

2024 Staff Handbook

YouthOne

Curiosity | Respect | Ownership | Ganas | Unity | Equity

YouthOne would like to inform readers that certain parts of this document are available in Spanish for their convenience. The Spanish version of this document can be accessed by emailing our People Team at info@youthone.org. Please note that the content of the Spanish version is an accurate translation of the original document, but in case of any discrepancies, the English version shall prevail. Thank you for your understanding and cooperation.

YouthOne quisiera informar a los lectores que ciertas partes de este documento están disponibles en español para su conveniencia. Se puede acceder a la versión en español de este documento enviando un correo electrónico a nuestro Equipo de personas a info@youthone.org. Tenga en cuenta que el contenido de la versión en español es una traducción fiel del documento original, pero en caso de discrepancias, prevalecerá la versión en inglés. Gracias por su cooperación.

Last updated August 23, 2023

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WELCOME TO #TEAMYO

Getting to know our mission,
values & culture

Overview of Our YouthOne Staff Handbook

Audience

The primary audience for our handbook is our YouthOne Staff, which includes part-time employees, full-time employees, volunteers, interns and anyone who works on behalf of YouthOne. We welcome the opportunity for all of our broader stakeholders – schools, communities, families, partners and others – to be knowledgeable about our policies and practices. We value accessibility and transparency, and this Staff Handbook is also posted on our website, YouthOne.org.

Purpose

Our YouthOne Staff Handbook is designed to familiarize you, the staff, with the policies, practices, and benefits of YouthOne chapters of the Peninsula (YouthOne). This handbook equips you as a Staff member – it informs you of how we do things here, how we run day-to-day as an organization, how we treat one another, and the kind of culture we’re building together. All YouthOne Staff should revisit this handbook often, and sign it annually as our People Team instructs. Let this handbook be a guide as you make decisions, and answer questions pertaining to YouthOne’s culture.

Key Terms and Definitions

TERM	WHAT IT MEANS
YouthOne	YouthOne chapters of the Peninsula
YouthOne Members	YouthOne members are defined as any individual enrolled or participating in any of YouthOne’s programs as a recipient of the programs’ offerings
People Manager	Anyone who is responsible for leading other YouthOne staff members on a day-to-day basis; most YouthOne Staff report to a People Manager
People Team	YouthOne’s Human Resources department
School Site	A school where YouthOne programs take place, when school is not in session or when the school day is done. The majority of YouthOne Programs occur at school sites during after school hours, summer break and other non-school hours.
Staff	Any individual who works on behalf of YouthOne including seasonal workers, volunteers, interns, full-time, part-time employees and paid teen staff
The Peninsula	The geographic region that YouthOne covers - from East Palo Alto in the south to Daly City in the north
#TEAMYouthOne	Our signature hashtag; how we refer to ourselves as a collective

Vision, Mission, Values & Culture

Our YouthOne Vision (the future we're trying to build)

All youth grow up to lead fulfilling lives fueled by their passions, talents, and a love of learning.

Our YouthOne Mission (how we fulfill our vision)

To empower the youth in our community with equitable access to social, academic, and career opportunities to thrive.

Our YouthOne Values (how we show up each day)

- Curiosity: We wonder why things are and explore fearlessly
- Respect: We honor our community and our diversity
- Ownership: We step up and take responsibility for our learning and actions
- Ganas: We keep going when it's tough
- Unity: We are inclusive and support each other to reach our goals
- Equity: We elevate the strengths and support the needs of those around us

#TEAMYouthOne (the people who make it happen - you!)

It takes a village, and ours is certainly rich and deep in experience, expertise, resourcefulness and dedication. We are a powerful community of dedicated individuals in every kind of role, including [Board members](#), Advisory Council members, Staff members, Families, Community Partners, Schools and School Districts to name a few. To best serve our students, we employ a wide range of skilled and talented professionals that encompasses chefs, bus drivers, grade-level teachers, dance teachers, music teachers, teen employees, interns, support staff and so much more. Together, we are #TEAMYouthOne.

Program Offerings (what we provide to our youth members)

We offer free, high-quality expanded learning programs, which drive an 80% increase in learning time over the traditional school year. Our programming to the youth members at our clubhouses and school sites include enrichment, sports, mental health, tutoring, career advising and so much more. For more information, visit <https://www.YouthOne.org/programs>.

YouthOne Quick Facts¹

2,784 members (students) currently served by our programs

292 dedicated staff members

1,141 volunteers

68 Board and Advisory Members

25 Sites and Locations



Our unique dedication...

...comes from our community. Many of our Staff grew up at the Club and were Club Youth Members themselves. Many of our Youth Members get their first internships, volunteer opportunities and employment with us, allowing us to build the necessary lifelong bonds and relationships that transform lives, families and communities for generations.

For more information about our operations and impact, please read our latest [stakeholder report](#).

¹All figures on this page pulled from the website and the FY22 stakeholder report

YouthOne Staff Classifications

Introductory Period	An employee in the first 90 days of employment
Full-Time, Exempt	An employee who is normally scheduled to work and who regularly works a schedule of 30 or more hours per week (typically a salaried employee)
Full-Time, Non-Exempt	An employee who is normally scheduled to work and who regularly works a schedule of 30 or more hours per week (typically paid hourly)
Part-Time, Non-Exempt	An employee who is normally scheduled to work and who works fewer than 30 hours per week. A regular part-time employee may be eligible for certain benefits, but only as specifically provided for in this handbook
Temporary/Seasonal	An employee hired to work on a specific basis, including during peak or seasonal periods, for specific projects or for a limited period of time. A temporary/seasonal employee may work either full-time or part-time, but is not considered a “regular” employee. A temporary/seasonal employee is eligible for statutorily required benefits only, unless specifically provided for in this handbook
Volunteer	A person who freely offers to take part at YouthOne
Intern	A student or trainee who works, sometimes without pay, at YouthOne in order to gain work experience
Contractor	A person that undertakes a contract to provide materials or labor to perform a service or do a job at YouthOne

At-Will Employment

Employment at YouthOne is on an “at-will” basis. “At-will” means that you are choosing to work for YouthOne for as long as you decide. If you decide that YouthOne is not the right fit for you, you have the freedom to leave your role at any time – we ask that you do so by exemplifying respect (one of our YouthOne core values), and providing YouthOne with at least two weeks’ notice – especially if you are in a position of leadership, where your role may take longer to replace. This also means if YouthOne decides you are not a right fit for us, we can ask you to leave your role (and we promise, if we ever have to make that difficult decision, it will also be done with respect). In other words, neither you nor YouthOne are committed to continuing the employment relationship for any specific term, and either side may terminate the relationship at any time, with or without cause and with or without notice, for any reason or for no reason.

In today's fast-paced and ever-evolving employment landscape, we understand that circumstances may arise that necessitate adjustments to the way we operate, our programs, or the tasks that fall within your role. These changes could be driven by various factors, such as organizational needs, technology advancements, community dynamics, or organizational restructuring. YouthOne retains the right to demote, transfer, change job duties, and change compensation at any time, with or without notice, and with or without cause, in its sole and absolute discretion.

Nothing in this YouthOne Staff Handbook is intended to or creates an employment agreement, express or implied. Nothing contained in this or any other document provided to you is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time.

Nothing in this YouthOne Staff Handbook is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. YouthOne employees have the right to engage in or refrain from such activities.

In deciding to work for YouthOne, or continuing to work for YouthOne, you must understand and accept these policies and expectations as the standard to which all YouthOne Staff are held.

Rehire Eligibility

Employees that were involuntarily laid off, or voluntarily resigned, may be considered for rehire by YouthOne if they had a satisfactory work record while employed by YouthOne and are approved by the YouthOne People Team.

YouthOne Holidays

Only regular full-time employees are eligible for holiday pay.

YouthOne observes the following holidays:

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

YouthOne provides 12 holidays per year. The 10 holidays referenced above will not change from year to year. Each year, YouthOne shall designate two additional holiday days, and will announce those dates in January to all employees. Any non-exempt employee required to work on a recognized holiday shall be paid at one and one-half (1-1/2) times the employee's regular hourly rate for each hour actually worked on the holiday. If one of the above holidays falls on a Saturday, it will be observed the preceding Friday; if one falls on a Sunday, it will be observed the following Monday. Eligible employees will receive their regular day's pay for each holiday.

Please note the following exception: if you do not work the day before and the day after the holiday, there is no holiday pay unless an absence on either day is approved in advance by your manager or the absence is otherwise protected by law. Sick leave does not constitute a workday, unless the absence is otherwise protected by law.

Employees who are on PTO will receive holiday pay for any holiday that falls during their scheduled PTO usage. Hours paid for holidays will be at regular pay according to state and federal law and will not be used to calculate overtime pay.

Temporary and part-time employees are not entitled to holiday pay.

STAFF WORKPLACE

What you can expect from us

Equal Employment Opportunity Policy

YouthOne is an equal opportunity employer. YouthOne makes employment decisions and provides employment opportunities on the basis of merit, qualifications, potential, and competency. Equal employment opportunity applies to all terms and conditions and stages of employment (i.e., hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, benefits, training, etc.).

YouthOne policy prohibits unlawful discrimination based on:

- Race and color (including traits historically associated with race, such as hair texture and protective hairstyles, including braids, locks, and twists)
- Religion (including, but not necessarily limited to, religious creed, dress, and grooming practices)
- Citizenship
- Political activity or affiliation
- Marital status
- Age
- National origin (including, but not necessarily limited to, language use and possession of a driver's license issued to undocumented persons unable to obtain a driver's license under federal law)
- Ancestry
- Mental or physical disability (could include mental or psychological disorder, among others - please visit the [CalHR website](#) for the full list)
- Genetic information
- Medical condition (including, but not necessarily limited to, cancer)
- Military and veteran status
- Sexual orientation
- Gender identity
- Gender expression
- Sex and gender
- Pregnancy
- Taking or requesting statutorily protected leave
- Any other basis protected by federal, state, or local law, ordinance or regulation

This does not prohibit YouthOne from refusing to hire, or discharging, an employee whose mental or physical disability, or medical condition, renders the person unable to perform the essential duties of the position, even

with reasonable accommodation, and/or if the employee cannot perform essential duties without endangering the health of that employee or others.

This commitment applies to all who are involved in the operations of YouthOne (including independent contractors, personnel working on our premises who are employed by temporary agencies and any other persons or firms doing business for or with YouthOne) and prohibits unlawful discrimination by any employee of YouthOne, including managers and coworkers, as well as to third parties.

REASONABLE ACCOMMODATIONS

YouthOne does not retaliate or otherwise discriminate against applicants or employees who request a reasonable accommodation for reasons related to disability or religion. YouthOne forbids retaliation against any individual who files a charge of discrimination, opposes a practice believed to be unlawful discrimination, reports harassment, or assists, testifies or participates in an EEO agency proceeding. All such discrimination is unlawful, and any employees engaging in discriminatory behavior will be disciplined, up to and including termination.

YouthOne is committed to complying with the laws protecting qualified individuals with disabilities, as well as Staff religious beliefs and practices. YouthOne will provide a reasonable accommodation for any known physical or mental disability of a qualified individual with a disability and/or Staff religious beliefs and observances to the extent required by law, provided the requested accommodation does not create an undue hardship for YouthOne and/or does not pose a direct threat to the health or safety of others in the workplace and/or to the individual. If you require an accommodation to perform the essential functions of your job and/or for your religious beliefs or practices, you must notify the YouthOne People Team info@youthone.org. Once YouthOne is aware of the need for an accommodation, there will be an interactive process to identify possible accommodations that will enable the employee to perform the essential functions of the job. For more information about reporting discrimination or harassment pertaining to a reasonable accommodation, please visit the reporting harassment section of the handbook.

Zero Tolerance Harassment Policy

YouthOne does not tolerate harassment on the basis of any of the categories discussed in this handbook and will take appropriate disciplinary action should such harassment occur. Any individuals, including coworkers and supervisors, engaging in such conduct contrary to YouthOne policy may be personally liable in any legal action brought against them. YouthOne will not retaliate against you for filing a complaint in good faith.

YouthOne is committed to providing a work environment free of unlawful harassment. Harassment becomes unlawful when the offensive conduct becomes a condition of continued employment, or the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive. YouthOne policy prohibits harassment because of:

- Race and color
- Religion (including, but not necessarily limited to, religious creed, dress, and grooming practices)
- Citizenship
- Political activity or affiliation
- Marital status
- Age
- National origin (including, but not necessarily limited to, language use and possession of a driver's license issued to undocumented persons unable to obtain a driver's license under federal law)
- Ancestry
- Mental or physical disability (including, but not necessarily limited to, HIV and AIDS disabilities),
- Genetic information
- Medical condition (including, but not necessarily limited to, cancer)
- Military and veteran status
- Sexual orientation
- Gender identity
- Gender expression
- Sex and gender
- Pregnancy
- Taking or requesting statutorily protected leave
- Any other basis protected by federal, state, or local law, ordinance or regulation

YouthOne considers all such harassment unlawful.

The YouthOne chapters of the Peninsula’s anti-harassment policy applies to all persons involved in the

operation of YouthOne and prohibits unlawful harassment of any employee, member or staff of YouthOne. YouthOne policy also prohibits harassment of employees by non-employees.

YouthOne will make every effort to maintain the confidentiality of reported violations of this policy. Certain disclosures are necessary as a part of the investigation process but will be on a need to know basis.

HARASSMENT DEFINED

Harassment is a form of unlawful discrimination and violates YouthOne policy. Harassment may take many forms between staff members as well as club members, but the most common forms include:

- **Verbal harassment** (e.g., jokes, epithets, slurs, negative stereotyping, and/or unwelcome remarks about an individual's body, color, physical characteristics, appearance, or sexual practices, or gossiping about sexual relations)
- **Physical harassment** (e.g., physical interference with normal work, impeding or blocking movement, assault, unwelcome physical contact, leering at a person's body or direct threats to inflict harm)
- **Visual harassment** (e.g., offensive or obscene pictures or emails, gestures, display of sexually suggestive or lewd objects, unwelcome notes or letters, and/or any other written or graphic material that denigrates or shows hostility or aversion toward an individual, because of a protected characteristic, that is placed or circulated in the workplace).
- **Sexual Harassment** (e.g., unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature) includes harassment of women by men, of men by women, same-sex harassment, and harassment by/toward anyone who does not identify as a man or woman. Sexual harassment is unlawful whether it involves coworker harassment, harassment by a supervisor or manager, or by persons doing business with or for the organization. There are two distinct categories of sexual harassment:
 - quid pro quo (when an individual's submission to, or rejection of, unwelcome sexual conduct is used as a basis for employment decisions affecting that individual, including granting of employment benefits); and
 - hostile environment (when unwelcome sexual conduct unreasonably interferes with an individual's job performance or creates an intimidating, hostile, or offensive working environment, even if it does not lead to tangible or economic job consequences).

Sexually harassing conduct does not need to be motivated by sexual desire to be considered unlawful.

- **Electronic Harassment (cyberbullying)** (e.g., posting threats or demeaning comments on social media, unwanted and/or inappropriate text messages, inappropriate comments made via email or workplace collaborations apps, sharing of personal identifying information)
- **Psychological Harassment** (e.g., isolation or exclusion of a staff member, ridicule and/or spreading rumors about a staff member, mockery or humiliation of a staff member)

YouthOne prohibits use of the computers, e-mail systems, voice mail systems, cell and video phones and any other electronic media in ways which are offensive to others, or are otherwise discriminatory, harassing or obscene, or for any other purpose which is illegal, against YouthOne policy or not in the best interest of the organization. For example, the display or transmission of sexually explicit images, jokes, messages, and cartoons is prohibited. Other such misuse of electronic media includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment, discrimination or showing disrespect for others. Any such use of the computers, e-mail system, voice mail system or other electronic media will be considered a violation of this Policy.

Reporting Harassment and Discrimination

REPORTING DISCRIMINATION

YouthOne requires employees to report to the People Team (info@youthone.org) any apparent discrimination or harassment. The report should be made within 48 hours of the incident. YouthOne will promptly notify the general counsel of all incidents or reports of discrimination or harassment and will take other appropriate measures to resolve the situation.

REPORTING HARASSMENT

If you believe you have been subjected to *any* form of harassment, including sexual harassment, contact the People Team (info@youthone.org) as soon as possible. Managers who receive complaints of misconduct must immediately report such complaints to the People Team (info@youthone.org), who will investigate the issue. If your manager is involved in the reported conduct or, if for some reason you feel uncomfortable about making a report to that level, you should speak directly to the People Team (info@youthone.org).

The important thing is that Staff bring the matter to YouthOne's attention promptly, so any concern of harassment or discrimination can be investigated and addressed appropriately. YouthOne will promptly and clearly inform you of your rights to assistance and how to protect and preserve those rights. It would be best to communicate your complaint in writing, but this is not mandatory. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. YouthOne will immediately undertake an effective, thorough and objective investigation and attempt to resolve the situation.

All staff and managers have a duty to cooperate in the investigation of alleged harassment or discrimination. In addition, failing to cooperate, omitting pertinent information, or deliberately providing false information during an investigation is grounds for disciplinary action, up to and including termination of employment.

Retaliation by any person, including, but not limited to, co-workers, managers, club members (youth), and third parties, for reporting, making any complaints, or participating in any investigations of incidents of harassment or discrimination, or perceived harassment or discrimination **is strictly prohibited**.

Any report of retaliation by one accused of harassment or discrimination, or by coworkers, supervisors, club members (youth), or managers, will also be promptly and thoroughly investigated. If a complaint of retaliation is substantiated, appropriate disciplinary action, up to, and including, termination of employment,

will be taken.

Upon completion of any investigation, YouthOne will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated this prohibition against harassment. The reporting employee will be informed that the investigation is concluded. If unlawful discrimination has occurred, effective remedial action will be taken, commensurate with the severity of the offense. YouthOne will also take action to protect the reporting employee and to prevent further harassment or retaliation.

ADDITIONAL ENFORCEMENT INFORMATION

In addition to YouthOne's internal complaint procedure, employees should also be aware that the federal Equal Employment Opportunity Commission (EEOC) and the California Department of Fair Employment and Housing (DFEH) investigate and prosecute complaints of harassment, discrimination, and retaliation in employment. Information about the EEOC's complaint procedure can be found at www.eeoc.gov. Employees may also contact the EEOC at: 1-800-669-4000 (English) or 1-800-669-6820 (TTY). Information about the DFEH can be found at www.dfeh.ca.gov. Employees may also contact the DFEH at 1-800-884-1684 (English) or 1-800-700-2320 (TTY) within California.

Posters summarizing staff rights to a discrimination and harassment free workplace should be posted in a conspicuous location available to all staff, at any YouthOne club or location.

Maintaining a Safe Workplace

Americans with Disabilities Act

To ensure equal employment opportunities to qualified individuals with a disability, YouthOne will make reasonable accommodations for the known physical or mental disabilities of an otherwise qualified individual who is an applicant or an employee unless undue hardship would result. If you require an accommodation, please contact the People Team at info@youthone.org and request such an accommodation. YouthOne will then engage in a good-faith interactive process with you to determine what, if any, effective accommodations can be made.

Nursing Parent Accommodations

At YouthOne, we recognize the importance of providing reasonable accommodations to you if you are a nursing parent. We want to ensure that you can breastfeed, or withdraw breast milk in a comfortable and private environment. If you need to do so, you will be provided with a reasonable amount of break time. This break time, if possible, will run simultaneously with any paid break time already provided. In the event it is not possible for a paid break and a break to breastfeed or withdraw breast milk to happen simultaneously, the break time to breastfeed or withdraw breast milk is unpaid. Any staff member desiring to breastfeed or withdraw breast milk at work will be provided with reasonable accommodations. The staff member will be provided with the use of a room, or other location other than a toilet stall, that is shielded from view and free from intrusion from coworkers and the public, in close proximity to the employee's work area. The staff member's normal work area may be used if it allows for privacy.

Employee Records, Files & Confidentiality

As a YouthOne Staff Member, you are a YouthOne representative to your community on both a personal and professional level. Therefore, you should be conducting yourself in a favorable manner to reflect yourself and YouthOne.

Nothing in this policy limits or prohibits you from engaging, for a lawful purpose, in any [Protected Activity](#). During your employment as a YouthOne Staff member, you have access to confidential information related to YouthOne and, particularly, our youth members. Except with the express permission of the People Team or Leadership, you may not, at any time during or after your employment, use, duplicate, or disclose in any way any such information to any unauthorized person or other YouthOne Club entity.

Members (youth) who are served by YouthOne must be kept private and confidential. Disclosure can be made only under the specific conditions described below, for reasons relating to law enforcement and fulfilling YouthOne's mission. As such, you **should not** disclose any information about a person, including whether or not they are a member served by YouthOne, to anyone outside of YouthOne unless authorized by the People Team or Leadership, or other authorized personnel. The principle of confidentiality must be maintained in all programs, departments, functions, and activities.

1. No information requested by someone outside YouthOne may be given over the telephone except by the People Team.
2. No information about individuals or records may be released to state, federal or other agencies that enable the identification of any person by name, address, Social Security number or other coding procedures, except by the People Team, unless required or permitted under applicable laws.

If records are inspected by an outside agency, the individual(s) who inspects the records must be specifically authorized to do so by the People Team or YouthOne Leadership. The taking of notes or removal of records is specifically prohibited in such cases. YouthOne Staff may not discuss any individual's record with unauthorized individuals, whether on or off duty. Disclosing confidential information to persons not entitled to such information, and/or assisting others in gaining unauthorized access to YouthOne records or information regarding YouthOne or its members, are clear violations of this Policy. The communication of defamatory information about YouthOne, its members, or its staff is also a violation of this Policy.

Careful custody and handling of YouthOne documents or materials containing confidential information are of critical importance to the well-being of YouthOne. You are responsible for safeguarding against the theft, loss, unauthorized use or disclosure of this information. Therefore, if in the course of your work, you have access to

such material,

you must take whatever steps are necessary to assure it is handled, stored, transmitted or destroyed in a manner that will prevent loss or misuse. Such material may not be copied without the express consent of the originator. As more fully described in the [Electronic Communications Usage Policy](#), exceeding authorized access to YouthOne confidential information, computer systems, and databases will be grounds for disciplinary action, up to and including termination, and may result in criminal prosecution under state and federal law, including the [Computer Fraud and Abuse Act](#).

An example of common confidential matters are:

- Employee names, addresses, and telephone numbers
- Other employees' personnel files
- Organization expenses and financial data
- Organization clients
- Anything marked "Confidential", "Organization Private", "Secret", "Personal", etc. Such private and confidential information should be given only to those persons in YouthOne who have a need and authority to know in order to function in their jobs. For everyone else, inside or outside YouthOne, **confidential means confidential**.
- Member family names, addresses, and telephone numbers

No confidential information should ever be given by you or any YouthOne Staff over the telephone without prior approval. If a call is suspicious, it should be routed or reported immediately to the People Team at info@youthone.org. In addition, no information is to be given to a person soliciting information in person. Again, the People Team should be notified immediately.

Subject to your right to engage in Protected Activity, if you use cell phones, cordless phones, landlines, portable computers, desktop computers and fax machines, you should not use these methods for communicating confidential or sensitive information, or any proprietary information.

The obligations to maintain the confidentiality of the documents and information described in this section of the Handbook also apply after the termination of your employment.

Please note: You will be required to sign YouthOne's separate Confidentiality Agreement if necessary for your role.

REQUESTING TO REVIEW PERSONAL RECORDS

You have a right to inspect and receive a copy of your own personnel record at reasonable times and at reasonable intervals, except for letters of reference and other limited kinds of information. If you wish to review

your Personnel File you should request an appointment in writing with the People Team. A request to inspect or receive a copy of personal records **must** be made in writing. You will be charged for the [cost of copying documents according to regulations](#). Certain documents may be excluded, and some information may be redacted from your personnel file by law. Health/medical records are not included in your personnel file. These records are confidential. YouthOne will safeguard them from disclosure and will divulge such information only as allowed or required by law.

Your Personal Information

The information recorded in your personnel file is extremely important to you and YouthOne. It is your responsibility to make sure the personal data in the file is accurate and up-to-date. It is incumbent upon you to notify the People Team immediately at info@youthone.org if there is a change in status, including but not limited to the following:

1. Name and social security number
2. Home address and telephone number
3. Cellular or Mobile number
4. Beneficiary(ies)
5. Emergency contact information
6. Additional education and training

Employment References

Only the People Team is authorized to release information about current or former employees. If you receive a request for a reference, you should not confirm or deny any information, simply refer the request to the People Team. Disclosure of personnel information to outside sources will be limited.

General Safety Guidelines

Safety

Your safety is a major concern to the organization. YouthOne feels that a clean, safe, and healthy environment should be provided for all employees. Every reasonable precaution is taken to provide you with a safe place to work. Accident prevention is largely an individual responsibility, and you are expected to do your part to work safely.

The following guidelines should be observed:

1. Study your job and possible hazards. If you are uncertain as to the safest way of performing the duties of your specific role, we highly encourage you to ask your manager for assistance before you begin.
2. YouthOne will supply you with safety equipment whenever it is necessary for your role. You must, at all times, wear required safety equipment and observe all posted rules and regulations. If you feel safety equipment is necessary for your task, please request it.
3. If you are to become ill or are injured on the job, please immediately notify your manager.
 - a. In order to receive prompt insurance coverage, an injury report must be filled out.
 - b. If you think you need medical attention, inform your manager. Your manager will have a list of available doctors and medical facilities in the area.
4. Report all defective equipment or possible hazardous conditions to your manager.
5. Feel free to make any safety suggestions to your manager and team.
6. YouthOne provides access to shade to you if you perform work outside when the temperature exceeds 80 degrees Fahrenheit. YouthOne encourages you to take cool-down periods in the shade, when needed to prevent overheating, for not fewer than five (5) minutes in duration per cool-down period. There is no limit on how many cool-down periods you may take when performing work outside. If you are performing work outside and in need of a cool-down period, you must notify your manager prior to taking any cool-down period.
 - a. Time spent taking a recovery or cool-down period in compliance with this policy will be considered “hours worked” and will be paid.
 - b. If you are required to work through some or all of a cool-down period, should complete a California Meal Period, Rest Period and Recovery Period Premium Request Authorization Form and submit it to the your manager by no later than the end of the pay period (Premium Requests are provided upon request). If you are denied a cool-down period you should report this to the People Team immediately at info@YouthOne.org .

In compliance with California law, and to promote the concept of a safe workplace, YouthOne maintains an Injury and Illness Prevention Program, a Fire Prevention Program, an Emergency Action Plan, and a Heat Injury Prevention Plan. Employees are also required to review these and be familiar with their contents. These plans and programs are available on YouthOne’s ADP website.

YouthOne or its insurer will not be liable for the payment of workers’ compensation benefits for any injury that arises out of your voluntary participation in any off-duty recreational, social, or athletic activity that is not part of your work-related duties.

Workplace Violence

At YouthOne, we have zero tolerance for workplace violence in any form, including but not limited to physical, verbal, or psychological abuse. The purpose of this policy is to minimize the potential risk of personal injuries to you and other employees at work. It also helps to reduce the possibility of damage to corporate property, in the event that someone, for whatever reason, may be unhappy with a corporate decision or action made by a staff member or member of management. It is also very important to maintain the safety of our club members from witnessing or experiencing workplace violence.

YouthOne has no tolerance for acts and threats of violence. All such acts and threats, even those made in apparent jest, will be taken seriously and will lead to appropriate discipline, up to, and including, termination of employment. A threat includes, but is not limited to, any indication of intent to harm a person or damage YouthOne property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally.

You are prohibited from bringing any weapons to a work site location, sponsored event, and/or any event that you are representative of YouthOne. It is your responsibility to assist in establishing and maintaining a violence-free work environment. If you receive or overhear any threatening communications from a staff member or outside third party, report it to your manager at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. **If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, contact an emergency agency (such as 911) immediately.**

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. You are expected to report and participate in an investigation of any suspected or actual cases or threats of workplace violence. Your failure to report or fully cooperate in the corporation's investigation could result in discipline. Violations of this policy will not be permitted and may result in disciplinary action up to and including termination.

Anyone with questions about the application of this policy should contact the People Team at info@YouthOne.org.

Protected Activity

YouthOne is committed to upholding the rights of individuals to engage in "protected activities" as defined by applicable laws and regulations. "Protected Activity", means filing a charge, complaint, or report, or otherwise communicating with or participating in any investigation or proceeding that may be conducted by state, federal, local, or other governmental agency, which can include: the Securities and Exchange

Commission, the Occupational Safety and Health Administration, the Equal Employment Opportunity Commission, and the National Labor Relations Board (“Government Agencies”). In connection with such Protected Activity, you are permitted to disclose documents or other information as permitted by law, and without giving notice to, or receiving authorization from, YouthOne. When making any such disclosures or communications, you must take all reasonable precautions to prevent unauthorized use or disclosure of any YouthOne-related information to any parties other than the relevant Government Agencies. Other “protected activities” include but are not limited to: taking time off to serve on a jury, appearing in court when subpoenaed, taking time off to appear at school events for your child, disclosing your wage to others, and complaining about workplace safety or hazards. Find a more comprehensive list of your protected activities here: <https://www.dir.ca.gov/dlse/HowToFileLinkCodeSections.htm> .

“Protected Activity” **does not** include the disclosure of any YouthOne attorney-client privileged communications or attorney work product; any such disclosure, without YouthOne’s written consent, violates YouthOne policy. Any language in other employment agreements regarding an employee’s right to engage in Protected Activity that conflicts with, or is contrary to, this paragraph is superseded by the language used in this policy.

In addition, pursuant to the Defend Trade Secrets Act of 2016, you are notified that you will not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret on these conditions:

1. If made in confidence to a federal, state, or local government official (directly or indirectly) or to an attorney solely for the purpose of reporting or investigating a suspected violation of law, or
2. If made in a complaint or other document filed in a lawsuit or other proceeding, if (and only if) such filing is made under seal.

In addition, if you file a lawsuit for retaliation by an employer for reporting a suspected violation of law you may disclose the trade secret to the individual’s attorney and use the trade secret information in the court proceeding, if you file any document containing the trade secret under seal and do not disclose the trade secret except pursuant to court order. You may keep a copy of this Handbook, as well as personnel documents related to themselves, after termination of employment.

Whistleblower

It is YouthOne’s policy to comply fully with the spirit and letter of all federal, state and local laws and regulations which apply to YouthOne and its business operations. If you believe that any employee of YouthOne may be acting in violation of any such law or regulation – or in violation of a Club policy – **we**

request that the employee report the perceived violation, preferably in writing, to the People Team within 24 hours of the observation of

such conduct, or as soon as practicable. All inquiries pertaining to perceived violations will be handled in the strictest confidence possible. Examples of perceived violations of law include, but are not limited to, violations of child labor laws, wage and hour regulations and unlawful discrimination or harassment to club members and other YouthOne staff.

Examples of perceived violations of Club Policy include, but are not limited to, employee theft and breach of the Club's *Confidentiality or No Solicitation Policy*. Moreover, YouthOne also requests and encourages you to report any questionable accounting or auditing concerns to the YouthOne Controller. Employees may confidentially and anonymously submit their concerns, in writing, to 401 Pierce Road, Menlo Park, CA 94025, Attention: Controller. When necessary or appropriate or when financial irregularities are involved, your concerns will be forwarded to the Club's Audit Committee. Compliance with this Policy is a term and condition of continued employment with the Club. If you have any questions with regard to this duty to report perceived violations, you may contact the Club's Director of the People Team. Under no circumstances will YouthOne retaliate against an employee who reports conduct that the employee perceives to be a violation of law or policy.

Smoke-Free Workplace

YouthOne provides a work environment that is **smoke-free**. Smoking is strictly prohibited in any enclosed area of the facility or within 20 feet of any door, window or air intake area. For purposes of this policy, smoking includes the use of electronic smoking devices, such as electronic cigarettes, cigars, pipes or hookahs, that create an aerosol or vapor. If you violate this policy or tamper with "No Smoking" signs, you will be subject to disciplinary action up to and including termination.

If you observe other individuals smoking in the workplace, you have a right to object and should report the violation to their manager or to another member of management. You will not be disciplined or retaliated against for reporting smoking that violates this policy.

COVID-19 Response

YouthOne is committed to minimizing the risk of our employees, volunteers, students, and partners contracting and spreading COVID-19. This policy outlines the steps to be taken in the event where an employee, volunteer, student or partner who has been at a YouthOne site has tested positive with COVID-19. **If you test positive for COVID-19**, please contact your manager and let them know of your test result. If possible, please keep your manager consistently updated throughout your time recovering in order to gauge when it is appropriate to return

to work. Please notify the People Team at info@youthone.org, if you will be out for extended periods of time in order to determine your eligibility for advised sick leave and any other benefits.

Pay While Out

If you are unable to work due to this policy or the Families First Coronavirus Response Act (FFCRA), you will be fully compensated for up to 80 hours of paid sick leave at your regular pay rate, as outlined in the FFCRA. You may also be eligible for up to 10 weeks of extended family or medical leave. If you are unable to be onsite but are asymptomatic, you will be expected to work remotely if necessary for your job, unless a medical Physician has advised otherwise.

MEMBER SAFETY

How we ensure the safety of our children

Our Commitment to Child Safety

The safety and wellbeing of young people is our number one priority. We work every day to create a safe, inclusive and fun environment so kids can have every opportunity to be successful in life. We have no tolerance for inappropriate behavior of any kind, including child sexual abuse or misconduct, and we put resources behind that stance.

CULTURE OF SAFETY

YouthOne continually updates robust safety policies, programs and training for staff and volunteers to promote child safety and protect young people from threats in our society. These resources include but are not limited to:

- Annual mandated reporter training
- Annual sexual harassment prevention training

SAFETY POLICIES

YouthOne maintains comprehensive safety policies that protect youth, including but not limited to policies on supervision, transportation, communication and prohibition of one-on-one contact.

24-HOUR TOLL-FREE CHILD SAFETY HOTLINE

We encourage all staff, members and families to report any incident or situation they feel is unsafe. Through our national partnership with [Praesidium](#), one of the nation's leading safety experts, YouthOne chapters of the Peninsula members and staff have access to a confidential 24-hour toll-free Child Safety Hotline at 866-607-SAFE (7233) or SafeClub@Praesidiuminc.com.

MANDATORY BACKGROUND CHECKS

Mandatory criminal background checks are required upon hire and annually for every staff and board member at YouthOne. In addition, criminal background checks are required for any volunteer who has direct, repetitive contact with children. All potential employees and volunteers are run through DOJ Live Scan.

REQUIRED IMMEDIATE REPORTING

YouthOne staff and volunteers are all mandated reporters and are required to report any critical incident/safety concern to local authorities immediately. We are also required to report any critical incident to YouthOne chapters of America within 24 hours.

MANDATORY ANNUAL SAFETY ASSESSMENTS

We employ a multi-tiered safety assessment approach to ensure we continually make improvements to safety at our Clubs (see below).

- [Click here](#) to see our Organization Safety Assessment
- [Click here](#) to see our Site Safety Assessment

SAFETY TRAININGS

Ongoing training and supervision of staff are critical. We participate in a wide variety of child safety training through online courses, CPR training, and ongoing partnership with the local police departments. We also engage leading third-party safety experts to provide guidance for our policies and approaches, including Praesidium, the National Center for Missing & Exploited Children and the National Children’s Advocacy Center.

MANDATORY EMPLOYEE REFERENCE

Any employee interested in moving to another Boys & Girls Club location is required to have a reference from their previous Club, even if the Clubs are within the same community.

STATE AND LOCAL LAWS

We comply with federal, state and local safety laws, including those impacting facilities and vehicles.

SAFETY PARTNERSHIPS

Nationally, YouthOne chapters of America works with leading experts in the areas of safety, security and technology to develop state-of-the-art solutions for Clubs. Partners include:

- National Child Safety Advisory Task Force, made up of leading experts and organizations
- Blue Ribbon Task Force, composed of local Club leaders who provide input on safety direction and key safety initiatives
- Mental Health First Aid, a national program that teaches skills to recognize and respond to signs of mental illness and substance abuse
- Crisis Text Line, a confidential text message service for youth in times of crisis

Locally, YouthOne chapters of the Peninsula partners with:

- East Palo Alto Police Department, Redwood City Police Department, and San Mateo Police Department
- Menlo Park Fire Department and Redwood City Fire Department
- InHome CPR

CONTINUED COMMITMENT

In July 2020, Boys & Girls Club organizations voted to adopt additional safety measures to further improve safety within our Clubs. Though many of these practices were already commonplace across our Movement, this vote made them mandatory for all Clubs. These include more stringent reference and background checks, enhanced Safety Committee requirements, stronger communication of key safety resources and information,

and more. With an unprecedented majority, on July 26, 2021, local YouthOne chapters voted in record numbers to adopt additional membership requirements that further enhance child safety, implementing recommendations from RAINN that began in 2020 - a demonstration of our continued commitment to keeping kids safe.

Nationally, YouthOne chapters of America has advocated for passage of the [U.S. PROTECT Act](#) to improve background screening systems and access. The national organization has also partnered with the [FBI](#), the National Center for [Missing & Exploited Children](#) and the [Centers for Disease Control](#) to support the development of safety practices that benefit ALL youth-serving organizations.

America's young people deserve nothing less than our constant focus on their safety and our firm commitment to protect every child who is entrusted to our care at YouthOne chapters of the Peninsula. To [learn more](#) about our national safety policies and actions, please visit YouthOne chapters of America's [Child Safety](#) page.

YouthOne Safety Committee

At YouthOne, we have a dedicated, Board-led Safety Committee to provide input and guidance on local policies and safety strategies. Our YouthOne Safety Committee Charter below outlines our priorities and initiatives.

YouthOne Safety Committee Charter

The core function of YouthOne's Board-led safety committee is to provide necessary leadership to ensure the reasonable protection of the youth, employees, volunteers, and visitors who utilize Club facilities and participate in Club activities. The committee's role is to serve as the one entity that connects many separate organizational functions that affect the quality of safety, including human resources, supervision, training, emergency management, policies, programming, and other safety related issues.

THE SAFETY COMMITTEE IS REQUIRED BY BGCA TO COMMIT TO THE FOLLOWING ANNUALLY:

- Meet at least (3) times a year
- Implement solutions to ensure the safety of all members, employees, volunteers, and visitors
- Verify the organization's submission of the annual online safety assessments
- Review the organization's safety assessments to identify areas for improvement
- Review the organization's safety policies. Examples include: **(1)** Video surveillance **(2)** Data collection, storage, and transfer **(3)** Technology acceptable use **(4)** Field Trips **(5)** Emotional Support / Mental Health **(6)** Code of Conduct **(7)** Social Media **(8)** Internet safety **(9)** Prescription medication **(10)** Bullying prevention **(11)** Disability inclusion

ADDITIONAL SAFETY COMMITTEE RESPONSIBILITIES:

- Examine liability, risks, and exposure that threaten the safety of youth, families, staff, and volunteers at YouthOne and school partner facilities
- Ensure YouthOne is compliant with all applicable federal, state and local laws at all of our sites.
- Review emergency operations plans, incident response protocols and crisis communications plans and direct staff to revise as needed. Safety Committee Skills: **(1)** Facility management **(2)** Child advocacy and/or abuse prevention **(3)** Legal and policy **(4)** Mental health or health care **(5)** Emergency management and preparedness **(6)** Industrial Safety **(7)** Building security and surveillance **(8)** Insurance or risk management **(9)** Health & food safety **(10)** Transportation **(11)** Human resources

Avoiding Inappropriate Interactions with YouthOne Members (Youth)

The best way to avoid inappropriate conduct with a YouthOne Member, is to adhere strictly to our conduct policies. Even innocent actions or behaviors can be misconstrued by others and can lead to false accusations or allegations. YouthOne will not compensate you for your own misconduct, unless required by law. If you are accused and under investigation by law enforcement, you will receive **no protection** from YouthOne. For this reason, YouthOne has set forth the following policies to protect staff working with YouthOne Members (youth). Any staff member who violates the following policies will face disciplinary action, up to and including termination.

Here are a few rules to keep in mind:

- **Never take a member out of YouthOne without permission.** Taking a child or YouthOne member out of a YouthOne facility except in connection with **an official function or program** is prohibited and a serious violation of YouthOne policy. Any staff taking a child out of a YouthOne facility without authorization and/or consent of parent or guardian will be subject to **immediate termination**.
- **Never be alone in a closed area with a YouthOne member (youth).** As much as possible, all staff members need to stay within sight of each other when working one-on-one with youth (tutoring, counseling, disciplining, etc). Areas include but are not limited to bathrooms, gymnasiums, classrooms, employee offices, etc. If a YouthOne member (youth) is left at YouthOne after operating hours, a **minimum of two staff members** should wait for the child to be picked up.
- **Never hold hands with YouthOne members (youth), tickle or kiss them, allow YouthOne members (youth) to sit on your lap, or engage in other behavior that may be perceived as inappropriate.**
- **Never engage with YouthOne members on personal social media platforms or exchange personal contact information.** If communication needs to occur with a club member, it must be concerning YouthOne school-related matters and it must be on a YouthOne approved platform (i.e Google Classroom). Communications between YouthOne staff and a YouthOne member are subject to monitoring.
- **Never allow YouthOne members in your personal vehicle**
- **Never give the YouthOne members money or personal gifts**

The bulleted list above contains a few examples of conduct that are prohibited and may lead to disciplinary action. It does not constitute a complete list of all types of interactions that can result in disciplinary action.

YouthOne retains the right to investigate all reported interactions between staff and YouthOne members (youth) and determine the appropriate disciplinary measures.

Reporting Inappropriate Behavior Between Staff And Members (Youth)

Any person with knowledge or suspicion of an inappropriate relationship or behavior between staff and a YouthOne member **must immediately report the conduct to the People Team at info@youthone.org**. Nothing in this paragraph is intended to relieve mandated reporters of their obligations under state and local statutes. **Failing to report, omitting pertinent information, or deliberately providing false information is grounds for disciplinary action, up to and including termination of employment.**

Staff who make a good-faith report of a suspected fraternization violation, or who cooperate in inquiries or investigations related to the investigation of such a report, will be protected from retaliation in accordance with YouthOne's policy. It is especially important to note that this policy seeks to empower accountability regardless of reporting structure, seniority, level or title. In other words, all YouthOne staff, regardless of their position, should feel confident to report suspicious behavior.

YouthOne will take appropriate disciplinary action, up to and including dismissal, against any staff found to have violated our non-fraternization policy. Reports of suspected fraternization violations by staff shall follow the procedures set forth in accordance with the appropriate disciplinary policies.

STARTING AS A NEW STAFF MEMBER

Onboarding and your early days
with us

Onboarding

Onboarding Process/Timeline for New Hires

1. Written Offer Letter

After you go through the interview process, you will receive a written offer letter detailing the logistics of your new job, site location, pay and benefits.

2. Compliance

You will then receive an email containing a streamlined set of instructions in order to complete Compliance including identification paperwork to verify employment eligibility. A member of the People Team will guide you through the necessary steps before your official start date at a YouthOne site. Once compliance steps are met, your confirmation of your offer will be considered “received,” and you will be a **new hire!**

3. New Hire Training

After compliance, you will receive an **Official Welcome Letter** and a welcome video from our CEO, Jenny Obiaya. A member of the People Team will provide additional mandatory self-paced training modules so you can get acclimated with our culture and processes. Once completed, a member of the People Team will notify you on details of your official start date.

4. Onsite Training, First Day Orientation

On orientation day (onsite training), you will be greeted by your on-site manager who will verify your I-9 documents in person. You will also meet with the IT Team to set you up with necessary equipment and access for your role. You will also meet the rest of your local YouthOne team on your first day as well!

Your First 90 Days: Introductory (Probationary) Period

At YouthOne, we believe it is important to communicate performance expectations clearly in order to support success in your role. Therefore, we consider the first 90 days of employment for new employees of YouthOne to be an introductory period. During this time as a new hire, your skills and general work performance will be evaluated. Successful completion of the introductory period does not alter the “at-will” policy, nor give rise to or create an employment contract for any period of time or constitute a guarantee of continued employment.

Why Is Compliance So Important?

As a youth development organization, our absolute top priority is the safety of our YouthOne club members. To ensure all YouthOne staff and volunteers (you) are eligible to work with and serve our youth. Strict child-safety and health-related compliance and training must be completed and followed.

REGULAR AND SEASONAL STAFF COMPLIANCE (FULL-TIME, INTERNS, FELLOWS, & TEEN STAFF)

All regular YouthOne employees must complete or provide the following prior to starting:

- LiveScan fingerprinting clearance
- TB test results (must be within 2 years from start date)
- Valid legal documentation for state and federal Form I-9 completion
- COVID-19 vaccination (shots 1 and 2 - no booster required)
- Mandated reporter training certification
- Sexual harassment prevention training certification
- A valid photo ID

Additionally, guidelines for teen staff only:

- Minimum age requirement for all teen staff is 15 years old
- Minimum age requirement for teen staff working in the kitchen is 16 years old
- All teen staff under 18 years old must provide a valid work permit

BACKGROUND CHECKS

All YouthOne employees, staff and volunteers are subject to background checks upon hire and post-hire, as permitted by applicable laws. Offenses or convictions may prevent ongoing employment, subject to applicable law.

CALIFORNIA IMMIGRATION POLICY (YOU MUST BE ELIGIBLE TO WORK IN THE US)

All offers of employment are contingent on verification of an employee's right to work in the U.S. On an employee's first day of work, the employee will be asked to provide original documents verifying the employee's right to work and to sign a verification form required by federal law. If an employee, at any time, cannot verify the employee's right to work in the U.S. YouthOne may be obligated to terminate the employee's employment.

USE OF BGCP PROPERTY

Caring for our physical property

Use of YouthOne Property Policy

The purpose of this policy is to ensure that all property maintained by YouthOne is kept in the best possible working condition and to ensure proper use of such property and YouthOne networks. It is your responsibility to protect any YouthOne property from loss, theft, damage, or unauthorized use.

“**Property**,” as the term is used in this policy, is defined as any piece of equipment, furnishing, vehicle, building, or supply leased, owned, donated, or otherwise in the custodial care of YouthOne or any person

acting

as its agent.

You should **not** expect any privacy on YouthOne premises or when using YouthOne property or networks, except that which is required by law.

General Guidelines of Using YouthOne Property

You must maintain your work environment in an orderly fashion and follow all YouthOne rules to ensure its proper use and maintenance. You are expected to assist in the general housekeeping around the facility. This includes keeping work areas neat, throwing away all trash, and other requirements as outlined by site-level management.

If you are found to have neglected or misused YouthOne property you will be subject to disciplinary action up to and including termination. Misappropriation of YouthOne property is grounds for immediate termination and possible criminal action.

YouthOne property (including computers, two-way radios, telephones, cellphones, copiers, fax machines, internet services and printers) is intended for business use only. Limited personal use as necessary is allowable but should be the exception and not the norm. YouthOne reserves the right to discipline staff members for excessive personal use of YouthOne property.

Video Surveillance Policy

In response to possible workplace theft and other employee misconduct, YouthOne has installed video surveillance cameras in work areas, including but not limited to storage areas, entrances, exits and other areas where work activity occurs.

If there is any reported incident of theft, trespass, workplace violence, employee misconduct or any type of safety violation (hereafter collectively referred to as “security incidents”), YouthOne will utilize its surveillance equipment as an investigatory tool. YouthOne will also make use of its surveillance equipment to deter any future security incidents.

YouthOne reserves the right to actively monitor, through surveillance cameras, any areas for safety reasons (to protect against failure, breakage, or accident) or confidentiality reasons (to protect documents or other proprietary information). Although the video surveillance policy is intended to monitor for security incidents and other safety reasons at YouthOne, it is possible that such surveillance may monitor activities not related to YouthOne official business.

YouthOne respects your privacy. Accordingly, there will be no video cameras installed in YouthOne’s restrooms or in any changing areas.

The surveillance video cameras and any videotapes prepared from the surveillance are to be used solely for the purposes of this video surveillance policy. **Any unauthorized use of these video cameras and/or videotapes is strictly forbidden and may result in discipline leading up to and including termination of employment with YouthOne.**

Vehicle Use Policy

Club vehicles are used for transporting members, employees, board members, supplies, etc. **They are for Club related activities only, personal use is prohibited.** Due to safety issues and insurance liabilities, **staff are not to drive any Club members** (or staff under age 18) **in personal vehicles.** Only drivers approved by the YouthOne's insurance carrier may drive a Club vehicle. The People Team and Operations Team keep necessary staff and site leaders informed of approved drivers. **When members are being transported in a Club van there must be a minimum of 3 people - either 2 staff or 2 members - in the vehicle.** While driving the vehicle, eating is not permitted. Cell phone use is prohibited, except in case of emergency. In case of emergency, please ensure the vehicle is in a safe location, and in park or turned off prior to using a cell phone.

Staff members are permitted to transport YouthOne youth in personal vehicles, if that youth member is a family member. Family members are defined as children, siblings, cousins, nieces and nephews.

The Unit Director is responsible for the keys to the vehicles, which will be kept at the Unit Director's site. The Unit Director is responsible for ensuring that each of the vehicles kept at the site has a mileage logbook. Drivers must record trip information in the logbook any time they use a vehicle. Sites must submit vehicle log sheets to the Director of Operations at the end of each month.

MAINTENANCE AND LOGGING OF VEHICLE CONDITION

Any employee for whom driving is an essential job duty must be authorized and approved by the Operations department to drive YouthOne-owned vehicles. It is the responsibility of the YouthOne employee driver to ensure that the vehicle is in full operational condition before each use. The **employee driver will sign a vehicle log report noting any problems with, or damage to, the vehicle before each use.** Should the employee return the vehicle to the YouthOne with damage to the vehicle, the vehicle log report will be used as support evidence of the condition of the vehicle before it was used by the employee driver. Any vehicle found to be unsafe will be removed from the operational fleet until appropriate maintenance or repairs have occurred.

I GOT INTO AN ACCIDENT WITH A COMPANY VEHICLE... WHAT SHOULD I DO?

1. Ensure Safety

<p>You should prioritize your safety and the safety of others involved in the accident. If necessary, you should move to a safe location away from traffic. If there are injuries requiring immediate medical attention, the employee should call emergency services right away (911).</p>
<p>2. Contact Authorities</p>
<p>You should contact the local law enforcement agency to report the accident. You should provide accurate information about the location, the vehicles involved, and injuries sustained.</p>
<p>3. Gather Information</p>
<p>You must collect relevant information from the accident scene, including the names, contact details, and insurance information of all parties involved. They should also take photos of the accident scene, vehicle damage, and any other evidence that may be helpful for insurance purposes.</p>
<p>4. Notify the Company</p>
<p>You should notify your onsite manager or the designated contact within the company as soon as possible. You should provide a detailed account of the accident, including date, time, location, and any other pertinent information. If the accident occurs outside of regular business hours, the employee should follow the established protocol for reporting accidents and leave a message if necessary.</p>
<p>5. Seek Medical Attention (if necessary)</p>
<p>If you or anyone else involved in the accident requires medical attention, they should seek prompt medical care. This includes injuries that may seem minor at first but could worsen over time.</p>
<p>Cooperate with Investigation and Fill out Accident Report</p>
<p>You should cooperate fully with any investigations conducted by the authorities, insurance companies, or the company itself. This includes providing accurate and honest statements regarding the accident.</p>
<p>Contact YouthOne Insurance Company and follow Policy Procedure</p>
<p>You must be able to reach out to YouthOne insurance company, further details on this will be outlined by your manager. It is of the utmost importance that you remain following the policy procedure.</p>

USE OF CELLPHONE WHILE DRIVING

In the interest of the safety of our employees and other drivers, YouthOne employees are prohibited from using cell phones while driving. Personal cell phones are to be turned off while operating a YouthOne vehicle on YouthOne business and/or YouthOne time. Employees are prohibited from using personal or Club-issued cell phones for personal calls and to conduct personal business during working time.

If your job requires that you keep your cell phone turned on while you are driving, you must pull off the road to a safe location and stop the vehicle before conducting YouthOne business.

Permissible to use Cellphone while Driving	Not Permissible to use Cellphone while Driving
<ul style="list-style-type: none"> ● Under California law, handheld devices (i.e. cellphone) can only be used if: <ul style="list-style-type: none"> ○ the device is mounted on the vehicle's windshield or affixed to the dashboard or center console in a manner that does not hinder the driver's view of the road ○ The handheld device is designed and configured to allow hands-free operation and is used in that manner while driving 	<ul style="list-style-type: none"> ● Making personal or club calls while operating YouthOne vehicle ● Sending text messages either personally or for YouthOne purposes <ul style="list-style-type: none"> ○ In the case of an emergency, the employee must safely stop the vehicle at a safe place to send a message

Please note that any citations an employee receives for improper use of a cell phone while operating a motor vehicle will be the employee's own personal responsibility and receiving a citation will be subject to disciplinary measures.

Laptop Security Policy

Procedures of Laptop Physical Security

Each employee provided with a laptop by YouthOne is responsible for the physical security of the laptop. All laptops acquired for or on behalf of YouthOne are deemed to be YouthOne property. **Use of the YouthOne laptop is for business purposes only.**

Proper Care for Laptop and Accessories

- When not in use, the laptop must be locked with a password and caution must be taken when entering any YouthOne passwords on the laptop.
- When using the laptop and power adapter in public areas, do not leave those items unattended for any length of time.
- Store the laptop in a locked cabinet or at a desk when not in use; or use a security cable.
 - Please see the IT team for security cable.
- **Do not leave your laptop in your vehicle.** If it is necessary to leave the laptop in your vehicle for a very short period of time, the laptop must be locked in the trunk of the vehicle.
- Webcam can only be covered with IT installed webcam cover.
 - Note: most newer models of laptops do come with a webcam cover; please see the IT Team for a webcam cover and proper cleaning procedures if you happen to need one (do not use tape, putty or other foreign substances/materials to cover your webcam)
- **Do not swap or loan** your laptop power adapter as this will lead to potential electrical damage. These adapters are expensive – please be mindful of how you're using them.

When traveling...

- **Do not** pack your laptop with checked-in luggage that will not be boarded with you
- Note that all YouthOne laptops have asset tags on the bottom of the laptop, which makes them easily identifiable (this is the barcoded, metallic sticker)
- Store the laptop in a hotel room safe or locked suitcase when you are not in your room

Policy Violations

Violation of the Laptop Security Policy may be grounds for disciplinary action which can include termination of employment. If an employee laptop is stolen due to negligence, the employee will be responsible for the cost of replacing the laptop.

Monitoring of Network Communications

YouthOne reserves the right to monitor at any time any communications that use YouthOne networks in any way, including data, voice mail, telephone logs, internet use, and network traffic, to determine proper use. YouthOne will review network communications activity and will analyze use patterns. YouthOne may choose to publish these data to ensure that YouthOne resources in these areas are being used according to this policy. Employees are required to comply with any requests for monitoring YouthOne devices and communications.

No employee may knowingly disable any network software or system identified as a monitoring tool.

ATTENDANCE, WAGE & HOURS

How we expect you to work

Attendance, Lateness & Absences

At YouthOne we believe attendance and punctuality are important factors for your success here, and to help Team YouthOne run smoothly. You are expected to be present for work, on time, every day. Arriving late or being absent from work causes disruptions and burdens your colleagues. You are permitted a five-minute grace period at the start and end of each scheduled shift. Excessive absenteeism and tardiness will not be tolerated.

A Planned or Known Absence

If you are a part-time-employee . . .

Notifications of lateness or absence for illness (or any other reason) must be written as a request to your manager in advance of the absence.

If you are a full time-employee . . .

Notifications of absences must be submitted as prescheduled Paid Time Off (PTO). In addition, please report all utilization of PTO to Finance in the same pay period using the methods described in the PTO section of this handbook.

An Unplanned Absence or Lateness (i.e. in the case of an emergency)

We understand that life happens and things come up that can't be planned. If you are going to be late to or absent from your shift, you are required to notify your manager ASAP. If possible, please make efforts to contact your manager at least **three** hours prior to your scheduled work shift on each day that you are absent, unless another agreement for missing multiple days has been approved.

Contact your manager using the regular methods of communication that your team uses on a daily basis if you're experiencing any unforeseen absence or lateness. This may include calling, texting, sending a Teams Message or emailing your manager (depending on what they prefer). You are responsible for ensuring that proper and adequate notice is given. Only under exceptional circumstances will notice from a family member or friend satisfy the notice requirement.

Failure to notify at least **three hours prior** to a shift will result in an unexcused absence or tardy.

Excessive Absenteeism and Tardiness

Excessive absenteeism and tardiness policy is established by YouthOne to address issues related to frequent and unjustified employee absences and delays in reporting to work. Excessive absenteeism and tardiness may lead to disciplinary actions such as verbal warnings, written warnings, progressive discipline, unpaid leave, or termination, depending on the severity and frequency of the infractions.

If you fail to provide proper notice of absence (or evidence as to why your absence is excused) for **three** consecutive workdays, BGCP will presume that you have voluntarily resigned from your job – this is called “job abandonment” and is subject to termination without notice.

Disciplinary Action for Attendance Infractions

Attendance issues will result in progressive disciplinary action up to and including termination based on the table outlined below. As stated above, **if an employee is a no-call, no-show for three or more consecutive days without evidence for excuse (like a doctor’s note), it will be considered job abandonment, and result in termination without notice.** Employees must take earned PTO or Sick Time for every absence unless otherwise allowed by YouthOne policy (e.g., leave of absence, bereavement, jury duty). Employees may request exceptions for work absences from the Human Resources department; these must be requested in writing and will be approved on a case-by-case basis, in accordance with local, state, and federal laws.

INFRACTION	CONSEQUENCE
Unexcused Absence	
Two (2) unexcused absences within 30 days	Verbal warning
Four (4) unexcused absences within 30 days	Written Warning
Five (5) unexcused absences within 30 days	Final warning
Six (6) unexcused absences within 30 days	Employee is subject to termination
Tardiness and Early Departures	

Four (4) unexcused tardy/early departure within 30 days	Verbal warning
Six (6) unexcused tardy/early departure within 30 days	Written warning
Seven (7) unexcused tardy/early departure within 30 days	Final warning
Eight (8) unexcused tardy/early departure within 30 days	Employee is subject to termination

What if I Improve On Absences or Tardiness Over Time?

If you improve, great! Attendance infractions will reset six months from the last disciplinary action issued. In other words, you get to reset after six months of good attendance behavior. However, if you are on a final warning and you have another unexcused absence within six months, you will be subject to termination.

Excused, Unpaid Absences (no disciplinary action)

Excused, unpaid absences can be granted, however they must be reported with sufficient documentation to prove the reason for absence to the People Team within 72 hours of the absence. Eligible absences may include:

- Jury Duty
- Bereavement
- Military Duty
- FMLA-related and ADA-related absences
- Approved Leave of Absence

Wage, Hours, Rest Periods

Each manager will determine the hours of work for their team and any change in working hours will be announced as far in advance as possible by the manager.

TYPE/LOCATION	WORK HOURS
Club (Site) Location	The Club’s work week begins at 12:01AM on Monday and ends at 12:00AM on Sunday. Regular shifts will vary depending on the needs of the office and the area or department in which the employee works.
Clubhouse	YouthOne’s normal business hours are 11:00 AM to 8:00 PM in the Clubhouses and from 10:00 AM to 7:00 PM at the School Sites.
School Sites	YouthOne’s normal business hours are 10:00 AM to 8:00 PM in the Clubhouses and from 10:00 AM to 7:00 PM at the School Sites.
YouthOne Admin Staff	Typically from 9:00 am - 5:00 pm; using flexible work arrangements to accommodate the needs of our sites when needed
YouthOne Part-Time Staff	Part-time staff may begin work at a later time, as identified by their manager.
All others	Work with your local manager to understand your shift start and end time

Overtime Hours

Overtime will be paid in accordance with applicable laws. To work overtime, you must obtain permission from your manager. If you work overtime without permission, you may be disciplined up to and possibly including termination.

Meal and Rest Period for Non-Exempt Employees

YouthOne complies with federal and state legal requirements concerning meal and rest periods. YouthOne recognizes that employees perform at their best when they have the rest and nourishment they need. YouthOne provides at least a 30-minute meal period to employees who work more than five hours unless they

work six or fewer hours total and elect in writing to waive the first meal period. YouthOne provides a second 30-minute meal period to employees who work more than 10 hours in a workday, unless they work

twelve or fewer hours total, did not waive the first meal period, and elect in writing to waive the second meal period.

Employees must take their first meal period before the end of the fifth hour of work and should take their second meal period before the end of the tenth hour of work. Meal periods cannot be taken at the beginning or end of shifts. Employees will be relieved of all of their duties during meal periods and are allowed to leave the facility.

Non-exempt employees are authorized and permitted to take a 10-minute paid rest period for every four (4) hours worked, or major fraction thereof. YouthOne authorizes and permits rest periods according to the following schedule:

2 Non-exempt employees who work more than 14 hours in a workday may be entitled to additional rest breaks.

Whenever practicable, non-exempt employees should take their rest periods near the middle of each work period. Non-exempt employees may not accumulate rest periods or use rest periods as a basis for starting work late, leaving work early, or extending a meal period. Employees may not perform any work during their rest periods.

Because rest periods are paid, non-exempt employees do not clock out for them. Failure to take full rest periods is a violation of Organization policy, which will subject employees to discipline, up to, and including, termination of employment, unless the employees: (1) acknowledge on their time sheet that the full rest period(s) was provided, but that they voluntarily, and without any coercion, elected not to take the full rest period(s); and/or (2) complete a California Meal Period, Rest Period and Recovery Period Premium Request/Authorization Form and submit it to the employee's manager by no later than the end of the pay period. Employees will be paid if option two occurs, in accordance with applicable law.

Employees are entitled to and expected to take the meal and rest periods in accordance with the applicable guidelines set forth in this policy. No manager, or other employee may request or require that employees waive or skip employees' meal and/or rest period(s) or take a shorter meal or rest period. Managers can schedule meal and rest periods for their employees, taking into account their department's operational requirements and employee needs. Managers may stagger employees' meal periods so ongoing operational responsibilities are not compromised, so long as the applicable guidelines in this policy are met. Managers are responsible for administering their department's meal and rest periods in a fair and uniform manner. Employees must be relieved of all duties during their meal and rest periods. A manager, or employee who fails to observe meal and rest period policies will be subject to discipline, up to and including termination of employment. If, for any reason, employees are not permitted to or are not provided the opportunity to take their meal and/or rest period(s), employees must immediately report the missed meal and/or rest period to

human resources.

Every report will be fully investigated, and appropriate corrective action will be taken. Likewise, employees must report the missed meal and/or rest period using a California Meal Period, Rest Period and Recovery Period Premium Request/Authorization Form so that any required premium can be included in their pay. If employees are regularly reporting missed meals and/or rest period(s), human resources may investigate the reasons why employees are not taking the meal and/or rest period(s) to which they are entitled. Employees should feel free to raise any concerns regarding this policy or any violations by a manager without fear of any retaliation. YouthOne will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the organization's investigation of such reports. Retaliation for reporting that employees were not permitted to or not provided the opportunity to take their meal and/or rest period(s) is strictly prohibited. Any report of retaliation will be promptly and thoroughly investigated. If a complaint of retaliation is substantiated, appropriate disciplinary action, up to, and including, termination of employment, will be taken against the offender.

YouthOne provides meal and rest periods according to the following schedule:

Shift Length	Paid 10-Minute Rest Breaks	Unpaid 30-minute Meal Breaks
Less than 3.5 Hours	0	0
3.5- 5 hours	1	0
5.1 - 6 hours	1	1; can be waived with written mutual consent
6.1- 10 hours	2	1
10.1-14 hours	3	2; only one meal break can be waived with written mutual consent and only if you work less than 12 hours
14+ hours	At least 4	2

Table adapted from [Working Lawyers Serving California](#)

YouthOne does not pay non-exempt employees for meal periods, and consequently, non-exempt employees must

record the start and stop times of their meal periods, by clocking in and out via the payroll system. Failure to take full meal periods is a violation of Organization policy, which will subject employees to discipline, up to, and including, termination of employment, unless the employees: (1) acknowledge on their timesheet that the full meal period(s) was provided, but that they voluntarily, and without any coercion, elected not to take the full meal period(s); (2) submit a written waiver of a meal period in accordance with the above; and/or (3) complete a California Meal Period, Rest Period and Recovery Period Premium Request/Authorization Form and submit it to the employee's manager by no later than the end of the pay period. Employees will be paid if option three occurs, in accordance with applicable law

Timecard Guidelines

Managers have a responsibility to be familiar with procedures covering timekeeping. The proper approval of employee timecards is the responsibility of their manager. Altering, falsifying, tampering with employee's time cards may result in disciplinary action, up to and including termination of employment. Managers who fail to approve their employee's timecard prior to the Payroll department's advertised deadline for payroll processing may be subject to disciplinary action.

The manager will:

- Confirm all employee time logs are processed correctly and submitted on time
- Ensuring employee PTO/sick time requests are entered correctly and within allowance
- Approve timecards and submit them to payroll in accordance with YouthOne's payroll schedule

Off-the-Clock Work Policy

YouthOne is committed to compensating every employee for all of the work they perform. If you are non-exempt, you are required to record all of your work time on your timesheets or in YouthOne's timekeeping system. If you are non-exempt you are specifically prohibited from performing any work for YouthOne "off the clock." No one has the authority to require, allow or ask, directly or indirectly, any non-exempt employee to perform any work for YouthOne "off the clock." You must refuse all requests by your manager to work "off the clock" and report the request to the People Team at info@youthone.org.

In all cases, all time worked by you (if you are non-exempt) must be recorded on your time record and you will be compensated in accordance with YouthOne policies and applicable laws and regulations.

Failure to Clock-In or Clock-Out

You must clock-in and clock-out for each scheduled shift and lunch. If you are unable to clock-in or clock-out, you must inform your manager immediately. If you consistently fail to clock-in or clock-out you may receive disciplinary action, up to and including termination based on the system outlined below. All infractions will reset six months from the last disciplinary action issued, unless you are on a final warning.

- a. 4 failures to clock in/out within 30 days: Verbal warning.
- b. 6 failures to clock in/out within 30 days: Written warning.
- c. 8 failures to clock in/out within 30 days: Final warning.
- d. 10 failures to clock in/out within 30 days: Employee subjected to termination.

Remote Work Policy

In general, you are eligible to apply for a remote work arrangement if your role does not require face-to-face interaction with students and more than 80% of your role duties are performed on the computer. If you meet these requirements, you can be considered to be able to work from home or at any other offsite location under this policy.

If you are eligible and would like to submit a request to work from home, please communicate *in writing* with your manager to collaborate on a reasonable arrangement. Remote work arrangements can be occasional, temporary, or permanent.

Reasons to submit a remote work request may include:

- Bad weather
- Emergencies
- Medical reasons
- Scope of work permits
- Accommodation request

All remote work requests must be approved by your direct manager and the People Team. If you have any questions, please reach out to the People Team at info@youthone.org.

REQUIREMENTS OF REASONABLE REMOTE ARRANGEMENTS

While a manager and human resources have the freedom to develop remote work arrangements tailored to each departmental need, the following basic requirements must be met:

- Employees must be able to carry out the same duties, assignments, and other work obligations at their home office as they do when working on YouthOne premises.
- The workweek for all full-time regular employees is 40 hours, unless otherwise stated and agreed-upon.
- Employees must be available to their manager and co-workers during normal work hours
- Employees must be available to attend scheduled meetings and participate in other

required office and or department activities as needed

Employees who need to work from home for unforeseen reasons (e.g. illness or temporary difficult commute) should speak with human resources or their direct manager as soon as possible.

FURNISHINGS & OFFICE SUPPLIES

YouthOne does not provide remote employees with office furnishings for their home offices. Employees are responsible for equipping and maintaining their home offices so that they can accomplish their work in an efficient and expeditious manner. In general, employees are responsible for providing office furnishings—such as desks, chairs, file cabinets, and lighting—at their own expense. YouthOne will provide common office supplies, such as paper, pencils, pens, and paper clips, for employees to use in their home offices.

REQUEST PROCESS

Remote work arrangements are approved by your direct manager and the People Team on a case-by-case basis. Remote work might not be feasible within some departments or for certain positions within a department. If you are interested in a remote work arrangement, you should discuss the matter with your manager.

OTHER REQUIREMENTS & RESTRICTIONS

YouthOne has the right to cancel or suspend employee remote working/telecommuting privileges at any time, for any reason or for no reason.

What it Means to Work for YouthOne (Dedication of Services)

While employed by YouthOne, you agree that during your working time, you will devote your entire productive time, ability, and attention to the business of YouthOne. “Working time” is the period of time scheduled for the performance of your job duties, not including mealtimes, break times, or other periods when employees are properly not engaged in performing their work tasks. You further agree that during the period of employment by YouthOne, you will not, without YouthOne’s prior written consent, directly or indirectly engage in any employment, consulting, or other activity which would conflict your employment obligations to YouthOne.

YouthOne will not construe or apply this Policy in a manner that improperly interferes with employees’ right to engage in Protected Activity.

STAFF CONDUCT

How we expect you to behave

Standards of Conduct Policy

To achieve our mission of making a positive impact, we strive toward integrity, respect, and responsible decision-making. By adhering to YouthOne’s standard of conduct, you can help to ensure that our collective actions align with our values, and that we maintain trust and confidence. Each day in our organization, there are many interactions between diverse people of different backgrounds including our seasonal staff, volunteers and partners, which means that we need to have a code that we all operate by. We expect that you will uphold and maintain your professional relationships and display honesty, appropriate language, behavior, and good moral character (this is called “propriety”).

If you witness conduct that may be in violation of this policy, please reach out to your manager or the People Team (info@youthone.org). You must understand that even the **appearance** of an inappropriate relationship could threaten our ability to provide a safe environment for all. Therefore, we must all be diligent in maintaining the highest ethical standards when interacting with others both inside and outside of YouthOne.

All employees and volunteers must comply with applicable local, regional, national, and international laws and regulations while representing or conducting activities on behalf of YouthOne.

Behavioral Misconduct

At YouthOne, we take misconduct very seriously. Actions that YouthOne prohibits could range from unlawful or illegal conduct to inappropriate conduct that we hope to discourage. Behavior that violates our standard of conduct will subject you to discipline that could include verbal warnings, written warnings, suspension or termination. If you are found displaying prohibited actions, your manager and the People Team will reach out to you to make you aware of the violation, and discuss consequences or next steps.

This does not in any way detract from or alter the Employment At-Will policy. We at YouthOne retain the right to demote, transfer, change job duties, and change compensation at any time, with or without notice, and with or without cause in its sole discretion. Keep in mind this list is just a sample and does not cover everything – inappropriate conduct will be handled on a case-by-case basis. For more specific guidance on harassment, [drug and alcohol](#), vehicle use and employee attendance, please visit those respective policies in this handbook.

RESPECTFUL BEHAVIOR IN GENERAL

You are expected to treat all YouthOne employees, members, families and YouthOne with respect, dignity, and courtesy. Please refrain from discriminatory, harassing, or offensive language or actions based on factors such as race, gender, religion, nationality, age, disability, or sexual orientation.

Examples of violations could include:

- Failure to be courteous and polite at all times to other employees
- Contributing to unsanitary conditions or poor housekeeping
- Loitering at YouthOne sites when you are not working or when it's off-hours
- Insubordination, disrespect or disregarding instruction from a manager or proper authority
- Disorderly conduct (i.e practical jokes, horseplay, etc.)
- Making defamatory or false statements detrimental to YouthOne's good standing in the community
- Immoral or indecent conduct on YouthOne property (i.e sleeping during work time, threats, intimidation, abusive or threatening language)

SEXUAL MISCONDUCT

Misconduct of a sexual nature may include a broad range of unwelcome behavior against an individual without consent, or where the power dynamics of the relationship are being challenged.

Examples of violations could include:

- Sexual relations between employees, regardless of their hierarchical or departmental relationship during workplace events* and on YouthOne property. This applies to all employees, including full-time, part-time, temporary, and contract staff. *Violation will result in immediate disciplinary action.*

*Workplace events refer to any gathering, function, conference, training session, party, or social event organized or sponsored by YouthOne, both on and off the premises. This includes events taking place during regular working hours, after-hours events, and off-site events.

CONFIDENTIALITY AND DATA PROTECTION

You are expected to respect the confidentiality of sensitive information and data belonging to YouthOne, employees, and others.

Examples of violations could include:

- Adding personal software YouthOne computers without prior written authorization
- Falsification or misrepresentation of information on any YouthOne form (i.e timecards, application, YouthOne and personal records)

COMPLIANCE WITH LAWS AND REGULATIONS:

You are expected to comply with all applicable laws, regulations, and company policies. This can include guidelines on ethical conduct, financial reporting, safety, and security, among others.

Examples of violations could include:

- Stealing private or YouthOne property
- Gambling on YouthOne property
- Willful destruction or defacement of private or YouthOne property
- Fighting on YouthOne property
- Carrying or bringing a weapon or concealed weapon to work (including bringing any type of concealed weapon in a personal or YouthOne vehicle used for YouthOne business)

Smoking in areas not designated for smoking or during prohibited work time; for purposes of this policy, smoking includes the use of electronic smoking devices, such as electronic cigarettes, cigars, pipes or hookahs, that create an aerosol or vapor.

PROFESSIONALISM

You are expected to conduct yourself in a professional demeanor in the workplace (being punctual, meeting work-related commitments, dressing appropriately, and communicating effectively and respectfully with colleagues and clients)

Examples of violations could include:

- Leaving work area, job assignment or department during working time without proper authorization; i.e., Failure to observe work schedules including rest and lunch periods
- Failure to report for work without any notification to your manager. Failing to report to work for three (3) consecutive working days without proper authorization is considered voluntary resignation of employment
- Failure to observe safety rules and regulations
- Inefficiency, lack of productive effort or other unsatisfactory work performance
- Unauthorized use of Organization time, materials or equipment for personal activities during working time (you are free to use their non-working time for their own activities)

CONDUCT IN RELATION TO WORK-RELATED EVENTS AND DONOR-SPONSORED/DONATED EVENTS

As a perk of working at YouthOne, staff may be eligible to receive tickets to various events gifted by donors and sponsors. YouthOne expects all Staff to adhere to this conduct policy when at work-related and at donor-sponsored/donated events. Any inappropriate conduct listed within this policy (and as YouthOne sees as inappropriate conduct) is subject to immediate disciplinary actions which can include, but not limited to termination.

Specific guidelines include:

- Dress appropriately: Follow the dress code specified for the event.
- Be punctual: Arrive on time or a few minutes early to demonstrate respect for the event and the organizers. Being punctual also allows you to network and interact with others before the event begins.
- Practice good etiquette: Be polite and respectful to everyone you encounter, including colleagues, clients, and event staff. Use courteous language and listen actively when engaging in conversations.
- Be responsible for your guests: You are personally responsible for your guests (+1s) and others in your respective parties who are invited to attend; All Staff must follow the guidance provided by the YouthOne Development Team to properly register themselves and their guests, and adhere to specific event instructions.
- Limit alcohol consumption: If alcohol is being served, drink responsibly. Overindulging can lead to unprofessional behavior and could damage your reputation. Remember that you are still representing your company even in social settings.
- Follow social media guidelines: If the event encourages social media activity, adhere to YouthOne's guidelines on posting about the event. Use appropriate hashtags, avoid sharing sensitive information, and respect others' privacy.
- Maintain a positive attitude: Be enthusiastic, approachable, and friendly. Show appreciation for the event organizers and express gratitude for the opportunity to attend. Avoid complaining or engaging in negative conversations.

USE OF YouthOne RESOURCES

Guidelines typically outline the appropriate use of company resources, such as equipment, software, and facilities. Employees are expected to use these resources responsibly, primarily for work-related purposes, and to adhere to any policies or procedures in place.

- Violation of traffic or parking regulations while using YouthOne vehicles. Also, failure to properly report any type of accident involving an Organization vehicle.
- Organization vehicles are only to be used for Organization business. Any other personal use of an Organization vehicle, including travel outside the Organization working area, is strictly prohibited

Zero Tolerance Substance Abuse Policy

DRUG & ALCOHOL-FREE WORKPLACE

YouthOne is committed to protecting the safety, health, and well-being of all staff and members. As part of this mission, YouthOne is committed to maintaining a Drug-Free Workplace. Substance abuse, which includes the possession, use or sale of illegal drugs or the unlawful use or misuse of lawful substances, including alcohol and prescription drugs, **will not be tolerated**. YouthOne also prohibits the illicit use, possession, sale,

attempted

sale, purchase, attempted purchase, conveyance, distribution, cultivation or manufacture of illegal drugs, intoxicants, or controlled substances in any amount or in any manner. It is a condition of employment at YouthOne to refrain from using illegal drugs and unlawfully using lawful substances, including alcohol and prescription medicines, and to abide by the guidelines of the Club's Drug-Free Workplace Policy.

REPORTING DRUG & ALCOHOL POLICY VIOLATIONS

YouthOne requires you to notify your manager and/or the People Team at info@youthone.org if you witness any violation of the Drug & Alcohol- Free Workplace Policy within five days of the incident. *You will be provided a copy of this policy and will be required to sign the acknowledgment at the bottom.*

In order to enforce this policy, YouthOne reserves the right to conduct searches of Club property, employees, and/or their personal property and to implement other measures necessary to deter and detect the abuse of this policy. You will be required to sign the acknowledgement of this policy at the end of this handbook.

Dress Code

We expect all employees, volunteers and representatives of YouthOne to wear role-appropriate attire. We serve a diverse group of people in the community that includes young children and parents, so all staff should report to work being properly groomed and with great personal hygiene (this could include maintaining clean and well-groomed hair, nails, and personal cleanliness). We ask that you dress appropriately to work effectively in your role – revealing or provocative clothing is not allowed. Clothing must conceal genitals/private body parts, and undergarments at all times. No hats or headgear may be worn inside YouthOne buildings unless it is a YouthOne-branded hat, or a religious or cultural headgear (such as a hijab). The consequences of not adhering to the dress code policy could range from informal reminders to disciplinary action, depending on the severity and frequency of violations.

REQUIRED ATTIRE FOR ON-SITE STAFF AND VOLUNTEERS

- **Staff Shirts** - On regular program days staff are required to wear the YouthOne branded staff shirts that were provided to them during onboarding. Staff are required to take care of their shirts and report any wear or damage to their manager and/or submit a Happy Fox ticket to request a replacement. **Please note, site managers are exempt from this policy; however, they are expected to wear their ID Badge daily.**
- **Shoes** - Open toed shoes are not permitted at YouthOne for safety reasons. Crocs are permissible for food service staff only!
- **Name Tags** - All employees and volunteers are required to wear name tags/badges during program hours.
- **School Site Programs** - in addition to adhering to YouthOne's dress code policy, staff located on School Sites are required to respect any dress code expectations outlined by the school.
- Exceptions to these guidelines will be determined by the onsite managers.

INAPPROPRIATE ATTIRE

Below are a few examples of clothing, body art and piercings that could be considered considered not role appropriate:

- Shorts that are above the knee
- Graphic shirts that contain offensive or inappropriate language and/or imagery
- Sagging pants
- Clothing containing rips or holes

- Open-toed shoes
- Tattoos exposing offensive or inappropriate language or imagery

*If applicable for safety reasons, hoop earrings or certain jewelry on the face should be avoided in order to perform in one's role

At YouthOne, we respect and recognize diverse cultures, religions, and personal styles. Our dress code policy considers and accommodates reasonable requests for religious or cultural attire, as required by law. An employee who requires accommodation of a religious belief or practice (including religious dress or grooming practices) should email the People Team at info@youthone.org.

THE CROWN ACT

The CROWN Act, which stands for "Creating a Respectful and Open World for Natural Hair," is a legislative initiative that has been signed into California and Federal law which is aimed at prohibiting discrimination based on natural hair texture and protective hairstyles. At YouthOne, discrimination based on hair texture and protective hairstyles is **not** tolerated.

Relationships & Interpersonal Conflicts

Personal Visitors & Phone Calls

No visitors are allowed in the facility without a supervisor's permission. Persons who want to talk to an employee must do so during a break or lunch period. Only emergency phone calls are to be made or received on YouthOne time.

PERSONAL VISITATION TO YouthOne FACILITIES

YouthOne does not allow visitors to any YouthOne facility without a manager's permission. All approved visits must take place during a break or lunch period.

PERSONAL PHONE CALLS

Employees and staff are not allowed to use personal cell phones or make personal calls during their working hours. Working hours are defined as the period of time scheduled to perform tasks pertaining to your role. Personal calls and use of cellphones are only allowed during scheduled breaks or lunch periods.

We understand emergencies happen, so we are supportive if you need to make or receive an emergency phone call. Please remember, that **only emergency phone calls are to be made or received during YouthOne work hours.**

Non-Fraternization (for YouthOne Staff and Employees)

To maintain a productive work environment for our youth, it is necessary for you to set clear boundaries between personal and YouthOne-related interactions while working. Although it is understood that such boundaries will not prevent personal relationships from forming or occurring, managers will help to enforce our clear expectations on how you should conduct yourself during YouthOne work hours and at YouthOne-related events with others.

IMPORTANT NOTE: BGCP is unique in that our youth members could also be a BGCP Staff, Intern or Volunteer once they are of age. In this case, someone could be a member and an employee simultaneously (a 16 year old member who is part of summer staff and teaches younger students). In such cases, BGCP will apply the appropriate BGCP designation (employee or youth member) depending on the time of an occurrence, event, conflict or infraction.

GUIDELINES

- During working time and in working areas, you are expected to conduct yourself in an appropriate workplace manner that does not interfere with others or with overall productivity
- During scheduled breaks and before/after work periods, you should maintain professional personal exchanges in nonwork areas
- Employees who allow personal relationships with co-workers to adversely affect the work environment will be subject to YouthOne's disciplinary/progressive warning policy, including counseling for minor problems. Failure to address misconduct and maintain expected work responsibilities will be viewed as a serious disciplinary matter.
- Employee off-duty conduct is generally regarded as private, as long as such conduct does not create problems within the workplace. **An exception to this principle, however, is romantic or sexual relationships between managers and employees.**
- Any manager, executive or other YouthOne official in a sensitive or influential position with YouthOne **must disclose the existence of a romantic or sexual relationship with another co-worker.** Disclosure may be made to the individual's immediate manager or to the Director of Human Resources.

Conflict Resolution for Interpersonal Relationships (Staff)

When a conflict or potential risk is identified due to a staff member's relationship with a co-worker, YouthOne will work with the parties involved to consider possible solutions for the problem. YouthOne will receive and review conflict of interest disclosures in a confidential manner. Disclosures should include relevant details about the conflict, such as the nature of the interest and its potential impact on the organization.

Potential solutions for resolving the problem can include:

- Making sure parties are no longer working together on matters where one is able to influence the other or take action for the other
- Firing or resignation
- Transfer or relocation

If one or both parties refuse to accept a reasonable solution, such refusal will be deemed a voluntary resignation.

Failure to cooperate with YouthOne to resolve a conflict or problem caused by a romantic or sexual relationship between co-workers or among managers, managers or others in positions of authority in a mutually agreeable fashion may be deemed insubordination and result in disciplinary action up to and including termination.

The provisions of this policy apply regardless of the sexual orientation of the parties involved. Where

doubts exist as to the specific meaning of the terms used above, employees should make judgments

based on the overall spirit and intent of this policy. Any concerns about the administration of this policy should be addressed to the Director of Human Resources.

Conflicts of Interest

Solicitation/Distribution

The non-solicitation, non-distribution policy is intended to protect the interests of both YouthOne chapters of the Peninsula and its employees.

No employee should solicit or promote any cause or organization during the employee's working time or during the working time. No employee is allowed to distribute or circulate any written or printed material in work areas at any time, or during the employee's working time or during the working time of the employees at whom such activity is directed.

Persons who are not employees of YouthOne may not solicit or distribute any kind of literature for any purpose on YouthOne's premises, including building interiors, parking lots, driveways or any other YouthOne property. YouthOne may approve limited exceptions to this policy for charitable activities. This policy does not apply to YouthOne-sponsored activities that are directly related to our employee benefits programs.

YouthOne will not discriminatorily enforce this rule. Violations of the non-solicitation/distribution policy should be reported to your manager.

Working at Other Places of Employment

While YouthOne does not seek to interfere with your off-duty and personal conduct, certain types of off-duty conduct may interfere with the Club's legitimate business interests and organizational goals.

Off duty conduct that adversely affects the Club's legitimate business interests or your ability to perform your job will result in disciplinary action, including termination. While employed by the Club, full time you are expected to devote their energies to their jobs with the Club. The following types of outside employment are strictly prohibited:

- Employment that conflicts with your current work schedule, duties, and responsibilities
- Employment that creates a conflict of interest or is incompatible with your employment at YouthOne
- Employment that impairs or has a detrimental impact on your work performance at your club
- Employment that requires you to conduct work or related activities on the Club's property during Club's working hours or using the Club's property, facilities and/or equipment.

- Employment that directly or indirectly competes with the business or the interests of the Club

If you wish to engage in outside employment, you must submit a **written request** to the divisional Vice President and the Vice President of the People Team, explaining the details of the outside employment. If there is approval of outside employment, then YouthOne does not hold any responsibility in relation to outside employment. YouthOne does not provide workers' compensation coverage or any benefit for injuries if it is due to outside employment. YouthOne reserves the right to remove authorization of outside work at any time.

Hiring Relatives

YouthOne will not hire relatives where conflict of interests may arise. "Relatives" are defined to include spouses, registered domestic partners, children, siblings, parents, in-laws and step-relatives.

Situations in which relatives of employees may be eligible for employment with YouthOne:

- If individuals do not work in direct managery contact where conflict of interest could arise
- Present employees who marry, or enter into a domestic partnership will be permitted to continue to work only if they do not work in direct managery contact with one another

If such conflict does arise YouthOne will consider appropriate solutions to eliminate potential or actual problems. YouthOne may attempt to reassign one of the employees to another position for which the employee is qualified, if such a position is available. If no such position is available, then one of the employees will be required to leave the Organization. The decision as to who will leave will be made by the spouse-employees.

Discussion of Wages

You are allowed to disclose the amount of your wages if you so choose. YouthOne will not terminate, demote, suspend, or otherwise discriminate against any staff member who makes such a disclosure or because you exercise your rights, or aid or encourage other employees in exercising their rights, under California's Equal Pay Law.

STAFF WORK PERFORMANCE

Feedback, ongoing development,
performance reviews & warnings

Performance and Salary Reviews

Each year, the CEO will determine the pool of merit increase funds available. Both the objectives of the compensation program and financial resources available will be considered in the decision-making process.

Merit pay is used to reward successful performance. Larger merit increases will be awarded if you consistently exceed performance standards. Increases will not be granted to you if your performance has been rated as unsatisfactory overall.

ELIGIBILITY

To be eligible for a merit increase, you must be employed with at **least six months of continuous service before the merit award date**.

DETERMINATION OF MERIT INCREASE

Performance reviews are an evaluation and planning tool for both you and your manager but do not necessarily result in pay increases. **Raises will be based solely on merit**. The amount in which the raise will be determined by a guideline set by the People Team and will be based on many factors like your performance review.

The following factors are the basis for awarding merit pay to employees:

- The employee's performance as reported in the annual performance review.
- Pay increase funds available.
- Recommendations of supervisors, as approved by executive officers

A pay increase **is not** a guarantee that you are exempt from YouthOne's Employment At-Will policy.

REVIEW OF MERIT INCREASE

Merit increases require the recommendation of your manager and the approval of the CEO. You are to be notified of their merit increase as soon as possible after all employee merit increases for the year have been approved.

PERFORMANCE REVIEWS

Your performance is to be formally reviewed at least **once each year**. The focus of the review is to discuss your performance for the year, a review of standards for your role, and to set goals for the following year.

REVIEW PROCESS

You will complete a ninety-day (90) ninety-day review within (30) thirty days after successfully completing their introductory period. You will complete a self (90) ninety-day review and submit it to your manager who will then complete the manager section of the review. This review will be completed and stored.

At the start of each academic year you will meet with your manager in order to set goals for the year. Goals should be aligned and linked with the overall objectives and the mission of YouthOne and your department. During this process you and your manager should set goals that will be expected to be accomplished. Goals should focus on the results of your activities within a given time period, commitments, improvement in areas of opportunities, or a variety of other assignments. Each quarter you and your manager will complete a progress checkup and adjust goals accordingly.

YouthOne will conduct annual performance reviews. During these reviews, your manager will fill out your complete performance evaluation and arrange a meeting with you to discuss your review. Through these discussions, managers aim to:

- Recognize employees who are good at their jobs
- Talk about career moves and employee motivations
- Identify areas of improvement

Annual performance reviews only apply to you if you have completed your introductory period.

Manager's Responsibilities

If you manage a team, you are responsible for your team members' performance. To conduct effective regular meetings and performance evaluations, we expect you to:

1. Set clear objectives

Your team members should know what you expect of them. When you first hire someone to your team, please ensure they understand their job duties. Set specific goals for each team member (and team-wide if applicable). Review those goals during quarterly goal progress check-ins and annual performance reviews.

2. Provide useful feedback

During scheduled meetings with your team members, give them guidance and praise, as appropriate. Be fair and specific to help them understand and implement your feedback.

3. Keep your team members involved

There should be two-way communication between you and your team. Make your expectations clear, but always take your team members' motivations and aspirations into account. Discuss training and development opportunities that may interest your team members.

4. Keep written documentation with important incidents about each one of your team members

Written documentation and logs help you evaluate your team, but they may also prove useful if you want to terminate, reward, or promote your team members.

Progressive Warning Policy

YouthOne’s progressive warning policy is to promote a fair and supportive work environment that encourages personal and professional growth. We understand, mistakes happen and this policy aims to establish guidelines and procedures for progressive warning, focusing on corrective measures and opportunities for improvement.

YouthOne reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling or training; the employee’s work record; and the impact the conduct and performance issues have on the organization.

Warning Procedure

Preventative: Informal Counseling
At BGCP, we want to ensure that you have the chance to engage in an open dialogue with your manager when minor performance or behavioral issues arise. As a result, your manager could initiate informal counseling sessions where you can troubleshoot areas in your performance and come up with solutions in order to prevent any further disciplinary actions. Informal counseling aims to resolve issues in an informal and constructive manner.

Step 1: Verbal Warning
If informal counseling does not lead to desired improvement, your manager will then issue a verbal warning . Your manager should discuss with you the nature of the problem or the violation of organization policies and procedures. The manager is expected to clearly describe the streamlined steps of actions and expectations you must take to improve any problematic behavior or performance.
The manager in partnership with the People Team will prepare written documentation of the verbal warning. You will be asked to sign this document to demonstrate your understanding of the issues and the corrective action.

Step 2: Written Warning

If the previous two measures of progressive warning do not improve your performance and behavior, your manager will then issue a **written warning**. The written warning will consist of a more formal documentation of the performance, conduct or attendance issues and consequences. Your manager will work alongside the People Team and will meet with you to go over any additional incidents or information about your performance, conduct and as well as any prior relevant corrective action plans that were mentioned in the previous last 3 attempts.

The written warning may also include a statement indicating that the employee may be subject to additional discipline, up to and including termination, if immediate and sustained corrective action is not taken.

Step 3: Final Written Warning

If previous measures have not improved your performance or the actions done were of serious matter, then a **final written warning** will be issued from your manager. As a result of the serious matter, suspension could be issued by your manager alongside with the People Team if immediate action is needed as a result of the problematic behavior.

Depending on the seriousness of the infraction, the employee may be suspended without pay in full day increments consistent with federal, state and local wage and hour employment laws. Non Exempt/hourly employees may not substitute or use an accrued paid vacation or sick day in lieu of the unpaid suspension. Unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues. The People Team will provide guidance to ensure that the discipline is administered without jeopardizing the FLSA exemption status.

Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee of wrongdoing.

Step 4: Termination of Employment

In cases where you fail to meet the required standards or show no significant improvement despite the progressive warning process outlined before, termination of your employment may be considered.

Generally, BGCP will try to exercise the progressive nature of this policy by first providing warnings, issuing a final written warning before proceeding to termination of employment. However, BGCP reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the offense. Furthermore, employees may be terminated without prior notice or disciplinary action.

Termination of employment must be approved by the People Team and the department head (or designate) of the employee.

INSTANCES THAT ARE NOT SUBJECT TO PROGRESSIVE WARNING

Behavior that is illegal is not subject to progressive discipline and may result in immediate termination. Such behavior may be reported to local law enforcement authorities.

Similarly, theft, substance abuse, intoxication, fighting and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination.

Documentation

You will be provided copies of all progressive discipline documentation, including all Performance Improvement Plans (PIPs). You will be asked to sign copies of this documentation attesting to your receipt and understanding of the corrective action outlined in these documents.

Copies of these documents will be placed in your official personnel file.

COMMUNICATION

Internal, external, social media &
electronic

Media and External Communications

External Communications Policy

YouthOne upholds the fundamental belief in freedom of expression. This policy upholds and protects the right to freedom of speech, freedom of the press, and freedom of artistic expression. However, YouthOne will not tolerate any form of hate speech, incitement of violence, or the dissemination of false information that poses a significant risk to public safety.

YouthOne understands there will be instances where media reporters and/or Third Parties will want to engage in discussions about YouthOne. To protect our staff, it is YouthOne policy that only an Authorized Spokesperson may speak on the behalf of YouthOne to any media outlets. If you are contacted by a Third Party or a media outlet, you are required to refer them to an Authorized Spokesperson. Only Authorized Spokespeople are allowed to make or approve public statements relating to YouthOne, its staff, officers, or operations.

If you are are designated as an **Authorized Spokesperson** for YouthOne, here are a few guidelines for engaging with the media/Third Party Outlets:

- Familiarize yourself with YouthOne’s mission, values, goals, and key stakeholders
- Stay current with YouthOne’s current initiatives, projects and recent developments
- Only provide material, nonpublic information that has been previously or is simultaneously been made public
- Work closely with YouthOne’s Advancement Team to identify and understand key messages that need to be conveyed
- Ensure consistency across messaging across various media platforms
- Verify the accuracy of statements and avoid misinformation and misrepresentation
- Handle all interviews/public interactions with professionalism and an even composure
- Respond promptly and professionally to media inquires as agreed upon by the communications team
- Seek approval when required

As an authorized spokesperson, your words and actions reflect the YouthOne's reputation and credibility. By following these guidelines, you can effectively represent YouthOne, maintain a positive image, and foster productive relationships with the media and the public. An Authorized Spokesperson may not depart from the principles set forth in this Policy without the explicit prior approval of the YouthOne chapters of the Peninsula Chief Executive Officer.

Press Release

YouthOne will issue press releases from time to time to disclose information that is important or of use to the public. Press releases will be prepared and reviewed in accordance with YouthOne’s established practices, including review by the YouthOne’s leadership team and board of directors, if appropriate. Press releases will be approved by and issued under the supervision of an Authorized Spokesperson and Chief Executive Officer.

Social Media Policy

You are expected to use wise judgment in deciding when interactions with students should be handled publicly or in a more private setting (i.e. handling conflicts, behavioral misconduct, etc.). Ideally, interactions with students will occur in-person, via email, or via telephone. However, YouthOne recognizes that these preferred methods are not always safe, available or desired by students. Where Social Media is needed to communicate with students, we are providing the following guidance to ensure the safety and security of our staff and students:

GUIDELINES FOR YouthOne SOCIAL MEDIA ACCOUNTS

Social media may be used by YouthOne employees to carry out YouthOne programs as long as the content relates to YouthOne’s programs. You must be vigilant in separating your social media use on behalf of YouthOne and related to our programs from your own personal social media accounts. In addition, social media accounts created on behalf of YouthOne (for example, “YOY 2019”) must always be managed appropriately and consistent with YouthOne’s goals and values. When creating social media accounts that are approved by YouthOne, it is important to plan carefully and follow specific guidelines to maintain consistency, brand identity, and compliance with company policies.

- 1. Create an Account Register:** To begin the account creation process, YouthOne people managers should contact the IT department. All approved social media accounts and their corresponding login details, administrators, and intended purposes will be centrally recorded by the Head of IT.
- 2. Secure Official Email Addresses:** To maintain control over accounts, the head of IT has mandated the use of site-specific email addresses for registration and account management.
- 3. Password and Account Security:** The head of IT will enforce the org-wide password policies and multi-factor authentication (MFA) to protect the accounts from unauthorized access.

4. Designate Responsibility: The IT department head will maintain a record of all individuals authorized to access social media accounts for their department or site. Managers will clearly specify their roles, duties, and access levels, which will be documented by the IT department head.

5. Consistent Handles and URLs: Use consistent handles/usernames across all platforms, preferably the company name or a recognizable abbreviation. Try to secure the same or similar URLs for profiles (e.g., facebook.com/YouthOne+SITENAME, twitter.com/ YouthOne+SITENAME).

6. Devices for Social Media: The IT department will distribute YouthOne-owned devices to all departments/sites that have established social media accounts. The use of social media applications and websites will be limited to these YouthOne-owned devices only.

By adhering to these guidelines, YouthOne can establish and uphold a robust, cohesive, and brand-consistent presence on social media platforms, all while ensuring compliance with YouthOne policies and the top industry standards.

- a. managers are responsible for maintaining a list of all YouthOne social media accounts relating to their programs.
- b. YouthOne social media sites should include language clearly identifying the sites as “YouthOne” to differentiate from personal sites.
- c. You should use privacy settings to control access to their YouthOne social media sites with the objective that communications only reach the intended audience.
- d. YouthOne social media communications must follow existing YouthOne policies and all applicable laws, including but not limited to, prohibition on the disclosure of confidential information and prohibition on the use of harassing, obscene, discriminatory, defamatory, or threatening language.

- **Please always use good judgment and act professionally.**

You will be representing the organization when you are on social media. Consider the subject matter, content, purpose, timing, and frequency of communications with students. Do not discuss personal relationships, sexual activities, or use of alcohol with students.

- **YouthOne policies continue to apply to electronic interactions, including, but not limited to, Anti-harassment and Anti-discrimination policies, as well as mandated reporting requirements.**

Electronic communications that happen via social media are not exempt from any other requirements or policies.

- **You need to protect the privacy of YouthOne and YouthOne club members (youth).**

You must obtain parental/guardian consent before posting any photos, personal information, or otherwise identifying information about students online, including students’ last names, where they

live, or descriptions of their personal backgrounds. For this reason, no personally identifiable student information may be posted by YouthOne employees on any social media site without a photo/media release form on file for each child featured. Additionally, YouthOne students who use YouthOne social media sites may not be permitted to post photographs or videos featuring other students without the approval of a YouthOne employee responsible for the site.

- **Failure to comply with these guidelines may result in disciplinary action and puts YouthOne at risk. Recommendations:**

A. Make interactions with students transparent. Send messages to groups of students (classes, teams, and clubs) if possible; avoid private messages with students. Make any social media pages, blogs, or other online platforms used to communicate with students available to managers and parents.

B. Remember that you are a role model. Do not expose YouthOne students to inappropriate content on your personal pages. If a YouthOne employee decides to “friend” a YouthOne student online, the YouthOne employee should implement appropriate security settings to block students’ access to inappropriate content. Remember that other people may post things on your page that you may not have time to delete before YouthOne students view it.

C. YouthOne serves K-12 grade students. Consider all these as potential viewers so do not use inappropriate language in posts and try to remove any comments that include inappropriate content.

VIOLATION OF THIS POLICY

Any disclosure of material and nonpublic information that has not been approved by an authorized spokesperson and the Chief Executive Officer is considered a violation of this policy. Any violation of this policy can be subject to immediate termination of employment.

This policy is not intended to address disclosures that may be required by legal, governmental and regulatory authorities or otherwise by law.

Electronic Communications Usage

Electronic mail and other electronic communications are considered an integral part of the corporate working environment. The following types of electronic communications are considered the property of YouthOne:

1. Telephones, cellular phones & voicemail facilities
2. Email/instant messaging accounts
3. YouthOne Social Media (i.e: Instagram, Snapchat, Twitter, TikTok, Facebook)
4. Fax machines, modems, and servers
5. Organization-supplied computers

6. Network tools such as internet access

This policy applies to:

1. All electronic resources owned or leased by YouthOne
2. All activities using any Organization-paid accounts, subscriptions, or other technical services, such as internet access, cell phone service, voice mail service, and email/instant messaging (collectively “electronic communication systems”). This policy applies whether or not the activities are conducted from YouthOne premises.

ACCESS TO PASSWORDS

Password access is limited to the individual who is assigned to a given account or file. You are not allowed to use another person’s password to access a file, or retrieve any stored communication without authorization.

Employees are prohibited from disclosing their voice or email access password(s), or those of any other employee, to anyone who is not an employee of YouthOne who is authorized to receive this information. Passwords must be made known to YouthOne in the event of your system being accessed while you are absent. Disclosure of passwords to other employees only should occur when required by an urgent business matter as directed by management. In such cases, passwords should be changed as soon as possible after the urgent business matter has been resolved. **Passwords never should be given out over the phone, included in voice or email/instant message, messages posted, or kept within public view.**

The reliability of passwords for maintaining confidentiality cannot be guaranteed. You must assume that any and all messages may be read by someone other than the intended or designated recipient.

ACCESS TO YouthOne ELECTRONIC INFORMATION AND FILES

Exceeding authorized access to confidential information and unauthorized review, duplication, dissemination, removal, damage or alteration of files, passwords, computer systems, databases or programs, voicemail messages or other property of the Organization, or improper use of information obtained by unauthorized means, **will be grounds for disciplinary action, up to and including termination and may result in criminal prosecution under state and federal law, including the Computer Fraud and Abuse Act.**

No YouthOne-wide emails, instant messaging, voice messages, or faxes are to be initiated unless a business necessity exists, subject to an employee’s right to engage in Protected Activity. Violation of the electronic communications policy will result in disciplinary action, up to and including immediate termination, and may result in criminal prosecution under state and federal law. **YouthOne will not construe or apply this Policy in a**

manner that improperly interferes with employees' legally protected right to engage in Protected Activity.

PROFESSIONAL USE OF YouthOne ELECTRONIC SYSTEMS

The electronic communication systems **are not** intended to be used for personal business. When accessing the internet or YouthOne's intranet, you are representing YouthOne when doing so. Accordingly, all such communications should be for professional, business reasons. It is every YouthOne employee's responsibility to make sure that other employees are accessing the internet in an effective, responsible, ethical, and lawful manner. You should not use YouthOne's electronic communication systems to access personal social media including, but not limited to Instagram, Facebook, Twitter, YouTube, or TikTok, etc.

YouthOne electronic communication systems **will not** be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or other confidential materials **without prior authorization**.

YouthOne purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. **Unless authorized by the software developer, YouthOne does not have the right to reproduce such software for use on more than one computer.** Employees may only use software on local area networks or on multiple machines according to the software license agreement. YouthOne prohibits the illegal duplication of software and its related documentation.

PROHIBITED ACTIVITY IN YouthOne ELECTRONIC COMMUNICATIONS

All electronic communications shall comply with the Equal Employment Opportunity and Discrimination Policy, Zero Tolerance Harassment Policy, and the Solicitation/Distribution Policy.

All individuals associated with YouthOne must refrain from engaging in online communications (i.e. messages, images, videos) that contain or promote any of the following:

- Discrimination or harassment based on race, color, religion, gender, age, national origin, disability, sexual orientation, or any other protected characteristic.
- Threats, hate speech, or offensive language.
- Personal attacks, defamation, or false statements about individuals or organizations.
- Obscene, explicit, or sexually suggestive material.
- Confidential or sensitive information about YouthOne, its clients, employees, volunteers, or any other individuals associated with the organization.
- Solicitations for commercial ventures, or for causes or organizations.

Cyberbullying and Harassment

All individuals associated with YouthOne must not engage in any form of cyberbullying or harassment through online communications. This includes but is not limited to:

- Sending abusive, threatening, or intimidating messages.
- Posting personal or private information about individuals without their consent.
- Stalking or persistently targeting individuals in a manner that causes distress or harm.

If you notice any misuse of the electronic communication systems or violations of this policy, you are required to report it to a manager, HR, or IT. Failing to report, omitting pertinent information, or deliberately providing false information is grounds for disciplinary action, up to and including termination of employment.

USE OF AUDIO/VIDEO RECORDINGS

Due to concerns regarding the potential for invasion of privacy, sexual or other harassment, and protection of proprietary or confidential information, you may not use any audio or video recording devices while on working time, subject to an employee's right to engage in Protected Activity.

Employees also may not use any audio or video recordings in work areas that YouthOne has identified as confidential, secure or private, subject to an employee's right to engage in Protected Activity.

ZOOM AND TEAMS ETIQUETTE

Zoom and Microsoft Teams etiquette is essential in maintaining professionalism and productivity at YouthOne. Here are some recommended guidelines for Zoom and Microsoft Teams meetings:

1. **Dress appropriately:** Dress as you would for an in-person meeting, unless otherwise specified by your organization. It helps to maintain a professional appearance and mindset.
2. **Choose a suitable background:** Select a clean and uncluttered background or use a virtual background if available. Ensure that your background is appropriate and not distracting to other participants.
3. **Be mindful of your surroundings:** Find a quiet and well-lit location for your online meetings. Minimize background noise and avoid interruptions by notifying those around you about your meeting schedule.
4. **Test your audio and video:** Before joining a meeting, check your microphone, speakers, and camera to ensure they are working properly. Adjust your settings as needed to optimize audio and video quality.
5. **Mute yourself when not speaking:** To avoid background noise and distractions, keep your microphone muted when you're not actively speaking. Unmute when you need to contribute or respond.
6. **Use non-verbal cues:** Take advantage of Zoom's and Microsoft Teams' non-verbal features like the "raise hand" or "thumbs up" reactions to indicate your desire to speak or provide feedback without interrupting the flow of conversation.

7. **Respectful communication:** Be courteous and respectful to all participants. Wait for your turn to speak, avoid interrupting others, and listen actively. Use the chat feature for relevant questions or comments, keeping the conversation on track.
8. **Be punctual:** Join the meeting on time or a few minutes early to avoid delays. It shows professionalism and ensures that the meeting starts promptly.
9. **Follow YouthOne policies:** All YouthOne rules of conduct and policy apply to Zoom and Microsoft Teams Meetings. Familiarize yourself with YouthOne specific policies regarding Media and External Communications.

LETTERHEAD USE

Anything written on YouthOne letterhead becomes an official Club document. All official correspondence needs to be reviewed and approved by a Director-level or higher manager.

Communications with Your Manager

YouthOne believes that the success and strength of any organization and well-being of every employee crucially depends on an open and responsive system of communication.

In your manager's day-to-day contact with you, your manager will keep you informed on YouthOne matters relevant to your work. Your manager will also alert management of any areas of concern that may affect directly or indirectly, the relationship between you and YouthOne. In order to maintain effective and appropriate communication between you, your manager, and YouthOne, there needs to be candid, free-flowing, and responsive communication between all parties involved. Your cooperation in making this a success is crucial.

Open Door Policy

YouthOne wants to assure that your ideas, suggestions, and complaints will be heard. Management will attempt to resolve issues between or among your coworkers or between you and your manager. Open communication between you and your manager is encouraged. You should feel free to voice ideas, suggestions or complaints without fear of reprisal or retribution. If issues are not resolved by your manager, you may request a meeting with the Vice President of the People Team, or their division's Vice President.

LEAVING BGCP

Exiting, separation and possibly returning in the future

Separation from YouthOne

Voluntary Separation (when you choose to leave, i.e. “resign”)

GIVING NOTICE

If you are ending employment with YouthOne, you should advise your manager *in writing* with a formal resignation letter. This letter typically includes your intention to resign, the effective date of resignation, and a brief expression of gratitude for the opportunity.

Notification at least two weeks prior to your departure date is appreciated – but if you know even sooner, please send in your resignation letter as soon as possible so that an orderly transition can be made.

Why is Sending Notice in a Timely Manner important?

NOTICE PERIOD

The notice period is the duration of time you are required to provide YouthOne before exiting your role. It allows us to make necessary arrangements to fill the vacant position. Typically, the higher the level of seniority, the more notice is appreciated. Common notice periods range from two weeks to one month.

EXIT SURVEY AND EXIT INTERVIEW

When we receive notification that you’re leaving, you will receive an Exit Survey from the People Team to complete in writing. Then YouthOne will conduct an exit interview with you during your last week of employment as part of the resignation process. An exit interview is a meeting between you and HR, where you can provide additional feedback on your experience, reasons for leaving, and suggestions for improvement. This feedback helps YouthOne identify areas for growth and address any concerns.

TRANSITION AND HANDOVER

To ensure a smooth transition, you may be required to provide information and assistance to your colleagues or people who will continue your work after you’re gone. Successful transitions may include documenting your work processes, sharing important contacts, and completing pending tasks or projects.

Involuntary Separation (when you are asked to leave, i.e. “termination,” “layoff,” or “recall”)

Termination is when you are permanently separated from your position and YouthOne because YouthOne has asked you to leave. There are various reasons for termination, including poor performance, violation of YouthOne policies, misconduct, downsizing, or redundancy. Termination procedures typically involve conducting investigations, being provided with a termination notice from HR, finalizing paperwork, and ensuring compliance with legal requirements.

Following termination, YouthOne will make continued insurance coverage available to eligible employees in accordance with the COBRA program, subject to the eligibility requirements of the COBRA plan and applicable law.

Layoffs and recalls will be made based on the needs of YouthOne, the skill set of the employees involved and the affected employee’s overall job performance, including their capability, attendance and production. Benefit accrual does not occur during a layoff period, subject to applicable laws.

If you are terminated, quit, or are laid off and at a later time, you would like to consider potentially working at YouthOne again, you will need to go through the standard application process. Please keep in mind that the People Team has made notes on your previous employee file, and you may be asked about your previous time with YouthOne - especially if you were terminated. You may also be subject to “new employee” status, and this may mean you’ll have to start the various benefit accruals depending upon how long of a time period occurred between termination and rehire.

Logistics for When You Leave

The separation process includes turning in all Club property and materials, completing required forms and receiving the final paycheck.

RETURN OF YouthOne PROPERTY

YouthOne requires you return any YouthOne property such as laptops, access cards, keys, or other equipment, before your departure. Returning YouthOne property will ensure that YouthOne assets are properly accounted for. HR, your manager, and IT will tell you the streamlined steps to take to return YouthOne property.

COMPLETING REQUIRED FORMS

The People Team will reach out and walk you through the necessary paperwork needed for completing

offboarding paperwork.

FINAL PAYCHECK AND BENEFITS

An employee from YouthOne's Accounting and Finance department will be in touch with you to provide details on when you should receive your final paycheck and benefits.

Rehire Policy

At YouthOne, we consider rehire of former employees who voluntarily left employment or were laid off due to organizational needs. This policy outlines the rules regarding eligibility for re-employment and bridging of service (service recognition), where appropriate.

Eligibility for Rehire

Employees who were part of an involuntary reduction in force, as well as those employees who voluntarily resigned, will be eligible for rehire if they had a satisfactory work record while employed by YouthOne and approved by the Human Resources department.

Ineligibility for Rehire

Former employees who had a less-than-satisfactory work record will not be considered for rehire. This includes employees with a less-than-satisfactory rating on their most recent performance evaluation and who have written reprimands in their employee file. Employees who were involuntarily terminated by YouthOne will not be considered for rehire.

Leaving and Coming Back (aka the “Service Restoration Rule”)

IF YOU PERFORMED LESS THAN ONE YEAR OF SERVICE

If you leave YouthOne after working here for less than a year and then you’re rehired, you will be considered a new employee (i.e. your service clock starts over again). With this, you won’t be eligible to be recognized for work milestones (service recognition) or participate in certain benefits (because you’ll be a “new” employee).

For example, Jane was hired on June 3, 2017, and voluntarily resigned on January 5, 2018. Jane is rehired on April 23, 2018. Because Jane did not complete one full year of service prior to rehire, she is treated as a new employee and will not be credited with any prior service.

IF YOU PERFORMED MORE THAN ONE YEAR OF SERVICE

1. If you are gone for less time than you worked...

You leave YouthOne after working here for more than a year, and when you return, you’ve been gone for LESS time than you were here for (your absence is shorter than your previous tenure). When you get back, you’ll be credited with your seniority from before and eligibility to participate in the benefits plan.

Service recognition will include prior service recognition for accrued leave plans.

For example, Marcus was hired on September 3, 2008 and voluntarily resigned on March 12, 2016. Marcus is rehired on October 15, 2018. Because Marcus' prior service is longer than his period of absence, Marcus is credited with his previous seven years and six months of service.

2. You are gone for more time than you worked...

You leave YouthOne after working here for more than a year, and when you return, you've been gone for MORE time than you were here for (your absence is longer than your previous tenure). When you get back, you'll be considered a "new employee" and will not be eligible for prior service recognition for seniority or benefits plan participation purposes.

For example, Angel was hired on December 9, 2014 and voluntarily resigned on March 12, 2016. Angel is rehired on August 15, 2019. Because Angel's prior service is less than her period of absence, she will be treated as a new employee and will not be credited with any prior service.

When recognition of prior service is granted, a rehired employee's YouthOne service date will be adjusted in accordance with the service restoration rule.

Acknowledgment & Legal Statements

YouthOne May Alter The Handbook At Any Time

YouthOne retains the sole discretion to revise, modify, rescind, delete, or add to this Handbook, in writing, at any time. If YouthOne does make changes, you will be informed and are expected to acknowledge and adhere to the changes. None of these policies or procedures can be amended, altered, or modified in any way by oral statements. They can only be altered by a written statement issued by Human Resources. Nothing in this Handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to, or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (“EEOC”), National Labor Relations Board (“NLRB”), Securities and Exchange Commission (“SEC”) or any federal, state, or local agency charged with the enforcement of any laws. This Handbook replaces and supersedes all previous handbooks and supplements to previous handbooks distributed by YouthOne and takes precedence over all memoranda or oral descriptions of the terms and conditions of employment, as well as any inconsistent policy or benefit statements. When using the Handbook please confirm you are referencing the most current edition.

If you have any questions, please contact the People Team at info@youthone.org.

ACKNOWLEDGEMENT OF HANDBOOK RECEIPT

RECEIPT OF THE HANDBOOK

This is to acknowledge that I have received a copy of YouthOne’s Staff Handbook and understand that it sets forth the terms and conditions of my role as well as the duties, responsibilities, and obligations of service with YouthOne. I understand and agree that it is my responsibility to read and familiarize myself with the provisions of the Staff Handbook and to abide by the rules, policies, and standards set forth in the Staff Handbook.

_____ (your initials here)

ONGOING UPDATES TO THE HANDBOOK

I also acknowledge that, except for the policy of at-will employment, the terms and conditions set forth in this handbook may be modified, changed, or deleted at any time without prior notice to me and other Staff, provided such changes are in writing and approved by the People and Leadership Teams. I understand that any provision or agreement of any kind pertaining to my employment must be in writing.

_____ (your initials here)

HANDBOOK DOES NOT CONFLICT WITH LAW ENFORCEMENT

I understand and acknowledge that nothing in this Staff Handbook nor in any other document or policy is intended to prohibit me from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (“EEOC”), National Labor Relations Board (“NLRB”), Securities and Exchange Commission (“SEC”) or any other federal, state or local agency charged with the enforcement of any laws.

_____ (your initials here)

MONITORING ELECTRONIC COMMUNICATIONS OF YouthOne PROPERTY

I further acknowledge that I have received, read, and understood YouthOne’s Electronic Communications Usage policy regarding the right of YouthOne to monitor usage of all electronic communications systems of YouthOne.

_____ (your initials here)

ACKNOWLEDGMENT OF AT-WILL EMPLOYMENT

I acknowledge my employment with YouthOne can be terminated at any time for any reason, with or without cause or notice, by me or by YouthOne. I acknowledge that no statements or representations regarding my employment can alter the foregoing. As to the circumstances in which employment may be terminated, this is the entire agreement between me and YouthOne; there are no oral or collateral agreements of any kind.

_____ (your initials here)

I, [your Staff name], acknowledge that I have read the YouthOne Staff handbook. I have read and understand its contents, and I agree to comply with the policies outlined therein.

Your Name: _____

Your Signature: _____

Today's Date: _____