

EMPLOYEE HANDBOOK

INTERNATIONAL INSTITUTE OF MINNESOTA

Updated January 2022

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INTRODUCTION

1.1 Nature of Our Employment Relationship

All IIM employees are employed at-will. Although IIM hopes to have a continuing employment relationship with its employees, employees are free to leave the organization at any time, and IIM may terminate any employee's employment at any time, with or without cause (provided that the basis for the employee's termination is not prohibited by law), and with or without notice. IIM does, however, request that employees provide two weeks' notice if the employee plans to leave the organization.

The purpose of the Employee Handbook is to explain IIM's employment policies, benefits, and general responsibilities for employees. The printed material is not intended to represent or act as a contract between IIM and employees and does not guarantee employees employment or any benefit. Nor is it intended to alter the employment-at-will relationship between IIM and employees.

The provisions of the Employee Handbook apply to all employees of IIM and supersede all previous or existing handbooks or policy statements. Oral statements made to employees will not alter or amend the contents of the Employee Handbook.

Future changes to the Employee Handbook will be made in writing and dated with the effective date of change (usually in January of each year). IIM may change or withdraw any part or all the Employee Handbook at any time and changes will become effective without notice. IIM retains the right to change, suspend, interpret, deviate from, or revoke, in whole or in part, any of its published or unpublished policies, practices and procedures, in its sole discretion, without having to give notice, cause or justification

1.2 Policies and Procedures

Each IIM employee is responsible for understanding and abiding by IIM policies, procedures, and decisions. Continuation of employment with IIM is contingent upon compliance with these policies.

1.3 Commitment to Ethical Management Practices

IIM is committed to managing its organizational governance, financial affairs, and human resource programs in an ethical manner and in full compliance with all relevant legal regulations. If a staff member is concerned about a potentially inappropriate or illegal activity, they should contact their department supervisor to discuss the matter. If staff member is unable or reluctant to resolve the matter at that level, they may discuss the matter directly with the Director of Finance & Administration or with the Executive Director. If the concern is with the Executive Director, staff may speak with the Fiscal and Administration Committee of the Board of Directors. See Internal Grievance Policy in this Handbook.

1.4 Disclaimer of Restrictions on Employees' Rights

Nothing in this handbook is intended to preclude or dissuade employees from engaging in activities protected by state or federal law (including the National Labor Relations Act) such as discussing wages, benefits, or terms and conditions of employment, raising complaints about working conditions, or legally required activities.

1.5 Code of Conduct/Standards of Behavior

The staff of the International Institute of Minnesota have developed the following guidelines to ensure a positive and nurturing work environment.

Communication – We recognize that all forms of communication with fellow staff and clients are to be honest, clear, and non-threatening. We will make every effort to resolve conflicts in a timely and culturally sensitive manner. We will maintain confidentiality as much as possible.

Personal Accountability – We accept that each of us is responsible for establishing and maintaining healthy relationships with co-workers and clients.

Cooperation – We will cooperate with our co-workers and work together with them when appropriate. We will encourage teamwork and acknowledge others' successes. We recognize the value of collaborating with others and utilizing our co-workers' expertise to effectively serve clients.

Self-Care – We will take steps to decrease personal or work-related stress and encourage the same of our co-workers.

Excellence – We will act in the best interest of clients, students, and co-workers.

Respect – We will treat everyone with courtesy and dignity. We will use words and tones of voice that show respect for all clients and staff members, never disrespectfully yelling or using profanities. We will not tolerate unfair treatment or abuse/harassment of others.

FAIR EMPLOYMENT PRACTICES

2.1 Equal Employment Opportunity (EEO)

IIM is committed to a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment and retaliation. Therefore, IIM expects that all relationships among persons in the workplace will be professional in nature and free of bias, prejudice, and harassment.

All policies and decisions pertaining to hiring, assignment, training, compensation, promotion, transfer, layoff, termination of employment, and any other terms and conditions of employment are made without regard to race, color, creed, religion, national origin, ancestry, sex (including pregnancy, childbirth, breastfeeding or related medical conditions), marital status, status with regard to public assistance, familial status, membership or activity in a local commission, age, disability (physical or mental), sexual orientation, gender, gender identity, gender expression, transgender status, genetic information, military or veteran status, or any other characteristic protected under federal, state or local law.

IIM prohibits retaliation against any individual who in good faith reports discrimination or participates in an investigation of such reports. Retaliation against an individual for reporting discrimination or for participating in an investigation of a claim of discrimination is a serious violation of this policy and, like discrimination itself, may be subject to corrective action up to and including termination. See Whistle Blower Policy in this Handbook.

Complaint

IIM asks employees to make a timely complaint of any policy violations to enable IIM to investigate and correct any behavior that may be in violation of this policy. Additionally, IIM requires management employees to immediately report any incident or action they believe may be in violation of this policy, and any complaints they receive regarding a violation of this policy, to the Director of Finance and Administration. If you believe there has been a violation of the EEO policy, please use the following complaint procedure.

Reporting and Investigation

Report the incident to the Director of Finance and Administration, or if the complaint involves the Director of Finance and Administration, report the incident to the Executive Director. Any reported allegations of discrimination or retaliation will be investigated by the Director of Finance and Administration, the Executive Director, or a designee. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Upon completion of the investigation, the Director of Finance and Administration or the Executive Director will notify the reporting employee of the general conclusions and remedial actions and resolutions, if any.

As stated above, IIM prohibits retaliation against an employee for filing a good faith complaint under this policy or for assisting in a complaint investigation. If an employee perceives they have been retaliated against for making a complaint or for their participation in the investigation, they are encouraged to follow the complaint procedure outlined above. The situation will be investigated. Confidentiality will be maintained throughout the investigatory process to the extent possible, consistent with adequate investigation procedures.

If after the investigation, the Director of Finance and Administration or the Executive Director determines that a violation of this policy has occurred, appropriate remedial action will be taken, which may include discipline up to and including termination of employment.

2.2 Disability Accommodation

IIM will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat in the workplace or if the accommodation creates an undue hardship for IIM. Contact the Director of Finance and Administration with any questions or requests for accommodation. The accommodation process is interactive. The Director of Finance and Administration will ask for your input regarding the accommodation you believe may be necessary as well as the functional limitations caused by your disability. Also, when appropriate, IIM will request additional information from your physician or other medical or rehabilitation professionals.

2.3 Background Checks

IIM will require applicants to satisfactorily complete an online background check prior to an offer of employment. IIM will consider the position's job duties, among other factors, in determining what constitutes satisfactory completion of the background check. All information obtained as a result of a background check will be used solely for employment purposes.

When a background check is required, you must complete IIM's authorization form. Failure to timely complete an authorization may result in termination of IIM's consideration of your application. Falsification or omission of information may result in denial of employment or discipline, up to and including termination. All background check information will be kept confidential – limited to those who need to know related to the hiring decision. IIM complies with all applicable federal, state, and local laws regarding background checks.

The Director of Finance and Administration and staff performing interviews and hiring of staff are responsible for the administration of this policy. If you have any questions regarding this policy or if you have any questions about background checks that are not addressed in this policy, please contact the Director of Finance and Administration.

2.4 Confirmation of Employment

Offers of employment and changes in employment status will be confirmed in writing. The Personnel hire/change form will confirm the effective date of employment, status of employment, salary, supervisor, and eligibility for benefit programs.

2.5 Immigration Law Compliance

IIM is committed to employing only those individuals who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility, preferably on the first day of employment, but no later than 72 hours from hire. Former employees who are rehired must also complete the form if they have not completed an I-9 with IIM within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Director of Finance and Administration. Employees may raise questions or concerns about immigration law compliance without fear of reprisal.

2.6 Verification of Employment Inquiries

All requests for employment verification should be directed to the Director of Finance and Administration.

Telephone requests for verification of employment status, job title, and dates of employment may be answered only by the Director of Finance and Administration.

2.7 Internal Grievance Policy

It is IIM's policy to resolve an employee's job-related problems in an equitable manner consistent with our Personnel Policies. IIM has established a process to handle complaints about personnel policies, disciplinary or other job-related problems, or seemingly unfair or discriminatory treatment without jeopardizing the employee's employment status. There are four steps to formally expressing concerns:

- The employee will discuss the situation with the Supervisor.
- If the situation is not resolved with the Supervisor, the employee may speak with the Director of Finance & Administration within five working days of the IIM work week. The Director of Finance and Administration will provide a written response within ten working days of notification.
- If a satisfactory solution is not reached with the Director of Finance and Administration, the employee may submit a complaint within five days thereafter to the Executive Director. The Executive Director will work with the employee and Supervisor to obtain resolution.
- Finally, if the employee feels that there is still a problem, he or she may request a hearing before the Fiscal and Administration Committee of the Board of Directors. The decision of the Fiscal and Administration Committee will be final.

EMPLOYMENT STATUS

3.1 Categories of Employment

Exempt and Nonexempt Classifications

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. Employees may be Exempt or Nonexempt based upon the duties outlined in their job description.

Non-Exempt Employees

Nonexempt employees are paid on an hourly basis entitled to overtime pay under the specific provisions of federal and state laws for any hours worked over 40 in a given work week. Non-exempt employees must receive written authorization from their department supervisor before

performing any overtime work. Non-exempt employees are prohibited from checking work emails and performing other work outside of their regular work hours without express permission from management.

Exempt Employees

Exempt employees are excluded from specific provisions of federal and state wage and hour laws. Exempt employees are paid on a salary basis and are not eligible for overtime pay for hours worked in excess of 40 in a given work week. Exempt employees are expected to work the number of hours necessary to perform the duties of their position to include working outside of normal business hours in order to meet their job responsibilities. Exempt employees should not expect pay or compensatory time for hours worked in excess of 40 in a given work week.

FLSA Compliance and Deductions

IIM complies with the federal Fair Labor Standards Act (FLSA) with respect to all payroll policies and procedures. We prohibit any improper deductions, as specified in applicable regulations, from the salary of employees who are exempt from the timekeeping, minimum wage and overtime requirements of the Fair Labor Standards Act.

Exempt employees who believe that an improper deduction has been made from their salary should submit a written complaint to the Director of Finance and Administration. The complaint should specify, in as much detail as possible, the nature of the deduction made and why the deduction may be improper. IIM will evaluate each complaint and promptly reimburse the employee if the deduction was improper or meet with the employee and explain why the deduction was proper.

Regular Full-Time

Those employees who are scheduled to work at **least** 37.5 hours per week on a continuous basis. These employees are eligible to participate fully in the fringe benefit programs of IIM.

Regular Part-Time

Those employees who are scheduled to work **less than** 37.5 hours per week on a continuous basis. Employees scheduled for at least 25 hours per week are eligible for benefits. Vacation and sick leave will accrue on a pro-rata basis.

Temporary Full-Time

Those employees who are scheduled to work at least 37.5 hours per week for a period of six months or less. These employees do not participate in the fringe benefit programs of IIM except where specified by law. Temporary, full-time employees are considered nonexempt.

Temporary Part-Time

Those employees who are scheduled to work less than 37.5 hours per week for a period of six months or less, as specified in the personnel hire/change form. These employees do not participate in the fringe benefit programs of IIM except where specified by law. Temporary, part-time employees are considered nonexempt.

3.2 Introductory/Orientation Period

All staff members begin work with IIM on a six-month Introductory/Orientation period. This time is an opportunity for new employees to demonstrate their ability to achieve a satisfactory level of performance. IIM uses this time to evaluate the new employee's work habits and overall performance. To be moved out of your Introductory/Orientation status, you, your department supervisor, and the Director of Finance and Administration must arrive at a mutual feeling of growth, cooperation, and confidence. It is not necessarily expected that you will entirely learn all the intricacies of your job in the first six months, although we generally expect to see a reasonable level of progress over this time, in a respectful relationship that is likely to succeed.

Where questions of doubt exist related to the employee's performance, a supervisor may discuss the opportunity for an individual who has been with the company for 6 months to remain on staff with an extended Introductory/Orientation period, not to exceed a total Introductory/Orientation period of 9 months.

This policy does not affect the at-will employment relationship. Both during the Introductory/Orientation period and after the Introductory/Orientation, employment remains at-will and both the employee and IIM reserve the right to end the employment relationship at any time, for any reason, with or without notice.

3.3 Payroll

Hours of Work

IIM's standard work hours are 8:45 am to 5:00 pm, Monday through Friday. Employees' actual work hours may vary from this schedule with the approval of their supervisor. Non-exempt employees must receive written authorization from their department supervisor before performing any overtime work.

Full-time work hours are typically is 8:45 – 5:00. This totals 41.25 hours minus 3.75 hours of unpaid lunch breaks totaling a 37.5 hour work week.

Employees are expected to begin their work hours when they are at their workstation and begin to work. It is not when you walk in or leave the building.

Working from home is not a practice that is generally encouraged at IIM. See Section 8.2 Working from Home.

Time Reporting

All non-exempt employees are required to regularly and accurately record and submit hours worked in the designated timekeeping system. Recorded time should reflect the exact initial start time, the beginning and ending of the lunch break and the ending time.

It is the responsibility of each employee to ensure accurate and timely completion of their time and attendance on a daily basis. Failing to report or inaccurate reporting of time will result in corrective action, up to and including termination. Supervisors must approve non-exempt employee time records.

Pay Periods

IIM's 7-day work week is Sunday – Saturday.

Employees are paid semi-monthly. Questions about your paycheck should be directed to the Director of Finance and Administration.

The Director of Finance and Administration will announce the date that timecards are to be submitted in order for employees to receive timely payment.

Pay Days

Paychecks or automatic deposit receipts will be issued on the 16th and last day of the month. If the pay day falls on Saturday, Sunday, or a holiday observed by IIM, the paychecks will typically be paid on the nearest preceding workday.

Change of Address and Telephone Number

IIM requires that any changes in the address or telephone number of an employee be immediately reported to the Director of Finance and Administration.

Required Payroll Deductions

Legally required deductions will automatically be deducted from the employee's paycheck. This includes federal and state withholding taxes and social security taxes (FICA), state taxes, local taxes, child support withholding and wage garnishments.

At new hire orientation, Employees fill out Minnesota and Federal W-4 forms with the Director of Finance and Administration to process the Federal and State deductions.

Any changes of the employee's income tax status should be reported to the Director of Finance and Administration. The appropriate forms necessary to change records will be supplied to the employee.

Voluntary Deductions Authorized by Employee

Payroll deductions may be authorized by the employee for benefits and programs, such as the following:

- United Way payroll deduction;
- Section 125 salary reductions for the employee portion of qualified dental/vision expenses, daycare costs, and HSA contribution. (See Section 125 Policy) and
- 401(k) retirement plan

The United Way and Section 125 deductions may be authorized during the first 30 days of employment with IIM or in December during Open Enrollment for a new calendar year.

IIM 401k retirement plan employee contribution may be started at any time of eligibility during employment.

Direct Deposit

IIM employees are encouraged to participate in the direct deposit program, whereby payroll payments are directly deposited in a bank account of their choice. To participate, employees complete the direct deposit form and submit it to the Director of Finance and Administration with a voided check or deposit slip. To terminate participation in the program, written notification must be given to the Director of Finance and Administration two weeks before the end of the pay period in which it will become effective.

3.4 Expense Reimbursement

Subject to a pre-approval process, IIM will reimburse employees for reasonable expenses incurred while carrying out the objectives of IIM. All expenses must be pre-approved in writing by a department supervisor, the Director of Finance and Administration or the Executive Director. See the Director of Finance & Administration for reimbursement forms and current mileage rates.

Expense reimbursements are paid with the payroll period when the expense report is submitted. Itemized receipts are required.

Abuse of this policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for corrective action, up to and including termination of employment.

3.5 Use of Personal Vehicle for Company Business

Drivers who use their personal vehicles for IIM business must maintain adequate insurance coverage at their own expense (*minimum of \$500,000/\$500,000/\$100,000 split limits or \$500,000 single limit*) as established by IIM and are required to carry proof of insurance. IIM does not insure employees against claims for damages resulting from the use of their personal vehicles in the course of employment. Any claims for damages resulting from the operation of the employee's personal vehicle in the course of employment should be submitted to their own automobile insurance carrier.

Employees may be reimbursed for all approved business-related travel using their personal vehicle at the standard mileage rate established by the IRS each year as approved by the Executive Director

each year. The standard mileage rate include gas, oil, repairs, tires, insurance, registration fees, licenses, and depreciation (or lease payments) attributable to the portion of the total miles driven that are business miles.

3.6 Solicitation of United Way Annual Appeal

The annual United Way campaign is the only campaign approved by IIM for solicitation of employees. The Leadership Team and Board of Directors are strongly committed to the role and mission of the organization and all employees are encouraged to contribute generously to the annual campaign. The decision of whether to give and the amount to give is a private choice; it is not a condition of employment.

3.7 Non-Solicitation

Solicitation of non-IIM materials by employees is prohibited when any of the individuals involved are supposed to be working or at any time in working areas of the building or in any location where customers or the public are present. "Working time" is the time an employee is engaged, or should be engaged, in performing his/her work tasks for IIM. Non-solicitation applies to printed, digital, email, voicemail or other non-IIM materials.

We encourage employees who wish to solicit financial or other support from their fellow workers for any cause, charitable, political, etc., to do so off IIM premises during non-working hours. Likewise, any such solicitations should not be conducted on customers' premises - nor should they cause individuals to feel uncomfortable or compelled to participate in the activity solicited.

If an employee would like to solicit coworkers during non-working time on IIM premises, the employee must first get the written approval of the Director of Finance and Administration.

Individuals who are not employed by IIM are not allowed to solicit on IIM property at any time.

Staff must go through the Development Director or Executive Director to do any requests of funds for programs or clients.

EMPLOYEE BENEFITS

This section is intended to briefly summarize the benefit programs provided to employees of IIM. This information is subject to the terms and conditions set forth in the contracts, policies, and summary plan descriptions issued to IIM or any modifications which are approved by the Board of Directors. In the case of any conflict of interpretation, the plan or the master benefit contract will govern. Regular active employees scheduled for at least 25 hours per week are eligible for the following benefits.

4.1 Health Insurance

IIM does not have a group health plan. IIM, therefore, recommends Gravie, Inc. to help employees manage their health insurance needs, find the best plan possible, and determine government tax credit eligibility. Gravie offers personalized service both online and over the phone. Employees may contact Gravie by calling 1-800-501-2920. Employees may find their health insurance coverage from any organization; Gravie is only a recommendation.

4.2 Monthly Stipend

IIM provides a monthly \$300 taxable stipend to qualifying employees. Qualifying employees are those Regular Full-Time or Regular Part-Time Employees who are actively at work (i.e., not on an unpaid leave of absence) and scheduled to work at least 25 hours each week.

4.3 Tax Deferred Annuity Programs

IIM employees are eligible and strongly encouraged to participate in tax-deferred annuity programs available to employees of certain non-profit organizations as defined in Section 401K of the Internal Revenue Code. To participate, a salary reduction agreement between the employee and IIM must be completed. To obtain information regarding the tax-deferred annuity programs, please contact the Director of Finance & Administration.

IIM provides a discretionary match based on the financials of the organization to employees participating in the IIM 401k program. The first match would be the 1st of the month following the employee's one-year anniversary from their start date – employee must be making contributions to their 401k plan to receive the match).

4.4 Section 125 – Flexible Spending and Health Savings Accounts

Employees, who are scheduled for 25+ hours week, are eligible to participate in the Section 125 Plan. Voluntary contributions to the Plan are made with pre-tax dollars (tax-exempt) and can be used to reimburse the participants for out of pocket dental and vision care (no premiums or expenses covered by insurance plans) and dependent care expenses.

Employees may also have pretax dollars contributed to their individual health savings account (HSA), with pre-tax dollars from which out of pocket healthcare expenses can be reimbursed through their HSA. The HSA must be set up by each individual participant and is not an IIM plan, but IIM can transfer payroll deductions into an employee's HSA.

To obtain information regarding the Section 125 flexible spending and health savings accounts, please contact the Director of Finance and Administration.

COMPANY PROPERTY AND SAFETY

5.1 Cellular Phone Use

Safety

Employees should know and follow all local and state laws related to cellular phone use while driving. IIM prohibits employees from using cellular phones while driving on IIM business. In accordance with MN law, IIM prohibits employees from composing, sending or reading text messages or emails and from accessing the Internet while driving. Employees must use hands-free equipment when operating such devices.

Even while using hands-free equipment, employees should suspend conversations during hazardous driving conditions or situations. Let the person you are speaking with know you are driving; if necessary: suspend the call-in heavy traffic or hazardous weather conditions. Rain, sleet, snow, ice and heavy traffic can be hazardous. As a driver, your first responsibility is to pay attention to the road.

Do not take notes or look up phone numbers while driving. If you are reading an address book or business card or writing a “to do” list while driving a car, you are not watching where you are going. Don’t get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.

Reimbursement

Some IIM employees may use their personal electronic devices for work purposes. Personal electronic devices include personally owned cellphones, smartphones, tablets, laptops and computers.

IIM does not purchase personal electronic devices for employees.

All IIM employees will be paid \$7.50 per payroll (\$15 per month) for use of personal cell phones for IIM business. Examples of IIM business is verifying remote login, installing IIM phone application, and occasional business calls.

All staff should use the IIM phone application for all business calls. Staff should NOT give out personal cell phone numbers to clients. See your supervisor, HR or the Director of Finance and Administration for more details

Confidentiality

Personal devices used for IIM business purposes must be encrypted and password protected. Employees are expected to protect personal devices used for work-related purposes from loss, damage or theft. If your mobile device is lost, stolen or missing, contact the Director of Finance and Administration immediately so the remote access login can be deleted and changed.

On account of the confidentiality of IIM emails and other communications, IIM reserves the right to delete remote access from personal devices as may be necessary. This deleting may affect other applications and data. IIM will not be responsible for loss or damage of personal applications or data resulting from the use of IIM applications or the removing of remote access of IIM information.

5.2 Workspaces

All employees must maintain clean, neat, clutter-free workspaces. Work areas should not contain papers with confidential or sensitive information such as user ID’s, passwords or account numbers, and should be free of non-essential documents. Loose papers and printed documents, which contain confidential data, should always be secured until they are needed. Employees should put away nonessential items and documents whenever an extended absence is anticipated and secure documents and electronic media at the end of the workday.

Employees may temporarily decorate their workspace for special occasions, such as birthdays, with prior approval from their supervisor. Such decorations should be removed within one week.

Building and office keys must be kept on employees at all times. Items such as laptops should be secured to the desk. If an item is lost or stolen, immediately notify the department supervisor or the Director of Finance and Administration.

5.3 Personal Phone Calls and Cell Phone Usage

IIM's telephones are provided to conduct IIM business. Personal calls, when necessary, should be kept brief and should not interfere with the work of an employee or any co-workers. Employees are encouraged to conduct personal business during breaks or lunch periods. Employees may not charge personal, long distance calls to IIM. IIM will require prompt reimbursement if any personal long-distance calls are made on an IIM phone.

Use of personal cellular/digital devices should be kept to a minimum during work hours. No personal cellular/digital devices should be used for personal social media during work hours.

5.4 Personal Property

IIM is not responsible for the loss of, or damage to, employee's personal property on IIM premises.

5.5 Use of IIM Equipment and Resources

You are expected to demonstrate proper care when using IIM's property and equipment. No program property may be removed from the premises without the proper advance authorization of the department supervisor. If you lose, break or damage any property, report it to your supervisor at once.

You may not engage in activities, or use or cause to be used, IIM property, facilities, equipment, materials or supplies for your personal convenience or profit, or for any purpose unrelated to your work for IIM.

5.6 E-Mail, Information Systems and Internet/Intranet Policy

Although employees may have individual access to email, voicemail, telephones, the computer network, the Internet and other systems, all such systems are the property of IIM. Additionally, employees should recognize that all documents, files, emails, messages, work products and other activities performed on IIM computers and other authorized equipment are and remain the sole property of the IIM. Employees should assume no right to privacy regarding anything on IIM computers or other equipment. IIM reserves the right to access and/or monitor communications over any computer, telephone, Internet or information system at any time, with or without prior notice, for any lawful purpose.

5.7 Remote Connection and E-mail

IIM maintains an electronic mail system and provides access to the Internet/Intranet to employees and others authorized by IIM to have access to these information systems. These information systems are business tools provided by IIM to assist in the conduct of its business.

The computers, electronic mail system and the Internet/Intranet access are considered IIM property. Additionally, all messages composed, sent, received or downloaded on the electronic mail system or Internet/Intranet are and remain the property of IIM. They are not private or personal property of any employee or any other individual authorized to access such IIM information systems. Personal use of the systems which interferes with an employee's work performance, the information systems, or violates IIM policy or the law, will not be tolerated.

The creation, display or transmission of sexually explicit images, messages, or cartoons, any use of ethnic slurs, racial epithets, or any conduct which violates IIM policies, including but not limited to policies prohibiting discrimination and/or harassment, is strictly prohibited. This prohibition also extends, for example, to the creation, display, or transmission of images that may be offensive to another and are based on or refer to protected class status.

IIM reserves the right to inspect, investigate, search, review, monitor, audit, access, disclose, and use any messages or data created, received, retained or sent over the electronic mail system, IIM's computers, or the Internet/Intranet, without employee consent. Accordingly, none of our employees, or any other individual authorized to access IIM's information systems, should have any expectation of privacy in IIM-provided computer systems, the electronic mail system or the Internet/Intranet. IIM may override any applicable passwords or codes in accordance with the best interests of IIM.

Unauthorized review, duplication, dissemination, removal, damage or alteration of files, passwords, electronic mail messages, computer systems or programs, or other confidential material or any improper use of such information obtained by unauthorized means, may result in corrective action up to and including immediate termination of employment.

Notwithstanding management's rights under this policy, unauthorized employees should not access another employee's email. Employees should not use another employee's password, access a file, or retrieve any stored information of another employee unless first authorized to do so by the Director of Finance and Administration. Nor should employees attempt to gain access to another employee's computer, data or messages without obtaining IIM's or the employee's permission.

Violations of this policy in any manner may result in corrective action, up to and including immediate termination of employment.

5.8 Safety

IIM is committed to providing all employees a safe work environment. All employees are responsible for working safely and maintaining a general safety awareness of their surroundings, to use good judgment and common sense, to follow proper procedures and to comply with safety rules. All employees are expected to maintain good housekeeping on our premises and work sites.

No matter how minor a potential or suspected safety hazard might be, employees must immediately report it to their supervisor and the Director of Finance and Administration.

All staff, students and volunteers are issued nametags, which must always be worn. All others—clients and visitors—must sign in at the front desk where they will also receive a badge to wear while in the building. Visitors must always be accompanied by a staff member.

Visitors

All staff, students and volunteers are issued nametags, which must always be worn to identify individuals as belonging to the organization. All others, including clients and volunteers must sign in at the front desk where they will also receive a badge to wear while in the building. Visitors must always be accompanied by a staff member and may not be allowed to explore the building unattended. Visitors are not allowed in the building outside of business hours.

5.9 Personal Safety/Security

All employees are responsible for ensuring the security of the facility. Proper procedures for opening and closing the building/office must be followed. Building keys will be distributed to those employees needing access to the building. Safety or security concerns must be brought immediately to management's attention.

5.10 Confidentiality of Business Information

During the course of employment at IIM, employees may have access to IIM's confidential, trade secret, intellectual property and proprietary information. The protection of confidential business information and trade secrets is vital to the interests and the success of IIM. Employees must maintain such non-public confidential information in confidence, avoid disclosure even to other employees without a need to know, and use such information only in the interest of IIM. Such confidential information includes, but is not limited to, the following examples:

- computer processes
- computer programs and codes
- client lists
- client information
- personal health information
- client preferences
- financial information
- marketing and development strategies
- new materials research
- pending projects and proposals
- proprietary production processes
- research and development strategies
- security concerns
- office/building procedures
- curriculum created for IIM programs and classes
- personal information of coworkers, clients, business partners, vendors and Board Members

Particular care must be taken to keep confidential any information that is:

- Confidential to our clients.
- Received under an express or implied secrecy obligation.
- Received from third parties outside IIM.

Employees may not disclose confidential IIM information written or oral, to anyone, including the media, government representatives, clients, vendors, relatives or friends outside the organization without prior approval from the Executive Director.

When in doubt, employees must treat information acquired in the course of employment at IIM in the strictest confidence and consult the Executive Director for clarification.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to corrective action, up to and including termination of employment.

Nothing herein limits, nor is intended to limit, employees' rights to discuss the terms and conditions of their employment, wages or any other right provided under the National Labor Relations Act or other applicable state or federal law.

5.11 Personnel Records

IIM maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary changes, and other employment records.

Personnel files are the property of IIM, and access to the information they contain is restricted. Generally, only supervisors and management personnel of IIM who have a legitimate reason to review information in a file are allowed to do so.

Employees have a right to review their personnel file once every six (6) months while they are employed with IIM. Employees who choose to exercise this right, must submit written requests to the Director of Finance and Administration.

Within seven (7) working days of receiving an employee's request, IIM will make available for the employee's review either the employee's original file or a copy of the file. The employee will have access to the file during operating hours either at the employee's job site or at a nearby location. This review will take place in the presence of a manager.

After an employee has had an opportunity to review his or her file, the employee may make a written request for a copy of the record. If an employee makes such a request, IIM will provide the employee a copy of the personnel file at no charge.

After an employee's separation from employment, employees may request an opportunity to review or receive a copy of the record once annually for as long as IIM maintains the record. This request must be submitted in writing to the Director of Finance and Administration.

If, after reviewing the file, an employee disputes specific information contained within the file, the employee may request that the item be removed from the file. IIM may or may not agree to remove or revise the disputed information. If no such agreement is reached, employees are entitled to submit a written statement of no more than five (5) pages explaining their position. This position statement will be included in the employee's file, along with the disputed information, for as long as IIM maintains the record.

Updating Personnel Files

Certain employee information needs to be kept up to date. Any of the following changes in personal information should be reported to the Director of Finance and Administration for updating: name, address, telephone number, changes in marital status and dependent information, changes to the W-4 Forms (Employees Withholding Allowance Certificate), and emergency contacts.

5.12 Alcohol and Drug Use

It is IIM's desire to provide a drug-free and alcohol-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on IIM premises and while conducting business-related activities off premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or engage in the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively, safely, and does not endanger other individuals in the workplace.

Violations of this policy may lead to corrective action, up to and including immediate termination of employment. Such violations may also have legal consequences.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their department supervisor and with their doctor to receive assistance or referrals to appropriate resources in the community. Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with the Director of Finance and Administration without fear of reprisal.

Occasional exceptions to this policy against the consumption of alcohol may be made at the Executive Director's or designee's discretion for small quantities of such beverages, which may be available at office celebrations and social events that employees are required to attend as part of their job responsibilities. Our expectation in these situations is that employees exercise moderation and good judgment. Employees should not return to work if they have been drinking and all employees are expected to comply fully with all laws (including laws prohibiting the operation of motor vehicles while under the influence of alcohol).

Any employee who is aware of any alcohol and/or illicit drug policy violations, including use or activity in the workplace that violates this policy, must bring the situation to the attention of the Director of Finance and Administration or Executive Director immediately.

5.13 Smoking

IIM is committed to maintaining and improving the health and well-being of all employees and visitors. To protect the health of all, the use of any tobacco products, including e-cigarettes, and the use of oral tobacco (“spit”/ “chew”) is always prohibited on IIM property.

5.14 Work-Related Injury or Illness

Employees must promptly and immediately report all injuries or illnesses to a department supervisor as soon as possible. An “Employee Injury Report” will need to be completed by the employee as soon as possible, (preferably within 24 hours of the incident) and returned to the Director of Finance and Administration.

Compensation for work-related injury or illness shall be made in accordance with the provisions of our workers’ compensation program. Proper notification must be given to your supervisor of the expected duration of all such absences. A release from a physician to return to work may be required.

5.15 Severe Weather Procedure Policy (See the Emergency Preparedness and Response Plan for employee responsibilities for students and clients)

Emergency conditions, such as severe weather (large snowfall, ice and/or extreme cold), may disrupt IIM operations, as well as possibly endanger the employees’ well-being. The IIM building may occasionally be closed due to emergency conditions. If this happens, the following procedures will be followed:

Work Closing Procedure

If an emergency occurs during normal business hours, the Executive Director, or appointee may notify all department supervisors of the decision to close the office. The department supervisors will then notify the staff in their department of the decision to close the building.

Alternately, if either the Minneapolis or St. Paul Public School system closes schools due to severe weather, IIM may elect to close and may cancel regularly scheduled classes and activities. Program Managers and Instructors will contact students if IIM will be closed. Staff should assume IIM will be open unless contacted by the Executive Director or by another staff person.

When IIM declares that the offices are closed during any Monday through Friday business days, regular staff members will be paid their regular rate of pay during the period of the closure.

Discretionary Leave Due to Weather

Employees may take leave for severe weather conditions at their discretion even though the office is open. If an employee takes a leave because of these circumstances, it will be considered vacation leave and must be recorded and submitted on the time-off form for each pay period. As with all attendance matters, employees must inform their supervisor and the reception desk of their intended absence.

Fire/Tornado

If a fire or similar emergency occurs the following steps will be taken: The fire alarm will ring; all employees should proceed in a disciplined and orderly manner to the emergency exit. The elevator may not be used due to the chance of power failure, and Employees should proceed out of the building and remain at a safe distance until further instructions are given.

If a tornado or severe weather is a threat to the people in the building the following steps will be taken: An announcement will be made and everyone will be instructed to go to the lower level and remain there until they are informed that the threat is over.

LEAVE PROGRAMS

6.1 Holidays

IIM observes and will provide paid time off to eligible employees for the following Holidays:

- | | |
|--|------------------------|
| New Year’s Day | Independence Day |
| Martin Luther King Day | Labor Day |
| President’s Day | Thanksgiving Day |
| Memorial Day | Day After Thanksgiving |
| Eid al-Fitr | Christmas Day |
| One Personal holiday (see description below) | |

Regular active employees who are scheduled for at least 25 hours per week are eligible to receive holiday pay. Holiday is only a paid holiday if an employee is scheduled to work on the day upon which the holiday falls. For example: if an employee does not work Thursdays they would not get paid for Thanksgiving.

The Executive Director will establish the exact dates of the holiday schedule each year and will circulate the schedule to employees. One additional floating holiday may be added each year (determined by the Executive Director).

In addition to Holidays listed above, all employees receive one personal day per year in addition to IIM’s regular paid holidays (this day is in the list above as “One Personal holiday.”)

Holiday pay for non-exempt employees will be for a maximum of 7.5 hours and will be calculated based on their hourly pay rate - as of the date of the holiday. Paid holidays are not included when calculating overtime in any week. Employees who are on any type of leave of absence will not receive holiday compensation.

Unused Personal Holidays are not paid out at termination of employment.

6.2 Vacation Leaves

IIM considers vacation leave as mutually beneficial to the employees and the organization. Active regular employees who are scheduled to work more than 25 hours per week are eligible for vacation benefits.

Paid vacation accrues based on actual hours worked through-out the January through December calendar year. *Accrual Schedule* – Vacation is allocated yearly based on employee’s length of service. Year 2 begins on January 1 no matter what the employees start date is.

Length of Service	Accrual (January – December)
First year of employment	Employees accrue 1 day of vacation leave at the end of each month worked, up to 12 days. *15 days may be granted if a new IIM employee has 5+ years of experience in the field they were hired for.
Second – Fourth Year	15 workdays
Fifth – Eighth Year	20 workdays
Ninth Year +	25 workdays

*After first year of employment vacation leave follows the schedule above.

For eligible part-time employees, vacation leave accrues on a pro rata basis determined by the above schedule and the number of hours regularly worked.

Any deviations from this schedule must be approved in writing by the Executive Director.

Requesting Vacation

Vacation leave must be approved in writing by the employee’s department supervisor before the vacation is taken.

Vacation leave does not accrue while an employee is on a leave of absence.

Vacation Usage

Employees may carry over a maximum of 5 vacation days from one calendar year to the next. Any carried-over vacation leave must be used by March 31 of the following year. Any carry-over vacation leave not used by March 31 of the following year will be forfeited. Any deviations from this rule must be approved in writing by the Executive Director.

Vacation Pay upon Termination

Upon termination, an employee will be paid at the current salary rate for accrued but unused vacation under the following conditions.

1. An employee must have worked at IIM for one year and given a full-2 weeks’ notice in order to be paid for accrued but unused vacation time.
2. If an employee is terminated for cause or a policy violation no accrued but unused vacation time will be paid.

6.3 Sick and Safety Leave

All employees who perform work within the boundaries of St. Paul for at least 80 hours in a year accrue paid sick and safety leave at the rate of one hour for every 30 hours worked.

Employees begin to accrue sick and safety leave on the first day of employment. Employees shall be entitled to use earned sick and safety leave 90 calendar days following the commencement of their employment. Employees may not earn more than 60 hours of sick and safety leave in a calendar year. Although employees may carry over earned but unused sick and safety leave from one calendar year to the next, employees may not accrue more than 80 hours of such leave.

Sick leave may be taken for the employee's own illness or injury, or for the employee's appointments for medical, dental, or health-related services which cannot be scheduled outside of normal work hours, or for the illness, medical appointment, or injury of a family member. Family member is defined as child (including step, foster, or adopted), adult child, spouse, sibling, parent, stepparent, mother-in-law, father-in-law, grandchild, or grandparent. IIM reserves the right to require medical documentation for paid sick time for any absence of more than three consecutive days. Full or partial days of sick leave may be taken.

Employees must inform their supervisor via e-mail or phone call before the start of the work day, when possible that they are sick and unable to work when possible via e-mail or phone call.

Safety leave may be taken for the employee, or the employee's family member (as outlined above), to provide or receive assistance because of sexual assault, domestic abuse or stalking as those terms are defined by Minnesota law.

For employees who have exhausted their accrued sick and safety leave, additional paid days of absence for illness or injury must be charged to accrued vacation leave, then Short-Term Disability (STD), if available. It may also be taken as leave without pay to the extent authorized in writing by the Executive Director.

Retaliation against employees who request, or use earned sick and safety leave is prohibited. Each employee has the right to file a complaint or bring a civil action if earned sick and safety leave is denied or if an employee is retaliated against for requesting or taking earned sick and safety leave.

6.4 Short Term Disability

Regular active employees who are scheduled for at least 25 hours per week are eligible to receive Short Term Disability (STD).

At the end of the calendar year, unused sick and safety leave in excess of 80 hours will be transferred to an IIM-funded short-term disability account. You may use STD for your own serious health condition when you are unable to perform the essential functions of your job. You may also use it to care for a family member with a serious health condition. Serious health conditions resulting from pregnancy and childbirth are covered by this policy to the same extent and under the same eligibility requirements as other serious health conditions.

Note the following STD administrative requirements:

- Employees must first use all available accrued sick and vacation hours before using STD;
- Medical Documentation from an attending health care provider is required; failure to provide timely medical documentation may result in a declination of the leave;
- STD may be accumulated to a maximum of 20 working days.
- No additional Short-Term Disability hours will accrue until the STD bank falls below 20 days

Sick and safety benefits are only earned based on hours worked and are not earned while an employee is on an unpaid leave of absence.

Upon termination of employment, for any reason, employees will not be paid for accrued but unused sick and safety benefits.

6.5 Unpaid Leave of Absence

Regular employees who have completed one year of service may request an additional unpaid leave of absence when the leave would not be covered by vacation, sick, medical, or another leave program. The employee must make a written request for such leave and receive written authorization from his or her department supervisor and the Executive Director prior to the commencement of the leave, when practicable. The written request for leave must specify the purpose of the leave of absence, the last day of work, and the expected date of return to work.

Approval for an unpaid leave of absence is discretionary and approval or declination will be based on a variety of factors including, but not limited to, employee length of service, performance, business and operational needs of the department or the organization, and any other criteria deemed appropriate by management.

6.6 Family and Medical Leave

A. General Provisions

While IIM is not required to adhere to the Family and Medical Leave Act (FMLA), we mirror many of its provisions. IIM will grant up to 12 weeks (or 26 weeks, if leave is taken to provide care for qualifying family member injured during active military service) of family and medical leave during any 12-month period to eligible employees.

B. Eligibility

To qualify to take family and medical leave under this policy, the employee must meet all the following conditions:

1. The employee must have worked for IIM at least 12 months (these 12 months need not have been consecutive); and
2. The employee must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave would begin; and
 - This calculation includes only actual hours worked, and will not include any holiday, vacation, or other forms of paid leave that may occur during the relevant 12-month review period, regardless of whether such time is counted as hours worked for overtime purposes
 - This calculation includes all periods of absence from work due to or necessitated by military service (active duty and reserve) under IIM's Military Leave policy.
3. The employee must work in an office or worksite where 50 or more employees are employed within 75 miles of that office or worksite.

C. Reasons for Leave

To qualify as FMLA leave under this policy, the employee must be taking the leave for one of the reasons listed:

1. The birth of a child;
2. The adoption of a child, or the placement of a child with the employee for foster care;
3. The employee's own serious health condition (a "serious health condition" is a condition that requires inpatient care at a hospital, hospice, or residential medical care facility, or a condition that requires continuing care by a licensed health care provider as defined in applicable Department of Labor regulations, which, makes the employee unable to perform the functions of the employee's position.);
4. To care for a spouse, child or parent with a serious health condition;
5. A "qualifying exigency" for the spouse, children, or parents of individuals who are on, or are about to be on, "covered active duty";

(A "qualifying exigency" includes attending certain military events, arranging for alternative child care, addressing certain financial and legal arrangements, attending certain counseling sessions, attending post-deployment reintegration briefings, and care for a military member's parent who is incapable of self-care when the care is necessitated by the member's covered active duty, as defined in applicable Department of Labor regulations)

(“*Covered active duty*” means members of either the regular or reserve components of the Armed Forces and National Guard who have been deployed to a foreign country)

6. To provide care for a “covered service member” with a serious injury or illness incurred or aggravated in the line of duty while on active duty (employees eligible to take military caregiver leave include the spouse, children, parents and next of kin of military personnel).

Leave that qualifies for vacation, workers’ compensation, short-term disability, or other wage replacement benefits may also qualify as FMLA leave and, if so, the time off will also be counted as FMLA leave. Employees with questions about whether their leave needs may be covered under this FMLA policy are encouraged to consult with the Director of Finance and Administration.

D. Duration of Leave

12 Weeks

For all FMLA covered leaves other than leave taken to provide care for wounded military personnel, eligible employees can take up to 12 weeks of leave under this policy during any rolling 12-month period. IIM will use a rolling 12-month period measured backward from the date an employee uses any leave under this policy to determine whether an employee has exhausted his or her 12 weeks of leave. Each time an employee takes leave, IIM will compute the amount of leave the employee has taken under this policy for any form of FMLA leave in the last 12 months and subtract that amount from the employee’s 12 weeks of available leave; the balance remaining is the amount the employee is entitled to take at that time.

26 Weeks

For all FMLA covered leaves taken to provide care for wounded military personnel, eligible employees can take up to 26 weeks of leave under this policy during any single 12-month period. This single 12-month period begins on the first day the employee takes FMLA leave to provide care for wounded military personnel. Any FMLA time taken for any other reason listed in paragraph C (Reasons for Leave) during this single 12-month period shall count against the 26 weeks of leave available to care for wounded military personnel. Similarly, any FMLA time taken to care for wounded military personnel shall count against the 12 weeks of leave available to the employee for any other reason under paragraph C (Reasons for Leave).

Spouses

Spouses who both work for IIM are limited to a combined total of 12 weeks of leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent with a serious health condition. Similarly, spouses who both work for IIM are limited to a combined total of 26 weeks of leave to care for a covered member of the military who is injured in the line of duty.

E. Use and Accrual of Paid and Unpaid Leave

FMLA leave is unpaid. However, IIM requires that employees use all available vacation and sick leave during any FMLA leave, except where the employee is receiving worker's compensation or a similar wage replacement benefit. Notwithstanding any other policy to the contrary, during periods of intermittent FMLA leave, vacation and sick leave can be used in the same increment as the amount of FMLA leave taken.

F. Intermittent Leave or a Reduced Work Schedule

In addition to taking leave in consecutive blocks of time, eligible employees may be allowed to take time off intermittently (i.e., reduced workweeks or reduced workdays) if needing leave for one of the following reasons:

1. The employee's serious health condition;
2. The serious health condition of a spouse, parent or child;
3. To provide care for a "covered service member" with a serious injury or illness incurred or aggravated in the line of duty while on active duty; or
4. A "qualifying exigency" for the spouses, children, or parents of individuals who are on, or are about to be on, covered active duty.

To qualify for intermittent leave, the employee must show that the intermittent leave is medically necessary or related to a "qualifying exigency." If leave is taken on an intermittent or reduced leave schedule due to foreseeable leave needs (other than qualifying exigencies), IIM may temporarily transfer an employee to an alternative position with equivalent pay and benefits.

G. Certification of the Need for Leave

IIM may ask for certification to verify the need for leave for the reason requested by the employee. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of the leave. IIM may also require recertification during the leave to verify the status of the need for leave.

IIM may directly contact the health care provider or other third-party to verify and clarify information contained in the certification. Employees are responsible for signing or obtaining any authorization necessary to permit the health care provider or other third party to provide IIM with the required information.

IIM has the right to ask for a second opinion of a certification of a serious health condition. Should we choose to do so, we will pay for the employee to get a certification from a second health care provider, which we will select. If it is necessary to resolve a conflict between the original certification and the second opinion, we will require the opinion of a third health care provider. IIM and the employee will jointly select the third doctor, and we will pay for the opinion. This third opinion will be considered final.

H. Returning from Leave

Employees taking leave under this policy will be returned to the same jobs they held when their leaves began. If this is not feasible, employees will be returned to a position that entails substantially equivalent skill, effort, responsibility and authority as the position they had previously held. The only exceptions to this rule will be in circumstances of layoffs or reorganizations, where the employees' positions would have been eliminated even if they had not been on leave. Employees returning from a leave of absence for their own serious health condition may be required to provide a fitness for duty assessment.

I. Procedure for Requesting Leave

When an employee plans to take leave under this policy, the employee must ordinarily give IIM 30 days' notice. If it is not possible to give 30 days' notice, the employee must give as much notice as is practicable. An employee undergoing planned medical treatment is required to make a reasonable effort to schedule the treatment to minimize disruptions to IIM's operations. If an employee fails to provide 30 days' notice of foreseeable leave, the leave request may be denied until at least 30 days from the date we received notice.

All employees requesting leave under this policy must submit the request in writing to their immediate supervisors, with a copy to the Director of Finance and Administration. Where the need for leave is not foreseeable, employees must verbally notify their supervisors of the need for leave as soon as possible and follow IIM's normal call-in procedures for unexpected absences. Failure to follow our normal call-in procedures under such circumstances will be treated like any other violation of our call-in procedures, and may result in discipline or termination, even though the leave itself may be covered by the FMLA. Employees may be required to confirm their need for FMLA leave in writing after giving verbal notice.

While on leave, employees may be required to periodically report to IIM regarding the status of their intent to return to work.

J. Additional Information

Any employee who has questions regarding this policy is encouraged to contact the Director of Finance and Administration or the Executive Director.

6.7 Pregnancy and Parenting Leave

In accordance with the Minnesota Parental Leave Act, IIM provides unpaid leaves of absence for Minnesota employees for:

1. Time off in conjunction with the birth or adoption of a child; or
2. Eligible female employees for prenatal care, incapacity due to pregnancy, childbirth, or related health conditions.

Employees who work an average of 18.875 hours per week in the 12 months preceding the request and who have been employed by IIM for 12 months (need not be consecutive) are eligible to

request leave as described in this policy. Employees who are eligible for family and medical leave are not eligible for pregnancy and parenting leave in addition to FMLA.

Eligible employees may request up to twelve (12) weeks of leave. Both mothers and fathers are eligible to request leave.

Employees should request a leave from their supervisors at least 30 days before the start of the leave or as soon as they become aware of the need for a leave and are required to notify IIM of the anticipated start and duration of leave. Leave must begin within 12 months of the birth or adoption of a child, except that, in the case where the child must remain in the hospital longer than the mother, the leave may not begin more than 12 months after the child leaves the hospital. In no case will employees be permitted to take more than 12 total weeks of leave under this policy.

Leave under this policy is unpaid. However, employees are required to use any available sick, vacation or other paid time off benefits during leave, unless the employee is entitled to compensation from some other source. All paid time off is counted as part of the 12 weeks of parental leave, not in addition to it.

Employees taking leave under this policy will be returned to the same jobs they held when their leaves began. If this is not feasible, employees will be returned to a position that entails substantially equivalent skill, effort, responsibility and authority as the position they had previously held. The only exceptions to this rule will be in circumstances of layoffs or reorganizations, where the employees' positions would have been eliminated even if they had not been on leave.

6.8 School Conferences and Activities Leave

Employees may take up to 16 hours of leave within a rolling 12-month period to attend school conferences or school-related activities related to the employee's child, provided the conferences or school-related activities cannot be scheduled during non-work hours. If the employee's child receives child care services, attends a pre-kindergarten, or special education program, the employee may use the leave time to attend a conference or activity related to the employee's child or to observe and monitor the services or program, provided the conference, activity or observation cannot be scheduled during non-work hours. When the leave cannot be scheduled during non-work hours and the need for the leave is foreseeable, the employee must provide the supervisor with reasonable prior notice of the leave and make a reasonable effort to schedule the leave so as not to disrupt unduly the operations of IIM. This leave is not paid; however, an employee may substitute any accrued vacation in accordance with the vacation leave policy.

6.9 Funeral Leave

IIM recognizes that an employee may request absence from work in the event of a death in the family. In the case of a death in the immediate family, the employee will be granted up to three days leave with pay. Immediate family is defined as spouse, domestic partner, children, parents, grandparents, siblings, mothers and fathers-in-law, sisters and brothers-in-law, stepparents, and stepchildren.

In the case of the death of a close relative, other than in the immediate family, one-day special leave with pay is granted.

IIM may request proof of need for bereavement leave.

Supervisors may authorize additional leave without pay, or the use of available vacation days so that employees may attend nonfamilial funerals or extend the above leave.

Bereavement leave does not count as hours worked when calculating overtime for non-exempt employees.

6.10 Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Two weeks of this leave will be paid, but any pay received from the military will be deducted from the employee's pay from IIM. The employee must provide IIM with a copy of the military pay voucher. Additionally, the employee may use earned vacation time while fulfilling military commitments.

Advance notice of military service is required, unless military necessity prevents such notice, or it is otherwise impossible or unreasonable.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA and depending upon the availability of such position. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Director of Finance and Administration for more information or questions about military leave.

6.11 Voting Leave

IIM encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedules and should make every reasonable effort to do so. However, employees are eligible to take the time off from work that may be necessary to appear at the employee's polling place, cast a ballot, and return to the workplace.

Employees are encouraged to request time off to vote from their supervisors at least 48 hours prior to the Election Day, so that proper staffing levels can be maintained, and so that voting time can be scheduled at a time that is least disruptive to the normal work schedule.

Voting leave applies to voting in local, Minnesota or U.S. federal elections.

6.12 Jury Duty

IIM encourages its employees to discharge their civic responsibilities by serving jury duty when required. All employees are eligible for jury duty leave.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Employees will be paid their normal salary for up to 2 weeks while on jury duty. Employees who are paid by IIM while on jury duty, however, are required to assign any jury duty pay received to IIM.

STAFF DEVELOPMENT

7.1 Performance Reviews

Performance reviews will be conducted as required by program grants.

Staff, Program Managers or Directors may request a formal performance review yearly.

IIM's practice is for Supervisors, Managers and Directors to meet with their staff on a regular basis (at least quarterly) for an informal review of job descriptions and position goals. Any meeting to review description and goals should be documented and signed by both the Supervisor and Staff.

All reviews will be kept in the staff's personnel file.

7.2 Tuition Assistance

Active regular employees who have been employed by IIM for more than one year and are not under any corrective action by their supervisor or the Executive Director may request tuition expense reimbursement for courses that are directly related to their job responsibilities. Reimbursement for tuition, books, and required supplies will be made upon successful completion of the course. A request for tuition assistance must be approved in writing by the Executive Director.

7.3 Professional and Interest Group Activities

Employees are encouraged to participate in professional and interest group activities appropriate to their professional responsibilities. Before incurring any expense for such activities, an employee must receive written approval from the department supervisor or the Executive Director in order to qualify for reimbursement.

WORKING CONDITIONS, POLICIES AND PROCEDURES

8.1 Working Hours

IIM offices will normally be open and appropriately staffed between the hours of 8:45 a.m. and 5:00 p.m. Monday through Friday.

8.2 Working from Home

Working from home is allowed but not preferred by management. Some IIM positions may allow working from home on an occasional basis but only with approval from the Supervisor, HR and the Executive Director. Working at home is not a requirement of IIM positions unless noted in the position description. All positions will be provided a workspace at IIM only. Any home office is the responsibility of the employee.

8.3 Punctuality and Absence without Leave

Employees are expected to be punctual and arrive to work before their scheduled starting time so that they can begin work on time. Employees who will unexpectedly be absent or tardy, must call their supervisors and the front desk prior to the scheduled starting time and no later than 30 minutes after the starting time. Employees are not permitted to merely text or email an absence, as we cannot guarantee that the message will get to all the individuals who need to know about the event.

A poor punctuality record will impact the employee's performance appraisal and may result in corrective action up to and including termination. Employees who miss two workdays in a row without notifying IIM are considered to have abandoned their jobs and will be terminated.

8.4 Rest Breaks and Lunch Breaks

Each workday (8:45-5:00), regular full-time and part-time nonexempt employees are provided with one unpaid meal break of 30-45 minutes in length, and 2 paid rest breaks of 10-15 minutes in length. Rest breaks are calculated at one for each 4 hours worked. To the extent possible, rest breaks will be provided in the middle of work breaks.

Employees are generally required to take an unpaid 30-45 minute meal break and are not permitted to perform work during this time, unless specifically authorized by a supervisor. Similarly, employees are strongly encouraged to take their rest breaks, and not to perform work while on break. Typically, employees are not allowed to combine their rest breaks, add them to their meal breaks, or use them to leave early with pay without prior authorization from their supervisor. Since break time is counted and paid as time worked, employees must not be absent from their workstations beyond the allotted rest break time.

Unpaid meal break is required where employees are not afforded necessary breaks and/or permitted to eat lunch while working. Required meal break is 30-45 minutes, after **5 hours**, except when the workday will be completed in **6 hours** or less and there is mutual employer/employee consent to waive meal break.

8.5 Proper Business Attire and Hygiene

IIM employees may wear business casual attire when performing their job duties. Employees are NOT permitted to wear the following:

- Worn out or patched clothing
- Athletic shoes with the exception of maintenance staff and NAR staff on clinical days
- Rubber/plastic flip-flops, ‘cros’
- Sweatshirts, workout or exercise clothing
- T-shirts with words, slogans or advertising
- Caps or hats (except when allowed for religious purposes)
- Denim, white or colored jeans with the exception for maintenance staff

Exceptions to the above may be allowed on designated casual dress days.

Employees must report to work neat, clean and maintaining a professional appearance. When in doubt as to whether an outfit is acceptable attire, employees should err towards a professional appearance.

8.6 Wage Disclosure

IIM considers employees’ wages to be confidential. Under Minnesota law, however, employees have the right to disclose their own wages to others if they choose to do so. IIM also will not take any adverse employment action against employees for disclosing their own wages or discussing other employees’ wages that have been disclosed voluntarily.

However, there is no obligation for any employees to disclose their wages.

Also, IIM does not permit any employee, without written consent from the Executive Director, to disclose proprietary or trade secret information of IIM, or any information that is otherwise subject to a legal privilege or otherwise protected by law. Also, employees are not permitted to disclose wage information of other employees to a competitor of IIM.

Nothing in this policy is intended to diminish any existing employee rights under the National Labor Relations Act or other applicable law. IIM will not retaliate against any employees for asserting their rights or remedies under Minnesota law.

8.7 Responsibility for Media Relations

An employee may not speak or represent personal views to the news media as an official spokesperson of IIM without prior written clearance from the Executive Director. For all media contacts, the employee must notify the Executive Director immediately to discuss topics of the interview.

Should employees receive a media inquiry, they should respond: *“I’m sorry. I cannot address your questions at this time, but I can discuss your request for information with our Executive Director and one of us will get back to you.”*

It is extremely important that any requests for information from the media be referred immediately to the Executive Director so that they can be addressed in a timely manner.

8.8 Conflict of Interest

A company's reputation for integrity is one of its most valuable assets and is directly related to the conduct of its leadership and other employees. Therefore, employees must never use their positions with IIM, or any of its clients, for private gain, to advance personal interest or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities.

IIM strives to adhere to the highest legal and ethical standards applicable in our business. IIM aims to conduct business in strict observance of both the letter and spirit of all applicable laws, and the integrity of each employee is of utmost importance.

8.9 Social Networking and Blogging

Employees may not post on a personal blog or social networking site during their working time or at any time using IIM equipment or property. IIM electronic communication systems are for business use only. All rules and policies regarding the prohibition of breaching IIM confidential business information apply in full to blogs and social networking sites. Any information that may not be disclosed through a conversation, a note or an e-mail also may not be disclosed on a blog or social networking site. The transmission of confidential or proprietary information without the permission of IIM is prohibited.

If you mention IIM in a blog or elsewhere in online social media, or it is reasonably clear you are referring to IIM or a position taken by IIM, and also express a political opinion or an opinion regarding IIM's positions, actions, or services, the post must note that the opinion expressed is your personal opinion and not IIM's position. You may not use the trademarks or logos of IIM on personal social media without IIM's express written consent.

Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a social networking site. For example, posted material that is discriminatory, defamatory, libelous or malicious is forbidden. IIM's policies, including but not limited to the Equal Employment Opportunity, Harassment and Bullying policies, apply equally to employee comments on social networking sites even if done on nonworking time. Staff are encouraged to review those sections of the Handbook for further guidance. This policy is not intended to interfere with employee-protected activity as defined by federal law or to infringe upon any employee rights.

8.10 Sexual and other Unlawful Harassment

Sexual Harassment

IIM will not tolerate sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

Depending on the circumstances, sexual harassment may include, but is not limited to, unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body; leering, catcalls, name-calling or inappropriate touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail or other electronic means); and other physical, verbal or visual conduct of a sexual nature. Harassment directed at employees because of their gender need not be motivated by sexual interest to constitute unlawful harassment.

Other Harassment

Harassment on the basis of any other protected characteristic is also strictly prohibited. Harassment includes any verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, creed, religion, national origin, ancestry, gender (including pregnancy, childbirth, breastfeeding or related medical conditions), marital status, status with regard to public assistance, familial status, membership or activity in a local commission, disability (physical or mental), sexual orientation, gender, gender identity, gender expression, transgender status, genetic information, age, military or veteran status, which (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

Under the circumstances at issue, harassing conduct may include, but is not limited to, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; name-calling; and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail or other electronic means).

IIM's prohibition on harassing conduct extends to harassment of or by co-workers, supervisors, managers, and individuals with whom the employee comes into contact through the course and scope of his or her employment, such as vendors, independent contractors, and others doing business with IIM.

Reporting Procedure

IIM asks employees to make timely complaints of any policy violations to enable IIM to investigate and correct any behavior that may be in violation of this policy. Additionally, IIM requires management employees to immediately report any incident or action they believe may be in violation of this policy, and any complaints they receive regarding a violation of this policy, to the Director of Finance and Administration, Executive Director and/or a Supervisor.

If you believe there has been a violation of this policy, please use the following complaint procedure.

Report the incident to the Director of Finance and Administration, or if the complaint involves the Director of Finance and Administration, report the incident to the Executive Director. Any reported allegations of discrimination or retaliation will be investigated by the Director of Finance and Administration and/or the Executive Director or their designee. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may

have observed the alleged conduct or may have other relevant knowledge. Upon completion of the investigation, the Director of Finance and Administration and/or the Executive Director will notify the reporting employee of his or her general conclusions.

Retaliation Prohibited

IIM prohibits retaliation against any individual who in good faith reports harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or for participating in an investigation of a claim of harassment is a serious violation of this policy and, like harassment itself, may be subject to corrective action up to and including immediate termination.

If employees perceive that they have been retaliated against for making a complaint or for their participation in the investigation, they are encouraged to follow the complaint procedure outlined above. The situation will be investigated. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation procedures.

If after investigation, IIM determines that a violation of any aspect of this harassment policy has occurred, appropriate remedial action will be taken, which may include discipline up to and including immediate termination of employment.

8.11 Bullying

Bullying refers to repeated, unreasonable actions of individuals (or a group) directed toward an employee (or a group of employees), which are intended to intimidate, degrade, humiliate, or undermine; or which create a risk to the health or safety of employees.

IIM's prohibition on bullying conduct extends to bullying of or by co-workers, supervisors, managers, and individuals with whom the employee comes into contact through the course and scope of his or her employment, such as vendors, independent contractors, clients and others doing business with IIM.

If you are being bullied:

- Recognize this behavior is bullying and that it is inappropriate.
- Realize it is about power, not your personal worth.
- Avoid the urge to retaliate with inappropriate behavior.
- Express to the bully that the behavior is unacceptable.
- Record specific behavior.
- Seek help.

If you feel intimidated by the bully, speak to your supervisor and the Director of Finance and Administration and/or Executive Director immediately, rather than confronting the bully.

All employees, and particularly managers and supervisors, have a responsibility to keep our work environment free from harassment and bullying. Any employee, who becomes aware of an

incident of harassment or bullying, whether by witnessing the incident or being told of it, has a duty to report it to the department supervisor or the Director of Finance and Administration.

When a supervisor becomes aware that bullying might exist, the supervisor must take prompt and appropriate action by notifying the Director of Finance and Administration and/or the Executive Director. All employees are responsible for respecting the rights of their coworkers.

8.12 Sexual Exploitation and Abuse

All IIM employees and volunteers must abide by the Six Core Principles of the Inter-Agency Standing Committee Task Force on Protection from Sexual Exploitation and Abuse. Violation of this policy may lead to discipline, up to and including termination.

Six Core Principles Relating to Sexual Exploitation and Abuse

IIM staff must read and understand the following Six Core Principles Relating to Sexual Exploitation and Abuse, for the protection of our staff and clients.

1. Sexual exploitation and abuse by IIM staff or volunteers constitute acts of gross misconduct and are therefore grounds for termination of employment/position.
2. Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
3. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is owing to beneficiaries.
4. Sexual relationships between IIM staff or volunteers and beneficiaries are strongly discouraged since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of humanitarian aid work.
5. Where an IIM staff or volunteer develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
6. IIM staff and volunteers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of the code of conduct. Managers at all levels have responsibilities to support and develop systems which maintain this environment.

8.13 Workplace Violence

It is the policy of IIM and the responsibility of its supervisors and all its employees to maintain a workplace free from threats and acts of violence. IIM strives to provide a safe workplace for employees, volunteers and visitors.

IIM does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. The following list of behaviors, while not exhaustive, provides examples of conduct that is prohibited:

- Causing physical injury to another person.
- Making threatening remarks.
- Acting in an aggressive or hostile manner that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging employer property or property of another employee.
- Committing acts motivated by, or related to, harassment.

Any potentially dangerous situations must be reported immediately to the department supervisor or the Director of Finance and Administration.

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee found to have committed such acts will be subject to corrective action, up to and including immediate termination.

8.14 Open Communication

IIM is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from IIM, supervisors and management. Employees are encouraged to discuss any work-related issue, problem, or concern with management at any time. In most cases, employees should first talk to their immediate supervisor before contacting one of the individuals below. However, if you are uncomfortable going to your supervisor with your issue, problem, or concern, then discuss the situation with either the Director of Finance and Administration or the Executive Director. No employee will be retaliated against for voicing a good faith complaint with IIM.

8.15 Festival of Nations

The Festival of Nations is a program of IIM. IIM believes all employees, exempt and non-exempt, should have the opportunity to participate and be compensated appropriately for their time working at this event.

8.16 Notice of Nondiscrimination

IIM complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin (including language).
- Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability.

- Title IX of the Education Amendments Act of 1972, which prohibits discrimination based on sex in education programs or activities.
- Age Discrimination Act of 1975, which prohibits discrimination based on age.
- U.S. Department of Homeland Security regulation 6 C.F.R. Part 19, which prohibits discrimination based on religion in social service programs.

To file a complaint: If a client believes that IIM has failed to provide these services without discrimination, or discriminated in another way based on race, color, national origin (including language), disability, sex, or age, they should submit a letter in writing to the program manager with their grievance, including the name of the staff member, program, events of the incident(s), and date(s) of occurrence. The program manager will arrange a face-to-face meeting with the aggrieved client within five business days, which will initiate the grievance process. The grievance procedure is outlined within the Client/Student Grievance Procedure Form, which can be found on page 45 of this handbook.

IIM's grievance procedure will be reviewed with all new enrollments during the program term and the Client/Student Grievance Procedure Form will be signed by all clients and students to acknowledge receipt of the information. A copy of the form will also be available on IIM's website.

A client can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL):

E-mail: CRCLCompliance@hq.dhs.gov

Fax: 202-401-4708

U.S. Mail:

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
Compliance Branch
245 Murray Lane, SW
Building 410, Mail Stop #0190
Washington, D.C. 20528

For additional information: www.dhs.gov/crcl

Phone: 202-401-1474

Toll-Free: 1-866-644-8360

IIM prohibits retaliation or intimidation against clients with discrimination complaints. Please refer to Section 9 for Staff Standards of Conduct and Discipline.

DISCIPLINE POLICY

9.1 Standards of Conduct

Each employee always has an obligation to observe and follow IIM's policies and to maintain proper standards of conduct. If an individual's behavior interferes with the orderly and efficient operation of a department, disciplinary measures may be taken.

At-will employees can be terminated with or without cause. IIM reserves the right to discipline and/or terminate employees who violate its policies, practices or rules of conduct. IIM can also discipline employees, up to and including termination, for poor performance and/or misconduct.

The following actions are unacceptable and considered grounds for corrective action. This list is not comprehensive; rather, it provides example of the types of conduct that IIM does not tolerate. These actions include, but are not limited to:

- Any act which threatens the safety, health, or well-being of another person, including violation of any safety regulations
- Bribery
- Bringing weapons into IIM facilities
- Carelessness or negligence when performing duties, including substandard job performance
- Conflicts of Interest
- Dishonesty
- Participation in any activity or situation which may serve as a detriment to IIM or to its public image
- Disregarding IIM policies
- Divulging confidential information
- Excessive or unexcused absenteeism
- Excessive or unexcused tardiness
- Falsifying timecards or any other IIM records
- Fighting or any other physical violence
- Insubordination, such as failure to work in a cooperative manner with management
- Failure to work in cooperative manner with coworkers, clients, or anyone else with whom we work
- Job abandonment
- Mistreatment of clients, volunteers or co-workers
- Misuse of Company equipment or materials
- Possession and/or use of controlled substances or alcohol on the job
- Reporting to work under the influence of drugs or alcohol
- Theft including unauthorized removal or sabotage of IIM property
- Harassment, including sexual harassment, of other employees, volunteers or clients
- Violations of established work rules
- Wasting time or engaging in personal matters during work hours
- Damage to IIM property or equipment
- Misuse of keys
- Violation of any other written or unwritten policy or practice

(continued on next page)

Nothing in this policy modifies our employment-at-will policy. IIM reserves the right to determine the severity and extent of any corrective action based on the circumstances of each case. Further, IIM reserves the right to take whatever corrective action it determines appropriate under the circumstances.

9.2 Employee Discipline

On occasion, a supervisor may find it necessary to take corrective action with an employee. Management will determine what is satisfactory performance and appropriate behavior, as well as the corrective action to be taken in any given situation.

Depending on the severity of the problem and the number of occurrences, corrective action may include any of the following: verbal or written discussion and warnings, paid or unpaid suspension, development of a performance improvement plan, demotion, transfer, reduction in pay, or immediate termination of employment.

These disciplinary measures do not constitute an exclusive list of possible actions and may be taken in any order including beginning with immediate termination, even on a first infraction.

9.3 Termination of Employment

Employment with IIM is at-will, meaning either the employee or IIM may choose to end the employment relationship at any time and for any or no reason, with or without notice. Voluntary terminations are initiated by the employee. Involuntary terminations are initiated by IIM.

Voluntary Resignation

All employees are expected to provide at least two weeks' written notice of their intent to voluntarily resign. Employees in a management role are expected to provide at least four weeks' written notice of their intent to voluntarily resign. Failure to meet this expectation may result in ineligibility for rehire.

Upon notice, an employee is expected to continue to work until the last scheduled day of employment. PTO cannot be used during the notice period even if it was preapproved. Otherwise, IIM will not consider the notice to have met the minimum requirement noted above.

All employees voluntarily terminating will be requested to complete a written Exit Evaluation form prior to their last date of work and turn it into the Director of Finance and Administration.

9.4 Final Payment to Employees

Employees will receive their final paychecks as soon after termination as required by State law. The final paychecks will include all hours worked through the last day of actual employment.

9.5 Return of IIM Property

Employees are responsible for all IIM property, materials, or written information issued to them or in their possession or control. Employees must return all IIM property immediately upon request, or upon termination of employment, including paper and digital files; and documents, equipment, keys, passwords, software or other property belonging to IIM that are in the employee's possession, custody, or control.

CLIENT/STUDENT GRIEVANCE PROCEDURE FORM

If you have a grievance toward a staff member and/or our agency as a whole, regarding the services you are receiving, we encourage you to discuss this with us. We welcome comments and feedback as a way to improve the quality of our services.

Filing a grievance shall proceed in this manner:

- The client and/or the client’s family may present the matter directly to any staff member either in writing, by telephone, or face-to-face. However, if possible, the client should discuss his/her concerns directly with the staff member involved in the grievance.
- Upon receipt of the grievance, a face-to-face meeting with the client, the staff person involved in the grievance, and his/her immediate supervisor will be arranged within five (5) working days to discuss and resolve the grievance. If the client refuses to meet with the staff member involved in the grievance, a meeting will be arranged between the client and the immediate staff supervisor only. The supervisor will have five (5) working days to reach and to communicate a decision to the client following the meeting.
- If the grievance cannot be resolved as outlined above, the client will be assisted in filling out a formal written grievance to submit to the Executive Director. The Executive Director may at his/her discretion hold a face-to-face meeting with the client. The director will have five (5) working days to reach and to communicate a decision to the client following receipt of the complaint. The Executive Director’s decision is FINAL. At this point, the client may appeal to outside sources as he/she wishes.
- At any time during the grievance process or after the above steps have been taken, if the client is still not satisfied, the client may mail a complaint to: Board of Directors, c/o International Institute of MN 1694 Como Avenue St Paul MN 55108
- ***By signing this form, you certify that the procedures above were explained to you and that you understand them. A translated version in your native language will be provided and explained to you if you are not fluent in English.***

Client Name	Client Signature	Date
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Staff/Interpreter Name	Staff/Interpreter Signature	Date
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If this information was provided in a language other than English complete the following:

Client was informed of the above procedures in the following language:

_____ Interpreters Initials: _____

(Required by funder to include in Employee Handbook)

INTERNATIONAL INSTITUTE OF MINNESOTA
Whistleblower Policy
Updated January 2020

A whistleblower as defined by this policy is an employee of the International Institute of Minnesota (IIM) who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this Policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

Examples of illegal or dishonest activities are violations of federal, state or local laws; violation of personnel policies; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an employee has knowledge of or a concern of illegal, or dishonest, or fraudulent activity, the employee is to contact his/her immediate supervisor, the Executive Director and/or the Board of Directors (if it is within the Board's purview). The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including immediate termination.

Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. The organization will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes they are being retaliated against must contact the Executive Director or Board President immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing by the whistleblower that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to the Board President and the Executive Director who is responsible for investigating and coordinating corrective action.

Employees with any questions regarding this policy should contact the Executive Director

(Required by Funder to include in Employee Handbook)

Confidentiality Statement

Due to the nature of our business, much of the information we handle is confidential. Any information received in connection with our business should be kept in strictest confidence. Business/client information should not be discussed with outsiders, or even co-workers, unless required for business purposes. Inappropriate communication of confidential information may be grounds for discipline or termination of the staff position. If you have a question about what may be communicated, and to whom, you should contact your supervisor. (Required by funder to include in Employee Handbook)

Hatch Act (USC Title 5, Chapter 15)

The Hatch Act, a federal law passed in 1939, limits certain political activities of federal employees, as well as some state, the District of Columbia, and local government employees who work in connection with federally funded programs. The law's purposes are to ensure that federal programs are administered in a nonpartisan fashion, to protect federal employees from political coercion in the workplace, and to ensure that federal employees are advanced based on merit and not based on political affiliation. (Required by funder to include in Employee Handbook)

Employee Acknowledgment Form

I have received a copy of the IIM Employee Handbook, and I understand that I am responsible for reading and abiding by the personnel policies and practices described within.

I understand that neither this manual nor any other written or verbal communication by a management representative is intended to, in any way, create a contract of employment for any specified period of time and that this handbook is for informational purposes only. I also understand that IIM abides by employment-at-will, which permits IIM or the employee to terminate the employment relationship at any time, for any reason, with or without notice.

I understand that only the Executive Director of IIM has the authority to enter an agreement of employment for any specified period of time or provide any particular terms of employment or agreements. To be enforceable, such agreement must be in writing and signed by the Executive Director and me.

I understand that IIM may change, revoke, interpret or add to any of the policies or guidelines described in this handbook at any time and in its sole discretion, with or without prior notice.

This handbook supersedes and voids any prior oral or written policies, practices or promises made by IIM concerning its employees' terms and conditions of employment, except express written individual employment agreements in place signed by the Executive Director and the employee.

If I have questions regarding the content or interpretation of this handbook, I will bring them to the attention of my supervisor or the Director of Finance and Administration.

By signing below, I am agreeing this Employee Handbook including, but not limited to, the policies regarding discrimination and harassment, I understand that failure to comply with IIM's policies, procedures and practices may result in disciplinary action up to and including dismissal.

Employee Printed name

Employee Signature

Date