

October 5, 2023 - 2:00 P.M.

Zoom

*Join via Zoom – Meeting ID: 338 034 9468

[Zoom Link](#)

*Dial In via Phone – Meeting ID: 338 034 9468

Phone: +1 646-558-8656

Compensation Committee Agenda

I. Welcome and Introductions Jack Geller, Chair

II. Public Comment

Members of the public may raise their virtual hand during the Public Comment portion of the meeting. Members of the public who do so will be acknowledged by the Chair and provided up to three minutes to make public comment.

III. Roll Call

IV. Action/Discussion Items

1. Approval of minutes – August 9, 2023 Compensation Committee Meeting Page 1
2. Employee Handbook Addition Page 5

V. Information Items

1. Organizational Chart Page 69
2. Staffing Report Page 70
3. Understanding the Workforce of Today Page 71

VI. Other Administrative Matters

VII. Open Discussion

VIII. Adjournment

Next Compensation Committee – February 1, 2024 (11:00 am - 12:00 pm)

**All parties are advised that if you decide to appeal any decision made by the Board with respect to any matter considered at the meeting or hearing, you will need a record of the proceedings, and that, for such purpose, you may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.*

**If you have a disability and need an accommodation in order to participate in this meeting, please contact the Executive Assistant at 727-608-2551 or admin@careersourcepinellas.com at least two business days in advance of the meeting.*



ACTION ITEM 1

Approval of Minutes

In accordance with Article VII, Section 1(H), of the approved WorkNet Pinellas By-Laws: Minutes shall be kept of all Board and Committee meetings. Minutes shall be reviewed and approved at the next CareerSource Pinellas Board or Committee meeting as appropriate.

The official minutes of meetings of the Board and Committees of the Board are public record and shall be open to inspection by the public. They shall be kept on file by the Board Secretary at the administrative office of CareerSource Pinellas as the record of the official actions of the Board of Directors.

The draft minutes from the August 9, 2023 Compensation Committee meeting have been prepared and are enclosed.

RECOMMENDATION

Approval of the draft minutes, to include any amendments necessary.

**CareerSource Pinellas
Compensation Meeting Minutes**

Date: August 9, 2023, at 11:00 am

Location: Zoom

Call to Order

Chair Jack Geller called the meeting to order at 2:02 pm

Board Members in Attendance

Jack Geller, Barclay Harless

Board Members Not in Attendance

Candida Duff, Scott Thomas, Esther Matthews, Bart Diebold

Staff in Attendance

Steven Meier, Jay Burkey, Leah Geis, Jason Druding, Lysandra Montijo

Public Comments

There were no public comments.

ACTION ITEM 1 – Approval of the Minutes – 2.2.2023 Compensation Committee Meeting

The minutes of the February 2, 2023, Compensation Committee meeting were presented for approval.

RECOMMENDATION

Approval of the draft minutes, to include any amendments necessary.

Discussion: None

Motion:	Barclay Harless
Second:	Jack Geller

The minutes were approved as presented. This motion carried unanimously.

ACTION ITEM 2 – Employee Handbook Addition

A section on leave for eligible employees who are members of the Civil Air Patrol needs to be added to the handbook.

Civil Air Patrol

- Eligible employees who are members of the Civil Air Patrol will be allowed up to 15 days of unpaid leave annual for the purpose of participating in Civil Air Patrol training or missions. Employees are not required to use accrued PTO but may choose to.
- Employees are eligible for leave if they are senior members of the Florida Wing of the Civil Air Patrol with at least emergency services qualifications and have worked for the company at least 90 days prior to the start of the leave.

**A red-line version of the handbook was included in the packet for reference.*

RECOMMENDATION

Approval to add a section on leave, in regard to the Civil Air Patrol, to the Employee Handbook.

Discussion: None

Motion:	Barclay Harless
Second:	Jack Geller

The Compensation committee made a motion for approval to add a section on leave, in regard to the Civil Air Patrol, to the Employee Handbook. The motion carried unanimously.

ACTION ITEM 3 – Retention Bonuses

With the future consolidation of CareerSource Pinellas with CareerSource Tampa Bay, it is important that the organization remain focused on the job seekers, employers and stakeholders of Pinellas County.

The organization is considering three potential options:

1. Retention bonuses for key personnel.
2. Adding VP to job title family 219 along with CFO/COO to allow some of the Directors to be promoted.
3. Allow more than a 5% increase for all Directors, and a few other key employees (Accounting Coordinator (Payroll) and Data Analyst).

Staff's preference is to offer retention bonuses equal to two-months of salary to the five directors on staff, the accounting coordinator and the data analyst.

**A table showing current pay ranges was included in the packet for reference.*

RECOMMENDATION

Approval of retention bonuses for the organization's five directors, accounting coordinator and data analyst equal to two-month's salary. The estimated amount for retention bonuses for these seven individuals would be approximately \$106,750. If approved, the bonuses will be paid the next pay cycle after the effective date of the consolidation, if the employee is still employed.

Discussion: None

Motion:	Barclay Harless
Second:	Jack Geller

The Compensation committee made a motion to table this action item and discuss it at the board meeting in September. The motion carried unanimously.

INFORMATION ITEM 1 – Organizational Chart

Organizational chart included in meeting packet.

INFORMATION ITEM 2 – Staffing Report

For program year 2022-2023, there were 31 employees hired and the organization had 14 terminations. As of June 30 2023, the organization had 64 FTEs, 1 part-time employee and 1 marketing intern for the summer. As of June 30, 2022, the organization had 48 FTEs. With increased staffing, the organization was able to provide better services to job seekers and employers.

The organization continues to evaluate the needs of the organization and will hire based upon servicing the needs of the job seekers and employers of Pinellas County taking into account budgetary considerations.

INFORMATION ITEM 3 – Preliminary Employee Engagement Results

Preliminary Observations

- Participation rate increased from 86% to 95%.
- Total favorability score decreased from 73% to 72%.

- Lowest Scoring items in 2022:
 - Compensation is competitive improved from 33% to 43%
 - CareerSource Pinellas communicates well with employees increased from 39% to 63%
 - Satisfied with the benefits increased from 48% to 58%
 - Work Effectively across departments and functions decreased from 49% to 47%
 - I received the training I need to do my job increased from 50%; it is not in the top 10 lowest scores this year and is higher than 63%
- Highest scoring items in 2022:
 - I enjoy working with people on my team decreased from 96% to 85%
 - I can see how the work I do makes a difference decreased from 96% to 89%
 - The people I work with treat me with respect decreased from 94% to 85%
 - My co-workers and I openly talk about what needs to be done to be more effective decreased from 92% to 86%
 - The Vision and goals of CareerSource Pinellas are important decreased from 92% and it is not in the top 10 and lower than 81%

**Graphs were included in the packet for reference.*

INFORMATION ITEM 4 – Handbook/Policy Handbook Discussion

Discuss restructuring the current employee handbook to repurpose into a policy handbook and a higher-level employee handbook that will connect. This will allow greater ease of understanding and will be easier to update board approved policies as they are reviewed and updated. Both manuals would be contained on the local intranet and will be hyperlinked to each other.

Adjournment – Jack Geller adjourned the meeting at 2:30pm.



ACTION ITEM 2

Employee Handbook Addition

It was requested by legal counsel, that a section be added to our PTO policy in the handbook. We request the following be added under the "Guidelines for Use of Paid Time Off ("PTO") section of the handbook.

- j) Employees that separate involuntarily or fail to report to work will forfeit all accrued PTO time.

RECOMMENDATION

Approval to add the above sentence, in regard to our current PTO policy, to the Employee Handbook.



EMPLOYEE HANDBOOK

**ADOPTED: JUNE 2, 2004
REVISED: MARCH 18, 2020
LAST REVISED: SEPTEMBER 13, 2023**

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Welcome to CareerSource Pinellas

On behalf of your colleagues, I welcome you to WorkNet Pinellas, Inc. dba CareerSource Pinellas (the “Company” or CareerSource Pinellas). We wish you every success here.

We believe that each employee contributes directly to CareerSource Pinellas’ growth and success, and we hope you will take pride in being a member of our team.

This Employee Handbook was developed to describe some of the expectations we have of you and outline the programs and benefits available to you. You should familiarize yourself with the contents of this Employee Handbook when you start at CareerSource Pinellas, and from time to time throughout your employment at CareerSource Pinellas, for it will answer many common questions about your employment with CareerSource Pinellas, as well as serve as a foundation for our relationship together.

We hope your experience here will be challenging, enjoyable and rewarding. Again, welcome!

Sincerely,

A handwritten signature in blue ink, appearing to read "St. Vincent", is positioned above the title "Chief Executive Officer".

Chief Executive Officer

HISTORY AND MISSION

History of CareerSource Pinellas

WorkNet Pinellas, Inc. dba CareerSource Pinellas was established in January 2001 under the general direction of the Pinellas County Board of County Commissioners and Workforce Florida, Inc., which is the state's chief workforce policy organization.

CareerSource Pinellas was created as a result of the Workforce Innovation Act of 2000 and received designation as the governing Workforce Board for Pinellas County, Region 14 of the State of Florida. The Pinellas County Board of County Commissioners designated CareerSource Pinellas as both the fiscal and administrative entity in the spring of 2004.

Mission of CareerSource Pinellas

CareerSource Pinellas strives to foster Pinellas County's economic development and delivers workforce solutions designed to meet the needs of businesses and job seekers. Driven by business demand and supported by strategic partnerships, we provide the most comprehensive workforce development services in a one-stop environment. The career centers are conveniently located throughout Pinellas County in Tarpon Springs, Clearwater, and St. Petersburg.

CareerSource Pinellas offers a full range of career-planning services for professional and entry-level candidates. As the job marketplace gets more competitive, CareerSource Pinellas makes it easier to find a place among the region's top talent. Whether an entry-level or seasoned professional, military veteran, re-entering the workforce or looking to enhance skills for better earning power, our wide range of resources can help land the right job. Provided at no cost to clients, the centers are equipped with computers, copier and fax machines and telephones to assist with job searches.

CareerSource Pinellas can help leverage and support businesses' human resources function, from recruitment and training to labor market information and business seminars.

EMPLOYMENT STATUS

Forms to be Completed Prior to Employment

After an offer is made and before beginning employment at CareerSource Pinellas, all candidates must successfully complete the following:

- ✓ Employment Eligibility Verification (Form I-9)
- ✓ Employee's Withholding Certificate (Form W-4)
- ✓ Employee Handbook Acknowledgment
- ✓ Emergency Contact Numbers Form
- ✓ Authorization for Automatic Payroll Check Deposit
- ✓ Receipt of Employee Telephone Numbers
- ✓ Conflict of Interest Form
- ✓ Non-Disclosure Form
- ✓ Drug-Free Workplace Certification Form

Nature of Employment – At Will

This Employee Handbook is intended to provide employees with a general understanding of CareerSource Pinellas' employment policies, benefits and programs. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor CareerSource Pinellas is bound to continue the employment relationship for any particular period of time. Either CareerSource Pinellas or the employee may choose, at its will, to end the employment relationship at any time, with or without notice, for any reason.

In order to retain necessary flexibility in the administration of policies, benefits and programs, CareerSource Pinellas reserves the right to change, revise or eliminate any of the policies, benefits or programs described in this Employee Handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized by the Board.

Employment Classifications

It is the intent of CareerSource Pinellas to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and CareerSource Pinellas.

CareerSource Pinellas designates each classification as either nonexempt or exempt based on federal and state wage and hour laws. An employee's nonexempt or exempt status may be changed from time to time by CareerSource Pinellas based on changes in job duties or the law.

1. *Nonexempt Employees* – Nonexempt employees are covered by the Fair Labor Standards Act (“FLSA”). They are not exempt from the law’s requirements concerning minimum wage and overtime. Nonexempt employees receive minimum wage and overtime in accordance with FLSA requirements.
2. *Exempt Employees* – Exempt employees are not covered by the FLSA. Exempt employees are exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees do not receive minimum wage or overtime.

In addition to the nonexempt and exempt categories, each employee will belong to one other employment category:

1. *Regular Full-Time Employee* – An employee whose normal work schedule is for a minimum of thirty (30) hours per week and who maintains continuous regular employment status. Regular full-time employees are eligible for CareerSource Pinellas’ benefits, subject to the terms, conditions and limitations of each benefit program.
2. *Regular Part-Time Employee* – An employee whose normal work schedule is for less than thirty hours (30) hours per week and who maintains continuous regular employment status. Regular part-time employees may be eligible for some CareerSource Pinellas’ benefits, subject to the terms, conditions and limitations of each benefit program.
3. *Temporary Employees* – Employees who are hired on an interim basis, such as interns or interim replacements, to temporarily supplement the workforce or to assist in the completion of a special project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain this status until they receive written notification of a change by CareerSource Pinellas. While temporary employees receive all legally mandated benefits (such as Social Security and workers’ compensation insurance, if applicable), they are ineligible for CareerSource Pinellas’ benefit programs.
4. *Independent Contractors* – Independent contractors are those who are paid on a fee-for-services basis to perform certain specified services. Independent contractors are not employees of CareerSource Pinellas, are not covered by this Employee Handbook’s employment policies, do not receive wages CareerSource employees are entitled to and are ineligible for CareerSource Pinellas’ benefit programs.

Termination of Employment

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

1. *Resignation* – voluntary separation from employment initiated by an employee.
2. *Discharge* – involuntary employment termination initiated by the Company.
3. *Layoff* – involuntary employment termination initiated by the Company.
4. *Retirement* – voluntary employment termination initiated by the employee meeting age, length of service and any other criteria for retirement established by the Company.

It is our policy that all employees are employees “at-will.” This means that an employee may terminate his or her employment at any time for any reason, with or without notice and with or without cause, at the sole will of the employee. Likewise, CareerSource Pinellas may terminate the employment of any employee at any time for any reason, with or without notice and with or without cause, at its sole will. Any representations to the contrary, whether written or verbal, are unauthorized and shall be considered null and void and without effect.

CareerSource Pinellas requests at least a two (2) week written notice of resignation from non-supervisory employees and a one (1) month written notice from management personnel and employees working in supervisory positions. Employees not giving the appropriate above stated notice may lose their eligibility for rehire.

An employee will be considered as having resigned from his or her employment with CareerSource Pinellas if he or she has one (1) no-call, no-show absence from work without a reasonable, verifiable excuse.

CareerSource Pinellas may schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits including conversion/portability privileges, repayment of outstanding debts to the Company or return of the Company’s property. Suggestions, complaints and questions can also be voiced.

EQUAL OPPORTUNITY

Equal Opportunity, Discrimination, Harassment, Retaliation and Related Conduct

CareerSource Pinellas is committed to providing its employees and clients with equal opportunity and access to employment, programs, services and activities. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at CareerSource Pinellas will be based on merit, experience, aptitude, qualifications and abilities alone.

CareerSource Pinellas is an equal employment opportunity employer and does not discriminate against any person because of race, color, religion, sex, pregnancy, national origin, disability, military or veteran status, age, marital status, genetic information, sexual orientation, gender identity or any other characteristic protected by law (referred to as “protected status”) and does not tolerate any such discrimination by or against its employees or clients utilizing CareerSource Pinellas services, programs and activities. This policy governs all aspects of employment, including selection, job assignment, working conditions, compensation, discipline, termination, and access to benefits and training, as well as all CareerSource Pinellas services, programs and activities.

One type of discrimination occurs when the terms and conditions of an individual's employment are based on these protected characteristics and not on the qualifications and abilities of the individual to do the job. Examples of this type of discrimination include basing hiring and termination decisions on the protected characteristics of an individual and not offering available opportunities to an individual because of a protected characteristic.

Another type of discrimination occurs when an individual is subject to harassment in the work environment or while utilizing CareerSource Pinellas services because of a protected characteristic. As with any other form of discrimination, CareerSource Pinellas will not tolerate inappropriate behavior by or against its employees based on a protected characteristic. This includes inappropriate behavior by other employees, managers, supervisors, directors, officers, applicants, contractors, vendors or clients coming into the workplace.

Inappropriate behavior becomes actionable in a court of law when it is severe or pervasive enough to create a work environment that is hostile or abusive. However, CareerSource Pinellas desires to provide for its employees and clients utilizing its services an environment that is free of all inappropriate behavior as described below as opposed to tolerating the inappropriate behavior until it becomes severe or pervasive. Thus, employees and managers should deal with inappropriate behavior as soon as it occurs so as to prevent any similar behavior from occurring.

It is inappropriate for an employee or client to be subject to unwelcome speech, conduct or other behavior that interferes with the conditions of work or CareerSource Pinellas services and is based on one of the protected characteristics. Inappropriate behavior

includes such things as making insulting or derogatory comments based on a protected characteristic, frequent teasing regarding a protected characteristic or any other behavior based on the protected characteristic of another may create an intimidating, hostile, or offensive working or service environment.

Inappropriate behavior based on sex may include not only the above but such things as unwanted physical touching, unwelcome sexual advances or requests for sexual behavior, the display of sexually suggestive objects or pictures in the workplace or basing employment or service decisions on an employee's or client's refusal to engage in sexual conduct.

Employees or clients utilizing CareerSource Pinellas services who believe they are being discriminated against or being subjected to inappropriate behavior or harassed, whether by CareerSource Pinellas employees, co-workers, supervisors, managers, directors, officers, contractors or vendors, may firmly and promptly notify the offender that the behavior is improper or unwelcome. At the same time, or in the alternative, if the employee or client does not desire to confront the offender, the employee or client may notify any CareerSource Pinellas manager with whom the employee or client is comfortable discussing the matter. If the complaint is against the Chief Executive Officer, then it may be filed with the Board Chair. For CareerSource Pinellas employees, there is no requirement to adhere to the chain of command in making complaints under this policy.

CareerSource Pinellas will swiftly and thoroughly investigate any complaints brought to its attention. In order for this to occur, it is recommended that the complainant contact CareerSource Pinellas as soon as possible. The investigation of the complaint will be handled as confidentially and independently as possible, taking into account the desires of the complainant, the rights of the accused, the nature of the complaint and the need to take corrective or disciplinary action. If CareerSource Pinellas determines that applicable policies or laws have been violated, CareerSource Pinellas will take appropriate corrective action, including, but not limited to, disciplinary action, up to and including termination of employment, or in the case of clients, necessary steps to address and prevent any inappropriate behavior.

Participants involved in the complaint investigation will be treated courteously. The making of a good faith complaint shall in no manner be used adversely against the complainant. CareerSource Pinellas will take corrective action that is effective and appropriate to the circumstances, including, but not limited to, disciplinary action, up to and including termination against any person attempting to retaliate against the complainant or anyone participating in the investigatory process, or in the case of a client, whatever legally appropriate steps are necessary to prohibit retaliation.

All employees have an obligation to report observed discrimination, harassment, inappropriate behavior or retaliation so that CareerSource Pinellas can take corrective action. Supervisors and managers have an obligation to report to the Equal Opportunity Officer or, if the allegations concern the CEO, report to the Equal Opportunity Officer or Board Chair, and take corrective action in a prompt manner with regard to discrimination,

harassment, inappropriate behavior or retaliation observed or reported; failure to report or take appropriate action may result in disciplinary action, up to and including termination.

Managerial and supervising employees will be trained regarding their responsibility upon receiving a verbal or written complaint and their responsibility to advise the complainant of available avenues to resolve the complaint. All new employees will receive training as to this policy. This policy will be distributed to all employees and available in CareerSource Pinellas workplaces.

Disability Accommodation

CareerSource Pinellas is committed to ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a nondiscriminatory basis.

CareerSource Pinellas is committed to complying fully with the Americans with Disabilities Act (“ADA”) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a nondiscriminatory basis.

CareerSource Pinellas will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

This policy is neither exhaustive nor exclusive. CareerSource Pinellas is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with applicable federal, state and local laws. If you believe that you or someone else needs a reasonable accommodation or if you have any questions, concerns or suggestions relating to the ADA, contact the Human Resources Department. Any complaints or investigations related to disability discrimination will be addressed as provided above.

PWFA (Pregnant Workers Fairness Act)

The Pregnant Workers Fairness Act (PWFA) is a new law that requires covered employers to provide “reasonable accommodations” to a worker’s known limitations related to pregnancy, childbirth, or related medical conditions, unless the accommodation will cause the employer an “undue hardship.” The PWFA protects employees and applicants of “covered employers” who have known limitations related to pregnancy, childbirth, or related medical conditions.

"Covered employers" include private and public sector employers with at least 15 employees, Congress, Federal agencies, employment agencies, and labor organizations.

"Reasonable accommodations" are changes to the work environment or the way things are usually done at work.

The [House Committee on Education and Labor Report on the PWFA](#) provides several examples of possible reasonable accommodations including the ability to sit or drink water; receive closer parking; have flexible hours; receive appropriately sized uniforms and safety apparel; receive additional break time to use the bathroom, eat, and rest; take leave or time off to recover from childbirth; and be excused from strenuous activities and/or activities that involve exposure to compounds not safe for pregnancy. Employers are required to provide reasonable accommodations unless they would cause an "undue hardship" on the employer's operations. An "undue hardship" is significant difficulty or expense for the employer.

Covered employers cannot:

- Require an employee to accept an accommodation without a discussion about the accommodation between the worker and the employer;
- Deny a job or other employment opportunities to a qualified employee or applicant based on the person's need for a reasonable accommodation;
- Require an employee to take leave if another reasonable accommodation can be provided that would let the employee keep working;
- Retaliate against an individual for reporting or opposing unlawful discrimination under the PWFA or participating in a PWFA proceeding (such as an investigation); or
- Interfere with any individual's rights under the PWFA.

EMPLOYEE COMPENSATION

The CareerSource Pinellas pay period covers two complete work weeks. CareerSource Pinellas does not provide pay advances to employees on unearned wages. Paychecks will be distributed through direct deposit to employees' bank accounts every two weeks on the Friday immediately following the end of each two-week pay period. A non-negotiable copy of the paycheck with an attached earnings record will be available online on that same date to provide information regarding all deductions and any additional pay.

The law requires that CareerSource Pinellas make certain deductions from every employee's compensation. Among these are applicable federal income taxes. CareerSource Pinellas also must deduct Social Security taxes on each employee's compensation up to a specified limit that is called the Social Security "wage base". CareerSource Pinellas matches the amount of Social Security taxes paid by each employee.

CareerSource Pinellas offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

Employees' rate of pay will be determined at the time of employment based upon experience and education, the pre-established pay scale for the position, job duties, prevailing rates of pay for similar duties, availability of candidates, economic conditions and financial resources of CareerSource Pinellas.

All decisions regarding pay increases are made by the Board of Directors, or such supervisory personnel as the Board may designate, and will be based on the availability of CareerSource Pinellas funds, contractual obligations with third-party contractees and budgetary constraints. There is no guarantee of any pay increases.

HOURS OF WORK

Regular Work Schedule

CareerSource Pinellas' regular office hours are 8:00 AM to 5:00 PM, Monday through Friday. The Lealman and Tarpon Springs offices are closed daily from 12pm – 1pm. Employees are expected to maintain a regular work schedule of at least eight hours each day during CareerSource Pinellas' regular office hours. Moreover, employees may be required to work outside regular office hours and regular work schedules may fluctuate depending upon CareerSource Pinellas' needs. Employees are expected to be flexible and cooperative if work schedules are changed to meet business needs.

Modified Work Schedule

A modified work schedule is defined as a schedule that regularly deviates from the regular work schedule. Before any modified work schedule is approved, employees must first exhaust all other leave options, such as PTO, FMLA, ADA, etc., if eligible. Any modified work schedule requires prior approval of the Chief Executive Officer ("CEO") and must adhere to the forty (40)-hour work week.

- ✓ All modified work schedules must be coordinated with other employees and approved by the appropriate supervisor, Director, and CEO to assure that there is coverage for all regular hours of business operation.
- ✓ Some functional areas may not be eligible for modified schedule due to the limited number of employees available and the need for coverage during all regular hours of business operation.
- ✓ There may be times when the special needs of CareerSource Pinellas require that the hours of work be adjusted by management. These requirements will supersede modified work schedules. All reasonable efforts will be made to accommodate both the needs of the operation and the needs of the employees.

Timekeeping and Unscheduled Absences from Work

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require CareerSource Pinellas to keep an accurate record of time worked in order to calculate employee pay and benefits. To ensure the accuracy of CareerSource Pinellas' time records, all nonexempt employees must enter their time worked daily. Time worked is all the time actually spent on the job performing assigned duties, at any CareerSource Pinellas location or other locations. All employees are strictly prohibited from working off-the-clock.

Altering, falsifying, tampering with time records, which are legal documents, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Nonexempt employees should report to work no more than five (5) minutes prior to their scheduled start time nor stay more than five (5) minutes after their scheduled stop time without express, prior authorization from the CEO or designee.

Lunch and Breaks

Nonexempt employees are required to take an unpaid lunch each workday of one (1) hour. Nonexempt employees are prohibited from performing work during their lunch period. The scheduling of the lunch period shall take place between 11:00 AM and 2:00 PM. Lunch periods should be coordinated with other department employees and approved by the supervisor. Employees may take one fifteen (15) minute break in the morning and one fifteen (15) minute break in the afternoon. Breaks are paid and cannot be added to lunch periods.

Nonexempt (Hourly) Employees – Paid Time Off

CareerSource Pinellas policy allows accrued Paid Time Off (PTO) to compensate for hours not worked under 40 hours in one week. All unpaid time off must be pre-approved by the CEO or designee.

Exempt (Salaried) Employees – Paid Time Off

CareerSource Pinellas policy allows partial day deductions using PTO hours to make up any hours not worked under 40 hours in one week; however, PTO may be taken in increments of four (4) hours only. Any unpaid time off must be pre-approved by the CEO or designee and must only be taken in a manner to ensure employees maintain their exempt status, such as unpaid leave in full-day increments for personal reasons other than sickness or disability. Exempt employees are not specifically required to work strictly from 8:00 AM to 5:00 PM and may be permitted variance based on job responsibilities, which also must be pre-approved by CEO or designee.

Overtime

When operating requirements or other needs cannot be met during the regular work schedule, employees will be given the opportunity to volunteer for overtime work assignments. Authorized overtime may be granted by the CEO or designee but employees must receive such authorization in writing prior to working overtime. All overtime will be paid even if prior authorization is not received. Employees who work overtime without receiving prior authorization from the CEO or designee may be subject to disciplinary action, up to and including termination of employment.

Nonexempt employees will be paid overtime at a rate of 1.5 times their regular rate of pay in excess of a 40-hour week. Overtime compensation is paid to all **nonexempt** employees in accordance with federal and state wage and hour requirements. Overtime pay is based on actual hours worked. Time off for PTO, leave, holidays or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

USE, OWNERSHIP AND RETURN OF COMPANY SYSTEM AND PROPERTY

CareerSource Pinellas computer hardware, software, e-mail, electronic messaging, instant or text messaging, phone (e.g., phone lines, cell phones, long distance carriers, 800 numbers), voicemail, intranet, internet and similar equipment, services and other means of electronic communications and storage devices is a private information system (the "System").

How you interact with our internal and external customers is a reflection on CareerSource Pinellas, your colleagues and yourself. It is important that all employees maintain excellent communication with internal and external customers when using the System. All e-mail messages and other communications, personal or business related, must be composed with the same professionalism as hard copy business correspondence.

The System is to be used primarily for business purposes only. While personal telephone calls are not prohibited, their frequency, duration and volume should not interfere with ongoing work duties nor distract fellow employees. This includes both incoming and outgoing telephone calls. Abuse of this privilege may lead to disciplinary action including, but not limited to, termination of employment. Employees may be required to reimburse CareerSource Pinellas for any charges resulting from their personal use of the System. Internet access to global electronic information resources on the World Wide Web is provided by CareerSource Pinellas to assist employees in obtaining work-related data and technology. While internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All internet data that is composed, transmitted or received via the System is considered to be part of the official records of CareerSource Pinellas and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in internet e-mail messages and other transmissions is accurate, appropriate, ethical and lawful.

CareerSource Pinellas has a networked computer system with different access rights for different employees. Many files and programs are accessed only by confidential passwords and/or pre-programmed access rights. Employees should not make any attempts to obtain or use a password, override or change access rights, access a file or retrieve any stored communications without having prior rights or authorization. Unless explicitly authorized by management, employees should respect the confidentiality of other employee electronic communication and may not attempt to determine passwords, or breach computer and network security measures or monitor electronic files or communications.

IMPROPER USAGE:

CareerSource Pinellas strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, CareerSource Pinellas prohibits the use of the System in ways that are disruptive, offensive to others or harmful to morale.

Employees may not use the System to compose, transmit, access, or receive content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments or any other comments or images that could reasonably offend someone on the basis of race, color, sex, age, religion, national origin, marital status, sexual orientation, disability, gender identity or genetic information or any other characteristic protected by law. CareerSource Pinellas' System may not be used to solicit others or distribute information for commercial ventures, religious or political causes, outside organizations or other non-business matters unless otherwise approved by management.

Employees may not use the System to infringe the copyright or other intellectual property rights of third parties, or otherwise engage in any illegal or wrongful conduct.

The unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material on the System is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it or has not gotten authorization for its use, it should not be put on the System. Employees are also responsible for ensuring that the person sending any material over the System has the appropriate distribution rights. Any copyright infringement by an employee through use of CareerSource Pinellas' System may result in liability to CareerSource Pinellas, and CareerSource Pinellas may seek to indemnify itself by holding the employee responsible for any liability or damages caused by that employee.

CareerSource Pinellas purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, CareerSource Pinellas does not have the right to reproduce such software for use on more than one computer system. Therefore, employees are prohibited from the illegal duplication of CareerSource Pinellas' software and its related documentation. Employees are also prohibited from placing personal or other software on CareerSource Pinellas' System without prior written authorization, including software downloaded from the internet. Any authorized files or software that are downloaded from the internet or acquired from outside sources, including any files that have been accessed or manipulated on home computers or received as attachments to e-mail, must be scanned with a virus detection software before installation, execution or use of the file or software onto CareerSource Pinellas' System. All appropriate precautions should be taken to detect a virus and, if necessary, prevent its spread.

Employees may not use the System to download software unless they comply with established policies and check all such software for computer viruses. No personal software can be downloaded. The unauthorized use of the System for purposes of “snooping” and unauthorized use of encryption technology to block access to any file on the CareerSource Pinellas network is prohibited.

Employees are not to give, release or assist others in obtaining, without proper authority, to anyone not employed by CareerSource Pinellas or to another employee who has no need for the information, data or information of a confidential nature.

Employees should notify their immediate supervisor, the Human Resources Department or designee or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

CAREERSOURCE PINELLAS PROVIDED LAPTOPS AND OTHER DEVICES:

If CareerSource Pinellas has provided an employee with a CareerSource Pinellas owned laptop computer, cellphone or other electronic communication equipment or device for the employee’s use in providing services to CareerSource Pinellas, such equipment is provided strictly for CareerSource Pinellas business use and shall not be used by the employee for personal use. An employee’s personal data or information is not to be downloaded or stored on any CareerSource Pinellas computer or other equipment.

No CareerSource Pinellas information is to be downloaded or stored on any of an employee’s personal communication devices or equipment (personal computer or any device that records or retains electronic data or other information) unless the employee first receives written approval by management. No CareerSource Pinellas information including business contacts or leads, etc. is to be stored or transmitted to any separate equipment or device, internet or on-line based address book or social networking service unless the employee first receives written approval by management.

All business communications by e-mail or other electronic means of communication must be run through the CareerSource Pinellas systems and not through any outside (e.g., personal) e-mail or other system unless the employee first receives written approval by management. All employees must provide CareerSource Pinellas reasonable access to all CareerSource Pinellas equipment upon request at any time, and shall cooperate with CareerSource Pinellas in the file/data synchronization of its business data contained on any of the equipment. No employee is to delete or destroy any CareerSource Pinellas data absent express written approval by management. CareerSource Pinellas has the right to inspect CareerSource Pinellas issued laptop computers or other equipment at any time.

USE OF CAREERSOURCE PINELLAS SYSTEM AND EQUIPMENT:

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

Please notify your supervisor if any component of the System, equipment, machines or tools appear to be damaged, defective or in need of repair. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others.

The improper, careless, negligent, destructive or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

NO EXPECTATION OF PRIVACY ON SYSTEM:

CareerSource Pinellas reserves the right to retrieve and review any message composed, sent, viewed or received on the System, even if the employee is using the System to view or send personal e-mail or other personal internet based communications (social media) that are accessed from the System. Consequently, the ultimate privacy or confidentiality of messages and the use of the internet cannot be ensured. Anyone using the System expressly consents to the monitoring of their activities on the System (including e-mail, messaging, voicemail and use of the internet for any reason – business or personal) and to the retrieval of data from any computer hardware or other part of any system that records or stores electronic data or information. There is no personal right of privacy in these messages or equipment and employees should not expect that their activities, messages or data contained on any equipment or that utilize any part of the System are private.

CareerSource Pinellas may engage in monitoring of electronic mail messages or other electronic files created or accessed by employees. All employees must treat the System (including e-mail and use of the internet) with respect and only use it for official CareerSource Pinellas business or in a manner otherwise consistent with this policy and other policies and expectations of CareerSource Pinellas. Even when an e-mail message or internet history is deleted, it can remain in the computer's memory system and can often be retrieved at a later date.

Although employees need a password to access the voicemail system, they should not expect that voicemail messages are private, all messages are company records. The employee's supervisor and the Human Resources Department or designee will maintain a log of all voicemail passwords. Employees must inform their supervisor and the Human Resources Department representative or designee immediately if they change the voicemail password on their phone.

Any items or parcels taken out of or off CareerSource Pinellas premises or property are subject to inspection/search. An employee's desk, workstation, work area, computer terminal, memory files, etc. and voicemail are subject to inspection/search at any time. CareerSource Pinellas may monitor any conversation or activity an employee has on CareerSource Pinellas owned or controlled premises or Systems, employees are subject to inspection/search, as permitted by law. Refusal to permit such search may result in disciplinary action up to and including termination.

An employee is prohibited from placing any new passwords or restrictors, or changing any existing passwords on any document, or component of the System without the prior authorization of management. Any password or restrictor must be revealed to and maintained by a second authorized source.

CAREERSOURCE PINELLAS DATA AND INFORMATION:

Any data stored or maintained on the System shall remain CareerSource Pinellas property and must be returned to CareerSource Pinellas upon request, at any time, or upon the termination of employment with CareerSource Pinellas. Employees must comply with all CareerSource Pinellas document and data retention policies. Any CareerSource Pinellas information and/or data saved or stored on any employee's personal laptop or home computer, or any other equipment or storage device, are also CareerSource Pinellas property and must be returned to CareerSource Pinellas upon request, at any time, or upon the termination of employment with CareerSource Pinellas. Such use of personal or third party equipment for CareerSource Pinellas business requires written approval by CareerSource Pinellas.

RETURN OF PROPERTY:

Employees are responsible for items issued to them by CareerSource Pinellas or in their possession or control, such as the following:

- Credit cards
- Equipment (computer, laptop, printer, furniture, etc.)
- Keys/key cards

Employees must return all CareerSource Pinellas property (equipment, documents, data, electronic information, copies, etc.) immediately upon request or upon termination of employment.

Unless otherwise prevented by state law, upon the termination of employment with CareerSource Pinellas, employees may not destroy any information related or belonging to CareerSource Pinellas (including any memoranda, records, files, user names and passwords, e-mail correspondence, and other documents and materials, including photocopies and other reproductions), and shall immediately surrender to CareerSource Pinellas any and all such information, regardless of the format or medium in which they are stored. Should an employee fail to comply with the provisions of this, in addition to any other remedies available to CareerSource Pinellas, the employee shall reimburse

CareerSource Pinellas for any damages that CareerSource Pinellas may incur as a result of the employee's destruction of or the failure to surrender the aforementioned information, including without limitation for the amount of time that has to be expended by CareerSource Pinellas' officers, directors, employees, agents or independent contractors to restore or recreate the information that the employee destroyed or failed to surrender.

DEVELOPMENT, USE AND OWNERSHIP OF INTELLECTUAL PROPERTY

This policy applies to intellectual property authored, created, made, conceived, invented, reduced to practice or otherwise developed by CareerSource Pinellas employees, which intellectual property arises from or is developed in relation to activities of employees as employees of CareerSource Pinellas, employees' participation in activities, projects or services of CareerSource Pinellas, including without limit, consultant work, workforce development planning, implementation activities, research, technical work, labor and other activities, in relation to the use of CareerSource Pinellas Resources or otherwise qualifies as CareerSource Pinellas Intellectual Property ("CareerSource Pinellas IP") as defined below in this policy.

It is the intent of this policy to ensure that employees understand CareerSource Pinellas' ownership rights in intellectual property created by employees in these and other scenarios or which otherwise qualifies as CareerSource Pinellas IP. This policy has been established to promote innovation and provide public benefit through the creation, development and improvement of intellectual property and technology, products, methods and practices created by employees, all of which is considered part of CareerSource Pinellas IP owned by CareerSource Pinellas. This policy, seeks to ensure that CareerSource Pinellas IP is appropriately developed, protected, used and deployed, thereby advancing CareerSource Pinellas' mission.

CAREERSOURCE PINELLAS INTELLECTUAL PROPERTY:

The policy of CareerSource Pinellas is that CareerSource Pinellas shall gain and retain ownership of any intellectual property, including without limit any invention, works of authorship, software code, trade secrets, trademarks, and data as part of CareerSource Pinellas IP, which is authored, created, made, conceived, invented, reduced to practice or otherwise developed by employees (whether solely or jointly with others) in any of the following scenarios: (i) in the field or discipline in which the employee is engaged as an employee of CareerSource Pinellas regardless of whether it is identified as a specific job responsibility or within the scope of job responsibilities; (ii) during, associated with or within the scope or course of an employee's work, role, duties and/or responsibilities or other services performed for or on behalf of CareerSource Pinellas, whether requested directly or not by CareerSource Pinellas; (iii) on, during or in association with any CareerSource Pinellas project, technology equipment or research; (iv) using CareerSource Pinellas Resources, in or related to the authoring, conception, reduction to practice, invention, or the creation of any intellectual property or portion thereof; or (v) based on, derived from or improving upon any other CareerSource Pinellas IP or otherwise qualifies as CareerSource Pinellas IP under this Intellectual Property Policy ("Work-Related IP"). CareerSource Pinellas IP includes such intellectual property created by employees as Work-Related IP as well as intellectual property obtained by contract, license, assignment or creation as a work-for-hire by or from employees.

CareerSource Pinellas Resources shall include CareerSource Pinellas' funds, equipment, facilities, materials, resources, data, information technology, time or personnel.

CareerSource Pinellas has a legitimate interest in such employee-created Work-Related IP being part of CareerSource Pinellas IP, and thereby owned by CareerSource Pinellas. It is therefore the policy of CareerSource Pinellas that all Work-Related IP will be part of CareerSource Pinellas IP and shall be the sole property of CareerSource Pinellas, except and unless explicitly otherwise governed by other provisions of this policy or other mutually executed written agreements which may be approved by the proper CareerSource Pinellas authority from time to time.

It is the policy of CareerSource Pinellas to assert its ownership of such CareerSource Pinellas IP in accordance with the terms of this policy for the purpose of promoting the use, distribution, licensing and commercial exploitation of such CareerSource Pinellas IP to improve the effectiveness and scope of CareerSource Pinellas services and benefits the public. It is not the policy of CareerSource Pinellas to assert ownership of intellectual property created by employees where such intellectual property does not qualify as CareerSource Pinellas IP, because it does not qualify as Work-Related IP, or does not meet such other qualifications as CareerSource Pinellas IP otherwise under the definition of CareerSource Pinellas IP or by contract or law.

CareerSource Pinellas shall oversee the protection of any Work-Related IP as part of CareerSource Pinellas IP which it decides to protect, commercialize or otherwise exploit, including selecting and engaging necessary professional services. CareerSource Pinellas IP may be commercialized by CareerSource Pinellas or in connection with third parties from which royalties or other payments can accrue, or through direct manufacture or marketing of the CareerSource Pinellas IP by or on behalf of CareerSource Pinellas to the public.

DISCLOSURE AND DETERMINATION OF CAREERSOURCE PINELLAS IP:

CareerSource Pinellas employees are required to disclose to CareerSource Pinellas any intellectual property conceived or reduced to practice, individually by employee or jointly with others, which would be controlled by this intellectual property policy, including any intellectual property which may qualify as CareerSource Pinellas IP under this policy. The employee must disclose such intellectual property, including all supporting documents, evidence, materials, data, prototypes and samples related to the intellectual property or necessary for the understanding, protection, use, publication or commercialization of such intellectual property. Employee must make such disclosure within thirty (30) days of the earlier of the conception, reduction to practice, fixation in a tangible medium or other acquisition or understanding of such intellectual property. Employee must also make such disclosure prior to any publication, offer for sale, sale, or public disclosure or use. Such disclosure and timing requirements are necessary in order for CareerSource Pinellas to reasonably and responsibly assess and evaluate the intellectual property for

protection, licensing and commercialization and for determining ownership of intellectual property and CareerSource Pinellas IP created by employees.

If an employee has a question about whether certain intellectual property created by the employee qualifies as Work-related IP or would constitute personal intellectual property, employee must contact the CareerSource Pinellas CEO for evaluation. CareerSource Pinellas retains the discretion to determine whether, based on the facts, creation of the intellectual property created by employee qualifies as Work-Related IP owned by CareerSource Pinellas or whether it would qualify as personal intellectual property of the employee.

PROHIBITED ACTIONS BY EMPLOYEES:

Employees shall not disclose, publish, use or commercialize CareerSource Pinellas IP without prior written approval of the CEO, unless required to do so by law.

Employees shall not enter into agreements related to the Work-Related IP, or any other CareerSource Pinellas IP, without prior written approval from the CareerSource Pinellas CEO. For example, employees shall not sign confidentiality agreements, assignments, license agreements, material transfer agreements, research agreements, or any other agreements that may restrict, commit, or affect CareerSource Pinellas IP that they may have created, without prior written approval of the CEO.

Employees shall not sell, license, assign, encumber or otherwise transfer CareerSource Pinellas IP, including without limit Work-Related IP, without prior written approval of the CEO.

Employees shall not publicly disclose or publish research findings, publications or any of the information involving any potential CareerSource Pinellas IP (including without limit any Work-Related IP) or other work-related data or results without prior written approval from the CEO, unless required to do so by law.

Employees shall not use trademarks, logos, names or other CareerSource Pinellas-associated identifying indicia for any uses outside of official CareerSource Pinellas business without the prior written approval of the CEO. Employees shall not enter agreements for use or licensing of any CareerSource Pinellas-associated trademarks without the prior written approval of CareerSource Pinellas management.

Employees shall not disclose confidential information or publish any CareerSource Pinellas trade secrets, confidential data, inventions or patent applications that have not yet been published unless they receive prior written approval of the CEO, and have executed a confidentiality agreement with CareerSource Pinellas, unless required to do so by law. Such Employees shall take reasonable measures to ensure the secrecy of CareerSource Pinellas IP.

Employees shall not apply for or otherwise seek protection or registration (including copyright, patent, or trademark registration) of any CareerSource Pinellas IP (including without limit any Work-Related IP) without prior written approval of the CEO.

All Employees shall refrain from any act that would encumber, defeat or limit CareerSource Pinellas' IP or other rights in any intellectual property which employee authors, makes, conceives, reduces to practice, fixes in a tangible medium or otherwise discovers or develops.

EMPLOYEE BENEFITS

CareerSource Pinellas is committed to providing employees with a benefits program that is both comprehensive and competitive. Benefits are made possible by employees and management working together and performing their respective job responsibilities to the best of their ability. The Company's benefits program will continue to be reviewed in an effort to provide good coverage.

Efforts have been made to provide a clear explanation of the benefits in non-legal language. However, benefits are defined in plan documents and, should questions arise, the plan documents will govern and not the wording of this Employee Handbook. We want you to understand all the benefits and should you have questions, do not hesitate to contact the Human Resources Department.

CareerSource Pinellas reserves the right, in its discretion, to change the nature of the benefits offered to employees, or to change insurance carriers, deductibles, premiums or other features of any benefit at any time. In addition, CareerSource Pinellas may decide to discontinue one or more benefits. Covered employees will be notified of such changes or discontinuation.

Benefits – Group Health

CareerSource Pinellas offers benefits to regular full-time employees as follows: Eligibility for group health insurance is the first day of a month after 30 days of full-time employment.

Paying for Benefits

CareerSource Pinellas provides regular full-time employees with a benefit stipend annually to purchase options approved by the Board to purchase health and welfare benefits. In addition, the Company will provide regular full-time employees life, AD&D, short-term disability and long-term disability insurance.

The benefits offered at group rates are medical/prescription drug, dental, vision, life and AD&D, short-term disability and long-term disability insurance.

If employees choose to opt out of the group health plan, proof of other coverage is required. Opting out of the plan makes the employee ineligible for medical/prescription drug and mental health benefits.

401(k) Retirement Plan

CareerSource Pinellas offers regular full-time and part-time employee's access to a 401(k) Retirement Plan that makes saving for retirement easy and convenient.

CareerSource Pinellas will make Non-Elective Contribution ("NEC") of 5% of regular full-time employees' earnings on a bi-weekly basis; eligibility begins after six months of employment. In addition, CareerSource Pinellas offers a Roth option which will allow you

to set aside after-tax earnings to grow tax-free. Regular part-time employees may also participate in the 401(k) if they work for CareerSource Pinellas at least 1,000 hours within any calendar year.

Employees age 50 and over can make additional catch-up contributions to the plan. Employees are 100% vested in company contributions after one year of employment.

Visit www.mykplan.com for more information on enrollment and investment options, more detailed provisions of the plan.

Educational Reimbursement

As an organization that has as one of its goals to upgrade the workforce of the region, CareerSource Pinellas provides its own regular full-time employees the opportunity to enrich and enhance their value to themselves and to CareerSource Pinellas by providing them with assistance for educational expenses when budget considerations permit. CareerSource Pinellas will reimburse up to \$1,000 per year toward resident tuition costs, laboratory fees, and textbook rentals or purchases to regular full-time employees who enroll in accredited college, university or continuing education courses provided –

- ✓ The employee has one (1) year of service with the Company unless the training is required for the employee to fulfill job duties and is pre-approved by the CEO.
- ✓ Credit courses are directly related to the employee's current work assignment or count toward a formal degree program that relates to the mission of the organization.
- ✓ Non-credit courses are directly related to the employee's current work assignment.
- ✓ At the completion of a course(s), the employee submits an official grade report indicating completion of the course with a grade of C or better.
- ✓ A receipt for educational expenditures must be submitted.
- ✓ The employee has received prior approval from the CEO that the course(s) to be taken is eligible for reimbursement. A request for educational assistance shall be submitted in writing.
- ✓ The course is not to be taken during the employee's work duty hours.
- ✓ Tuition reimbursement shall be limited to the prevailing residential tuition schedule at the State Universities and Community Colleges in the immediate Tampa Bay Area.
- ✓ When tuition, fees and textbooks can be paid by other financial aid sources, CareerSource Pinellas will reimburse only the difference between the actual cost and the financial assistance.
- ✓ Employees who receive educational assistance in any fiscal year, but resign from employment prior to the end of that fiscal year shall reimburse a pro rata share of the funds received based on the number of pay periods (of 26) remaining in the fiscal year after their last day worked.
- ✓ When reimbursement for educational assistance is to be for specialized training for the benefit of CareerSource Pinellas and/or will exceed \$1,000, a contractual

agreement between the employee and CareerSource Pinellas (by its CEO) will be developed which delineates-

- A commitment of the employee to remain in employment with CareerSource Pinellas for a finite time, and/or
- A provision for repayment of the reimbursement.

Paid Time Off (PTO)

The Company has established a Paid Time Off (“PTO”) policy for all regular full-time employees. CareerSource Pinellas believes that employees should have opportunities to enjoy time away from work to help balance their lives. CareerSource Pinellas recognizes that employees have diverse needs for time off from work. We have established this PTO policy to meet those needs.

In establishing this policy, CareerSource Pinellas is providing a mere gratuity to its employees; PTO time will not be considered an amount due or wage owed to employees. Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover vacation, illness or disability, appointments, emergencies or other needs that require time off from work. PTO will not be counted for the purpose of calculating overtime and will not be paid in excess of 40 hours per week. Employees are to request PTO through their immediate supervisor, who has the discretion to approve or disapprove based on Company needs. Adequate staffing must be maintained at all times.

During the first year of employment, PTO hours will be prorated from the date of hire for the calendar year. PTO accruals are available for use in the pay period following the pay period in which they are accrued. PTO accrual is based on the number of full years of employment, and follows the following schedule:

Length of Service	Maximum Annual Accrual of Hours	Hours Accrued per 80 Hours Worked
Year 1 – 2	136 hours	5.23 hours
Years 3 – 4	160 hours	6.15 hours
Years 5 – 6	184 hours	7.07 hours
Years 7+	208 hours	8.00 hours

Use and Scheduling of PTO

Whenever possible, **PTO must be scheduled well in advance**. It is subject to Company approval, staffing needs and established procedures. Unscheduled absences will be monitored. An employee will be counseled when the frequency of unscheduled absences adversely affect the operations. CareerSource Pinellas may request the employee provide a statement from his or her health care provider at any time concerning the justification for an unscheduled absence. PTO may not be used for missed time because an employee reports late to work, except during inclement weather. PTO is paid at the employee’s straight time rate. Employees are required to use available PTO when taking

time off from work with the exception of a Company-required absence due to low workload or absences occasioned by the Company.

Guidelines for Use of Paid Time Off ("PTO")

- a) Employees may use PTO for unscheduled absences due to illness, illness in the family, personal business and other necessary causes for absences from work.
- b) Employees may accumulate PTO hours for use or payout in the future. However, accumulation of PTO hours may not exceed a total of 480 hours. If an employee exceeds 480 hours of accrued PTO, the excess over 480 hours accrual will stop, and may be lost to the employee at the end of the calendar year. For those employees who have exceeded 480 when this Employee Handbook is approved by the Board of Directors, they will be grandfathered per prior approved policy. Due to the needs of the business, no employee may urgently take PTO in order to reduce the hours accrued. Request for PTO must follow the normal procedure, even when maximum hours have been accrued.
- c) It shall be the policy of CareerSource Pinellas to encourage employees to take some of their PTO each year for vacation purposes. Requested time off for vacations will be approved by employees' supervisors only when arrangements can be made to assure required staff coverage. When there is a conflict, scheduling will be at the supervisor's discretion. Time off for vacation must be requested in accordance with departmental procedures. Preference in scheduling will normally be given to the employee who requested the time off first.
- d) Employees may use PTO hours down to a zero balance. Employees may not take PTO that has not yet been earned; that is, employees may not "borrow" against future accruals of PTO in order to take paid time off.
- e) PTO will be charged (that is, the employee's accrued PTO balance will be reduced) according to the actual number of hours used by the employee for the days that the employee would normally work.
- f) PTO hours used during a pay period shall not be counted as hours worked for the purpose of computing overtime.
- g) At the end of each calendar year, if funds are available and the CEO approves, CareerSource Pinellas may allow employees to request a payout of unused PTO hours with the following restrictions:
 - ✓ The employee PTO balance must exceed 160 hours, and the employee must retain an 80 hour balance after the election of a payout.
 - ✓ For those who have accrued the maximum of 480 hours they will be asked to receive a payout of partial or all (while leaving 80 hours remaining) in order to maintain accrual.
 - ✓ Subject to the above, the employee must request a payout of 80 hours or more.
 - ✓ PTO hours selected for payout will be paid at the employee's compensation rate in effect on December 31 of the year the election is made.
 - ✓ Payouts to employees will be made in the first pay period in February.
- h) PTO shall be paid at the employee's current hourly rate plus differentials and other premiums if applicable, at the time that it is taken.

- i) Accrued but unused PTO may be paid to terminating employees who voluntarily separate from their employment with CareerSource Pinellas provide their supervisor at least a two (2) week written notice of resignation for non-supervisory employees or a one (1) month written notice of resignation for management and supervisory employees, as applicable, but only if they were employed with CareerSource Pinellas at least ninety (90) days. Employees that separate involuntarily or fail to report to work will forfeit all accrued PTO time.

Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover vacation, illness, or disability, appointments, emergencies or other needs that require time off from work.

An employee who has exhausted PTO and is not eligible for leave under the Americans with Disabilities Act, the Family and Medical Leave Act or other applicable law has no right to take unpaid leave and is not entitled or allowed to miss work. An employee who does so will be subject to disciplinary action, up to and including termination.

Holidays

All regular full-time and part-time employees will receive the following paid holidays:

- 1) New Year's DayJanuary 1
- 2) Martin Luther King Jr's BirthdayThird Monday in January
- 3) Memorial DayFourth Monday in May
- 4) Juneteenth.....June 19
- 5) Independence Day.....July 4
- 6) Labor Day.....First Monday in September
- 7) Veterans' Day.....November 11
- 8) Thanksgiving Day.....Fourth Thursday in November
- 9) Friday after Thanksgiving Day.....Fourth Friday in November
- 10) Christmas Day.....December 25

If the holiday falls on a weekend, employees will receive the preceding Friday or following Monday as the paid holiday. If Christmas Day falls on a Tuesday or Thursday, the preceding Monday or following Friday shall also be recognized as a holiday. If an employee works a paid holiday, he or she will receive another day as the paid holiday. Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime. Regular full-time employees receive eight (8) hours of holiday pay for each holiday. Regular part-time employees receive four (4) hours of holiday pay for each holiday.

Nursing Mothers Accommodations

CareerSource Pinellas seeks to ease the transition of mothers returning to work following the birth of a child with lactation accommodations for nursing mothers. For up to a year following a child's birth, nursing employees will be provided break time to express breast milk to accommodate their nursing needs during the workday. Said employees will be allowed a reasonable break time whenever they have the need to express milk throughout the day. The employee will work with her supervisor in developing a schedule. Employees with questions or concerns regarding this policy should contact the Human Resources Department.

Workers Compensation

CareerSource Pinellas provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses, no matter how minor, must report them to their supervisor immediately or at least within 24 hours of the accident or occurrence. This will enable an eligible employee to qualify for coverage as quickly as possible.

LEAVE BENEFITS (OTHER THAN PTO AND HOLIDAY LEAVE)

Bereavement/Funeral Leave

If there is a death in the immediate family (spouse or life partner, parent, child, sibling, grandparent or grandchild), regular full-time employees are entitled to receive up to a maximum of three (3) days off from work with pay. These days must be consecutively scheduled and will be paid at a straight time rate. Bereavement leave will not be counted for the purpose of calculating overtime and will not be paid in excess of 40 hours per week.

Domestic Violence Leave

CareerSource Pinellas allows employees to take up to three (3) days of leave in any twelve (12) month period if the employee or a family or household member of an employee is a victim of domestic violence or sexual violence. Employees may use their accrued PTO or unpaid leave to do so. CareerSource Pinellas will maintain the confidentiality of the requested leave as well as any information related to the employee's leave in accordance with law.

Emergency Leave

At times, emergencies such as severe weather, fires, power failure or the like can disrupt CareerSource Pinellas operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, regular full-time employees will be paid for time off, up to four (4) days maximum, including the day employees arrived in which the offices closed early due to emergencies. Employees may take unused PTO benefits for any additional days after four (4), if closure is longer. Any employee who fails to return to work once office is opened will be subject to disciplinary action, up to and including termination.

Employees in essential operations may be asked to work on a day when CareerSource Pinellas offices are officially closed. In these circumstances, employees who work will receive their regular pay.

Family and Medical Leave

OVERVIEW: Under the Family and Medical Leave Act ("FMLA"), employees are afforded certain rights concerning family care and medical leave. Accordingly, CareerSource Pinellas will grant up to 12 weeks (or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness) of FMLA leave during a 12-month period to eligible employees. The FMLA leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this Employee Handbook. All employees are required to use all accrued PTO towards FMLA leave, until they have exhausted all available hours. If on full-time

unpaid leave, employees will not accrue PTO while on the unpaid portion of leave. All insurance benefits will remain in place whether on paid or unpaid leave. When on unpaid leave, the employee will be responsible for paying all insurance premiums, if applicable.

ELIGIBILITY: This policy applies to all employees eligible for leave under FMLA. An employee who has been employed by CareerSource Pinellas for at least 12 months and has worked at least 1,250 hours during the 12-month period preceding the request for leave is eligible for FMLA leave. Paid or unpaid absences (including workers' compensation, short term disability, and other paid or unpaid time off) prior to taking FMLA leave are not included in the 1,250 work hours reference above.

BASIC LEAVE ENTITLEMENT:

An eligible employee is entitled to take up to 12 weeks of job-protected FMLA leave for the following reasons:

- ✓ To care for the employee's child after birth, or placement for adoption or foster care;
- ✓ To care for the employee's spouse, son, daughter or parent, who has a serious health condition;¹ or
- ✓ For a serious health condition that makes the employee unable to perform the essential functions of his or her job.

MILITARY LEAVE ENTITLEMENT:

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week FMLA leave entitlement to address certain "qualifying exigencies." Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

The FMLA also includes military caregiver leave that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember for purposes of military caregiver leave is:

- ✓ A current member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is in

¹ A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an oversight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity (inability to work) of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regiment of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

outpatient status, or is on the temporary disability retired list, for a serious injury or illness, or

- A veteran of the Armed Forces (including the National Guard or Reserves) discharged within the five-year period before the family member first takes military caregiver leave to care for the veteran and who is undergoing medical treatment, recuperation, or therapy for a qualifying serious injury or illness. A veteran who was dishonorably discharged does not meet the FMLA definition of a covered service member.

PAY DURING FMLA LEAVE:

Under the FMLA, family medical leave generally is unpaid. However, CareerSource Pinellas has made provisions for employees to receive pay during FMLA leave under certain circumstances, described below. While third party pay is not considered for leave accrual purposes, PTO is counted for purposes of applying pro-rated leave accruals.

PTO: An employee must use accrued PTO concurrently with FMLA leave.

Short Term Disability (“STD”): An employee may be eligible for STD payments during FMLA leave for his/her own serious health condition, including pregnancy. Employees must apply and be approved for STD. PTO is used during any STD elimination period. STD amounts received may be used to reduce PTO usage as needed to try and equate total gross pay to 100% of base and/or ensure pay sufficient to cover employee’s benefit premiums.

Workers’ Compensation “Lost Time”: FMLA leave runs concurrently with Workers’ Compensation Lost Time if the basis for the Lost Time also meets the definition of a serious health condition under the FMLA. PTO may be used as needed to try and equate total gross pay to 100% of base and/or insure pay sufficient to cover the employee’s benefit premiums.

EMPLOYEE BENEFITS DURING FMLA LEAVE AND JOB RESTORATION RIGHTS:

Health Insurance: During an employee's FMLA leave, CareerSource Pinellas will maintain health insurance and other group health benefits on the same conditions as if the employee was working subject to applicable plan documents and law. If the employee wants benefits to continue during FMLA leave, he/she must continue to pay the share of the premiums for those benefits at the same contribution rate as if he/she were an active employee. If any portion of FMLA leave is paid by CareerSource Pinellas, the employee's share of the benefit premiums will be paid through automatic payroll deductions. While on unpaid FMLA leave, all insurance premiums will need to be paid by check, cashier’s check or money order, made payable to CareerSource Pinellas. CareerSource Pinellas’ obligation to maintain health benefits cease if an employee fails to pay his/her share of premiums for which he/she is billed. Under limited circumstances, CareerSource Pinellas may be entitled to recoup costs associated with CareerSource Pinellas’ paid share of the

employee's premiums when an employee fails to return to work for a reason other than a serious health condition. Once FMLA is exhausted, or if an employee is on a non-FMLA leave, benefit continuation will be handled through COBRA at the employee's expense.

Accrual of PTO during FMLA Leave: Employees will continue to accrue PTO while on FMLA leave in proportion to the hours of paid leave during the pay period of accrual. PTO will not accrue during unpaid hours of FMLA leave.

Holidays during FMLA Leave: Employees will not be paid for holidays that fall during FMLA leave unless the holiday falls on a day covered by PTO accrual.

Job Restoration: With the exception of certain key employees, employees who return to work from FMLA leave within or on the business day following the expiration of the leave are entitled to return to their job or an equivalent position with equivalent benefits, pay and other terms and conditions of employment. Employees who do not return to work timely upon the expiration of FMLA leave and who do not have an approved leave extension will be treated as having voluntarily terminated their employment.

Designation of key employee status and whether such status will affect the employee's right to reinstatement will be made at the time the employee requests leave, or at the commencement of leave, whichever is earlier, or as soon as practicable thereafter if such determination cannot be made at that time. However, the highest paid 10% of employees are not guaranteed reinstatement if reinstatement will cost CareerSource Pinellas substantial and grievous economic injury. In such cases, CareerSource Pinellas will notify the employee as soon as the determination is made that reinstatement is not available.

Benefits Accrued Before FMLA Leave: Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of the leave.

FMLA "LEAVE YEAR":

For the purposes of this policy, CareerSource Pinellas uses a "rolling" 12-month period measured backward from the date an employee uses any FMLA leave. Available leave is determined by subtracting the number of weeks of FMLA leave taken during this 12-month "look back" period from the 12-week total allowed. Under the "rolling" 12-month period, each time an employee takes FMLA leave, the remaining leave entitlement would be the balance of the 12 weeks which has not been used during the immediately preceding 12 months. For those currently on FMLA, the prior rolling forward method will not be changed to the rolling back method until 60 days after this policy update. In addition, the transition will take place in such a way that the employees, while on FMLA leave, retain the full benefit of their leave entitlement under whichever method affords him/her greatest benefit. However, as required by regulation, the twelve (12) month period for calculating leave needed to care for a covered military servicemember begins when the employee first starts taking leave and ends twelve (12) months after that date.

USE OF LEAVE AND SPOUSAL RULES:

An employee does not always need to use FMLA leave in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt CareerSource Pinellas' operations. Employees may also take leave due to "qualifying exigencies" (described above) on an intermittent basis. Some additional requirements apply:

- ✓ FMLA leave taken for the birth of a child or placement of a child for adoption or foster care, the entitlement to leave expires twelve (12) months from the date of the child's birth or placement. FMLA leave for time to bond with a newborn child or newly-adopted child is not available on an intermittent or reduced schedule basis unless specifically approved by CareerSource Pinellas.
- ✓ If both spouses work for the CareerSource Pinellas, the combined leave shall not exceed twelve (12) weeks in a twelve (12) month period if the leave is taken for the birth of the employee's child, or to care for the child after birth, for the placement of a child with the employee for adoption or foster care, or to care for the employee's parent with a serious health condition. However, if the leave is taken by either spouse to care for the other who is seriously ill and unable to work, to care for a child with a serious health condition, or for his or her own serious illness, then each employee is eligible for twelve (12) weeks of leave.
- ✓ If both spouses work for CareerSource Pinellas, the combined leave shall not exceed twenty-six (26) weeks of leave during the single twelve (12) month period described above if the leave is taken to care for a covered servicemember with a serious injury or illness.
- ✓ To the extent allowed by law, in the event an absence is for an FMLA qualified reason, CareerSource Pinellas reserves the right to count it as FMLA leave whether the employee has requested FMLA leave or not.

HOW TO REQUEST FMLA LEAVE AND NOTICE REQUIREMENTS:

Generally, when requesting FMLA leave, employees must be prepared to provide sufficient information for CareerSource Pinellas to determine if the leave is covered by the FMLA and the anticipated timing and duration of the leave. Sufficient information may include the following: whether the employee is unable to perform job functions; whether the employee's family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider; whether the leave is for a reason for which the employee previously took FMLA leave; and the circumstances supporting the need for military family leave.

More specifically:

- An employee must provide 30 days' advance notice to his or her supervisor of the need to take FMLA leave when the need for leave is foreseeable.
- When 30 days' notice is not possible, the employee must provide notice to his or her supervisor as soon as practicable.

The Human Resources Department ("HR") will inform employees of additional obligations, including the need for a medical certification supporting the need for FMLA leave. HR will also notify the employee as needed for return to work clearance requirements, recertification, new or updated certifications, need for clarification, and similar requirements.

CAREERSOURCE PINELLAS' RESPONSIBILITIES:

CareerSource Pinellas will inform an employee requesting FMLA leave whether he or she is eligible under FMLA.

If he or she is eligible, CareerSource Pinellas will notify the employee of any additional information required as well as the employee's rights and responsibilities.

If CareerSource Pinellas determines that the leave is not or would not be FMLA-protected, it will notify the employee and provide a reason for ineligibility.

CareerSource Pinellas will also inform an employee if leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement.

THE EMPLOYEE'S RESPONSIBILITIES:

The following conduct is strictly prohibited in relation to FMLA leave:

- Failing to follow the absence requirements when absent;
- Engaging in fraud, misrepresentation or providing false information to CareerSource Pinellas or any health care provider;
- Engaging in other employment or any other work activity, whether paid or unpaid, during the leave, without prior written disclosure to HR and approval;
- Failure to comply with the employee's obligations under this policy; and
- Failure to timely return from the leave.

Employees who engage in conduct described above will be subject to loss of benefits, denial or termination of leave and disciplinary action, up to and including termination.

CAREERSOURCE PINELLAS' COMMITMENT:

CareerSource Pinellas will not interfere with, restrain, or deny the exercise of any right provided by the FMLA, nor will it discharge or discriminate against any individual for opposing any practice or involvement in any proceeding relating to the FMLA.

QUESTIONS:

Any questions about the FMLA policy should be directed to the Human Resources Department.

Jury Duty

All regular full-time employees will be granted leave with pay to serve on a jury if summoned. Employees must show the jury duty summons to their supervisor as soon as possible so that arrangements may be made to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits. Either CareerSource Pinellas or the employee may request an excuse from jury duty if, in CareerSource Pinellas' judgment, the employee's absence would create serious operational difficulties.

Military Leave

CIVIL AIR PATROL:

- Eligible employees who are members of the Civil Air Patrol will be allowed up to 15 days of unpaid leave annual for the purpose of participating in Civil Air Patrol training or missions. Employees are not required to use accrued PTO but may choose to.
- Employees are eligible for leave if they are senior members of the Florida Wing of the Civil Air Patrol with at least emergency services qualifications and have worked for the company at least 90 days prior to the start of the leave.

SHORT TERM MILITARY LEAVE:

Employees who are members of the Armed Forces Reserve or National Guard shall be eligible for pay continuation for up to fourteen (14) days per year while they are on active, legally required, short term military service.

- ✓ Employees shall receive the difference between their regular pay and the daily pay provided by the military (less all allowances received for rations and travel).
- ✓ Payment shall be limited to eight hours per day or forty hours per week.
- ✓ His/her National Guard or Reserve Unit must order the employee to temporary active duty. Notification of the orders (oral or written) must be given by the employee to the employee's supervisor unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

LONG TERM MILITARY LEAVE:

CareerSource Pinellas' policy is intended to conform to the Uniformed Services Employment and Reemployment Rights Act ("USERRA"), which in all cases shall be the guiding principles.

Long Term Military Leave of Absence is interpreted to mean a leave of absence for the purpose of performing active military duty with the United States Armed Forces for a period of 31 or more consecutive days, but not more than five years unless extended involuntarily by law.

- ✓ A leave of absence for military service will be granted to employees who received orders to report for induction or have enlisted in the Armed Forces of the United States.
- ✓ Employees who wish to go on Military Leave status must give written or verbal notice to their supervisor as far in advance as possible.
- ✓ Employees who have served 31 to 180 days of active duty in the ready reserves must notify CareerSource Pinellas of their availability to return to work within 14 days of the date active duty was completed, or if hospitalized as a result of military service up to two years after discharge, in order to be eligible for reinstatement.
- ✓ Employees who serve 181 days or more of active duty must notify CareerSource Pinellas of their availability to return to work within 90 days of their date of completion of active duty to be eligible for reinstatement.
- ✓ Employees must report to their supervisor within 90 days after discharge and present suitable proof that they have completed their training and service in the Armed Forces in a satisfactory manner. They must be eligible for reinstatement under the conditions provided in the USERRA and other applicable legislation.
- ✓ USERRA provides that an employee who leaves a position to enter military service shall be reinstated into the job he/she had or would have held if he/she had remained continuously employed, including promotions and step advancements. If absent for 91 days or greater, all bonuses, financial and advancement opportunities must be offered as if the member never left.
- ✓ Employees returning from Military Leave of Absence will be entitled to such benefits, as they would have had if they had not been on military absence or leave and as provided for by the USERRA.

Personal Days ("PD")

CareerSource Pinellas shall grant regular full-time employees leaves of absence with pay for four personal days selected by the employee.

- a) The personal days shall be used in the same fiscal payroll year they were gained, between July 1 and June 30 of the next year.
- b) Personal days shall not be cumulative.
- c) Employees will not be paid for unused personal days.
- d) Personal days must be scheduled and approved in advance by the employee's supervisor, except for emergencies).
- e) Personal days should be taken in 4 hour increments at minimum. During an employee's initial year of hire, the number of personal days awarded shall be based on date of hire.
- f) Between July 1 and September 30Four personal days
Between October 1 and December 31Three personal days
Between January 1 and March 31Two personal
Between April 1 and June 30No personal days

Unpaid Leave of Absence

CareerSource Pinellas may provide an unpaid leave of absence to eligible employees who wish to take time off from work duties to fulfill personal obligations when they are not otherwise entitled to other types of leave provided in this Employee Handbook, such as PTO, STD or FMLA leave.

Unpaid leave may be granted to regular full-time employees for a period deemed appropriate. Requests for unpaid leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions and limitations of applicable plans, health insurance benefits will be coordinated by CareerSource Pinellas and applicable contributions may be maintained.

Holiday and PTO benefits will be suspended during unpaid leave and will resume upon return to active employment.

When the unpaid leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, CareerSource Pinellas cannot guarantee reinstatement in all cases.

If an employee needs an unpaid leave of absence, the employee must submit a leave request form to his or her supervisor. This written request, together with any required supporting documentation, must be submitted at least 30 days before the date on which the requested leave is to begin unless the need for a leave is not sufficiently foreseeable to give such notice. In that case, the employee must submit the written request and supporting documentation as soon as practicable. If the leave is foreseeable, the employee shall make a reasonable effort to schedule any planned leave so as not to unduly disrupt CareerSource Pinellas operations. Any unpaid leave of absence, or any extension of such leave, is subject to written approval of the Chief Executive Officer.

If the Chief Executive Officer grants a leave of absence, such leave will begin on the first workday that is missed as a result of the situation requiring the leave. Should the employee request an extension of his or her leave of absence, the employee must furnish his or her supervisor with a written request for an extension, in writing, before the expiration of the original leave of absence or most recent extension.

The Chief Executive Officer may request documentation, including certification by a medical doctor (or other appropriate health care provider), of any circumstances requiring necessitating a leave or extension.

WORK ENVIRONMENT AND EMPLOYEE CONDUCT

Absenteeism and Tardiness

Habitual tardiness and excessive absenteeism impacts CareerSource Pinellas' ability to render quality service to its clients; and, therefore, will not be tolerated. Any absence or tardiness, the reason for which is unjustifiable in the opinion of CareerSource Pinellas or is not authorized by law, will be considered an unexcused absence or tardiness. Management has the right to expect that employees will be present and ready for work, when and where they are assigned. CareerSource Pinellas requires reliable performance and will act when the requirement is not met. Unexcused absenteeism or tardiness may lead to disciplinary action, up to and including termination of employment.

Employees are expected to call their immediate supervisor for an immediate (same day) tardy/absence for any reason at least two hours before the start of their workday. Calling in tardy/absent via text messaging is NOT appropriate and will not be considered acceptable notice. Failure to call-in at least two hours before the start of the workday may lead to disciplinary action, up to and including termination of employment.

Alcohol and Drug-Free Workplace

It is CareerSource Pinellas' desire to provide a drug-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. All employees are required to sign a Drug-Free Workplace Certification Form.

While on CareerSource Pinellas premises and while conducting business-related activities off CareerSource Pinellas premises, no employee may manufacture, distribute, dispense, sell, possess, use or be under the influence of alcohol or 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 and in a safe manner that does not endanger other individuals in the workplace.

CareerSource Pinellas' Chief Executive Officer reserves the right to inspect any items on CareerSource Pinellas' premises, including personal property in an employee's possession and to require employees to submit to a drug test within 24 hours to determine the presence of alcohol or illegal drugs in their system.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees are required, as a condition of employment, to notify CareerSource Pinellas of any drug or alcohol-related criminal arrest or charge no later than five days after such arrest or receipt of charge.

Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program. They may also wish to discuss these matters or this policy with their supervisor or the Human Resources Department to receive assistance or referrals to appropriate resources in the community, and they may do so without fear of reprisal.

Appearance Policy

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image CareerSource Pinellas presents to clients, employers and the community. CareerSource Pinellas requires a professional appearance in its employees' attitude, communication and attire. All employee clothing must be clean, neat, pressed and project a well-groomed appearance.

Employees must consider their individual schedule/assignment for each day when deciding what to wear to work. In order to project a high level of professionalism, meetings with vendors, clients or other individuals outside of the organization may require a higher standard of dress than what is common for the office. Employees dealing with facilities issues such as a custodian or maintenance employee may be required to wear specific clothing based on the nature of the duties.

Good personal hygiene and personal habits are also very important. Body cleanliness, especially hands and fingernails, is a must. No employee is permitted to wear un-natural hair colors (i.e., blue, green). With the exception of business-appropriate pierced ears and small, inconspicuous nose-piercings, piercings on any other visible part of the body while at work is not permitted. Although tattoos are generally permitted, if any tattoo is deemed inappropriate the employee will be required to cover it.

The following articles and types of clothing cannot be worn in the workplace unless an exception is noted below:

- ✓ Athletic jerseys, tank tops, tube tops, halter tops, backless or bare midriff shirts, shirts with written slogans, expressions or depictions
- ✓ Spandex/Lycra garments, leggings, jeggings, jeans, shorts, sweat pants, running or warm-up suits, workout clothes and overalls or coveralls
- ✓ Underwear as outerwear, excessively tight, provocative or revealing attire or off-the-shoulder garments
- ✓ Wrinkled, stained, ripped or "distressed" clothing
- ✓ Hats, caps, sweatbands and similar headwear
- ✓ Tennis shoes, sneakers, athletic shoes, or flip flops
- ✓ Bull ring, gauge earrings, any other piercings not expressly listed above as acceptable

Please note that the list above is not all inclusive. The purpose of this policy is to ensure a professional work environment. If the Director, along with HR and the CEO, determine that an employee's personal appearance is inappropriate, the employee may be asked to

leave the workplace until the employee is complaint with this policy. Under such circumstances, the employee will not be compensated for the time away from work. Failure to comply with this policy may result in disciplinary action, up to and including termination.

Any employee that requires a reasonable accommodation relating to this policy based on religion, disability or other grounds protected by law should contact HR. Any questions about this policy and/or whether or how it applies to an employee's particular circumstances should also be directed to HR.

Code of Conduct

In order for any group to work together efficiently and safely, it is necessary to have a reasonable Code of Conduct based on honesty and fair play. If an employee is not considerate of others and does not observe reasonable rules of conduct, disciplinary action may be taken, up to and including termination of employment. Because all persons do not always have the same ideas about good conduct, it is necessary to adopt and enforce certain rules.

We have listed below offenses, which we consider to be serious enough to result in discipline, up to, and including termination of employment. However, this is not meant to be a complete list of such offenses, and the list may be supplemented at any time. Nor is it meant to alter our employment at will status whereby CareerSource Pinellas may decide in its sole discretion to terminate employment of an employee at any time or for any reason, without notice and without any proven violation of this Code of Conduct.

1. Any threatening, intimidating, coercing, harassing, bullying, violent, rude, discourteous or unprofessional behavior, on or off Company premises, which is not protected by Section 7 of the National Labor Relations Act ("NLRA") and which adversely affects the Company's services, operations, property, reputation or goodwill in the community or interferes with work.
2. Violation of policies contained in this Employee Handbook.
3. Unauthorized and unlawful use of any employer-owned or leased equipment, including but not limited to letterhead, computers, phones, cars, e-mail, voice mail, software applications, passwords or access codes.
4. Unauthorized or excessive absence and tardiness.
5. Failure to notify the Company of absence or tardiness consistent with the Company's procedure, including giving 2 hours' notice prior to start time if unable to be at work at the scheduled time.
6. Insubordination, including improper conduct toward a supervisor or client, or refusal to perform tasks assigned by the Company.
7. Reporting to work under the influence of alcohol, illegal drugs, or any other type of substance which creates an intoxicating effect to the extent that it prevents an employee from performing the employee's essential job functions or performing such functions in a safe manner.
8. Release of confidential information about the Company, employees or clients.

9. Theft of any kind or unauthorized removal or possession of property from the Company, co-workers or clients.
10. Altering, falsifying, removal or destruction of any timekeeping record, in any manner including, intentionally recording another employee's time or allowing someone else to record your time.
11. Falsifying, misleading, or making a material omission on your employment application or any other Company record.
12. Misuse, destruction, or not supplying information of any Company property, including intellectual property, such as login and password information.
13. Misusing, destroying or damaging property of the Company, a co-worker, client, or a visitor.
14. The possession of any weapon or dangerous substance (such as mace or pepper spray) on Company property by any employee, including employees who possess a valid concealed weapons license. This does not apply to employees who leave a weapon in their vehicle pursuant to Florida law or to employees authorized by federal or state statute to carry a firearm as a sworn law enforcement officer or first responder.
15. Unsatisfactory job performance of any kind.
16. Violating safety or health rules or practices or engaging in conduct that creates a safety, health or environmental hazard.
17. Sleeping while on duty.
18. Except for meal periods, leaving the Company's premises or your work location without supervisory approval prior to the end of a scheduled work shift.
19. Misuse of the Company's time, including excessive personal phone calls, texts, e-mails, social media use or engaging in any other non-work related activity during work time.
20. Soliciting contributions, accepting donations, gratuities, or support of any amount or kind from clients, salespersons, or supplier representatives, which is not protected by Section 7 of the NLRA, without authorization of management.
21. Failure to maintain a license or certification required for your position.
22. Working off the clock, working overtime without proper authorization and/or failing to record all time worked.

Driving

CareerSource Pinellas permits select employees to drive vehicles owned, leased or rented by the Company ("company car") to perform work for the Company or on the Company's behalf during their period of employment. Personal use of a company car is not permitted. Personal use includes use for personal errands, commuting to/from work, vacation or weekend use or use by a spouse, dependents or friends. Only those employees who have received written permission from the CEO are authorized to use company cars. All drivers are responsible for using company cars in a safe, lawful and reasonable manner. Any employee who abuses or violates this policy will be subject to disciplinary action, up to and including termination of employment.

RECORD OF BUSINESS USE:

Employees must maintain records documenting business use of company cars during each month and must provide to the Company by the tenth day of the month following the use a statement for each vehicle used. The monthly statement must include:

- ✓ Which company car(s) the employee used;
- ✓ Beginning and ending odometer readings;
- ✓ The number of miles traveled with the car;
- ✓ Date(s) of business use;
- ✓ Business purpose(s) for the use;
- ✓ Starting and ending location(s) of each drive;
- ✓ Fuel expenses; and
- ✓ Any maintenance expenses.

FUEL AND MAINTENANCE EXPENSE PROTOCOLS:

CareerSource Pinellas will reimburse expenses for fuel costs, parking fees and tolls associated with company car use under this policy. In addition, CareerSource Pinellas will reimburse for necessary company car maintenance performed with written approval of the CEO.

For any out-of-pocket expenses, drivers may request reimbursement for covered company car costs by completing an expense reimbursement form and submitting the completed form to the Company. All expense reimbursement forms must be signed and verified by the driver. Expense reimbursement forms must include original receipts or other substantiating documentation for each expense showing the:

- ✓ Amount paid;
- ✓ Date the expense was incurred and paid;
- ✓ Vendor or provider name and location;
- ✓ Nature of the expense; and
- ✓ Business purpose.

Drivers must submit expense reimbursement forms to the Company within 60 days of incurring the expense. CareerSource Pinellas reserves the right to refuse any expense reimbursement request that is inaccurate, does not include the appropriate substantiating documentation, is submitted late or otherwise fails to fully comply with the Company's policy, as determined by the Company in its sole discretion. Expense reimbursement forms may be subject to audit by the Company or by government agencies.

CareerSource Pinellas will provide reimbursement promptly following verification of the expense and appropriate substantiation, but in any event, no later than December 31 of the calendar year following the calendar year in which the expense is incurred.

If a driver receives an excess reimbursement, he or she must report and return any excess amounts to the Company within 120 days.

ACCOUNTABLE PLAN:

This policy is intended to qualify as an “accountable plan” under the Internal Revenue Code (“IRC”) and relevant Treasury Regulations.

PERMISSIBLE USES:

Company cars are available to authorized employees for business purposes. Uses beyond those specified in this policy must be specifically authorized by the CEO.

Nonexempt employees driving company cars for business purposes must record all time spent driving.

AUTHORIZED DRIVERS AND PASSENGERS:

Only authorized employees can drive company cars. Employees permitted to drive company cars must have a valid driver's license and active auto insurance. In the event that an authorized driver's license is suspended or revoked, that individual must notify the CEO as soon as possible.

Consistent with relevant background check laws, the Company reserves the right to evaluate the driving record of all company car drivers and revoke driving privileges as necessary.

Transportation of passengers is authorized for business use of company cars, but the number of passengers cannot exceed the number of passenger seats with seat belts available, and passengers may only occupy company cars for purposes authorized by this policy. To the extent that a child will be traveling in a company car, child safety seats must be used and installed in a manner consistent with governing law.

SAFETY STANDARDS:

Everyone operating a company car is expected to operate the vehicle in a safe and lawful manner. Safe driving standards include, but are not limited to:

- ✓ Maintaining a reasonable rate of speed;
- ✓ Abiding by traffic signals and signs;
- ✓ Wearing seat belts;
- ✓ Avoiding aggressive and reckless driving;
- ✓ Never driving in unsafe conditions;
- ✓ Never driving when impaired by alcohol, drugs or fatigue;
- ✓ Never texting or e-mailing while driving;
- ✓ Never talking on a cell phone while driving;

- Never listening to headphones while driving; and
- If a company car seems to be unsafe or in need of maintenance, drivers must bring this issue to the attention of the CEO or designee as soon as possible.

In addition, company car drivers must respect the vehicle as company property and take steps to avoid damage to it and its contents, including:

- Keeping property secure, including locked doors, closed windows and properly maintained valuables (including confidential information). Personal items may not be stored in a company car, and personal losses generally will not be reimbursed;
- Never transporting dangerous or flammable materials unless specifically authorized in writing by the CEO;
- Never attaching or pulling trailers or other vehicles;
- Never making after market changes to the car;
- Never picking up hitchhikers; and
- Never transporting items for third parties other than those associated with the Company's business for legitimate business purposes.

In the event of an accident, the driver must stay with the company car and file a police report or otherwise cooperate with the police, as applicable. Employees should not attempt to provide medical care to those involved in an accident beyond their level of suitable training. Company car drivers must communicate the details of the accident to the CEO as soon as possible, and must also communicate theft of company property (including the car itself) and any moving violations.

SECTION 409A OF THE INTERNAL REVENUE CODE:

Reimbursements and in-kind benefits under this policy are intended to comply with IRC Section 409A and applicable guidance issued under it or an exemption from the application of Section 409A. Accordingly, all provisions of this policy will be construed in a manner consistent with the requirements for avoiding taxes or penalties under Section 409A. The amount of reimbursements and in-kind benefits provided under this policy in any calendar year will not affect the amount of reimbursements and in-kind benefits provided during any other calendar year and the right to reimbursements and in-kind benefits under this policy cannot be liquidated or exchanged for any other benefit.

Notwithstanding any provision of this policy, the Company will not be liable to any employee for any taxes or penalties imposed under Section 409A on any reimbursements and in-kind benefits under this policy.

SAFE DRIVING WHILE AT WORK:

CareerSource Pinellas values the safety and well-being of all employees. Due to the risk of motor vehicle accidents resulting from traffic congestion, unsafe driving habits, road conditions and distraction, the Company's intent is that any person who drives a vehicle while performing official Company business is both qualified to drive under Florida's motor

vehicle laws and has the ability to operate the vehicle in a safe manner. The goal of this policy is to assure employees who drive on Company business have sufficient knowledge, skill and ability to protect themselves, CareerSource Pinellas and the public from an unsafe driver. It is the policy of CareerSource Pinellas that all individuals who drive any vehicle to conduct official Company business must obey all State of Florida laws while driving, must maintain an acceptable driving record and must follow the reporting requirements included within the policy. Failure of any individual conducting business on behalf of the Company to comply with this policy may result in disciplinary action, up to and including termination of employment.

Ethics

The successful operation and reputation of CareerSource Pinellas is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. Employees are expected to observe the highest standards of business ethics and are responsible for their role in our Company. Honesty and reliability are very important and we expect to be able to trust each employee. Except as allowed by law, staff members should endeavor to avoid situations where their personal interests may conflict or appear to conflict with Company policy. In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the Chief Executive Officer.

The continuous success of CareerSource Pinellas is dependent upon our employees' trust and we are dedicated to preserve that trust. Employees owe a duty to the Company and its clients to act in a way that will merit the continued trust and confidence of the public. CareerSource Pinellas will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit and intent of all relevant laws and to refrain from any illegal, dishonest or unethical conduct.

CONFLICTS OF INTEREST:

All employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative of said employee as a result of CareerSource Pinellas' business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of conflict" is created by the mere existence of a relationship with outside business/agencies. However, if employees have any influence on transactions involving purchases, contracts or leases, it is imperative that they disclose to a supervisor as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has significant ownership in a company with which CareerSource Pinellas does business, but also when an employee or relative receives any kickback, bribe, substantial gift or special consideration as a result of any transaction or business dealings involving CareerSource Pinellas.

Employees shall not accept any fees or other remuneration (i.e., gifts) from any organization or institution in conjunction with a project or program for which CareerSource Pinellas funds are being sought or have been granted.

Compliance with this policy of business ethics and conduct is the responsibility of every employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including termination of employment.

NEPOTISM AND FAVORITISM:

Employee relatives or non-related members of the employee's household will be considered for employment on an equal basis with other applicants for those positions where neither relative nor non-related household member would be directly or indirectly supervising or checking the work of the other. An employee or appointing authority who has been given authority to appoint, employ (hire), promote or otherwise advance individuals or to recommend individuals for appointment, employment (hire), promotion or advancement in connection with employment is prohibited from appointing, employing, promoting or participating in an interview of any such relative or non-related member of household.

For the purposes of this policy, a relative is defined as spouse, domestic partner, child, step-child, mother, step-mother, father, step-father, brother, step-brother, sister, step-sister, mother-in-law, father-in-law, brother-in-law, sister-in-law, grandparent, grandchild, first cousin, aunt, uncle, niece and nephew. Relatives include any "half-relatives." This policy applies to all relatives, whether by blood or adoption.

- The CEO has the responsibility to review all employee promotions, transfers and offers of employment when the individual considered is related to a CareerSource Pinellas employee, related to a DEO employee assigned to CareerSource Pinellas or is a non-related member of the same household.
- If employees become related through marriage after employment or become members of the same household after employment, the CEO and appropriate supervisor(s) will review their job assignments for conformance with this policy. Depending upon the scope of the respective job assignments, one or both of the relatives or non-related household members may be required to transfer to another department, or, if that is not possible, one of the employees may be asked to resign.
- It is the responsibility of the CareerSource Pinellas employee to inform the appropriate supervisor and CEO of situations when any relative or person who is

a non-related household member has applied for or has been hired into a CareerSource Pinellas position, either regular or temporary.

Media Contacts

Employees should never speak to the media on the Company's behalf without the CEO's approval. All media inquiries should be forwarded to the CEO. If you are confronted by a reporter or camera person asking for comment about CareerSource Pinellas, it is appropriate to excuse yourself from comment by saying, *"It is our policy that any media requests be handled through the office of the CEO. Let me contact someone for you."*

Permission for the media to photograph, film, record and/or interview non-Company personnel on location may be given only if non-Company personnel are willing and give permission in writing on a CareerSource Pinellas "Consent to Photograph/Film/Record and/or Interview" form, available only through the Human Resources Department. If the media wants to photograph, film, record and/or interview in a Company facility, an announcement should be made in the area(s) where they will be working to notify those in the area who may not wish to be recorded.

Outside Employment

CareerSource Pinellas respects your right as an individual to conduct your personal affairs without any undue influence. However, we need your best efforts as an employee to have an efficient operation. A full-time job with CareerSource Pinellas is, in our opinion, your primary job. Therefore, any work you might do outside your working hours must not interfere with your work here. Employees will not be granted a modified work schedule to accommodate outside employment. If your performance appears to be affected or if your outside employment represents a conflict of interest, you will be subject to disciplinary action, up to and including termination.

Personal Data Changes

It is the responsibility of each employee to promptly notify the Human Resources Department of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, changes to driver license status should you be required to drive as part of your job and other such status reports should be accurate and current at all times.

Public Records

Chapter 119 of Florida Statutes, or the Sunshine Law, provides that any records made or received by any public agency in the course of its official business are available for inspection unless specifically exempted or declared confidential by the Florida Legislature. CareerSource Pinellas, by virtue of its history and mission, must comply with the Sunshine Law.

Over the years, the definition of what constitutes “public records” has come to include not just traditional written documents such as papers, maps, and books, but also tapes, photographs, film, sound recordings and records stored in computers, smartphones and the cloud. By way of example, computer records, e-mails, social media entries, tape recordings, text messages, voicemails and instant messages are public records when they are made or received by an employee in connection with official government business and are used to perpetuate, communicate or formalize knowledge.

The Sunshine Law establishes a basic right of access to most meetings of boards, commissions and other governing bodies of state and local governmental agencies or authorities. Under certain circumstances, records of CareerSource Pinellas may or may not be subject to public records requests.

All public records requests shall be handled by the Chief Executive Officer who is the official public records custodian for CareerSource Pinellas. When CareerSource Pinellas receives a public records request, the Chief Executive Officer, or such supervisory personnel as he/she may designate, will acknowledge receipt of the request promptly and then locate the requested records, determine if the records contain confidential or exempt information and redact the records as appropriate. The records will then be made available for inspection and/or copying at any reasonable time, under reasonable conditions and under supervision by the Chief Executive Officer (or designee). Inspection of records may be limited to the hours during which CareerSource Pinellas offices are open to the public.

If the Chief Executive Officer (or designee) asserts that an exemption applies to a part of such record, he or she will redact that portion of the record to which an exemption has been asserted and validly applies and produce the remainder of such record for inspection and copying. If requested, the Chief Executive Officer (or designee) will also state in writing and with particularity the reasons for the conclusion that the record is exempt.

Florida law contains numerous exemptions from inspection or copying of public records. For instance, social security numbers and bank account information of all employees are exempt from disclosure. The Chief Executive Officer (or designee) will refer to Florida law and the Government-In-The-Sunshine Manual to determine if records are exempt from disclosure.

Florida law also provides that certain public records are confidential. For example, medical records of employees are confidential pursuant to Florida Statute Section 112.08(7). If a record is confidential, CareerSource Pinellas will not disclose the entire record (i.e., redaction is not necessary) unless the disclosure of such a record to certain entities or persons is permissible by law.

Prior to filling any requests for materials, the Chief Executive Officer (or designee) will notify the requesting party of any charges, such as actual charges for copies or extensive staff time in locating, reviewing, redacting and copying records.

Any person who submits a public records request is not required to submit such a request in writing, nor is such a person required to provide his or her name or other personal information, sign for the receipt of the records or provide a reason for requesting records. In addition, CareerSource Pinellas employees are not required to give out information from the public records or answer questions about public records. CareerSource Pinellas employees are also not required to create new public records in response to a public records request or reformat the public records.

CareerSource Pinellas employees who have public records in their custody are required to retain such records in accordance with the records retention schedules established by the Florida Department of State. For example, the current record retention schedule provides that administrative correspondence and memoranda, the record category which many e-mails will fall into, must be maintained for three (3) fiscal years. In addition, the current record retention schedule provides that transitory messages, the record category which many e-mails will also fall into, must be retained until obsolete, superseded, or until their administrative value is lost. The records retention schedules, which may be amended from time to time, are currently available online at <https://dos.myflorida.com/library-archives/records-management/general-records-schedules/>. The Chief Executive Officer (or designee) will ensure CareerSource Pinellas' records are retained and destroyed in accordance with Florida law.

Political Activities

No employee of CareerSource Pinellas shall take any active part in a political campaign while on duty or within any period of time during which the employee is expected to perform services for which compensation is received from CareerSource Pinellas. This prohibition against employees taking an active part in any political campaign shall include but not be limited to circulation of or seeking signatures to any petition provided for by any charter or law, distributing badges or other such materials indicating the favoring or opposing of a candidate for election or nomination to a federal, state, county or municipal public office during duty hours or while on CareerSource Pinellas premises.

Nothing in this policy should be deemed to prohibit an employee from expressing his/her personal opinions on any candidate or issue, or from participating in any political campaign during off-duty hours so long as such activities are not in conflict with the law. An employee may also serve as a member of the state executive committee or county executive committee of a political party, but employees are not permitted to perform their committee duties at work.

Employees whose principle employment is in connection with an activity, which is financed in whole or in part by loans or grants, made by the United States or a federal agency are subject to the provisions of the Hatch Act.

Safety

To assist in providing a safe work environment for employees, clients and visitors, CareerSource Pinellas has established a workplace safety program. CareerSource Pinellas has responsibility for implementing, administering, monitoring and evaluating the safety program. Its success depends on the alertness and personal commitment of all employees. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Employees shall exercise due care in the course of their work to prevent injuries to themselves or other workers and loss of material resources. Each employee shall:

- ✓ Report all unsafe conditions to one's supervisor.
- ✓ Keep work areas clean and orderly at all times.
- ✓ Report all accidents immediately to one's supervisor.
- ✓ Avoid engaging in any horseplay and avoid distracting others.
- ✓ Obey all safety rules and follow work instructions. If any doubt exists about the safety of a job, work shall be stopped until further instructions are received from a supervisor.
- ✓ Operate only machines and equipment for which they have been trained and authorized to use.
- ✓ Use only the prescribed equipment for the job.
- ✓ Wear required protective equipment if working in hazardous areas.

Smoking

CareerSource Pinellas is committed to protecting the health of our employees and their families. Smoking or other use of tobacco or tobacco products (including but not limited to cigarettes, cigars, pipes, chewing tobacco, dip, snuff, e-cigs and vaping, etc.) is strictly prohibited on all CareerSource Pinellas owned and/or leased locations/premises, including all internal and external areas, parking areas and company vehicles. This policy applies to all Company-sponsored events, regardless of location.

Employees who do not conform to this policy may be subject to disciplinary action, up to and including termination of employment. Contractors or consultants in violation of this policy will be reported to their supervisor at their organization. Visitors found to be in violation of this policy will be politely reminded that CareerSource Pinellas is tobacco-free and asked to dispose of the tobacco product appropriately.

Social Media

We understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. Your failure to adhere to these guidelines may subject you to disciplinary action up to and including termination.

Social media includes all means of communicating or posting information or content of any sort on the internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.

The same principles and guidelines found in the Company policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects clients or people who work on behalf of the Company or the Company's legitimate business interests, unless authorized by law, may result in disciplinary action up to and including termination. An employee's engagement in protected concerted activities pursuant to Section 7 of the National Labor Relations Act ("NLRA") does not violate this policy.

KNOW AND FOLLOW THE RULES:

Carefully read these guidelines and the discrimination and harassment policies, and ensure your postings are consistent with these policies. Postings that include discriminatory remarks, harassment, and threats of violence or similar unlawful conduct will not be tolerated and may subject you to disciplinary action, up to and including termination.

Endeavor to be fair to fellow employees, clients or other people who work on behalf of CareerSource Pinellas. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our open door policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage clients or constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally and unlawfully harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or Company policy.

BE HONEST AND ACCURATE:

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Remember that the internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Company, fellow employees, clients or people working on behalf of the Company.

MAINTAIN CONFIDENTIALITY:

You are expected to maintain the confidentiality of CareerSource Pinellas' confidential information. Do not create a link from your blog, website or other social networking site to the Company website without identifying yourself as a Company employee. Express only your personal opinions. Never represent yourself as a spokesperson for CareerSource Pinellas. If the Company is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the Company, fellow employees, clients or clients working on behalf of CareerSource Pinellas. If you do publish a blog or post online related to the work you do or subjects associated with the Company, make it clear that you are not speaking on behalf of CareerSource Pinellas. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of CareerSource Pinellas".

USING SOCIAL MEDIA AT WORK:

Refrain from using social media while on work time, unless it is work-related as authorized by the CEO or consistent with Company policy. Do not use a Company e-mail address to register on social networks, blogs or other online tools utilized for personal use.

PRESERVATION OF YOUR SECTION 7 RIGHTS:

Nothing in this policy will be interpreted or applied by CareerSource Pinellas to interfere, restrain or coerce employees in their exercise of rights guaranteed by Section 7 of the NLRA, including, but not limited to, the rights of employees to communicate with each other regarding wages, hours and terms and conditions of employment, and otherwise to engage in concerted activities for their mutual aid and protection or to refrain from such communications or activities.

Travel

CareerSource Pinellas shall make reimbursement and/or payment for the authorized travel expenses of its officers and employees in accordance with Florida law. To be eligible for expense reimbursement and/or payment, travel shall be for official business or welfare of the Company.

Whistle-Blower Policy

CareerSource Pinellas expects all individuals, including directors, officers, employees, staff, volunteers, contractors, interns, vendors or others, to act in accordance with all applicable laws, rules, regulations, ethical rules and Company policies at all times and to assist in ensuring that the Company conducts its business and affairs accordingly. If an individual has knowledge of unlawful, improper or unethical activities or conduct, he or she is obligated to report it as soon as possible as provided in this policy. Intentional and unintentional violations of laws, regulations, rules, internal controls, policies and procedures may occur and may constitute improper activities as defined within this policy.

The purpose of this whistle-blower policy is to formalize the policy to encourage all individuals to report to the Company, in writing, any activity, policy or practice that violates any law, rule or regulation. As provided by law, the Company does not tolerate retaliation against any individual because that individual has engaged in protected activity. It is a violation of this policy, however, for an individual to report information that the individual knows to be false. This policy does not provide an exhaustive description or recitation of the various laws that may provide protection against retaliation. The Company complies with any and all laws, including those that encourage reporting of misconduct and prohibit retaliation. It takes this obligation very seriously. As a result, the Company has established an initial administrative process for employees who allege that they have been retaliated against in response to activity protected by law. Additionally, any violation of this policy may result in disciplinary action, up to and including termination.

All individuals are obligated to report in writing to the CEO of CareerSource Pinellas, or, if the allegation concerns the CEO, to the Board Chair, any misconduct, improper or unethical activities, or violation of any law, rule, regulation, internal control or policy for investigation. In making a report, the reporting party is requested to be as specific as possible, including identifying witnesses, documents and other sources of information. This reporting may be the individual's only form of complaint or it may be supplemented by a further complaint to outside authority. The contact information for the CEO and Board Chair are as follows:

CEO
13805 58th Street N
Suite 1-401
Clearwater, FL 33760

Chair of the Board of Directors
c/o Equal Opportunity Officer
13805 58th Street N
Suite 1-401
Clearwater, FL 33760

The CEO or Board Chair, if the allegation is made about the CEO, will determine the appropriate investigation and action to be taken after reviewing the written complaint. The CEO or Board Chair must provide a copy of the complaint to the HR Business Partner.

During an active investigation of the complaint, all information related to the investigation is confidential and exempt from public access under Section 119.07(1), Florida Statutes, to the extent provided by law.

The initial administrative remedy for any individual who, after making a complaint, believes that he or she has been subjected to retaliation in violation of law or this policy, is as follows:

1. Within sixty (60) days of the alleged retaliatory action, the individual must make a written complaint to the Company's Human Resources Department. The Human Resources Department can be contacted at:

Human Resources Department
13805 58th Street N
Suite 2-140
Clearwater, FL 33760

2. The Human Resources Department shall provide a copy of the written complaint to the CEO. Within twenty (20) days after receipt of the complaint from the Human Resources Department, the CEO shall schedule a meeting with the individual. The individual may present any evidence or information at this meeting supporting his or her complaint and/or identify witnesses or other supporting documentation. In addition, the individual may be represented by legal counsel at this meeting. The CEO may conduct any investigation he or she deems appropriate, including requesting meetings with other individuals or a follow-up meeting with the complaining party, seeking other information or documents, or requesting the assistance of another internal or outside investigator. Within thirty (30) business days of the meeting with the complaining party, the CEO shall make a final decision and communicate that decision to the individual. The CEO shall have the authority to take any appropriate action, including, but not limited to, reinstating the employee with or without pay or affirming the adverse personnel action.
3. If the CEO is the complaining party's direct supervisor or if the complaining party is the CEO, then the Board Chair shall serve in the role as the CEO in this procedure with the Board making the final decision.

EMPLOYEE DISCIPLINE

You should be aware that your employment with CareerSource Pinellas is terminable at-will by either party. This means that either you or the Company may decide to end the employment relationship at any time and for any reason not prohibited by law. CareerSource Pinellas will implement appropriate disciplinary action on a case by case basis and maintains sole and absolute discretion to determine the severity of the discipline, including termination of employment.

Unacceptable behavior, which does not lead to immediate discharge, may be dealt with utilizing one of the following forms of discipline:

1. Verbal Warning
2. Written Warning
3. Suspension/Written Record

VERBAL WARNING:

A CareerSource Pinellas designee will meet with you to discuss the problem or violation, making sure that you understand the nature of the problem or violation and the expected remedy. The purpose of this conversation is to remind you of what the rule or performance expectation is and also to remind you that it is your responsibility to meet expectations. The verbal warning will be documented, and a copy will be given to you and will be made a permanent part of your personnel file.

WRITTEN WARNING:

This document will generally indicate the nature of the violation, prior disciplinary actions and an acknowledgement that future violations of this nature will result in further disciplinary action not excluding termination. A copy of the written warning will be given to you and will be made a permanent part of your personnel file.

SUSPENSION/WRITTEN RECORD:

You may be suspended when an infraction requires further investigation by management to determine whether termination of employment is appropriate. If the decision is made not to terminate your employment, then you will be returned to work without pay for the suspension. A written record of the suspension will be made and become a part of your personnel file. If it is determined from the investigation that an unpaid suspension is not appropriate (i.e. the allegations against an employee were serious enough to warrant immediate suspension but the investigation found that the allegations were false or unfounded), then you will be returned to work with pay for the suspension and the suspension will not become a part of your personnel file.

The provision of different forms of discipline in this policy is not a guarantee of their use or consideration.

CareerSource Pinellas reserves the right to terminate employment at any time, with or without reason, at its sole discretion. Similarly, CareerSource Pinellas applies the foregoing forms of discipline at its sole discretion and on a case by case basis. CareerSource Pinellas also reserves the right to take legal action against any employee.

PROBLEM RESOLUTION

CareerSource Pinellas 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 CareerSource Pinellas supervisors and management.

CareerSource Pinellas strives to ensure fair and honest treatment of all employees. Supervisors, managers and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a concern with CareerSource Pinellas in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs where an employee believes that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Within seven (7) days of the event giving rise to the employee's concern, the employee must make a written complaint to the Company's Human Resources Business Partner. The Human Resources Business Partner can be contacted at:

Human Resources Department
13805 58th Street N
Suite 2-140
Clearwater, FL 33760

2. The Human Resources Department shall provide a copy of the written complaint to the CEO. Within twenty (20) days after receipt of the complaint from the Human Resources Department, the CEO shall schedule a meeting with the employee. The employee may present any evidence or information at this meeting supporting his or her complaint and/or identify witnesses or other supporting documentation. In addition, the employee may be represented by legal counsel at this meeting. The CEO may conduct any investigation he or she deems appropriate, including requesting meetings with other individuals or a follow-up meeting with the complaining employee, seeking other information or documents, or requesting the assistance of another internal or outside investigator. Within thirty (30) business days of the CEO's meeting with the employee, the CEO shall make a final decision and communicate that decision to the employee. The CEO shall have the authority to take any appropriate action, including, but not limited to, reinstating the employee with or without pay or affirming the adverse personnel action.
3. If the CEO is the complaining employee's direct supervisor or if the complaining employee is the CEO, then the Board Chair shall serve in the role as the CEO in this procedure with the Board making the final decision.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

EMPLOYEE HANDBOOK **ACKNOWLEDGMENT**

I acknowledge that I have received a copy of the Company's Employee Handbook. I understand that the policies contained in the Employee Handbook contain important information about the Company; general personnel policies and information about my obligations as an employee. I will remain familiar with and agree to abide by these policies.

I understand that the provisions of this Employee Handbook are guidelines and do not establish a contract or any particular terms or conditions of employment between the Company and myself. None of the policies constitute or are intended to constitute a promise of employment. I further understand that the Company may periodically, at its discretion, change, rescind, or add to any policies, benefits or practices with or without prior notice.

I understand that my employment relationship with the Company is "at-will" and is based upon the mutual consent of the Company and myself. Accordingly, I agree that the Company or I may terminate the employment relationship at any time and for any reason, with or without prior notice or discipline.

I specifically acknowledge that I have received and reviewed the Equal Opportunity, Discrimination, Harassment, Retaliation and Related Conduct Policy. I understand the Company's complaint procedure under this Policy.

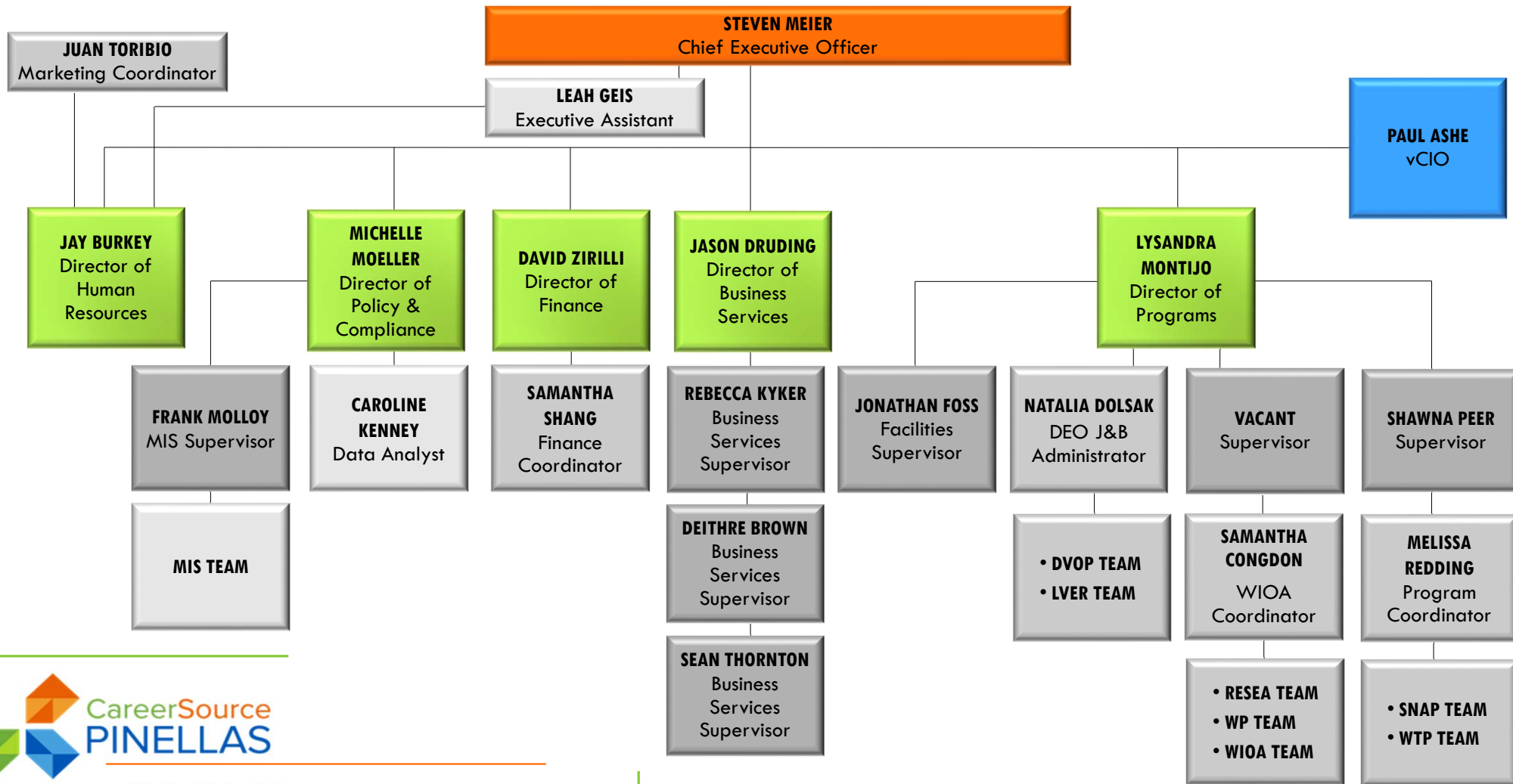
I specifically acknowledge that I also have received, reviewed and agree to the Company Car Policy. I understand and hereby consent to the Company obtaining information from any department of motor vehicles or other agency or person about me and my driving records.

Date: _____

Employee's Signature

Employee's Name Printed

(PLEASE SIGN AND RETURN TO THE COMPANY FOR PLACEMENT IN PERSONNEL FILE)



ORGANIZATION CHART



INFORMATION ITEM 2

Staffing Report

For the PY'2023-2024, the organization currently has 78 Full Time Employees and one Part-Time Employee. 16 of the FTE's are Department of Commerce Employees. CareerSource Pinellas has 63 direct employees. The organization has had six Terminations since July 1, 2023. Three were voluntary resignations and one was the end of an internship. Two terminations were involuntary due to performance and attendance. The organization has had one new hire since July 1, 2023.

Terminations

- 1 Intern
- 1 Recovery Navigator
- 1 Business Services Rep
- 3 Career Counselor

New Hires

- 1 Technician

We continue to evaluate the needs of the organization and will hire based upon servicing the needs of the job seekers and employers of Pinellas County taking into account budgetary considerations.



INFORMATION ITEM 3

Understanding the Workforce of Today

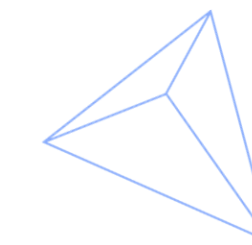
The following was the presentation for a session titled “Generations in the Workplace/How to Attract Top Talent and Market to your clients” at the 2023 Workforce Professional Development Summit.



UNDERSTANDING THE WORKFORCE OF TODAY

Presented by Nicole McMurray

UNDERSTANDING THE WORKFORCE OF TODAY



Why is it beneficial to understand the current workforce?



How will this information help me when applying for jobs?



How could being mindful of the similarities and differences in the workforce make an individual more valuable to an employer, more tolerant in the workplace, or more adaptable on the job?

UNDERSTANDING THE WORKFORCE OF TODAY



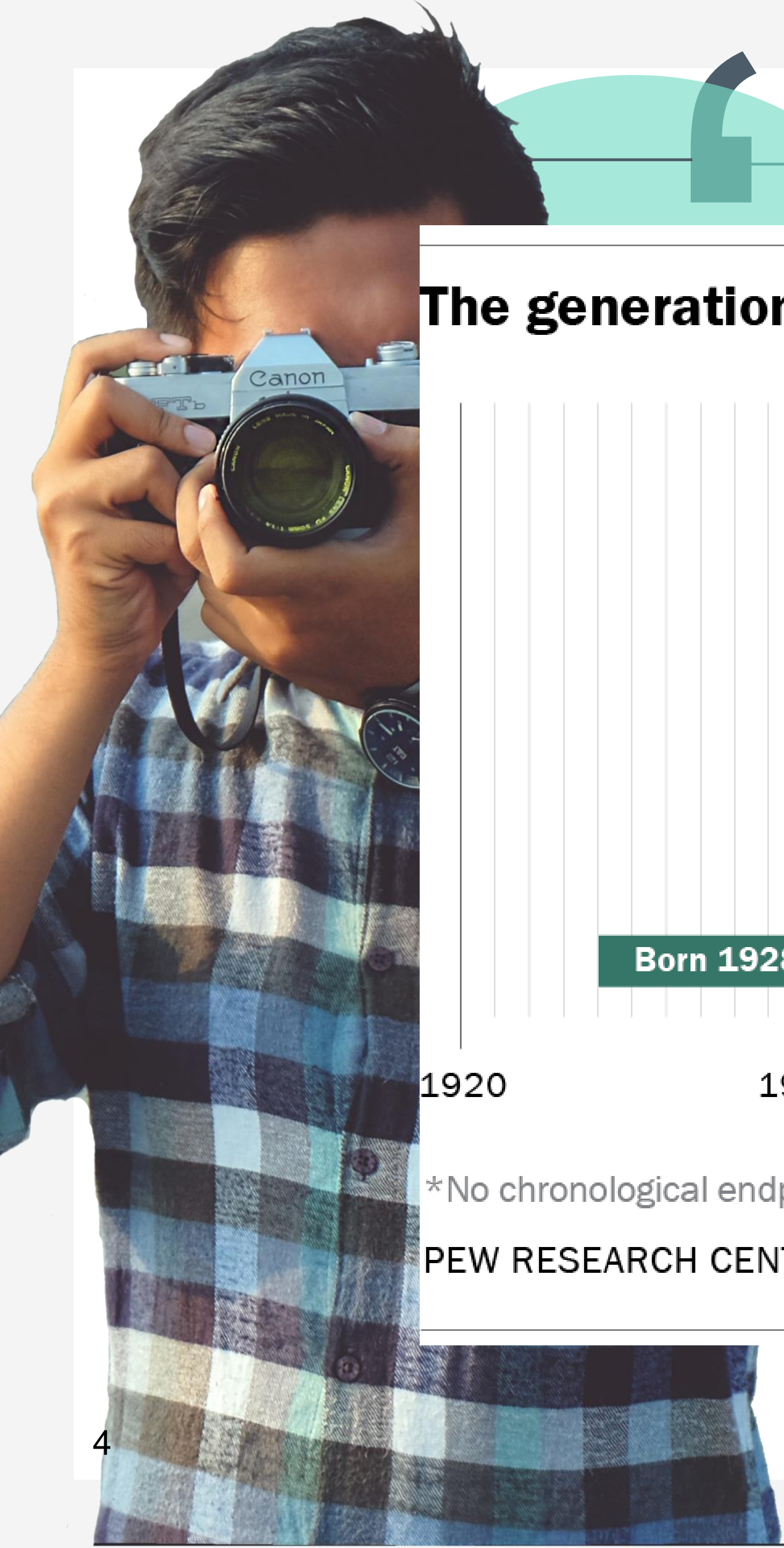
GENERATIONS IN
THE WORKFORCE



INFLUENCES,
VALUES,
ATTRIBUTES,
ASSETS

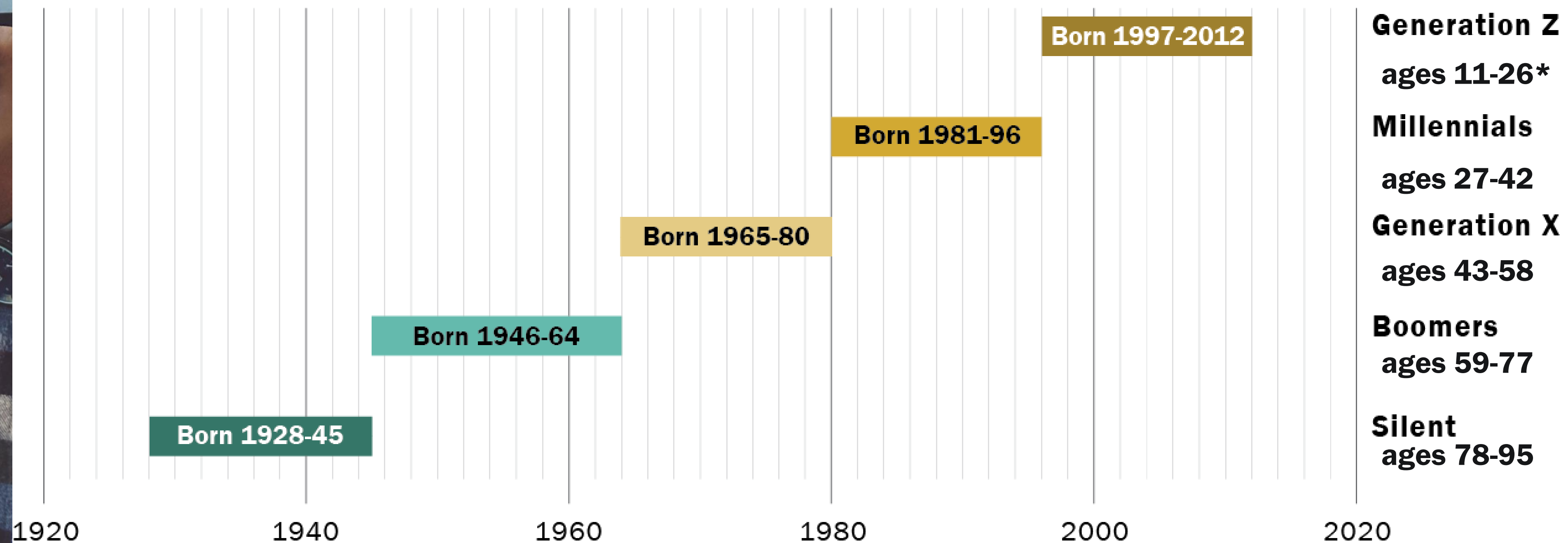


WORKING
TOGETHER ON
THE JOB



The generations defined

GENERATION AGE



*No chronological endpoint has been set for this group.

PEW RESEARCH CENTER



GENERATIONS IN THE WORKFORCE

56 M The Millennial Generation makes up 35% of the workforce with 56 million workers in the United States

53 M Gen X is not far behind with 53 million workers, making up 33% of the total US workforce

41 M Baby Boomers are 25% of the current workforce with 41 million workers.

9 M Currently the youngest generation in the workforce, Gen Z makes up 5% of the workforce with 9 million workers.

61 M While Gen Z may only make up 5% of the workforce today, it is one of the largest generations of the last few decades, with 61 million Gen Z workers getting ready to join the workforce.



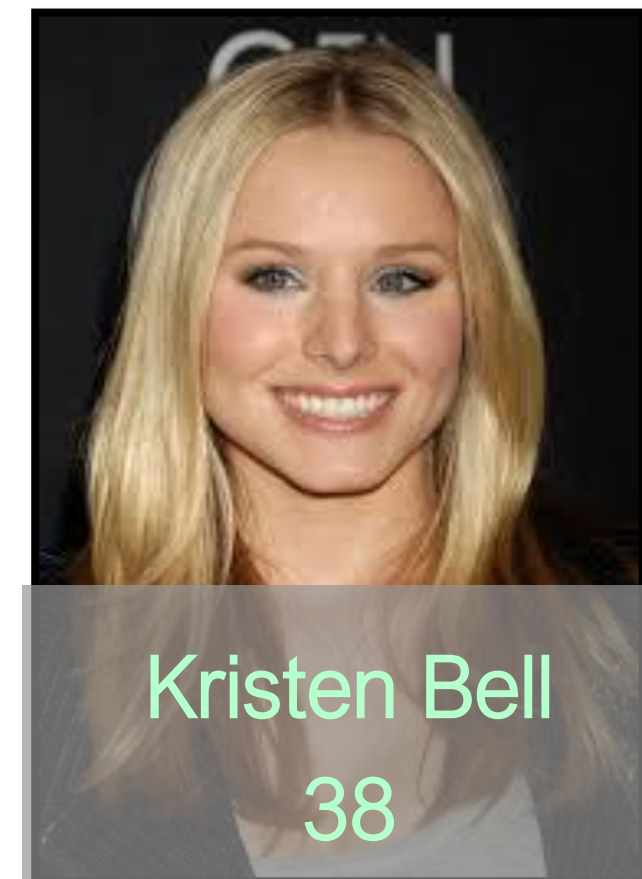
WHAT SHAPES THE WAY WE THINK?

As we think of a generation, we aren't speaking so much about age, but about the way we act, think, feel, and work.

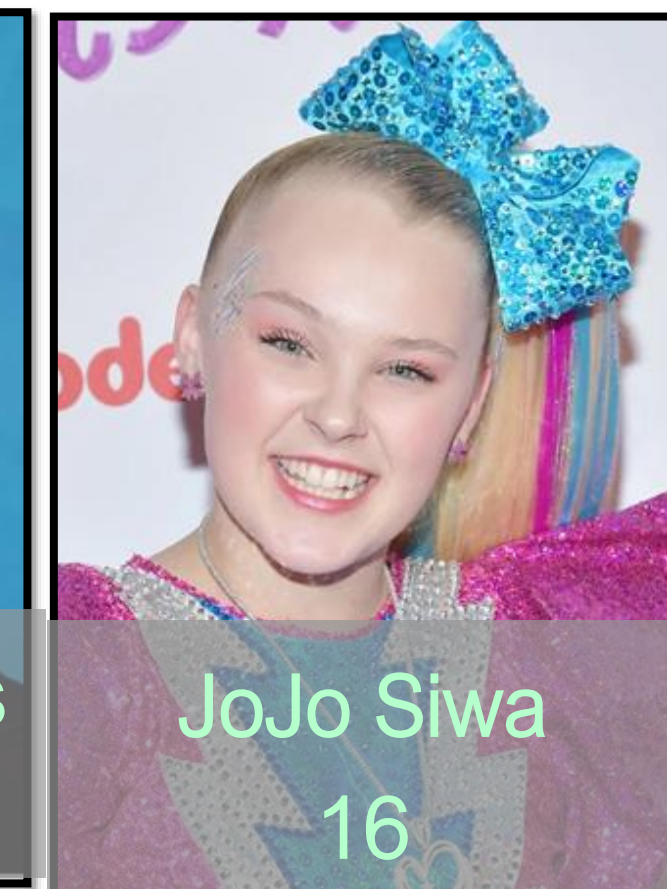
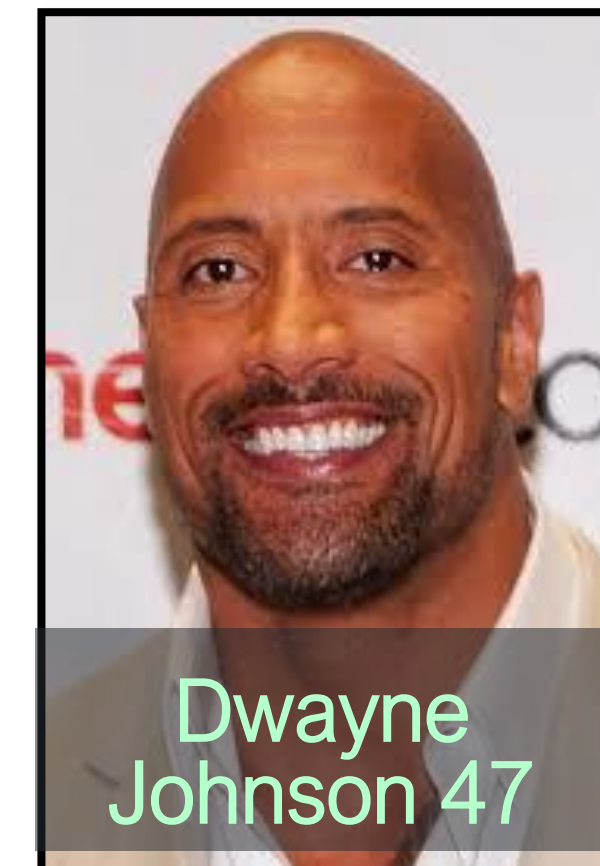
Our leader, Bernie Howroyd, teaches that "Emotionally people are totally predictable" and by understanding, we will more effectively communicate and work together.

CELEBRITIES BY GENERATION

BABY BOOMERS



GEN X



MILLENNIAL (GEN Y)

GEN Z



WHO ARE YOU?

WHAT DEFINES A GENERATION?



	Baby Boomer 59-77	Gen X 43-58	Millennial 27-42	Gen Z TBD/11-26
Influencers	Vietnam War	Stock Market Crash	Social Media	Iraq/Afghanistan War
	Civil Rights	Y2K	9/11 & Terrorist Attacks	Climate Change
	Sexual Revolution	MTV Generation	Kept Busy as Children	Globally Connected via Social Media
	First Generation Raised with Television	Internet	Typically Children of Divorce	YouTube Influencers
	Suburban Boom & Nuclear Families	First Generation To Have Home Computers	School Shootings	Entertainment & Knowledge On Demand
	Married Young	AIDS	Helicopter Parents	Economic Instability
	MLK	Watergate	Diversity	Virtual Reality
	Abundant Economy	Latchkey Generation	Desert Storm	Computers/Tablets in School/Daily Life
	Woodstock	Tripled Divorce Rate	Digital Media	Great Recession
	Promised the American Dream as Children	Government Mistrust	Google Founded	Institutional Instability
	Highest Divorce Rate	Rising Crime Rates	Consumer Economy	Gender Fluidity
	JFK/Nixon	Regan/Bush Sr.	Clinton/GW Bush	Obama/Trump
Presidents				
Money	Buy now, Pay later	Conservative, Save	Earn to spend	Cautious, Save
Music	Elvis, Ray Charles, Beatles, Beach Boys, Rolling Stones	Nirvana, 2Pac, Bush, Pearl Jam, Dr. Dre, Madonna	Britney Spears, Rhianna, 50 Cent, Gwen Stefani	Taylor Swift, Kanye West, Justin Bieber, Lorde
Movies	Easy Rider, Rebel Without A Cause	Star Wars, Breakfast Club, E.T.	Harry Potter, Mean Girls, American Pie	The Hunger Games, Black Panther, Paper Towns

FAMILY LIFE & EDUCATION

	Baby Boomer 59-77	Gen X 43-58	Millennial 27-42	Gen Z TBD/11-26
Family	Nuclear Families	Dual income Families	Merged and Untraditional Families	Single Parents Unmarried Parents
	Men Worked and Women Embraced the Suburbs	Latchkey Kids	Children are the Center of the Family	Non Traditional Families
	Children are Priority	First Day Care Generation	Divorced Parents	Older Parents
		Women Worked		Stay-at-home Dads
				Most Diverse Generation to Date

	Baby Boomer 59-77	Gen X 43-58	Millennial 27-42	Gen Z TBD/11-26
Education	A Birthright, Higher Education Act	A Fact, A Way to Get What You Want	A Huge Expense, Student Loan Debt Crisis	A Huge Expense, Experience Over Education



ABOUT ME

	Baby Boomer 59-77	Gen X 43-58	Millennial 27-42	Gen Z TBD/11-26
View of Authority	Impressed	Unimpressed	Relaxed	Respected
Interactive Style	Team Player, Loves Meetings	Entrepreneur	Participative	Like Choices
Technology Is	Microwave	What You Can Hold in Your Hand: Cell Phone	Ethereal, Intangible	Critical, A Tool, Non-negotiable
Technology Use	Documents prepared for them Email Use Primarily in Office Internet to use "Google"	Creates their own documents Uses mobile, laptop, messaging Uses internet to create, research, post, review, etc. Email/Mobile/Text 24/7	Creates their own documents Creates databases Uses Internet to research, create, and network Email/Mobile/Text 24/7	Uses Multiple Platforms at Once Technology Natives Expect Tech Excellence Relies on Technology for Decision Making
Communication & Media	Touch Tone Phones Call Me Anytime	Always Call my Cell Email & Text	Email, Social Media, Skype, Prefer text and Two Screens	Tech Natives, All Technology, YouTube Generation, Images and Multiple Screens

35%

MILLENNIAL

33%

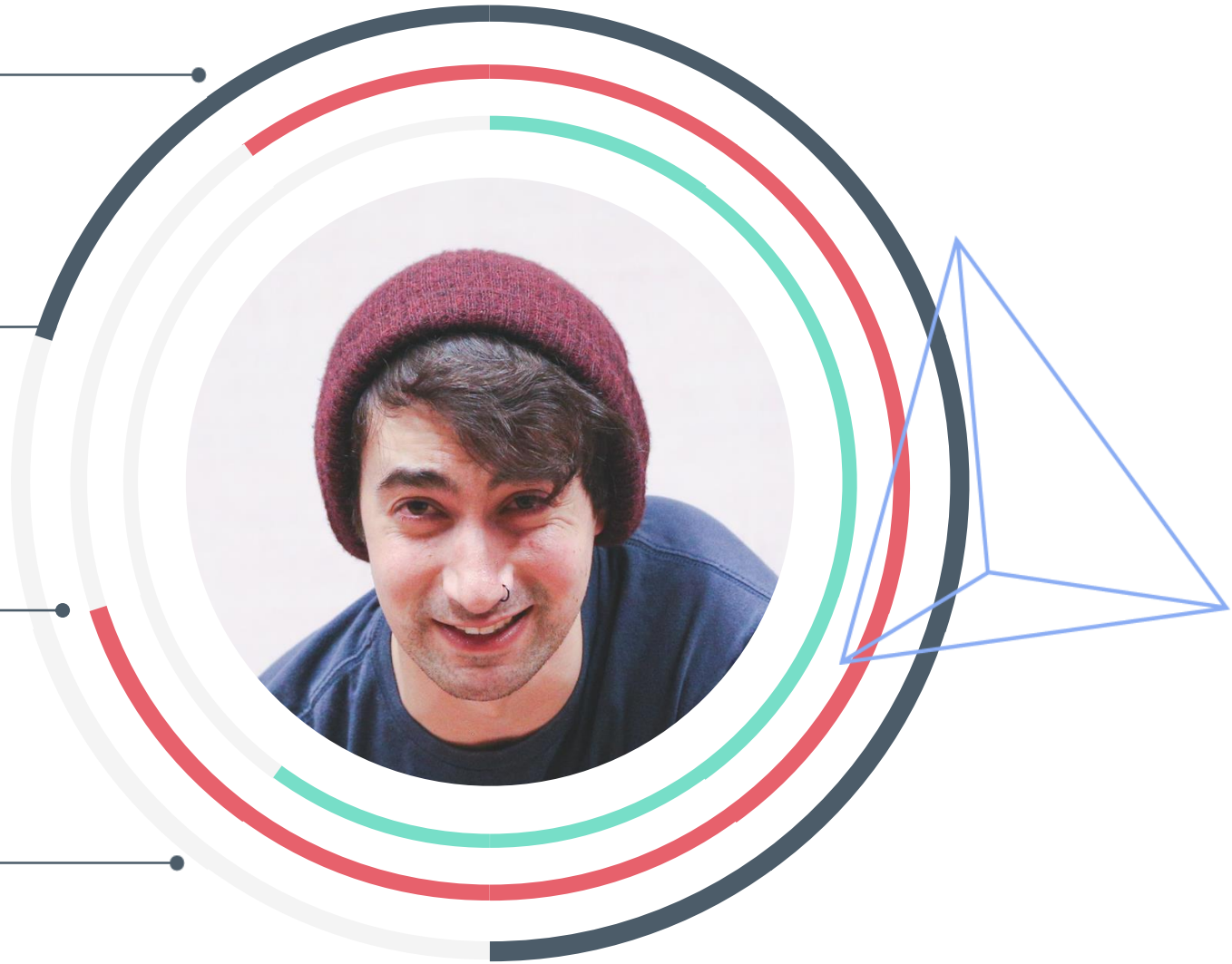
GEN X

25%

BABY BOOMER

5%

GEN Z



THE WORKPLACE

	Baby Boomer 59-77	Gen X 43-58	Millennial 27-42	Gen Z TBD/11-26
Value	Success	Time & Money	Individuality	Authenticity & Equality
Focus	Relationships & Results	Tasks & Results	Global & Networked	Social Responsibility & Stability
Technology	Acquired	Assimilated, Efficient	Integral, A Lifestyle	Digital Natives Technology as a Tool
Workplace View on Authority	Tenure Equals Authority	Skeptical Of Authority, Tests Authority	Sees Authority As Equals, Will Test Authority & Seeks Authority for Guidance	Respect is Earned, Not Simply Given Seek Inspiring & Creative Authority
Workplace View on Time at Work	Workaholics Invented the 50 Hr Work Week Visibility is Key	Project Oriented Get Paid for Work Done	Work is What Sustains Free Time and Weekends	Work is Time for Work
View On Work/Life Balance	Time Off Means Weakness & Fear of Losing Place on Corporate Team. Work/Life Imbalance	Focus on Clearer Balance of Work/Life Work and Life Equally Important	Balance/Integrate Work with Life Flex Time, Job Sharing, Family Over Work	Seeks Work-Life Harmony Flexible Schedules Time Off
Work Is	Exciting An Adventure A Career Work and Retire	A Challenge A Job A Contract	Means to an End Flexible	My Responsibility Develop ment
Preferred Work Environment	Long Hours- Office Only	Measured Through Productivity	Measured Through Contribution	Office, Home, On the go, Flexible Schedule, Contributions to Work at Any Time
	Flat Organizational Hierarchy, Democratic, Humane, Warm Friendly Environment	Fast Paced, Efficient, Fun, Functional, Informal, Flexible, Access to Leadership & Information, Meetings Are Wasted Time	Collaborative, Achievement-Oriented, Highly Creative, Positive, Diverse, Fun, Flexible, Opportunity to Grow, Recognition	Flexible in Hours & Schedule, Ability to Work Remotely, Stable & Meaningful, Progressive, Socially Responsible, Feedback & Development Important
Work Attire	High End Business Casual	Casual or Business Casual	Whatever Feels Comfortable	Completely Flexible Dress, Individuality



DESIRED IN THE WORKPLACE

	Baby Boomer 59-77	Gen X 43-58	Millennial 27-42	Gen Z TBD/11-26
Desired in the Workplace	A Place to be Recognized	Dynamic Young Leaders	An Exciting Job	Stability
	A Place to Shine	Cutting Edge Systems and Technology	Positive People & Positive Company	A Positive Environment
	A Place to Make a Contribution	A Forward Thinking Company	Strong Ethical Leaders & Mentors	Leader Invested in Their Success
	Company that Represents a Good Cause	Flexibility in Schedule	To Fulfill Their Dreams	Flexibility in Environment
	Good Company Vision & Mission	Evaluated on Merit, not Age/Seniority	A Place to learn	Frequent Feedback from Leadership
	Team Approach	To Be Engaged in Work	Constantly Changing Tasks	Face to Face Interactions
	Clear Concise Job Expectations	To Be Making a Difference	Friendly Flexible Environments	Entrepreneurial Opportunities
			Networked Companies	Personal Success
			Evaluated on Output	Social Responsibility
			Paid Very Well	Authenticity
			A Place to Make a Difference	Equality
			To Be Heard	Expect Cutting Edge Technology
			Options on What to Do	Expect Work Phones & Laptops & Easy Access



COMMUNICATION

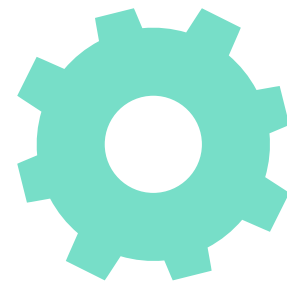
	Baby Boomer 59-77	Gen X 43-58	Millennial 27-42	Gen Z TBD/11-26
Preferred Avenue for Communication	Expect to be Pressed for Details	Talk in Short Sound Bites	Use Language to Portray Visual Pictures, Text	All Avenues, Prefer Quick and Video/Visual
Communication	Dislike Manipulative or Controlling Language	Share Information Immediately and Often	Be Humorous and Show You are Human	Be Authentic and Constructive
	Get Consensus	Bridges the Gap Well Between Youngest and Oldest Workers	Be Careful of the Words You Use and the Way You Say Things	Expect Instant Communication
	Include Them or They Get Offended	Do Not Micro- Manage	Not the Best at In Person Communicating Because Typically are Communicating Technically	Prefer Quick (Short) Communication & Images, Lose Interest Quickly
	Establish a Friendly Rapport	Use Direct Straight Forward Approach	Be Positive	Value Positivity & Feedback
	Like First Names	Avoid Buzz Words & Company Jargon	Determine Your Goals and Aspirations and Tie the Message to Them	Prefer Text over Talk on the Phone
	Emphasize the Company's Vision and Mission	Tie Your Message to Results	Prefer to Learn in Networks, Teams Using Multi-Media, While Being Entertained & Excited	Multiple Platforms at One Time
	Show Them How They Fit In	Emphasize What's In It For Them	Collaborative Communication	Expect Personal Communication

WORK ETHIC & ATTRIBUTES

15

	Baby Boomer 59-77	Gen X 43-58	Millennial 27-42	Gen Z TBD/11-26
Work Ethic & Attributes	Eager to Please	Flexible	Tenacious	Responsible
	Hardworking	Consumer Mentality	Collaborators	Hard Working
	Challenges Status Quo	Seek Feedback	Goal Oriented	Tech Natives
	Goes Above & Beyond	Value Information	Quick Multitasker	Growth Oriented
	Delegation	Determined	Highly Educated	Entrepreneurial
	Politically Savvy	Eager to Learn	Optimistic	Positive Attitudes
	Service Oriented	Direct Communicator	Technically Savvy	Multitasking Natives
	Team Player	Strong Problem-Solving Skills	Consumer Mentality	View Technology as a Tool
	Mission Oriented	Thrive on Flexibility	Positive Attitude	Value Self Development & Self Improvement
	See Big Picture	Technologically Savvy	Idealistic	Competitive
	Value Ambition	Highly Educated	Training is Important	Crave Feedback
	Relationship Focused	Multitaskers	High Expectations of Leadership	Pragmatic
	Growth Focused	Work Ethic Negates Time Spent at Work	Contribution Focused	Take Responsibility for Work

WORKING TOGETHER

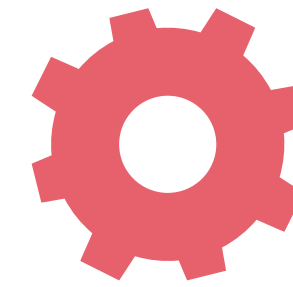


UNIQUE PERSPECTIVES

Different perspectives and unique assets add value in the workplace

01

02

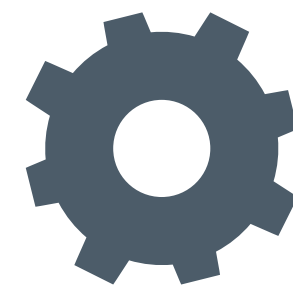


DIFFERENT OUTLOOKS

We see the world differently based on the time we shaped our views and this effects us at work

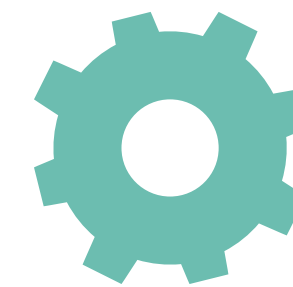
03

04



COMMUNICATION

The ways we communicate with each other affect how our message is received and perceived



UNDERSTANDING

Understanding and embracing the differences in the workplace will foster more positive working outcomes

WORKING TOGETHER SUCCESSFULLY



Keys to Working Together Successfully

	Baby Boomer 59-77	Gen X 43-58	Millennial 27-42	Gen Z TBD/11-26
	Expect to Be Valued & Want to Hear Ideas Matter	Want Independence and Informality	Want a Team Oriented Workplace	Often Prefer to Work Independently
	Careers Define Them & Work is Important to Them	Need time to Pursue Other Interests	Want to Work with Bright Creative People	Want Face to Face Interactions
	Do Well In Teams	Need to be Allowed to have Fun at Work	Want to be Treated with Respect	Will Work Hard for Reward
	Silly Routines are Frustrating	Need the Best and Latest Technology	Want an Interactive Work Environment	Want Authentic Relationships
	Need Attention and Freedom	Want Credit for Results	Need a Structured and Supportive Work Environment	Value Feedback and Development
	Less Likely to Offer Necessary Recognition- so Don't Expect it From Them	Allow Them to Question Authority and Experts	Need Help Navigating Work and Personal Issues	Enjoy Competition
	Need Challenges to Feel They Are Growing	Prefer a Coaching-Style Management Approach	Want Co-Workers to Learn About Their Personal Goals	Expect the 9-5 to Disappear - Highly Mobile
	Need Flexibility, Authority, & Respect	Want Fast Feedback	Want to Work with Friends	Want Mobile Corporate Learning & Development
	Do Not Take Criticism Well	Value Lack of Corporate Structure and Lack of Rigidity	Need Variety & Personalized Work	Want to Know the Impact of Their Hard Work

WORKING TOGETHER SUCCESSFULLY



	Baby Boomer 59-77	Gen X 43-58	Millennial 27-42	Gen Z TBD/11-26
Keys to Working Together Successfully	Motivated by the Responsibilities to Others	Motivated by Technology	Want to Move On Quickly If Task Isn't Interesting	Want to Work Hard & Improve, Feel Ownership Over Their Careers
	Do Well in Teams	Enjoy Ability to Work Independently	Work Best in Teams	Stability is Very Important
	Before They Do Something, They Need to Know Why it Matters	Motivated by Free Time	Need Explanation on Why They've Been Asked to do the Work and the Value	Value Transparency & Authenticity
	Want to Know How they are Impacting the Big Picture	Do Not Perform Well Under Micromanagement	Need Detailed Instructions for Tasks	Seek Consistent (Daily) Management Feedback
	Seek Opportunities for Learning & Development	Appreciate Candor & Direct Communication & Criticism	Want Engaging Experiences that Develop Transferrable Skills	Prefer Self-Directed Work
	Expect That They Matter		Need Variety	Multi-tasking Natives
	Their Work Should be Valued		Benefit Greatly from Mentors Who Can Guide & Develop	Enjoy the Option of Social and Solitary Work
			Like Personalized Work in a Team Environment	Need Technology in Work Processes

WHAT DOES THE FUTURE OF WORK LOOK LIKE?

Client Benchmarking TEAM SNAPSHOT

Leader		Location		Company	
Date		Department		DAE	

To be used by employers to inventory their key talent as a means to respond to unfortunate turnover hiring and by the Hiring Advisor in preparation for hiring key talent faster.

SUPERSTAR TRAITS AND CHARACTERISTICS

<input type="checkbox"/> Area and causes of the most turnover:
<input type="checkbox"/> What are universal "must-haves":
<input type="checkbox"/> What are the characteristics or traits of your best people:
<input type="checkbox"/> What benefit do those traits bring:
<input type="checkbox"/> Any companies you typically hire from:
<input type="checkbox"/> Your interviewing format and style:

DISQUALIFIERS (Find out if jaded from a bad hire or a real disqualifier)

<input type="checkbox"/> Any disqualifiers (traits, hard skills)	<input type="checkbox"/> % of time used/experienced	<input type="checkbox"/> Why
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TEAM PROFILE

Key Position	Salary Range/Competitive	Experience Required
Why	FT/PT/Temp/Seasonal	Skills Required
Next Career Step		

Key Position	Salary Range/Competitive	Experience Required
Why	FT/PT/Temp/Seasonal	Skills Required
Next Career Step		

Client Benchmarking JOB SHADOW

Leader		Location		Company	
Date		Department		DAE	

To be completed with each key position employee in a comfortable one-on-one and job shadowing situation.

JOB SUCCESS ATTRIBUTES

<input type="checkbox"/> Title/Job when joined company, career path to this position, years tenure:
<input type="checkbox"/> What are the top five skills and traits you bring to this position that you find make you a key player?
<input type="checkbox"/> What is the #1 contribution you make to the company and what benefit does that bring them?

CAREER PERSPECTIVES

<input type="checkbox"/> What do you enjoy most about your job, anything you'd love to be given to do?
<input type="checkbox"/> What do you enjoy least about your job, anything cause backlog?
<input type="checkbox"/> What team member traits and characteristics do you work best with? Least with?
<input type="checkbox"/> Notes about work environment and why people would want to do the job and work there:

JOB PROFILE

<input type="checkbox"/> On a scale of 1-5 (5 is best), how would you rate your ability to meet your job deadlines? Why/How:		
<input type="checkbox"/> Software used and productivity levels per day and week:		
<input type="checkbox"/> Weekly tasks		
Task	% of the week	Time Management (times of day, days, what doesn't work)
<input type="checkbox"/> Project oriented work, seasonality, for whom:		
<input type="checkbox"/> Who else do you work for, who do you work with on your team, and in other departments:		
<input type="checkbox"/> Describe your way of organizing your tasks:		
<input type="checkbox"/> Busiest days or times of year and why:		

WHAT DOES THE FUTURE OF WORK LOOK LIKE?

Learning Agenda: <div></div>			
Mentor: <div></div>			
Setup	<div></div>	1. Email/Desk/Computer/Citrix/OA Central/9977 Shared Folder/Skype/Go to Meeting/Conf #	<div></div> done
Internal Operations	<div></div>	2. TD Mission, Communication Principles, PSC's, Culture, Write your intro/Dept Initiatives/Points System	<div></div> done
	<div></div>	3. Regions/Rotation/Budget/WS Calendar/Webinar Calendar/Sliced Butter Listing/Follow-up Script	<div></div> done
	<div></div>	4. Applewood > Talent Development: Sales Tools, MAP, ACA, HRCG Impact, OC	<div></div> done
	<div></div>	5. Materials Requests/Expenses/Hotels/CTA	<div></div> done
	<div></div>	6. Key Corporate Contacts	<div></div> done
Field-TDA's	Nicole	7. Day in the life of a TDA – field time	8/13/22 <div></div> done
	Gina	8. Master Apprentice Program	<div></div> done
	Lauren	9. Foundation Module w/CSOD	<div></div> done
	<div></div>	10. Visit Summary in TD Portal + Cornerstone	<div></div> done
	<div></div>	11. Webinar Operations w/CSOD	<div></div> done
	<div></div>	12. BMLP/RMLP, Perf. Stds., Founders, Promotion Guidelines, Bonus Plans	<div></div> done
	<div></div>	13. OC Eval, ISO,	<div></div> done
ST Operations	<div></div>	14. Dress/Demeanor/Event Conduct/RVP's	<div></div> done
	<div></div>	15. First Branch Visit w/ Outline, Calendar Life & Relationship Development	<div></div> done
	<div></div>	16. Travel Tips/Mktg Dept/TD Ops/Shared folders	<div></div> done
	<div></div>	17. Your Regional Debrief, Field Announcement & Intro's	<div></div> done
Webinars	<div></div>	18. ME: Blue Print , key tools, strategic reports	<div></div> done
	<div></div>	19. OA People	<div></div> done
	<div></div>	20. About Us I	<div></div> done
	<div></div>	21. About Us II	<div></div> done
	<div></div>	22. Bernie's Best	<div></div> done
	<div></div>	23. Qualifying Candidates	<div></div> done
	<div></div>	24. Disengaging with Compassion	<div></div> done
	<div></div>	25. Recruit Call Active	<div></div> done
Workshops – Attending and Roleplaying	<div></div>	26. Interview Setup	<div></div> done
	<div></div>	27. OA Marketing	<div></div> done
	<div></div>	28. WS SOP/WS's in CSOD/Completions	<div></div> done
	<div></div>	29. Consulting Essentials	<div></div> done
	<div></div>	30. Management Essentials	<div></div> done
	<div></div>	31. Recruiting Essentials	<div></div> done
	<div></div>	32. Impact Recruiting (Passive, Job Marketing)	<div></div> done
Branch Blueprint Tools	<div></div>	33. Placing Essentials (RJO, SM, R2S, THWW, SO Prep)	<div></div> done
	<div></div>	34. Certified Sales Mentor I & II	<div></div> done
	<div></div>	35. PAL Review/Hawking GMS/Grow Your Biz, Model Tracker	<div></div> done
	<div></div>	36. S&D Diverse Inventory + T3R + 25 = 1, Results Tracker	<div></div> done
Primary Skills to Facilitate	<div></div>	37. Monthly-Weekly-Daily Checklists/Weekly Plans/6 Plates/Automation Setup/Captains/ME Blue Print	<div></div> done
	<div></div>	38. Premise Visits + CIS + Target Tracker + DH Funnel	<div></div> done
	<div></div>	39. Recruit Call/Intvw Setup/DwC	<div></div> done
	<div></div>	40. Reciprocal Agreement/4x30 Talk/BFF	<div></div> done
	<div></div>	41. FFF/FB/THWW/5-50/HMH Flyer w/Funnel	<div></div> done
	<div></div>	42. PV Form Overview. RJO Form Logic. Job Marketing	<div></div> done

3 Month On-Boarding Calendar

Milestone:

	M	T	W	Th	F	Traits/Abilities KPIs Actual vs. Goal
First Week Welcome	Welcome	<div></div>	TDA	<div></div>	<div></div>	<div></div> / <div></div>
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Milestone:

	M	T	W	Th	F	KPIs Actual vs. Goal
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THANK YOU.

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