for administering specific policies. Employees are encouraged to consult the Director for additional information regarding the policies, procedures, and privileges described in this Handbook. Questions about personnel matters also may be reviewed with the Director.

Canine Concierge Corporation will provide everyone with a copy of this Handbook upon employment. All employees are expected to abide by it. All Canine Concierge Corporation employees expect the highest personal and professional ethics and behavior standards. Further, Canine Concierge Corporation expects each employee to display good judgment, diplomacy, and courtesy in their professional relationships with members of Canine Concierge Corporation’s Director, committees, membership, staff, and the public.

III. VOLUNTARY AT-WILL EMPLOYMENT

Unless an employee has a written employment agreement with Canine Concierge Corporation, which provides differently, all employment at Canine Concierge Corporation is “at-will.” That means that employees may be terminated from employment with Canine Concierge Corporation with or without cause, and employees are free to leave the employ of Canine Concierge Corporation with or without cause. Any representation by any Canine Concierge Corporation officer or employee contrary to this policy is not binding upon Canine Concierge Corporation unless it is in writing and is signed by the Director with the approval of the Director.

IV. EQUAL EMPLOYMENT OPPORTUNITY

Canine Concierge Corporation shall follow the spirit and intent of all federal, state, and local employment laws and is committed to equal employment opportunity. To that end, the Director and Director of Canine Concierge Corporation will not discriminate against any employee or applicant in a manner that violates the law.

Canine Concierge Corporation is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation or any other characteristic protected under federal, state, or local law. Each person is evaluated based on personal skill and merit.

Canine Concierge Corporation’s policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational, and recreational programs. The Director shall act as the responsible agent for fully implementing the Equal Employment Opportunity policy.

Canine Concierge Corporation will not tolerate any form of unlawful discrimination. All employees are expected to cooperate fully in implementing this policy. Any employee who believes that any other employee of Canine Concierge Corporation may have violated the Equal Employment Opportunity Policy should report the possible violation to the Director.

If Canine Concierge Corporation determines a policy violation has occurred, it will take appropriate disciplinary action against the offending party, including counseling, warnings,

suspensions, and termination. Employees who report, in good faith, violations of this policy and cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the inquiry, Canine Concierge Corporation will inform the employee who complained about the investigation results.

Canine Concierge Corporation is also committed to complying fully with applicable disability discrimination laws and ensuring equal employment opportunities exist at Canine Concierge Corporation for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Reasonable accommodations will be available to all eligible disabled employees upon request, so long as the potential compromise does not create an undue hardship for Canine Concierge Corporation. Employees who may require accommodation should discuss these needs with the Director.

If you have any questions regarding this policy, don't hesitate to contact the Director.

V. POLICY AGAINST WORKPLACE HARASSMENT

Canine Concierge Corporation is committed to providing a work environment for all employees that is free from sexual harassment and other types of discriminatory harassment. Employees are expected to conduct themselves professionally and respect their co-workers.

Canine Concierge Corporation's commitment begins with the recognition and acknowledgment that sexual harassment and other types of discriminatory harassment are, of course, unlawful. To reinforce this commitment, Canine Concierge Corporation has developed a policy against harassment and a reporting procedure for employees who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace and includes business trips and business-related social events.

Canine Concierge Corporation's property (e.g., telephones, copy machines, facsimile machines, computers, and computer applications such as e-mail and Internet access) may not be used to conduct that violates this policy. Canine Concierge Corporation's policy against harassment covers employees and other individuals who have a relationship with Canine Concierge Corporation enables Canine Concierge Corporation to exercise some control over the individual's conduct in places and activities related to Canine Concierge Corporation's work (e.g., directors, officers, contractors, vendors, volunteers, etc.).

Prohibition of Sexual Harassment: Canine Concierge Corporation's policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature when: (1) submission to such conduct is made an express or implicit condition of employment; (2) submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits to or rejects such conduct; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, humiliating, or offensive working environment.

While it is not possible to list all of the circumstances that would constitute sexual harassment, the following are some examples: (1) unwelcome sexual advances -- whether they involve physical touching or not; (2) requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment; or (3) coerced sexual acts.

Depending on the circumstances, the following conduct may also constitute sexual harassment: (1) use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; (2) sexually oriented comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess; (3) displaying sexually suggestive objects, pictures, cartoons; (4) unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner; (5) sexual gestures or sexually suggestive comments; (6) inquiries into one's sexual experiences; or (7) discussion of one's sexual activities.

While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make co-workers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action regardless of whether it is unlawful.

It is also unlawful and expressly against Canine Concierge Corporation policy to retaliate against an employee for filing a complaint of sexual harassment or for cooperating with an investigation of a sexual harassment complaint.

Prohibition of Other Types of Discriminatory Harassment: It is also against Canine Concierge Corporation's policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, gender, religion, sexual orientation, age, national origin, disability, or another protected category (or that of the individual's relatives, friends, or associates) that: (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment; (2) has the purpose or

effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

Depending on the circumstances, the following conduct may constitute discriminatory harassment: (1) epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to race, color, gender, religion, sexual orientation, age, national origin, or disability; and (2) written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, sexual orientation, age, national origin, or disability and that is circulated in the workplace, or placed anywhere in Canine Concierge Corporation's premises, such as on an employee's desk or workspace or Canine Concierge Corporation's equipment or bulletin boards. Other conduct may constitute discriminatory harassment if it falls within the above definition.

It is also against Canine Concierge Corporation's policy to retaliate against an employee for filing a complaint of discriminatory harassment or for cooperating in an investigation of discriminatory harassment.

Reporting of Harassment: If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee of Canine Concierge Corporation, you should report the incident immediately to your supervisor or the Director. Possible harassment by others with whom Canine Concierge Corporation has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

Canine Concierge Corporation will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person reporting harassment. It would also generally be necessary to discuss harassment allegations with the accused individual and others who may have information relevant to the investigation. Canine Concierge Corporation's goal is to conduct thorough research to determine whether harassment occurred and to determine what action to take if it is determined that improper behavior occurred.

If Canine Concierge Corporation determines a policy violation has occurred, it will take appropriate disciplinary action against the offending party, including counseling, warnings, suspensions, and termination. Employees who report violations of this policy and cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the inquiry, Canine Concierge Corporation will inform the employee who complained about the investigation results.

Compliance with this policy is a condition of each employee's employment. Employees are encouraged to raise questions or concerns about this policy or possible discriminatory harassment with the Director. If the harassment allegation is against the Director, please notify the staff member designated as the grievance officer.

VI. SOLICITATION

Employees are prohibited from soliciting (personally or via electronic mail) for membership, pledges, subscriptions, the collection of money, or any other unauthorized purpose anywhere on Canine Concierge Corporation property during work time, especially those of a partisan or political nature. "Work time" includes time spent in the actual performance of job duties but does not include lunch periods or breaks. Non-working employees may not solicit or distribute to working employees. Persons not employed by Canine Concierge Corporation may not solicit or distribute literature on Canine Concierge Corporation's premises at any time for any reason.

Employees are prohibited from distributing, circulating, or posting (on bulletin boards, refrigerators, walls, etc.) literature, petitions, or other materials at any time for any purpose without the prior approval of the Director or his/her designee.

VII. HOURS OF WORK, ATTENDANCE, AND PUNCTUALITY

A. Hours of Work

The standard work week for Canine Concierge Corporation shall consist of six (6), nine (9) hour days. Ordinarily, work hours are from 8:00 a.m. - 6:00 p.m., Monday through Saturday, including one hour (unpaid) for lunch. Employees may request the opportunity to vary their work schedules (within employer-defined limits) to accommodate personal responsibilities better. Subject to Canine Concierge Corporation work assignments and Director approval, the employee's supervisor shall determine the hours of employment that best suit the needs of the work to be done by the individual employee.

B. Attendance and Punctuality

Attendance is a critical factor in your job performance. Punctuality and regular attendance are expected of all employees. Excessive absences (excused or unexcused), tardiness, or leaving early are unacceptable. If you are absent for any reason or plan to arrive late or leave early, you must notify your supervisor and the office manager as far as possible and one hour before your scheduled workday starts. In an emergency, you must notify your supervisor as soon as possible.

You must telephone your immediate supervisor before each scheduled workday starts for absences extending longer than one day. When reporting an absence, you should indicate the problem causing your lack and your expected return to work date. A physician's statement may be required as proof of the need for any illness-related absence, regardless of the length of the absence.

Except as provided in other policies, an employee absent from work for three consecutive days without notification to his or her supervisor or the Director will be considered to have voluntarily terminated his or her employment. The employee's final paycheck will be mailed to the last mailing address on file with Canine Concierge Corporation.

Excessive absences, tardiness, or leaving early will be grounds for discipline up to and including termination. Depending on the circumstances, including the employee's length of employment, Canine Concierge Corporation may counsel employees before termination for excessive absences, tardiness, or leaving early.

C. Overtime

Overtime pay, which applies only to Non-Exempt Employees, is for any time worked more than 40 hours per week. Only the Director or his or her designee, upon the request of an employee

supervisor, may authorize overtime. The overtime rate is one and one-half times (1½) the employee straight time rate, except in instances involving a Sunday or holidays when the rate is two times the regular rate. Payment of overtime will be provided in the pay period following the period in which it is earned.

VIII. EMPLOYMENT POLICIES AND PRACTICES

A. Definition of Terms

1. **Employer.** The Canine Concierge Corporation employs all full-time, part-time, and temporary employees. An employee is hired, provided compensation and applicable benefits, and has his or her work directed and evaluated by Canine Concierge Corporation.
2. **Full-Time Employee.** A Full-Time Employee regularly works at least 35 hours per week.
3. **Part-Time Employee.** A Part Time Employee regularly works less than 35 hours per week but no less than 17 ½ hours per week.
4. **Exempt Employee.** An Exempt Employee is an employee who is paid on a salary basis and meets the qualifications for exemption from the Fair Labor Standards Act (“FLSA”) overtime requirements.
5. **Non-Exempt Employee.** A Non-Exempt Employee is an employee who is paid an hourly rate and does not meet the qualifications for exemption from the overtime requirements of the Fair Labor Standards Act (“FLSA”). For Nonexempt Employees, an accurate record of hours worked must be maintained. Canine Concierge Corporation will compensate non-exempt employees by applicable federal and state laws and regulations.
6. **Temporary Employee.** An individual employed, either on a full-time or part-time basis, for a specific time of fewer than six months. Temporary employees are entitled only to those benefits required by statute or as otherwise stated in the *Canine Concierge Corporation Employee Handbook*.

Federal and state laws and regulations classify all employees as Exempt or Non-Exempt. Each employee is notified at the time of hire of his or her specific compensation category and exempt or non-exempt status.

IX. POSITION DESCRIPTION AND SALARY ADMINISTRATION

Each position shall have a written job description. In general, the report will include the purpose of the work, areas of responsibilities, immediate supervisor(s), qualifications required, salary range, and working conditions affecting the job, e.g., working hours, use of a car, etc. The supervisor(s) or the Director shall have the discretion to modify the job description to meet the needs of Canine Concierge Corporation.

Paychecks are distributed on the 15th and the last day of each month, except when either of those days falls on a Saturday, Sunday, or holiday, in which case paychecks will be distributed on the preceding workday. Timesheets are due to the Director within two days of each pay period. All salary deductions are itemized and presented to employees with the paycheck. Approved salary deductions may include federal and state income taxes; social security, Medicare, and state disability insurance; voluntary medical and group hospitalization insurance premiums (if in force and if paid by employee); and other benefits (e.g., life insurance, retirement).

X. WORK REVIEW

The supervisor reviews each employee's work continuously to provide a systematic means of evaluating performance.

The annual performance review is a formal opportunity for the supervisor and employee to exchange ideas to strengthen their working relationship, review the past year, and anticipate Canine Concierge Corporation's needs in the coming year. The purpose of the review is to encourage the exchange of ideas to create positive change within Canine Concierge Corporation. To that end, it is incumbent upon both parties to have an open and honest discussion concerning the employee's performance. It is further incumbent upon the supervisor to communicate the needs of Canine Concierge Corporation and what is expected of the employee to contribute to Canine Concierge Corporation's success for the coming year.

Both supervisor and employee should attempt to arrive at an understanding regarding the objectives for the coming year. When this is done, both parties should sign the performance review form, which will be kept as part of the employee personnel record and used as a guide during the year to monitor employee progress relative to the agreed-upon objectives.

The Director reviews the work of all supervisors. Work reviews for other staff are the responsibility of the appropriate supervisor, subject to confirmation by the Director.

XI. ECONOMIC BENEFITS AND INSURANCE

Canine Concierge Corporation shall provide a competitive benefits package to all eligible full-time and part-time employees. The following outline of available benefits is provided with the understanding that benefit plans may change from time to time, and the plan brochures (known as Summary Plan Descriptions) or contracts are to be considered the final word on the terms and conditions of the employee benefits provided by Canine Concierge Corporation. For eligibility requirements, refer to the Plan document for each benefit program. Continuation of any help after the termination of employment will be solely at the employee's expense and only if permitted by policies and statutes. The Director will determine deductibility levels and copayments for all insurance-related benefits annually.

A. Health/Life Insurance

Canine Concierge Corporation provides individual health and dental insurance benefits for eligible full-time and part-time employees, except those insured through their spouse, retired military, or other plans, beginning after the first month of employment.

Eligible employees may elect to participate in an available health plan(s) offered by Canine Concierge Corporation. Canine Concierge Corporation presently pays individual insurance premiums for all eligible employees. Canine Concierge Corporation may require employees to pay a portion of insurance premiums in the future. Information about Canine Concierge Corporation's health plan(s) will be provided to the employee at the time of employment.

B. Social Security/Medicare/Medicaid

Canine Concierge Corporation does not participate in the provisions of the Social Security, Medicare, and Medicaid programs.

C. Workers' Compensation and Unemployment Insurance

Part-time, independent contractors are not covered for benefits under the Workers' Compensation Law.

Canine Concierge Corporation reserves the right to modify or terminate any employee benefits.

I. Severe Weather Conditions

Canine Concierge Corporation closes when federal government offices in the Washington metropolitan area are closed due to severe weather conditions.

XIII. REIMBURSEMENT OF EXPENSES

Reimbursement is authorized for reasonable and necessary expenses incurred in carrying out job responsibilities. Mileage or transportation, parking fees, business telephone calls, and meal costs when required to attend a luncheon or banquet, are all illustrative of reasonable and necessary expenses.

Employees serving in an official capacity for Canine Concierge Corporation at conferences and meetings are reimbursed for actual and necessary expenses incurred, such as travel expenses, meal costs, lodging, tips, and registration fees. When attending meetings that have been approved by the Director, employees are reimbursed for travel expenses, course fees, and costs of meals and lodging at the current rates. Employees may also request a travel advance to cover anticipated expenses approved travel. Employees also may be granted leave to attend a conference or professional meeting related to their professional development, and/or Canine Concierge Corporation's current and anticipated work. Expenses for these purposes can be paid by Canine Concierge Corporation, if funds are available, and the employee obtains prior written approval of such expenses.

Employees are responsible for transportation costs between the office and home during normal work hours. Transportation costs are paid by Canine Concierge Corporation for work outside normal work hours if the employee is on official business for Canine Concierge Corporation. Employees authorized to use their personal cars for Canine Concierge Corporation business are reimbursed at the U.S. Internal Revenue Service approved rate.

Forms are provided to request reimbursement for actual expenses and advance payment for travel. Receipts must be provided for all expenditures made to claim reimbursement.

XIV. SEPARATION

Either Canine Concierge Corporation or the employee may initiate separation. Canine Concierge Corporation encourages employees to provide at least two weeks (10 days) written notice prior to intended separation. After receiving such notice, an exit interview will be scheduled by the Director or his or her designee. The Director has authority to employ or separate all other employees.

Circumstances under which separation may occur include:

1. Resignation. Employees are encouraged to give at least 10 business days of written notice. Since a longer period is desired, the intention to resign should be made known as far in advance as possible. Employees who resign are entitled to receive accrued, unused Vacation benefits.
2. Termination or Lay-off. Under certain circumstances, the termination or lay-off an employee may be necessary. Employees who are terminated or laid off are entitled to receive accrued, unused Vacation benefits.

The Director has authority to discharge an employee from the employment of Canine Concierge Corporation. As stated above, all employment at Canine Concierge Corporation is “at-will.” That means that employees may be terminated from employment with Canine Concierge Corporation with or without cause, and employees are free to leave the employment of Canine Concierge Corporation with or without cause. Reasons for discharge may include, but are not limited to:

- Falsifying or withholding information on your employment application that did or would have affected Canine Concierge Corporation’s decision to hire you (this conduct will result in your immediate termination);
- Falsifying or withholding information in other personnel records including personnel questionnaires, performance evaluations or any other records;
- Performance at work below a level acceptable to Canine Concierge Corporation or the failure to perform assigned duties;
- Failure to complete required time records or falsification of such time records;
- Insubordination;
- Refusing to work reasonable overtime;
- Negligence in the performance of duties likely to cause or actually causing personal injury or property damage;

- Fighting, arguing or attempting to injure another;
- Destroying or willfully damaging the personal property of another, including Canine Concierge Corporation's property;
- Breach of confidentiality;
- Using or appearing to use for personal gain any information obtained on the job, which is not readily available to the general public or disclosing such information that damages the interests of Canine Concierge Corporation or its customers or vendors;
- Placing oneself in a position in which personal interests and those of Canine Concierge Corporation are or appear to be in conflict or might interfere with the ability of the employee to perform the job as well as possible;
- Using Canine Concierge Corporation property or services for personal gain or taking, removing or disposing of Canine Concierge Corporation material, supplies or equipment without proper authority;
- Gambling in any form on Canine Concierge Corporation property;
- Dishonesty;
- Theft;
- The possession, use, sale or being under the influence of drugs or other controlled substances or alcoholic beverages during working hours or on the Canine Concierge Corporation premises at any time in violation of Canine Concierge Corporation's policies.
- Carrying or possessing firearms or weapons on Canine Concierge Corporation property;
- Excessive tardiness or absenteeism whether excused or unexcused;
- Unauthorized absence from work without proper notice; and

- Engaging in discriminatory or abusive behavior, including sexual harassment.

At the sole discretion of the Director, the employee may be asked to leave immediately or be given a period of notice.

XV. RETURN OF PROPERTY

Employees are responsible for Canine Concierge Corporation equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Telephone cards,
- Credit cards,
- Identification badges,
- Office/building keys,
- Office/building security passes,
- Computers, computerized diskettes, electronic/voice mail codes, and
- Intellectual property (e.g., written materials, work products).

In the event of separation from employment, or immediately upon request by the Director or his or her designee, Employees must return all Canine Concierge Corporation property that is in their possession or control. Where permitted by applicable law(s), Canine Concierge Corporation may withhold from the employee's final paycheck the cost of any property, including intellectual property, which is not returned when required. Canine Concierge Corporation also may take any action deemed appropriate to recover or protect its property.

XVI. REVIEW OF PERSONNEL ACTION

Employees may request a review of a personnel action or an unsatisfactory performance review. Employees are expected first to discuss their concerns with their immediate supervisor. If further discussion is desired, the employee may then discuss the situation with the Director. The decision of the Director is final.

XVII. PERSONNEL RECORDS

Personnel records are the property of Canine Concierge Corporation, and access to the information they contain is restricted and confidential. A personnel file shall be kept for each employee and should include the employee's job application, copy of the letter of employment and position description, performance reviews, disciplinary records, records of salary increases and any other relevant personnel information. It is the responsibility of each employee to promptly notify his/ her supervisor in writing of any changes in personnel data, including

personal mailing addresses, telephone numbers, names of dependents, and individuals to be contacted in the event of an emergency.

All employees must complete, within two days of the end of each pay period, their time and attendance records for review and approval by the Director. Accurately recording time worked is the responsibility of every employee. Tampering, altering, or falsifying time records, or recording time on another employee's time record may result in disciplinary action, including separation from employment with Canine Concierge Corporation.

XVIII. OUTSIDE EMPLOYMENT

Individuals employed by Canine Concierge Corporation may hold outside jobs if they meet the performance standards of their job with Canine Concierge Corporation. Employees should consider outside employment's impact on their ability to perform their duties at Canine Concierge Corporation. The same performance standards will evaluate all employees and will be subject to Canine Concierge Corporation's scheduling demands, regardless of any outside work requirements.

If Canine Concierge Corporation determines that an employee's outside work interferes with their job performance or their ability to meet the requirements of Canine Concierge Corporation, as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain employed with Canine Concierge Corporation.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals or organizations for materials produced or services rendered while working with Canine Concierge Corporation.

XIX. NON-DISCLOSURE OF CONFIDENTIAL INFORMATION

Any information that an employee learns about Canine Concierge Corporation, or its members or donors, because of working for Canine Concierge Corporation that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by Canine Concierge Corporation or to other persons employed by Canine Concierge Corporation who do not need to know such information to assist in rendering services.

Protecting privileged and confidential information, including trade secrets, is vital to the interests and the success of Canine Concierge Corporation. The disclosure, distribution,

electronic transmission or copying of Canine Concierge Corporation's confidential information is prohibited. Such information includes, but is not limited to, the following examples:

- Compensation data.
- Program and financial information, including information related to donors and pending projects and proposals.

Employees are required to sign a non-disclosure agreement as a condition of employment. Any employee who discloses confidential Canine Concierge Corporation information will be subject to disciplinary action (including possible separation), even if he or she does not benefit from disclosing such information.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information should not be conducted on cellular phones or in elevators, restrooms, restaurants, or other places where conversations might be overheard.

XX. COMPUTER AND INFORMATION SECURITY

This section sets forth some essential rules relating to the use of Canine Concierge Corporation's computer and communications systems. These systems include individual PCs provided to employees, centralized computer equipment, all associated software, and Canine Concierge Corporation's telephone, voice mail, and electronic mail systems.

Canine Concierge Corporation has provided these systems to support its mission. Although limited personal use of Canine Concierge Corporation's systems is allowed, subject to the restrictions outlined below, no use of these systems should ever conflict with the primary purpose for which they have been provided, Canine Concierge Corporation's ethical responsibilities, or with applicable laws and regulations. Each user is personally responsible for ensuring that these guidelines are followed.

All data in Canine Concierge Corporation's computer and communication systems (Including documents, other electronic files, e-mail, and recorded voicemail messages) are the property of Canine Concierge Corporation. Canine Concierge Corporation may inspect and monitor such data at any time. No individual should have any expectation of privacy for messages or other data recorded in Canine Concierge Corporation's systems. This includes documents or messages marked "private," which may be inaccessible to most users but remain available to Canine Concierge Corporation. Likewise, deleting a document or message may not prevent access to the item or eliminate the item from the system.

Canine Concierge Corporation's systems must not be used to create or transmit material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets, or anything that might be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or religious or political beliefs. Similarly, Canine Concierge Corporation's systems must not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages, or other non-job-related purposes.

Security procedures in the form of unique user sign-on identification and passwords have been provided to control access to Canine Concierge Corporation's host computer system, networks, and voice mail system. In addition, security facilities have been provided to restrict access to certain documents and files for the purpose of safeguarding information. The following activities, which present security risks, should be avoided.

- Attempts should not be made to bypass or render ineffective security facilities provided by the company.
- Passwords should not be shared between users. If written down, password should be kept in locked drawers or other inaccessible places.
- Document libraries of other users should not be browsed unless there is a legitimate business reason to do so.
- Individual users should never make changes or modifications to the hardware configuration of computer equipment. Requests for such changes should be directed to computer support or the Director.
- Additions to or modifications to the standard software configuration provided on Canine Concierge Corporation's PCs should never be attempted by individual users (e.g., autoexec.bat and config.sys files). Requests for such changes should be directed to computer support or the Director.
- Individual users should never load personal software (including outside email services) to company computers. This practice risks the introduction of a computer virus into the system. Requests for loading such software should be directed to computer support or the Director.

- Programs should never be downloaded from bulletin board systems or copied from other computers outside the company onto company computers.

Downloading or copying such programs also risks the introduction of a computer virus. If there is a need for such programs, a request for assistance should be directed to computer support or management. Downloading or copying documents from outside the company may be performed so as not to present a security risk.

- Users should not attempt to boot PCs from floppy diskettes. This practice also risks the introduction of a computer virus.
- Canine Concierge Corporation's computer facilities should not be used to attempt unauthorized access to or use other organizations' computer systems and data.
- Computer games should not be loaded on Canine Concierge Corporation's PCs.
- Unlicensed software should not be loaded or executed on Canine Concierge Corporation's PCs.
- Company software (whether developed internally or licensed) should not be copied onto floppy diskettes or other media other than for the purpose of backing up your hard drive. Software documentation for programs developed and/or licensed by the company should not be removed from the company's offices.
- Individual users should not change the location or installation of computer equipment in offices and work areas. Requests for such changes should be directed to computer support or management.

There are several practices that individual users should adopt that will foster a higher level of security. Among them are the following:

- Turn off your personal computer when you are leaving your work area or office for an extended period.

- Exercise judgment in assigning an appropriate level of security to documents stored on the company's networks based on a realistic appraisal of the need for confidentiality or privacy.
- Remove previously written information from floppy diskettes before copying documents on such diskettes for delivery outside Canine Concierge Corporation.
- Back up any information stored locally on your personal computer (other than network based software and documents) frequently and regularly.

Should you have any questions about any of the above policy guidelines, please get in touch with the Director.

XXI. INTERNET ACCEPTABLE USE POLICY

At this time, desktop access to the Internet is provided to employees when necessary, and the access has been specifically approved. Canine Concierge Corporation has provided access to the Internet for authorized users to support its mission. No use of the Internet should conflict with the primary purpose of Canine Concierge Corporation, its ethical responsibilities, or with applicable laws and regulations. Each user is personally responsible for ensuring that these guidelines are followed. Serious repercussions, including termination, may result if the guidelines are not followed.

Canine Concierge Corporation may monitor Internet usage by employees, including reviewing a list of sites accessed by an individual. No individual should have any expectation of privacy in terms of his or her usage of the Internet. In addition, Canine Concierge Corporation may restrict access to certain sites that it deems are not necessary for business purposes.

Canine Concierge Corporation's connection to the Internet may not be used for any of the following activities:

- The Internet must not be used to access, create, transmit, print, or download material that is derogatory, defamatory, obscene, or offensive, such as slurs, epithets, or anything that may be construed as harassment or disparagement based on race, color, national origin, sex, sexual orientation, age, disability, medical condition, marital status, or religious or political beliefs.
- The Internet must not be used to access, send, receive or solicit sexually-oriented messages or images.

- Downloading or disseminating copyrighted material available on the Internet infringes copyright law. Permission to copy the material must be obtained from the publisher. For assistance with copyrighted material, contact computer support or the Director.
- Without prior approval of the Director, software should not be downloaded from the Internet as the download could introduce a computer virus onto Canine Concierge Corporation's computer equipment. In addition, copyright laws may cover the software, so downloading it could be an infringement of copyright law.
- Employees should safeguard against using the Internet to transmit personal comments or statements through e-mail or to post information to newsgroups that may be mistaken for Canine Concierge Corporation's position.
- Employees should guard against disclosing confidential information using Internet e-mail or news groups.
- Employees should not download personal e-mail or Instant Messaging software to Canine Concierge Corporation computers.
- The Internet should not be used to send or participate in chain letters, pyramid schemes or other illegal schemes.
- The Internet should not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages, or other non-job-related purposes.
- The Internet should not be used to endorse political candidates or campaigns.

The Internet provides access to many sites that charge a subscription or usage fee to access and use the information on the site. Requests for approval must be submitted to your supervisor.

If you have any questions regarding any of the policy guidelines listed above, please contact your supervisor, or the Director.

Revised January 22, 2024

Approved by the Canine Concierge Corporation Director

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