



# EMPLOYEE HANDBOOK

Prosperity Connection

## **INTRODUCTION TO HANDBOOK**

This handbook was developed to augment the Insperity Employee Handbook that provides you with guidelines to our organization policies and to outline programs and benefits available to you. You should familiarize yourself with the contents as soon as possible so you will know what is expected of you and what you can expect from our organization.

Failure to follow any of the policies in this handbook may result in disciplinary action, up to and including, termination of employment.

We hope that your experience with us will be challenging, enjoyable, and rewarding. Welcome to Prosperity Connection!

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## ABOUT PROSPERITY CONNECTION

### HISTORY

Prosperity Connection (PC) was founded in 2009 as a direct response to community needs. It was apparent that many in the St. Louis region lacked sufficient, reliable, and safe access to vital financial resources and opportunities. PC offers education and 1-on-1 coaching services to fill that need. Over the last 14 years, our business model has shifted from a focus on place-based brick-and-mortar locations to encompassing virtual offerings and expanded community partnerships. The reallocation of resources has allowed staff to meet clients where they are: virtually and at partner facilities.

In 2020, we launched our St. Louis Builds Credit (STLBC) program. In addition to providing our personal finance classes, credit report reviews, and public credit fairs, STLBC leads a citywide alliance of cross-sector organizations collaborating to help St. Louisans achieve a prime credit score, build savings, and achieve financial wellness. The alliance is guided by our proprietary Life Cycle of a Client tool, which identifies service gaps and informs future partnerships to ensure the client's financial needs and goals can be met through a coordinated referral process.

**MISSION:** To promote economic success for everyone in the St. Louis region by providing financial education and access to reliable financial products and services.

**VISION:** We envision an equitable community where everyone has the access, skills, tools, and confidence to achieve their financial aspirations.

### VALUES:

**Integrity:** We are reliable, true to our mission, and committed to transparency and accountability.

**Equity:** We cultivate relationships that overcome systemic barriers of oppression and bias.

**Respect:** We relate to individuals with dignity across all social and economic identities.

**Empathy:** We are dedicated to walking with everyone on their unique journey in life.

**Community:** We strive to build connections and a culture of openness and belonging among our staff, neighbors, and partners.

## **EMPLOYMENT POLICIES**

### **ACCOMODATIONS OF DISABILITIES**

Prosperity Connection is committed to making every reasonable effort to accommodate an employee's temporary or permanent disability. Reasonable accommodation may be provided if the employee can perform the job's essential duties and does not create undue hardship for the organization. Reasonable accommodation may include changes in the work environment or in the way a job is performed. Reasonable accommodation depends upon the employee's job duties and the specific facts and circumstances of each individual situation. Please inform your manager if you require accommodation, so the organization can have an interactive discussion with you. Your manager will work with you to determine if there is a need for an adjustment or change at work to accommodate your disability.

### **AT-WILL EMPLOYMENT**

Your employment with Prosperity Connection is at-will, which means that you or Prosperity Connection may terminate your employment at any time for any lawful reason. Prosperity Connection has the right to transfer, demote, or otherwise discipline an employee at any time for any lawful reason.

This handbook is not a contract guaranteeing employment for any specific duration. Nothing in this handbook creates or is intended to create a promise or representation of continued employment. This handbook replaces all prior handbooks, written documents, oral or implied representations that might otherwise contradict the at-will nature of your employment.

### **CHANGE IN POLICY**

The organization may change, revoke, or supplement the policies in this handbook at any time without notice. The organization will determine the effective date of any changes, and every effort will be made to notify you in advance. However, failure to give advance notice will not void any policy's application in the workplace.

Managers do not have the authority to change the policies in this handbook on their own. If you are uncertain about any policy or procedure, contact the CEO for clarification.

### **EMPLOYMENT VERIFICATION**

Requests for employment verification for current or former employees should be directed to the Director of Finance and Operations (DFO) at Prosperity Connection. They will only release your last title and dates of employment unless you have authorized in writing certain additional information to be provided.

### **EQUAL EMPLOYMENT OPPORTUNITY**

Prosperity Connection provides equal employment opportunities to all employees and applicants in all organization facilities without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth (or related medical conditions, including but not limited to lactation), physical disability, mental and/or intellectual disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but

not limited to, cancer related or HIV/AIDS related), genetic information, or sexual orientation in accordance with applicable federal, state, and local laws.

This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

## **PERSONNEL FILES**

Prosperity Connection maintains a personnel file on each employee. Contact the Director of Finance and Operations to request a review of your organization personnel file.

To ensure that your personnel file is always up to date, please keep your current information in the Insperity system including any changes in your name, telephone number, home address, withholding instructions, dependent information, beneficiary designations, or the individuals to notify in case of an emergency.

## EMPLOYEE CONDUCT

### ABSENTEEISM AND TARDINESS

Regular attendance is important to the smooth operation of Prosperity Connection. If you are late or absent, it places a burden on other employees and may impact productivity, client satisfaction, and team morale.

You are expected to be reliable and punctual by reporting to work as scheduled. Due to the nature of our work, many employees may not have a set schedule, or it may fluctuate depending on the events and meetings that are happening during a given week. You are trusted to adjust and keep your own schedule and hours as needed on a given day or week. However, if you know that you will be absent or late arriving for work, notify your manager directly as soon as possible. In case of sickness or an accident while performing your duties, notify your manager immediately.

If you are absent for three or more consecutive workdays without any communication with your manager or other staff at Prosperity Connection, your absence may be considered a voluntary resignation of your position.

### POLICY AGAINST HARRASSMENT

Insperty and Prosperity Connection are committed to providing a safe and respectful work environment free from unlawful harassment, discrimination, and retaliation. We will take all reasonable steps to maintain a workplace that fosters positive working relationships. Please reference the Insperty Worksite Employee Handbook at [login.insperity.com](http://login.insperity.com) for a complete description of these policies.

### APPEARANCE & DRESS CODE

All employees are to exercise sound judgment regarding grooming, neatness, and personal hygiene when reporting for work and engaging in work-related activities. You are expected to dress consistent with the workplace, the type of work you perform, and the type of meetings held on any given day. More specifically, jeans are permitted in the office on any given day; however, if you have a meeting or event with a partner, it is advised you dress in business casual, logo wear, or business formal depending on the occasion.

Specifically, the dress code policy states:

- Employees must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.
- Clothing with offensive or inappropriate designs or stamps are not allowed.
- Clothing should not be too revealing.
- Some individuals may have sensitivity or allergic reactions to perfumes, colognes, powders, and lotions. If you use these items, use them in moderation and with consideration for those around you.

Prosperity Connection will consider reasonable accommodations to appearance standards for medical and/or religious reasons. Contact your manager if you have a request for accommodation in this area.



## **CONFIDENTIALITY**

Prosperity Connection recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Employees are required to maintain the confidentiality of all employee and client information including but not limited to, any part of Social Security Numbers, driver's license numbers, state-issued identification card numbers, date of birth, credit or debit or other account numbers, passport numbers, alien registration numbers, health insurance identification numbers, health information, or credit information. Prosperity Connection is committed to protecting the confidentiality of information that we handle for our clients. The general business affairs of our clients should not be discussed with anyone outside the organization except as required in the normal course of business.

If you have access to employee or client personal information, you must safeguard it by keeping the information, whether in paper or electronic format, in a secure location and only accessing the data for authorized business purposes. Employee personal information should only be shared with co-workers who need it as part of their job requirements.

You should only include a portion or complete Social Security Number or other employee or client personal information in internal emails if required by a specific business need. Employees are expected to comply with applicable state laws that restrict the use of a full or partial Social Security Number.

Confidential information regarding our business includes, but is not limited to, inventions, discoveries, improvements, processes, formulas, software, apparatus, equipment, methods, trade secrets, research, client data and information or cost or purchases of client's products or services, should not be disclosed to any party without the appropriate consent of Prosperity Connection.

Always use organization shred machines to dispose of paper documents that contain employee or client personal information. Destroy computer media or files containing employee or client personal information ensuring confidentiality.

Consult with your manager if you have any questions about this policy or on the process to destroy items which cannot be shredded, such as computer disks or files.

## **CONFLICT OF INTEREST**

In all situations, you are expected to conduct your activities with integrity, ethically, and in accordance with applicable laws and regulations. Employees should not engage in any work activity, practice, volunteer work, or conduct, or conduct which is or appears to be a conflict of interest for the organization, its clients, contractors, competitors, or any person doing or seeking to do business with Prosperity Connection, as described below.

You are to act in the best interests of the organization, regardless of personal preference, and must not create the perception of personal advantage. An actual or potential conflict of interest occurs when an employee can influence a decision that may result in a personal gain for that employee or for a relative (related by blood or marriage, or similar relationship).

The mere existence of a relationship with outside firms does not necessarily create a conflict of interest. However, if you have any influence on transactions involving purchases, contracts, or leases, you must disclose the existence of the relationship to your manager as soon as possible.

## **DRUG-FREE WORKPLACE**

### Drug and Alcohol Policy

Prosperity Connection has a vital interest in providing a safe, hazard-free, healthy, and efficient work environment for all employees and clients we serve. For these reasons, PC has established the following alcohol and drug-free workplace policy as a condition of employment and continued employment with the organization.

The organization strives to provide a safe environment for employees and others and to minimize the risk of accidents and injuries. Accordingly, each employee is responsible to co-workers and the public to deliver services safely and conscientiously. Continuing research and practical experience have proven that even limited quantities of illegal drugs, abused prescription drugs, or alcohol can impair reflexes and judgment. This impairment, even when not readily apparent, can have catastrophic consequences. Moreover, studies have shown that impairment by controlled substances may last long after the user believes the effects have worn off. For these reasons, the organization has adopted a policy that all employees must report to work and, while at work, remain completely free of illegal drugs, abused or non-prescribed prescription drugs, and alcohol.

### Illegal Drug Use

The Company strictly prohibits the use, sale, attempted sale, conveyance, distribution, manufacture, purchase, attempted purchase, possession, cultivation and/or transfer of illegal drugs or other unlawful intoxicants at any time, and in any amount or any manner, regardless of occasion. "Illegal drugs" means all drugs whose use or possession is regulated or prohibited by federal, state, and/or local law. These include prescription medication that is used in a manner inconsistent with the prescription or for which the individual does not have a valid prescription. Employees are also prohibited from having any such illegal or unauthorized controlled substances in their system while at work. Included within this prohibition are lawfully controlled substances that have been illegally or improperly obtained.

### Alcohol Use

All employees are prohibited from distributing, dispensing, possessing, or using any beverage or medicine containing alcohol while at work or on duty and from coming onto the organization's premises, reporting to work, or otherwise working with alcohol in their systems. Furthermore, lawful off-duty alcohol use, while generally not prohibited by this policy, must not interfere with an employee's job performance.

### Prescription and Over-the-Counter Drugs

This policy does not prohibit the possession and proper use of lawfully prescribed or over-the-counter drugs. However, an employee taking medication should consult with a health care professional or review dosing directions for information about the medication's effect on the employee's ability to work safely and promptly disclose any work restrictions to a manager and/or the Director of Finance and Operations. Employees are not required to reveal the name of the medication or the underlying medical condition.

The organization reserves the right to transfer, reassign, place on leave of absence, or take other appropriate action regarding any employee during the time the employee uses medication that may

affect their ability to perform their job or pose a safety risk. The organization will endeavor to accommodate individuals with disabilities and will comply with all requirements pertaining to providing reasonable accommodation to the extent required by applicable law.

### Counseling and Rehabilitation

Employees who voluntarily seek help for substance abuse (self-referral) will be provided with an opportunity to pursue counseling and rehabilitation. An employee receiving counseling and/or treatment for substance abuse may use available vacation time, sick leave or, if eligible, family and medical leave as provided for by law. Health insurance may cover the costs of such services, but costs not covered must be paid by the employee. The employee may not return to work until released by a treatment provider and receives a negative result on a return-to-work drug and/or alcohol test (as appropriate for that individual). In addition, the employee may be asked to submit to follow-up testing for a period following the return to work.

An employee's decision to seek help voluntarily will not be used as a basis for disciplinary action, although the individual may be transferred, given work restrictions, or placed on leave, as appropriate. A request for help is considered voluntary only if it is made before the employee is asked to submit to any drug or alcohol test or is discovered to have otherwise violated this policy. Employees who are voluntarily seeking help for substance abuse should contact the Director of Finance and Operations.

Contact the Insperity Employee Assistance Program (EAP) at [login.insperity.com](https://login.insperity.com) for information about the availability of treatment programs such as assistance provided by Prosperity Connection's health care plan coverage or drug and alcoholic abuse rehabilitation and education programs.

### **ETHICS**

Prosperity Connection is committed to providing a work environment governed by the highest ethical and legal standards. In all situations, you must conduct your activities with integrity, ethically, and in accordance with applicable laws and regulations.

Part of maintaining an ethical workplace is giving employees the opportunity to provide honest feedback. The organization will not tolerate retaliation of any kind against an employee who reports in good faith a violation of the law or of this policy.

Prosperity Connection encourages you to report any actual or potential violations of applicable laws or regulations and any unethical, dishonest, or improper conduct to the CEO. If you are uncertain as to whether there are any laws or regulations that may impact your work, you are responsible for requesting guidance from your manager and/or the CEO.

### **GUIDELINES FOR APPROPRIATE CONDUCT**

To conduct the operations of Prosperity Connection efficiently and professionally, all employees are to follow the rules of conduct that will protect the interests and safety of all employees and the organization. All employees are expected to act in a professional manner with clients and the public.

Although it is not possible to list all forms of inappropriate behavior and conduct, the following are examples that are considered inappropriate and may result in disciplinary action up to and including termination of employment:

- Falsifying employment or other organization records;
- Violating PC's Policy Against Harassment;
- Violating certain state, federal, or local laws and regulations;
- Violating security or safety rules or failing to observe safety rules or safety practices;
- Tampering with equipment or safety equipment;
- Soliciting gratuities from clients;
- Displaying excessive or unexcused absenteeism or tardiness;
- Possessing firearms, weapons, or explosives on organization property without authorization, in violation of policy or while on duty;
- Using the organization's property and supplies, particularly for personal purposes, in an excessive, unnecessary, or unauthorized way;
- Negligent damage of property;
- Violating the Violence in the Workplace policy;
- Violating the Drug-Free Workplace policy;
- Committing theft or unauthorized possession of organization property or the property of fellow employees; possessing or removing any organization property, including documents, from the premises without prior permission from management; using organization equipment or property for personal reasons without proper authorization; using organization equipment for profit;
- Giving confidential or proprietary information to competitors; working for a competing organization while an employee of the organization; breaking confidentiality of information such as, Social Security Numbers, including any part of the Social Security Numbers. Personal information also includes driver's license numbers, state-issued identification card numbers, date of birth, credit or debit or other account numbers, passport numbers, alien registration numbers, or health insurance identification numbers;
- Engaging in abusive conduct or bullying, such as using obscene, abusive, or threatening language or gestures or other verbal or physical conduct a reasonable person would find threatening, intimidating, or humiliating;
- Soliciting, selling, or collecting funds for any purpose while on working time (not including meals and authorized breaks). Employees who are not on working hours shall not interfere with the work of employees who are on working.

## **INTERACTIONS WITH CLIENTS**

Employees are expected to maintain the highest moral and ethical standards in their interactions with clients and the public. To realize our commitment to excellent client service, we expect you to:

- Provide courteous service in a prompt and efficient manner.
- Establish and maintain positive relationships with clients by gaining their trust and respect through professional, honest interaction.
- Handle complaints quickly and professionally; never argue with a client. If you are unable to resolve the complaint to the client's satisfaction, review the situation with your manager.
- Keep open, clear communication with clients professionally whether in person, over the phone, or via email.

While not exhaustive, the following behaviors are considered inappropriate and may result in disciplinary action up to and including termination of employment:

- Transporting clients in a personal vehicle for any reason;
- Interacting with clients outside of work hours/responsibilities, including social media;
- Providing personal financial support for a client;
- Sexual relationship or similar contact with a client.

Where appropriate, managers will follow a process of progressive employee discipline. Before or during application of any discipline, employees may be given an opportunity to relate their version of the incident or problem and provide an explanation. Examples of progressive employee discipline include:

- Verbal Counseling – A conversation with an employee explaining that the employee’s conduct or poor performance is unacceptable, and repeated or continued unacceptable conduct or performance will result in more severe disciplinary action. A record of the notice of the verbal counseling may be made and retained in the employee’s personnel file.
- Written Counseling – A written document or memo that describes the unacceptable conduct or performance of the employee and specifies needed changes or improvements. A copy of the written counseling generally will be retained in the employee’s personnel file.
- Termination – If an employee fails to follow acceptable conduct or performance standards, the organization may terminate the employee’s employment.

Depending on the specific circumstances, the organization may suspend or terminate an employee without prior discipline, or without following a particular order of discipline.

## **OFF-DUTY CONDUCT**

The way workers conduct and present themselves off-duty can significantly impact Prosperity Connection’s business reputation and workplace environment. Accordingly, while Prosperity Connection respects your personal freedom, it also has a legitimate interest in establishing standards of off duty conduct and holding workers accountable for following those standards, including using discipline, up to and including termination. The following off-duty conduct will be considered a work-related matter subject to discipline if occurring during current employment:

- Illegal drug use;
- Driving under the influence of drugs and/or alcohol;
- Sexual misconduct;
- Racist or sexist remarks or conduct, including on social media;
- Inappropriate comments and/or jokes in violation of Prosperity Connection’s anti-harassment, anti-discrimination, or equal employment policies;
- Threats against coworkers or clients;
- Has consequences that render you unable to perform your job or any part of your job effectively;
- Makes it difficult for Prosperity Connection to manage its operations and/or direct its workforce efficiently.

## **OUTSIDE EMPLOYMENT**

You may hold outside employment so long as you meet the performance standards of your job with Prosperity Connection. You will be evaluated by the same performance standards and will be subject to scheduling demands, regardless of any existing outside work requirements.

Any outside employment that appears to conflict with or compromises the interests of the organization is not permitted. Employees also may not receive any income or material gain from individuals outside the organization for materials produced or services rendered while performing their jobs with the organization.

## **ROMANTIC RELATIONSHIPS**

Prosperity Connection strongly believes that an environment where employees maintain clear boundaries between employee personal and business interactions is most effective for conducting business. Romantic relationships may cause misunderstandings, conflicts of interest, complaints of favoritism, and can negatively affect employee morale.

All employees are strongly discouraged from becoming romantically involved with coworkers, clients, and volunteers, especially in relationships where employees are in a manager-subordinate relationship. Employees are expected to behave in a professional manner in the workplace and must follow the organization's policy against unlawful harassment of any kind, including sexual harassment.

Any employee who is romantically involved with a manager or coworker should immediately disclose the relevant circumstances to their manager and/or the Director of Finance and Operations so that a determination can be made as to whether the relationship presents an actual or potential conflict of interest. If so, the organization may take appropriate action according to the circumstances, up to and including transfer or termination of employment.

## **SOCIAL MEDIA**

All employees are expected to follow these guidelines when using social media:

- Maintain the confidentiality of Prosperity Connection's intellectual property and private, proprietary, or confidential information. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.
- Do not make any reference to the organization's partners or clients without their express written consent.
- Civility in the workplace is a priority of Prosperity Connection. Comments that are rude, condescending, or disparaging about the organization and its employees are prohibited.
- Misrepresenting the organization's products or services or employees is prohibited.
- You are not authorized to represent the organization in online communications unless assigned as part of your responsibilities or given express permission in writing by an officer of the organization. Do not use any organization logo, trademark, or graphic without prior written approval.
- Do not post things such as discriminatory remarks, harassment and threats of violence, bullying, retaliation, or similar inappropriate or unlawful conduct. The organization's Equal Employment and Anti-Harassment policies apply to all social media communication.

## **VIOLENCE IN THE WORKPLACE**

Prosperity Connection is committed to providing a safe workplace for employees, clients, vendors, volunteers, independent contractors, and others with whom we do business. The organization has zero tolerance for violent acts or threats of violence. Employees should reference the Insperity Worksite Employee Handbook at [login.insperity.com](https://login.insperity.com) for further information on their commitment to a violence-free workplace.

You are expected to conduct yourself in a non-threatening, non-abusive manner always. Any direct, conditional, or veiled threat of harm to any employee, guest, or organization property will be considered unacceptable behavior. Acts of violence, intimidation, or bullying of others will not be tolerated.

All employees share the responsibility for identifying and alleviating threatening or violent behaviors. Anyone who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, is to immediately report this information to his/her/their manager or member of the leadership team. You must assume that any threat is serious. The organization will carefully investigate reports and fully maintain employee confidentiality possible.

Prosperity Connection will take disciplinary action, up to and including termination, and/or legal action as appropriate, against any employee who commits or threatens to commit a violent act against any person while on organization premises or while engaged in organization business off the premises, including business travel.

## **WEAPONS**

Prosperity Connection has zero tolerance for, and forbids the possession of any type of weapon, firearm, explosive, and/or ammunition while on organization property or conducting organization business.

Possession of firearms and other weapons may cause discipline, including immediate employment termination. In enforcing this policy, Prosperity Connection reserves the right to request inspections of any employee and their personal effects while on organization property, to the extent allowable under applicable law. Any employee who refuses to allow an inspection will be subject to the same disciplinary action as having been found in possession of firearms or other weapons.

In the event an employee lawfully possesses a firearm, the employee can store the firearm in the employee's personal vehicle while on organization-provided parking areas; however, the firearm must be stored in the employee's locked vehicle, or locked to the vehicle, and hidden from plain view.

Employees share the responsibility of identifying violators of this policy. If you either witness or suspect another individual of violating this policy, you should immediately report this information to their onsite manager.

## HOURS AND COMPENSATION

### COMPENSATION POLICY

Prosperity Connection's mission is to help clients achieve economic success. We likewise value financial stability and empowerment for our workforce and believe it is incumbent for PC to live its values by ensuring that our employees are paid a living wage and offered comprehensive benefits, and that our evaluation practices focus on skills development and career progression.

Our compensation practices reflect PC's commitment to support the employee and to be a leader in the community. We hold equity as a core organizational value and strive to make the compensation process fair and straightforward. To attract, maintain, and support our staff, we intend for our salaries to be at a living wage and exceed the median salary of staff in similar positions in similar organizations. We also design salary increase and performance development systems with career growth in mind.

Prosperity Connection utilizes a four-part salary approach:

- All positions will exceed PC's Living Wage.
- All positions will have a salary range.
- Salary increases will be based on performance, pursuant to a salary increase pool approved in the budget.
- Performance salary increases will be documented by evaluations and determined by managers with the approval of the CEO.

Prosperity Connection currently considers \$55,000 to be its Living Wage, and all position ranges and salaries will meet or exceed it. The living wage definition utilized by Prosperity Connection is the US Bureau of Labor Statistics' average annual salary in Missouri. In 2023, that figure is \$54,520.

<b>Position Title</b>	<b>Salary Range</b>
<u>C-suite positions:</u>	\$80,000 - \$120,000
Chief Operating Officer	
Chief Advancement Officer	
Chief Program Officer	
 <u>Director-level positions:</u>	 \$70,000 - \$90,000
Director of Coaching	
Director of STLBC	
Director of Finance & Operations	
Director of Communications & Advancement	
 <u>Executive Project Manager:</u>	 \$55,000 - \$65,000
 <u>Senior program positions:</u>	 \$60,000 - \$70,000
Senior Financial Coach	
Senior Financial Educator	



Program positions:

\$55,000 - \$65,000

Financial Coach

Marketing and Program Operations Coordinator

We target the low end of the salary band (0-50th percentile) for employees new to their role and 25-75th percentile salaries for employees with more experience inside and outside the organization. Experience outside of the organization includes relevant job experience in other organizations and time spent in academic institutions.

**ERROR IN PAY**

Prosperity Connection makes every effort to ensure that you receive the correct amount of pay in each paycheck and that you are paid on the scheduled payday.

You should review your paycheck when received and, if you believe an error has been made, contact your manager immediately and/or Insuperity at [login.insuperity.com](https://login.insuperity.com). All necessary steps will be taken to research the problem and to ensure that any necessary correction is promptly made.

**PAID TIME OFF (PTO) & LEAVE POLICIES**

Please see the Insuperity online platform or contact the DFO or your manager for more information on the following sections. Prosperity Connection may carry individual policies on behalf of employees for leave compensation.

Vacation

All employees receive four weeks (20 days) of vacation time at the beginning of each calendar year. Vacation time should be requested with as much advanced notice as possible through the Insuperity system and approved by the employee's manager before taking time off. Employees should discuss with their manager prior to submitting a request for vacation time longer than 5 days at a time. Vacation time must be used in the same calendar year it is accrued. Managers will use their discretion in approving time off requests to maintain staffing needs at Prosperity Connection.

New hires receive a prorated portion, based upon their start date, which begins accruing after the first 90 days (about 3 months) of employment.

Differences in accrued vacation will not be paid out to employees or deducted from wages upon termination, voluntary or involuntary, of employment.

Summer Fridays

In 2024 Prosperity Connection is instituting a new policy that aims to allow extra time for employees to spend with their families and enjoy time away from work. This policy states that Prosperity Connection will be closed every Friday afternoon, beginning at 12:00pm, between Memorial Day and Labor Day. Employees are only expected to work 36 hours per week in the Summer, with no effect on any other policy, such as accrued vacation or other benefits.

### Sick Leave

All employees receive 7 days of sick leave at the beginning of each calendar year. Sick leave can be used for employees to take care of themselves or others in their care. Notice should be given directly to your manager as far in advance as possible. Managers will coordinate with the employee to ensure tasks and prior commitments of the employee are reassigned or otherwise covered for the duration of sick leave. Employees can use sick leave for any purpose they deem necessary, including preventative care, illness, mental health needs, or any other wellness needs.

### Bereavement Leave

Employees that have experienced the loss of a loved one may request up to 5 days of fully paid bereavement leave. Bereavement leave must be used within one calendar year that the loss is experienced (365 days). If more time off or other work flexibility is needed, it will be evaluated by the Chief Executive Officer on a case-by-case basis.

### Parental Leave

Prosperity Connection supports employees as parents through paid parental leave for both birthing and non-birthing parents. Birthing parents may take up to 12 weeks (about 3 months) of fully paid leave for the birth of a child. Non-birthing parents may take up to 4 weeks of fully paid leave for the birth of a child. Leave does not have to be taken all at once but should be taken within one calendar year of the first day of leave. Parental leave for those giving birth is partially funded through Short-Term Disability policies provided by Prosperity Connection. Employees should refer to the current policies for full details on this benefit and should reach out to the Director of Finance and Operations for any further clarification. Any parental leave should be communicated to managers with as much advanced notice as possible.

### Lactation Breaks

Prosperity Connection will provide a reasonable amount of break time, or amount of time required by state law, to accommodate an employee's need to express breast milk for the employee's infant child for up to one year following the child's birth, or as required by law. Under the PUMP for Nursing Mothers Act, employees have the right to break time and a private space to pump breast milk for their nursing child. The organization will provide private rooms to pump, as well as paid breaks as frequently as needed by the nursing mother, for up to one year following the birth of the employee's child/ren. If additional private space is needed, employees should speak with their manager or the DFO.

## **BUSINESS EXPENSE, TRAVEL and CONDUCT**

Prior to business travel, employees will meet with the Chief of Staff for an overview of policies. At this time, the employee may ask for policy clarification under specific scenarios related to business travel.

Prosperity Connection recognizes that employees may be required to travel, or incur other expenses from time to time, to conduct organizational business and to further the mission of the organization. All trips involving air travel or at least one overnight stay must be approved in advance by the manager.

## Conduct

While on business travel, all employees are to follow the rules of conduct that will protect the interests and safety of all employees and the organization. All employees are expected to act in a professional manner with clients and the public. (See section on GUIDELINES FOR APPROPRIATE CONDUCT)

## Expense Reimbursement

Prosperity Connection will pay for all actual and reasonable business-related expenses incurred by employees in performing their duties. Employees should use their business credit card to make such purchases. Any unauthorized purchases on the business credit card will be at the employee's expense.

## Documentation Requirements

You are required to provide a record of expenses, which shows the date and purpose must be attached for any amount, including individual meals, entertainment, lodging, auto rental, cab fare, commercial travel, and other purchases.

## Lodging

When lodging for work purposes is necessary, you should make every effort to find a reasonable rate of lodging for the city you are traveling to. Lodging purchases should be pre-approved by your immediate manager prior to booking.

## Transportation

Every effort should be made to use the lowest priced transportation available. Reimbursement will be made for the following modes of transportation:

- Commercial airline travel will only be reimbursed for economy class unless approved by management. Reservations should be made as far in advance as possible to take advantage of reduced fares.
- Negotiated discount rates for auto rental may be available. You should utilize these arrangements where possible. Additional insurance should not be purchased.
- Personal auto used for business will be reimbursed at the current IRS mileage rate; however, the total amount for mileage must not exceed the economy class airfare for the same trip. The mileage reimbursement rate covers all vehicle expenses including gas, insurance, and depreciation.
- Ground transportation needed to attend meetings, events, or meals will be reimbursed such as cab fare, rental vehicles, or gas and car mileage for personal vehicles. Non-company related driving while traveling will not be reimbursed.
- Local commuting costs between an employee's residence and work location are not allowable business expenses. If the distance between your residence and place of departure is further than the distance between your residence and work location, the excess mileage is an allowed expense.

### Meals and Alcohol

Reimbursement will be made for the actual cost of meals, including gratuities when away from home on organization business or for approved business meetings. Employees should use the Federal per diem rate for the location in which the expense occurred as a guideline for reasonable costs.

An additional travel expense report document will be provided to clarify expenses and receipt documentation.

Alcohol reimbursement will be included for drinks which accompany meals, at the per diem rate. Additional alcohol purchases will be at the expense of the employee.

An additional travel expense report document will be provided to clarify expenses and receipt documentation.

### Parking and Highway Tolls

Parking and toll expenses, including charges for hotel parking, incurred by employees traveling on Prosperity Connection business will be reimbursed. The costs of parking tickets, fines, car washes, valet service, etc., are the employees' responsibility and will not be reimbursed.

### Miscellaneous Expenses

Miscellaneous business expenses not described above (such as telephone, postage, service gratuities, small office supplies on an emergency basis, etc.) will be reimbursed.

### Business Entertainment

Reimbursement is allowed for ordinary and necessary business meals and entertainment expenses for employees who have an influence on Prosperity Connection business. Expenses must be directly related to the business and obtained under circumstances related to a business discussion.

When reporting expenditures for entertainment, provide the following:

- Date;
- Name and address or location of the restaurant or other facility;
- Name, title, and organization of the person(s) involved;
- Business reason; and
- Amount of each separate expense.

### Professional or Technical Organizations Dues

Dues paid for approved memberships in professional or technical organizations are reimbursable with the proper documentation.

### Training, Conferences, and Seminars

Registration fees or similar expenses for approved training courses, conferences, seminars, and conventions are reimbursable if approved by your manager.

## OPERATIONS

### EMPLOYEE SAFETY AND HEALTH

Our employees are our most valuable resource, and their safety is most important to us. You are expected to report all job-related injuries or illnesses to your manager immediately, regardless of severity. You are also expected to:

- Obey safety rules.
- Follow safe job procedures and do not take shortcuts.
- Keep work areas clean and free from slipping or tripping hazards.
- Use prescribed personal protective equipment.
- Report all safety hazards or malfunctions to a manager immediately.
- Use careful and proper technique when lifting and carrying objects.
- Observe restricted areas and all warning signs.
- Know and follow emergency procedures.
- Report unsafe conditions to managers.
- Report every accident and injury to a manager promptly.
- Follow the care prescribed by the attending physician when treated for an injury or illness.
- Attend all employee safety meetings.
- Cooperate fully in accident investigations; serve on safety committee or other loss control activities as needed.
- Follow all policies outlined in the Operating Policies Handbook

If you have reported a safety issue to your manager and you feel that the issue has not been appropriately addressed, you should report the issue to Human Resources.

To maintain a safe and healthy workplace, both management and employees must work diligently to promote safety.

### GIFTS AND FAVORS

Employees should not solicit or accept a promise of future employment based on any gift, loan, gratuity, reward, or anything else of monetary value that might appear to influence your judgment or create a conflict in the performance of your job.

You may accept occasional unsolicited courtesy gifts or favors (such as business lunches, tickets, to sporting events or cultural events, holiday baskets, flowers, etc.) so long as the gifts do not influence or appear to influence your judgment or conduct. Contact your manager for guidance as needed.

If employees are provided an honorarium for presentations made on behalf of Prosperity Connection or utilizing Prosperity Connection's intellectual property, that honorarium should be paid to Prosperity Connection, not the individual employee.

### USE OF PERSONAL DEVICE

It is preferred that you primarily use company equipment (e.g., company laptop, cell phone, etc.) to conduct company business. However, you may be allowed to use your personal device(s) for work

purposes. It is preferred that practicum students use their own personal devices to conduct company business; however, there are extra laptops available if they wish to use one instead.

Personal electronic devices include personally owned cell phones, tablets, laptops, and computers. Employees who are required to perform these functions as part of their job duties will receive reasonable reimbursement for the value of the use of their personal cell phones in direct consequence of the discharge of their job duties. Alternatively, an employee may acquire a separate device that they may use for work purposes. Reimbursement may be applied to the cost of this device.

Cloud-based applications or backup that allows organization-related data to be transferred to unsecured parties are prohibited. Additionally, personal devices may not be synchronized to company devices. Making any modifications to the device hardware or software beyond authorized and routine installation updates is prohibited. You may not use unsecure Internet sites.

While at work, you are expected to exercise the same discretion in using your personal device(s) as is expected for the use of organization devices. Organization policies pertaining to harassment, discrimination, retaliation, trade secrets, confidential information and ethics apply to the use of personal devices for work-related activities. Audio and/or video recording anywhere on organization property during working time is prohibited unless authorized by management.

You should have no expectation of privacy in any correspondence, message or information located or sent across the organization's computing and communication systems. This includes email, social media sites, text messages, chat messages, internet searches, and stored documents.

The organization may access, monitor, copy, capture, disclose, delete, and use any communication, information, or data, whether personal or business related, that is created on, stored on (permanently or temporarily), viewed on, downloaded, or uploaded to, accessed by, printed from, or communicated across the organization's computing and communication systems with or without notice to the employee. All messages, regardless of content or the sender's intent, are a form of organizational correspondence and are subject to the same internal and external security and scrutiny as any other organization correspondence.

You are expected to always follow applicable state or federal laws or regulations regarding the use of electronic devices, including the use of hands-free devices while driving. Upon resignation or termination of employment, or at any time upon request, you may be asked to produce your personal device(s) for inspection. All organization data on personal devices will be removed by IT upon termination of employment.

Employees charged with traffic violations resulting from using their cell phones while driving will be responsible for all liabilities resulting from such actions.

Failure to follow policies and procedures may result in disciplinary action up to and including termination of employment.

## **USE OF CORPORATE CREDIT CARD**

Each Prosperity connection full-time employee is issued a corporate credit card.

Corporate credit cards may only be used for business related expenses such as: Travel (flights, accommodations, ground transportation), meals during business meetings, office supplies, and other expenses directly related to work duties.

Any expense that has been pre-approved by a manager or COO.

Prohibited expenses include personal expenses, non-business-related entertainment (e.g., personal dinners, vacations), cash advances or withdrawals, any unauthorized purchases or services.

In the case of an accidental purchase using the corporate card, it should be reported to the COO and reimbursed immediately. Repeated accidental purchases may result in suspension of corporate card use.

Employees must keep all original receipts for purchases made with the corporate credit card. Digital receipts may also be submitted. A detailed expense report must be completed and submitted to their manager monthly. Expense reports will include the date of transaction, amount spent, purpose, receipts, and will be submitted no later than the 2<sup>nd</sup> Wednesday of each month.

Employees must take all necessary precautions to secure the corporate credit card and report any loss or theft immediately to the COO.

Sharing card information with unauthorized individuals is strictly prohibited.

Violations of this policy may result in disciplinary actions, including revocation of credit card privileges, reimbursement of unauthorized expenses, and potential termination of employment.

The finance department will conduct regular audits of corporate credit card usage to ensure compliance with this policy.

## **WORKING REMOTELY**

Prosperity Connection currently offers all employees a hybrid work environment. The hybrid work environment allows employees to work from home up to two (2) days per week. The remaining days of the week will be completed at the organization's premises. Employees can set up their work-from-home days accordingly for their schedule if it is clearly communicated to their manager and shown on their Outlook calendar for all colleagues. Employees must be accessible by phone, email, or voicemail, or Microsoft Teams during regular working hours regardless of location. Arrangements to work remotely may be discontinued at any time by Prosperity Connection or if mutually agreed upon. Other alternatives to this schedule may be determined by your immediate manager and/or the Chief Executive Officer.

Working remotely is provided as a benefit to employees, however any employee that misuses or does not provide adequate performance while working remotely may meet with their manager to reevaluate their remote work status.

Equipment supplied by Prosperity Connection remains the organization's property and will be maintained by the organization even when off the premises. Organization supplied equipment is to be used for business purposes only. Employees must use all approved and updated firewalls and anti-virus software provided by Prosperity Connection. Installing and/or downloading any software without a manager's written approval is prohibited. In the event equipment necessary to perform your job duties fails or malfunctions, you must immediately notify the Chief Operating Officer. In the event repair or replacement of the organization equipment prevents you from performing your job duties, Prosperity Connection may require you to report to your regularly assigned work location.

Upon termination of employment or upon request, all organization property will be returned to the organization. The organization accepts no responsibility for damage or repairs to employee-owned equipment.

### Confidentiality of Information

Consistent with the organization's expectations of information security for employees working at the office full-time, employees working remotely will be expected to ensure the protection of proprietary organization and client information accessible from their remote location. Steps include the use of locked computers and desks, regular maintenance of passwords, and any other steps appropriate for the job and the environment.

### Temporary Remote Work Arrangements

Temporary remote work arrangements may be necessary for circumstances such as inclement weather, states of emergency, national disasters, special projects, or business travel at the sole discretion of the CEO. These arrangements are approved on an as-needed basis only with no expectation of ongoing continuance. All temporary remote work arrangements are determined on a case-by-case basis and are dependent upon the operational requirements of the organization.

### **FLEXIBLE WORK TIME**

Prosperity Connection recognizes that due to client and employee needs, employees may work schedules differing from the traditional 9am to 5pm schedule. All anticipated scheduling differences beyond these hours should be discussed with your immediate manager. Generally, employees are still expected to be accessible during regular working hours, despite differences in schedules, to accommodate the collaborative work atmosphere at Prosperity Connection.

### **WORKPLACE ACCIDENTS AND WORKERS' COMPENSATION INSURANCE**

All accidents, injuries, potential safety hazards, safety suggestions, and health and safety related issues must be reported immediately to your manager and/or Prosperity Connection's CEO. If you or another employee is seriously injured, contact outside emergency response agencies as soon as possible.

The federal law, Occupational Safety and Health Administration (OSHA), requires that we keep records of all illnesses and accidents which occur during the workday. Employees are required to report any workplace illness or injury, no matter how slight. OSHA also provides for your right to know about any health hazards that might be present on the job. Should you have any questions or concerns, contact your manager or Prosperity Connection's CEO.



Please reference the Insperity Worksite Employee Handbook at [login.insperity.com](https://login.insperity.com) for additional information.

## COMMUNICATIONS

### COMPLAINT RESOLUTION PROCEDURE

Prosperity Connection is committed to providing a comfortable and productive work environment for employees. It is important that your concerns are resolved in a timely manner, in an atmosphere of open communication and mutual respect. You are encouraged to follow the process below to bring concerns to management for resolution. Employees will not be penalized for taking advantage of this procedure.

First, discuss the problem with your manager. If you do not believe a discussion with your manager is appropriate, request a meeting with the Chief Operating Officer to resolve the problem. They will consider the facts and may investigate further, including interviewing necessary parties with as much discretion as possible. If the issue is not resolved through the, it should be brought to the attention of either the Chief Executive Officer and/or the Board of Directors.

Additionally, the Anti-Harassment Policy in this handbook outlines procedures for employees to report complaints of harassment and discrimination.

### WIRELESS COMMUNICATION DEVICE USE GUIDELINES

Prosperity Connection may provide wireless communication devices, including hands-free devices, to employees who have a job-related need for them. These devices are the property of Prosperity Connection. The following guidelines must be followed:

- Employees are expected to carry wireless communications devices as directed by their manager.
- Employees are responsible for lost or stolen wireless communications devices and must report such losses immediately.
- Upon termination of employment for any reason, the employee must return all organization-issued property.

#### Safety Concerns

The organization values its employees and the safety of others and expects employees to put safety first while driving. Employees are prohibited from using wireless communication devices while driving unless using a hands-free device. Texting (including composing, sending, or reading) while driving is strictly prohibited. You are strongly encouraged to pull off to the side of the road and park the vehicle in a safe location before placing or accepting a call or before reading or writing email or text messages. You should take special care in situations where there is heavy traffic, inclement weather, or you are driving in an unfamiliar area.

You are expected to know and follow all local and state laws related to using communication devices while driving. Employees are responsible for all traffic violations and consequences resulting from the use of communication devices while driving.

### Use of Camera Phone

Use of the camera feature on cellular phones or other communication devices presents risks to the organization, potentially compromising client information, trade secrets, or the privacy of others. Use of this feature to capture images or video is prohibited unless authorized in advance by management.

### Ownership of Devices

Prosperity Connection may provide devices such as cellular phones or hot spots for use to employees at full cost to the organization. Employees are required to notify the Director of Finance and Operations immediately if a device is lost or stolen. Employees are expected to return equipment to Prosperity Connection upon termination of employment, voluntary or involuntary, in a similar condition in which it was received.

## **HANDBOOK ACKNOWLEDGMENT**

By acknowledging the Insperity Worksite Employee Handbook within the online system at [login.insperity.com](https://login.insperity.com) you are also acknowledging receipt of Prosperity Connection's Employee Handbook and all the rules and benefits which affect you as an employee.

This edition of the Prosperity Connection Employee Handbook is binding as of May 2025 and supersedes all prior versions.