



Personnel Policy

ABOUT THIS HANDBOOK/DISCLAIMER

We prepared this handbook to help employees find the answers to questions that they may have regarding employment with Hope City Church.

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

No Company representative, other than an authorized representative of leadership, may modify at-will employment status and/or provide any special arrangement concerning terms or conditions of employment in an individual case, or generally, and any such modification must be in a signed writing.

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

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

This handbook supersedes all prior handbooks.

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Introduction

For employees who are commencing employment with Hope City Church ("HCC") we extend a warm and sincere welcome.

For employees who have been with us, thanks for your past and continued service. You're extended personal best wishes for success and enjoyment here at Hope City.

Operational Policies

Employee Classifications

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

Full-time Employees – Employees who regularly work at least forty (40) hours per week who were not hired on a short-term basis.

Part-time Employees – Employees who regularly work fewer than thirty (30) hours per week who were not hired on a short-term basis.

Short-term Employees – Employees who do not work more than sixty (60) continuous calendar days in a row, such as those who were hired for a specific short-term project, or on a short-term freelance, per diem, PRN ("pro re nata" or as-needed basis), or temporary basis are defined as Short-term Employees. Short-term Employees generally are not eligible for Company benefits, but are eligible to receive statutory benefits.

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

Your Employment Records

In order to obtain their position, employees provided us with personal information, such as address and telephone number. This information is contained in the employee's personnel file.

The employee should keep his or her personnel file up to date by informing the Company of any changes. The employee also should inform the Company of any specialized training or skills he or she may acquire in the future, as well as, any changes to any required visas. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage. Further, an out-of-date emergency contact or an inability to reach the employee in a crisis could cause a severe health or safety risk or other significant problem.

Working Hours and Schedule

Full time ministerial staff shall work a goal of 48 hours per week. The target number of hours for non-ministerial staff (full time and part time) will be determined for each position upon hiring and may be adjusted as appropriate.

Office Hours:

- Each staff member should work with their supervisor to establish their base office hours – those hours in which they are generally expected to be in the office.
- Office Hours can be changed (with supervisor approval) three times per year; at the beginning of each semester and at the beginning of the summer.

Days-Out Scheduling Procedure

- To schedule out-of-office days (for office hour periods), send an email with the pertinent information to your supervisor.
- Please use email whenever possible, rather than making a verbal request for efficiency and to create a trail.

Employees will be provided meal and rest periods as required by law.

Timekeeping Procedures

Hourly employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by leadership.

Altering, falsifying, or tampering with time records is prohibited and may subject the employee to discipline, up to and including discharge.

Exempt employees may be required to record their daily work attendance and report full days of absence from work for reasons, such as, leaves of absence, sick leave, or personal business.

Non-exempt employees may not start work until their scheduled starting time without the prior approval of their supervisor.

Any errors in the time record should be reported immediately to a supervisor, who will attempt to correct legitimate errors.

Overtime

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

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1.5) his/her regular hourly wage for all time worked in excess of forty (40) hours each week, unless otherwise required by law.

Employees may work overtime only with prior management authorization.

Your Paycheck

The employee will be paid bi-weekly for all the time worked during the past pay period.

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

If there is an error in an employee's pay, the employee should bring the matter to the attention of leadership immediately so HCC can resolve the matter quickly and amicably.

Employee Expenses

HCC will reimburse normal job related expenses. No expense shall be reimbursed without appropriate documentation and approval from leadership.

HCC will cover the cost for employees for job-related expenses incurred on HCC behalf. Examples of job-related expenses that may be reimbursed include, pre-approved on-the-job mileage for use of the employee's personal vehicle (not including travel to and from home and work), ministry expenses, and workshop and conference expenses. The "purchasing card" is the preferred method of payment for employee expenses.

Reimbursement for other job-related expenses should be requested through a *Reimbursement Request/Statement* form , with receipt(s) or other documentation and approval of the Lead Pastor included before submission for payment.

All requests for reimbursement should be submitted in a timely manner, not to exceed thirty (30) days after the expense is incurred.

Hope City Church shall not pay for or reimburse staff for personal expenses. Personal expenses include staff meals.

Direct Deposit

HCC requires employees to use direct deposit for payroll distributions. Authorization forms will be provided upon initial hire to provide bank routing numbers.

Performance Review

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

In addition to these formal performance evaluations, HCC encourages employees and supervisors to discuss job performance on a frequent and ongoing basis.

Record Retention

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

Safe Harbor Policy for Exempt Employees

Hope City Church policy prohibits making improper pay deductions from the salary of exempt employees.

The only legally permissible deductions that may be made from the pay of exempt employees are:

- Absence from work for one or more full days for personal reasons, other than sickness or disability
- Absence from work for one or more full days due to sickness or disability (including work-related accidents) if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for loss of salary occasioned by such sickness or disability. To offset any amounts received as payment for jury fees, witness fees, or military pay
- Penalties imposed in good faith for violating safety rules of “major significance”
- Unpaid disciplinary suspension of one or more full days imposed in good faith for violations of workplace conduct rules
- Proportionate part of an employee’s full salary may be paid for time actually worked in the first and last weeks of employment
- Unpaid leave taken pursuant to the Family and Medical Leave Act

Despite our best efforts, sometimes payroll mistakes are made. If an exempt employee believes an improper pay deduction was made, he should immediately notify the Lead Pastor in writing of the amount of the improper deduction and the pay period in which it occurred. Hope City Church will investigate the reasons for the deduction and notify the employee of the results. If the deduction is found to have been improper, Hope City Church shall reimburse the employee for the improper deduction (less applicable Federal and State taxes) in the next regularly scheduled paycheck.

Hope City Church is committed to good faith compliance with Federal and State wage and hour laws and shall thoroughly investigate any complaints of improper pay deductions brought to our attention.

Ongoing Coaching

HCC will maintain appropriate supervision of all employees. Unacceptable performance will be addressed and remedied by leadership with the employee's input and cooperation. Additional input may be obtained from other involved HCC personnel and/or the Elders when warranted.

Through the normal course of supervision, each employee will receive ongoing feedback as to their work performance. Performance which fails to meet the expectations and standards will be addressed by the Lead Pastor. An action plan will be developed by leadership and the employee, with benchmarks for improvement established.

An action plan will be established to correct the concern(s). These remedial actions might include, but are not limited to: verbal conferences, written warnings, disciplinary probation, suspension without pay (as allowed by regulation), and discharge. Disciplinary actions may occur in the order listed or certain steps bypassed, depending upon the seriousness of the conduct and employment record.

If remedial actions fail to correct the unacceptable performance, or if the performance is of an extraordinarily critical nature, the Lead Pastor will discuss the remedial actions with the Elders. Performance of an extraordinarily critical nature includes, but is not limited to the following:

- Breach of confidentiality;
- Neglect of members children and families;
- Neglect of duties;
- Falsifying reports and records;
- Inability to become a trusted and productive member of a team;
- Being under the influence of a controlled substance;
- Any criminal action;
- Threatening colleagues and client children and families;
- Undermining the mission of Hope City Church;
- Destruction and misuse of Company property; and
- Insubordination.

When a report is received concerning an unacceptable performance of an extraordinary nature, the Lead Pastor, in consultation with the Elders will determine if immediate discharge or remedial actions are appropriate. If remedial actions are appropriate, a written action plan will be established. This plan will outline any additional fact finding or investigation to be completed and the specific remedial actions to be taken. The employee whose actions are under consideration may be placed on temporary suspension during additional investigations. If immediate discharge is warranted, the employee will be terminated from the position.

Benefits

Benefits Overview

In addition to good working conditions and competitive pay, it is HCC's policy, from time to time, to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully devised. These benefits may include time-off benefits, such as vacations and holidays, and insurance and other plan benefits, such as medical insurance.

Eligibility for each benefit program is based on the provisions of the specific program. For example, vacation benefits for Full-time and Part-time employees accrue from the first day of employment, but cannot be taken until after ninety (90) days of employment unless approved by leadership. See the "Paid Vacations" policy for details.

However, only Full-time employees are eligible for insurance benefits, such as medical insurance. Full-time employees are eligible for insurance benefits immediately upon hire. Subsequently, if the Full-time Employee becomes a Part-time Employee, such insurance benefits will be terminated on the first of the month following ninety (90) days of part-time employment. See the "Insurance Programs" policy for details.

We are constantly studying and evaluating our benefit programs and policies to better meet present and future requirements. These policies have been developed over the years and continue to be refined to keep up with changing times and needs.

The next few pages contain a brief outline of the benefit programs HCC may provide, from time to time, to employees and their families. Of course, the information presented here is intended to serve only as guidelines.

In addition to the following benefits, HCC, when available, will provide access for staff to the on staff director of counseling. The purpose of those sessions would be focused on personal and spiritual health and rhythms. Private information shared would be kept confidential. In the spirit of unity, any work related conversation that would be deemed unhealthy or inappropriate would be redirected to the lead or executive pastor. Before anything was shared by the director of counseling, an MOU would be signed by both parties clarifying the nature of all conversations and no private information would be shared without consent of the employee unless legally required.

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

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

While HCC intends to maintain these employee benefits, from time to time, it reserves the absolute right to modify, amend, or terminate these benefits at any time and for any reason. If employees have any questions regarding benefits, they should contact leadership.

Paid Holidays

Employees will be paid for the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Black Friday

Christmas Day

Employees with regular Sunday responsibilities are expected to work on Sunday holidays unless approved by leadership.

Paid Vacations

Paid vacation time is based on the number of full-time years of ministry service at the beginning of the fiscal year:

1. Up to 5 years – 2 weeks
 2. More than 5 and up to 15 years – 3 weeks.
 3. More than 15 and up to 25 years – 4 weeks
 4. More than 25 years – 5 weeks
- Vacation time during the first and final years of service will be prorated.
 - Part time employees will receive vacation pay based on the average number of hours worked per week in the current fiscal year.
 - Vacation time can be taken in increments of ½ day or more.
 - Vacation days must be approved by leadership in advance of time taken and must be taken in the fiscal year earned or it will be lost.
 - For employees whose responsibilities include duties on Sundays, one Sunday vacation day per each vacation week allowed may be taken.

Personal Days

We will be granting 5 personal days for full-time staff and 3 personal days for part-time staff that will be available for the rest of 2021. These would need to be taken in ½ day increments. They can be used for sick days, family events or other approved circumstances that require time away from the office that cannot be made up. These days cannot be used for Sunday's nor at the beginning or end of vacations. These days will not roll over. The use of these days must be communicated to your

team leader as well as the Executive Pastor or Operations and will be tracked similar to PTO days. Extended days of illness may be considered on an individual basis by the Elders.

Days Out for Ministry Opportunities

Full-Time Employees may request ministry days out to participate in conventions, speaking or performance engagements or other activities connected to their general ministry. The number of days out is limited to 15 in each fiscal year, no more than two of which may be Sundays (Sundays do not count against vacation Sundays).

1. Convention. See attached Convention Policy.
2. Speaking/Professional Engagements. Speaking or other professional engagements and other leadership activities away from Hope City Church must be approved by the Lead Pastor and communicated to the Elders at regular meetings.

Cell Phone Stipend

Employees who hold positions that include the need for a cell phone may receive a cell phone stipend to reimburse for business-related costs incurred when using their personally-owned cell phones. The stipend will be considered a non-taxable fringe benefit to the employee. Recipients of a cell phone stipend have the responsibility to be accessible outside of normal office hours.

Bereavement Leave

We know the death of a family member is a time when employees wish to be with their families. If the employee is a Full-time Employee and loses a close relative, he or she will be allowed paid time off of up to three (3) days to assist in attending to his or her obligations and commitments. For the purposes of this policy, a close relative includes a spouse, child, parent, sibling, or any other relation required by applicable law. Paid leave days may only be taken on regularly scheduled, consecutive workdays following the day of death. Employees must inform their supervisor prior to commencing bereavement leave. In administering this policy, Hope City Church may require verification of death.

Retirement Plan

Hope City Church may provide a retirement plan, from time to time, and eligible employees are able to participate in Hope City's retirement plan. Plan participants may make pre-tax contributions to a retirement account.

Upon becoming eligible to participate in this plan, the employee will receive an SPD describing the plan in greater detail. Please refer to the SPD for detailed plan information. Eligible employees must participate for three (3) years in order to be fully vested in the retirement plan. If an employee resigns or is terminated before that threshold, matching funds will be returned to HCC.

Leaves of Absence

Personal Leave

If employees are ineligible for any other Company leave of absence and have exhausted their vacation and sick leave benefit, Hope City Church, under certain circumstances, may grant a personal leave of absence with or without pay. A written request for a personal leave should be presented to leadership at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and employees are not eligible for leave under the federal Family and Medical Leave Act (FMLA) or any state leave law, medical certification also must be submitted. The request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as, performance and attendance records. Normally, a leave of absence will be granted for a period of up to eight (8) weeks. However a personal leave may be extended if, prior to the end of leave, employees submit a written request for an extension to leadership and the request is granted. During the leave, employees will not earn vacation, personal days, or sick days.

HCC may maintain group health insurance coverage for an employee on Personal Leave whenever such insurance was provided before the leave was taken. While on leave, the employee will be responsible for continuous health insurance coverage for the spouse and dependents that are on the policy at the onset of the leave. If the employee fails to make arrangements to pay for coverage, termination of coverage for the spouse and dependents could occur. It is the employee's responsibility to arrange for payments of this coverage prior to taking leave.

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

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

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

Maternity Leave

Hope City Church will provide up to 4 weeks of paid maternity leave to female employees in addition to the parental leave. This leave is prorated for your first year of employment. The purpose of paid maternity leave is to enable the female employee to care for and bond with a newborn child.

Parental Leave

Hope City Church will provide up to 2 weeks of paid parental leave to employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. This leave is prorated for your first year of employment. The purpose of paid parental leave is to enable the employee to care for and bond with a newborn or a newly adopted or newly placed child.

Eligibility

Eligible employees must meet the following criteria:

- Be a spouse of a woman who has given birth to a child.
- Have adopted a child or been placed with a foster child (in either case, the child must be age 17 or younger). The adoption of a new spouse's child is excluded from this policy.

Amount, Time Frame and Duration of Paid Parental Leave

- Each week of paid parental leave is compensated at 100 percent of the employee's regular, straight-time weekly pay. Paid parental leave will be paid on a biweekly basis on regularly scheduled pay dates.
- Employees must take paid parental leave in one continuous period of leave and must use all paid parental leave during the 2 week time frame indicated above.

Coordination with Other Policies

- The company will maintain all benefits for employees during the paid parental leave period just as if they were taking any other company paid leave such as paid vacation leave or paid sick leave.
- If a company holiday occurs while the employee is on paid parental leave, such day will be charged to holiday pay; however, such holiday pay will not extend the total paid parental leave entitlement.

Requests for Paid Parental Leave

- The employee will provide his or her supervisor and the human resource department with notice of the request for leave at least 60 days prior to the proposed date of the leave (or if the leave was not foreseeable, as soon as possible).
- As is the case with all company policies, the organization has the exclusive right to interpret this policy.

General Standards of Conduct

Workplace Conduct

Staff members of Hope City are in very visible positions representing the Church and our faith. As such, all staff members are expected to conduct themselves with utmost integrity at all times inside

and outside of the workplace, bringing honor and glory to God the Father and respect and confidence to the Church.

Employees are expected to:

- Reflect a commitment to purity in all relationships.
- Work to maintain the “unity of the Spirit in the bond of peace,” recognizing that the overall ministry of Hope City Church is greater than the individual ministries for which each is personally responsible.
- Speak positively of other staff and church members to others.

The Elders of Hope City shall be the final authority for determining violations of this policy and the appropriate discipline. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in HCC’s sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

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

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

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

Drug-Free and Alcohol-Free Workplace

To help ensure a safe, healthy, and productive work environment for our employees and others, to protect Company property, and to ensure efficient operations, HCC has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for HCC.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale, or distribution of controlled substances, drug paraphernalia, or alcohol by an individual anywhere on Company premises, while on Company business (whether or not on Company premises), or while representing Hope City Church, is strictly prohibited. Employees and other individuals who work for HCC are also prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances that may impact an employee's ability to perform his or her job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work. However, this does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent an employee is subject to any drug testing requirement, to the extent permitted by and in accordance with applicable law. This restriction does not apply to responsible drinking of alcohol at business meetings and related social outings. Violation of this policy will result in disciplinary action, up to and including discharge.

HCC maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. However, employees may not request an accommodation to avoid discipline for a policy violation. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs or jeopardizes the health and safety of any Company employee, including themselves.

Employees must notify the Company within five calendar days if they are convicted of a criminal drug violation in the workplace. Within ten (10) days of such notification or other actual notice, the Company will advise the contracting agency of such conviction.

All employees are hereby advised that full compliance with the foregoing policy shall be a condition of employment at HCC. The Lead Pastor reserves the right to require a drug test for cause or no cause of any employee at any time.

Any employee who violates the foregoing drug-free workplace policy described above shall be subject to discipline, up to and including immediate discharge.

Pay Transparency Policy Statement

HCC will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is: (a) in response to a formal complaint or charge; (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer; or (c) consistent with HCC'S legal duty to furnish information.

Punctuality and Attendance

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

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

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

Use of Communications and Computers

HCC communication and computers are intended primarily for business purposes; however limited personal usage is permitted if it does not hinder performance of job duties or violate any other Company policy. This includes the voice mail, e-mail, and Internet systems. Users have no legitimate expectation of privacy in regard to their use of the HCC systems.

HCC may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when HCC deems it appropriate to do so. The reasons for which HCC may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during an employee's absence.

Further, HCC may review Internet usage to ensure that such use with Company property, or communications sent via the Internet with Company property, are appropriate. The reasons for which HCC may review employees' use of the Internet with Company property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Company operations continue appropriately during an employee's absence.

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

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

Further, since HCC communication and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords. Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

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

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

Use of Social Media

GUIDING STATEMENT

As an active leader in our community, Hope City Church realizes the value and importance of social media for ministry promotion and communication. We also recognize the growing influence of social media and its widening scope. Hope City has implemented the following social media policy to help our elders/staff understand and adhere to standard responsible social media practices, put in place to protect the leaders, staff, and Hope City as a whole.

Any elder/staff of Hope City may elect to create a blog, contribute online, or participate in an online social network of any kind. For all employees, the same guidelines which can be found in the employee handbook, including policies regarding employee activity and conduct, apply to employee activities on social media or other forms of online publishing.

POLICIES FOR SOCIAL MEDIA

Any time you participate in social media, you are posting on your own behalf unless expressly requested by Hope City to post on the church's behalf (i.e., social media, church pages). Any posts on

social media or other online publishing should be made under your own name.

If you identify yourself as a Hope City staff/elder via social media, your opinions and viewpoint must reflect the responsibilities of your position.

Always adhere to copyright standards and respect the intellectual property of others when utilizing social media platforms or other online publishing forms.

Do not, under any circumstances, disclose any personal information about the church or its staff/elders.

Do not disclose confidential information about Hope City, its practices, or any information meant to be shared only with fellow staff/elders.

Any rumors, slander, or confidential information shared via social media may have a significant negative impact on this ministry and its reputation. Legal action may be brought against the individual responsible for the publication of this information.

Remember that, as staff/elder, you are an ambassador for the church, and your manner in all situations, including online, should reflect that in a positive way.

While on church time or church computers, no staff shall, at any time, share anything with another staff person via social media that may be considered inappropriate or fall under the category Not Suitable for Work—known online as NSFW. This includes items of a sexual, profane, or excessively violent nature. These have no place in the work environment, and disciplinary action may occur.

BEST PRACTICES

- Always respect your audience. In every situation, use social media as a respectful tool to share ideas and information.
- Be especially mindful when dealing with sensitive subjects such as politics and religion.
- Share content intelligently. If you publish an item professionally, you may help to strengthen the community of Hope City. Make sure what you publish is helpful, valuable, and promotes the principles of this church.
- Protect your privacy. Always think twice before posting, and remember that what you share may remain in the public domain for a long time afterwards. Make sure you are protecting your own privacy and that of the church's.
- Staff are responsible for ensuring that their online activities do not interfere with their ability to perform their job, or to fulfill commitments to their supervisor, co-workers, or volunteers. Employees with any questions should review the guidelines above and/or consult with their leader. Failure to follow these guidelines may result in discipline, up to and including discharge.

Personal Visits and Telephone Calls

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

Children in the Workplace

HCC understands that brief and infrequent visits by children of its employees occur for a variety of reasons. However, the frequent, regular or extended presence of children during work hours is not allowed. At all times, children remain the sole responsibility of the parent. Parents must accompany their children at all times. The employee must not ask any other employee or student to supervise the child.

Confidential Company Information

During the course of work, an employee may become aware of confidential information about Hope City Church's business, including but not limited to information regarding finances, child/family cases, programs under development, development plans, software and computer programs, marketing strategies, and suppliers. It is extremely important that all such information remain confidential and particularly not be disclosed. Any employee who improperly copies, removes (whether physically or electronically), uses, or discloses confidential information to anyone outside of HCC may be subject to disciplinary action, up to and including termination. Employees may be required to sign an agreement reiterating these obligations.

Use of Facilities, Equipment, and Property, Including Intellectual Property

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

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

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

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

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

Health and Safety

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

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

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

Employee Dress and Personal Appearance

You are expected to report to work well groomed, clean, and dressed according to the requirements of your position.

If you report to work dressed or groomed inappropriately, you may be prevented from working until you return to work well-groomed and wearing the proper attire.

Publicity/Statements to the Media

All media inquiries regarding the position of HCC as to any issues must be referred to the Lead Pastor. Only the Lead Pastor is authorized to make or approve public statements on behalf of HCC. No employees, unless specifically designated by the Lead Pastor, are authorized to make those statements on behalf of Company. Any employee wishing to write and/or publish an article, paper, or other publication including social media on behalf of HCC must first obtain approval from the Lead Pastor.

Resignation

Should an employee decide to leave HCC, we ask that he or she provide the Lead Pastor with at least two (2) weeks advance notice of departure. Thoughtfulness will be appreciated. All Company property including, but not limited to, computer, purchasing card, keys, name badge, etc., must be returned at separation. Employees also must return all of HCC's Confidential Information upon separation. To the extent permitted by law, employees will be required to repay HCC (through payroll deduction, if lawful) for any lost or damaged Company property. As noted previously, all employees are employed at-will and nothing in this handbook changes that status.

Exit Interviews

Employees who resign may be requested to participate in an exit interview with the Lead Pastor if possible.

Rights of the Employees

Non-discrimination

HCC provides services to all persons without regard to race, color, national origin, religion, sex, age, or disability. No person shall be excluded from participation in, or be denied the benefits of, any service or be subjected to discrimination because of race, color, nationality, religion, sex, age, or disability.

Complaint of Discrimination Policy and Procedure: This policy complies with Civil Rights Act, Title VI [45 CFR part 84.7 (b)] and section 504 of the Rehabilitation Act of 1973 [45 CFR part 84.7 (b)]. If you feel that you have been denied a benefit or service because of your race, color, national origin, age, sex, disability, religious, or political beliefs, you may file a Complaint of Discrimination with the Lead Pastor, either verbally or in writing. A written response will be issued to you within fifteen (15) days of the complaint notice.

You may also file a complaint with an external agency. If you choose to file your complaint in writing, you must include your name, address, telephone number, and a brief description of what occurred that led you to belief of discrimination.

You may also file a Complaint of Discrimination by calling either of the external agencies listed below. Please note that the Department of Social Services has a toll-free number in addition to a TDD number.

Department of Social Services Office of Civil Rights
P.O. Box 1527
Jefferson City, MO 65102
(573) 751-9092
(800) 776-8014
(800) 877-6916 (TDD)

Department of Health and Human Services Office of Civil Rights
601 East 12th Street
Kansas City, MO 64106
(816) 426-7277

You will not be intimidated, harassed, threatened, or suffer any penalty because you file a complaint. Any penalty or reprisal against you or any other involved persons is prohibited by law.

Employment Opportunity

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

Hope City Church will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities, unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please let the Lead Pastor know.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the Lead Pastor. HCC will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including discharge. All employees must cooperate with all investigations.

Workers' Compensation

Applicable On-the-job injuries are covered by our workers' compensation insurance policy, which is provided at no cost. If employees are injured on the job, no matter how slightly, they should report the incident immediately to their supervisor. Failure to follow Company procedures may affect the ability of the employee to receive workers' compensation benefits.

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

Non-Harassment

It is HCC'S policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, veteran status, sexual orientation, or age. The purpose of

this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to the employee's supervisor. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the Lead Pastor. If the person toward whom the complaint is directed is one of the individuals indicated above, you should contact any higher-level manager in your reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken, where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential, to the extent possible, but confidentiality cannot be guaranteed. In addition, HCC will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigation of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

Sexual Harassment

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

If the employee feels that he or she has been subjected to conduct which violates this policy, the employee should immediately report the matter to the employee's supervisor. If unable for any reason to contact this person, or if the employee has not received a satisfactory response within five (5) business days after reporting any incident of perceived harassment, the employee should contact any member of leadership. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, HCC will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigation of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to the Lead Pastor. Reports of threats may be maintained confidential, to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation, or disciplinary action as a result of reporting a threat, in good faith, under this policy.

If HCC determines, after an appropriate good-faith investigation, that someone has violated this policy, HCC will take swift and appropriate corrective action.

If an employee is the recipient of a threat made by an outside party, that employee should follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

Employee Grievance

Employee grievances will be fully investigated and resolved in a fair and timely manner. If an employee has a grievance concerning work assignments, evaluation review, disciplinary actions taken, discharge, or other employment-related issues, they are to address the issue with the Lead Pastor.

The employee must submit the grievance, in writing, to the Lead Pastor. The Lead Pastor will review all material submitted and determine what additional action(s) are necessary. The employee will receive a written response to the grievance within thirty (30) days of the request being submitted to the Lead Pastor. During the grievance process, the employee may be placed on a leave of absence, with or without pay (as regulations permit), at the Lead Pastor's discretion.

If the grievance is not resolved at this level, the employee may submit a written request for an appeal hearing, specifying reasons for appeal, to the Elders within ten (10) days of receipt of the Lead Pastor's response. The Lead Pastor will present the written request for an appeal hearing to the Elders which may appoint a committee to hear the appeal.

A Few Closing Words

This handbook is intended to give employees a broad summary of things they should know about HCC. The information in this handbook is general in nature and should questions arise, any member of leadership should be consulted for complete details. While we intend to continue the policies, rules, and benefits described in this handbook, HCC, in its sole discretion, may always amend, add to, delete from, or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Employees should not hesitate to speak to leadership if they have any questions about HCC or its personnel policies and practices.