

Human Resource Policy & Procedure Handbook

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WATER OF LIFE



This Handbook belongs to Water of Life. The recipient is responsible for knowing this handbook's contents and updates, for safeguarding it, and for returning it to the Executive Director upon termination.

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Welcome!

The staff and board welcome you to the ministry at Water of Life (WOL).

It is a privilege for the entire staff to work together as a team for the LORD. Our vision is to save lives and change destinies. Our mission is to demonstrate the love of God by providing desperately needed clean water and medical attention, along with the “living water” of Jesus Christ, which alone satisfies the deepest thirst.

As a team we will strive to:

- **Honor God** in all that we do. (*“Teacher, which is the great commandment in the Law? And he said to him, “ ‘You shall love the Lord your God with all your heart, and with all your soul, and with all your mind.’ This is the great and foremost commandment.” Matt 22:36-38*)
- **Develop People** both spiritually and physically. (*“And the things you have heard me say in the presence of many witnesses entrust to reliable men who will also be qualified to teach others.” 2 Tim 2:2*)
- **Pursue Excellence** because God creates all things with excellence and therefore, we will do no less. (*And whatever you do, whether in word or deed, do it all in the name of the Lord Jesus, giving thanks to God the Father through him. Col 3:17*)
- **Be Good Stewards.** All things are gifts from God, on loan to us to help those in need. (*As each one has received a special gift, employ it in serving one another as good stewards of the manifold grace of God. 1 Peter 4:10*)

This Handbook is for staff at all levels of employment in Water of Life. It is designed to acquaint you with WOL and provide you with information about working conditions, employee benefits, and other policies affecting your employment. Because of the at will employment relationship (explained further in this document), this Handbook is not in any way a contract. In addition, the Board may elect to change, delete, or add policies at any time.

You should read, understand, and comply with all provisions of the Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Water of Life to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

Please thoroughly familiarize yourself with the contents of this Handbook and help ensure that all of WOL’s human resource policies and procedures are administered as consistently and fairly as possible.

In our work together as a team, our goal is to have a heart for people while we fulfill Jesus' command:

“...go and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the age.” Matthew 28:19-20 (NIV)

God bless you.

General Provisions

Handbook Conventions

This Handbook contains the basic human resource policies, practices, and procedures for Water of Life. It is not, however, intended to alter the employment-at-will relationship in any way.

As used in this Handbook:

- A. The words "shall" or "will" are understood to be mandatory in nature, and the word "may" as permissive in nature;
- B. The masculine gender includes the feminine gender;
- C. "Supervisor" means an individual with the authority to assign, direct, and review the work of two or more subordinates; and
- D. "Immediate family" means the employee's spouse, brother, sister, parent, child, step-child, father-in-law, mother-in-law, sister-in-law, brother-in-law, daughter-in-law, son-in-law, and any other member of the employee's household.

Executive Director

The Water of Life Executive Director is responsible for fair and consistent enforcement of Water of Life's human resource policies and procedures. The Executive Director is a consultant to the Board on all matters concerning human resource management. The Executive Director provides staff assistance to supervisors and department heads in developing, communicating, and carrying out Water of Life's human resource policies and procedures.

Human Resource Records

Water of Life maintains human resource records for applicants, employees, and past employees in order to document employment-related decisions, evaluate and assess policies, and comply with government record keeping and reporting requirements. Water of Life strives to balance its need to obtain, use, and retain employment information with each individual's right to privacy. To this end, it attempts to restrict the human resource information maintained to that which is necessary for the conduct of its ministry operations or which is required by federal, state, or local law.

Employees are responsible to make sure their human resource records are up to date and should notify the Executive Director in writing of any changes in at least the following:

- A. Name;
- B. Address;
- C. Telephone number;
- D. Number of dependents;
- E. Beneficiary designations for any of Water of Life's employee benefit plans;
- F. Addresses and telephone numbers of dependents and insurance beneficiaries; and
- G. Persons to be notified in case of emergency.

In addition, employees who have a change in the number of dependents must complete a new IRS Form W-4 for income tax withholding purposes within ten days of the change if the change results in a decrease in the number of dependents.

Employees may inspect their own human resource records in the presence of the Executive Director and may copy, but not remove, certain documents in the file. Such an inspection must be requested in writing to the Executive Director and will be scheduled at a mutually convenient time during regular office hours. Documents obtained in connection with investigations of a possible criminal offense; ratings, reports, or records that were obtained prior to the employee's employment; documents prepared by identifiable examination committee members; or documents obtained in connection with a promotional examination may be withheld from the employee's inspection.

Employees who feel that any file material is incomplete, inaccurate, or irrelevant may submit a written request to the Executive Director that the files be revised accordingly. If such a request is not granted, the employee may place a written statement of disagreement in the file and pursue the matter further using the regular grievance procedure.

Statement of Faith

All employees must sign Water of Life's Statement of Faith upon being hired to demonstrate their continued commitment to the religious purposes for which Water of Life exists.

Goals & Expectations

It is Water of Life's policy to implement fair and effective human resource policies and procedures, and to require all employees to serve Water of Life's best interests.

Water of Life expects all employees to:

- A. Deal with members and constituents, and suppliers in a professional manner;
- B. Perform assigned tasks in an efficient manner;
- C. Be punctual;
- D. Demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and
- E. Adhere to the policies adopted by Water of Life.

Water of Life retains the sole right to exercise all managerial functions including, but not limited to, the rights to:

- A. Dismiss, assign, supervise, and discipline employees;
- B. Determine and change starting times, quitting times, and shifts;
- C. Transfer employees within departments or into other departments and other classifications;
- D. Determine and change the size and qualifications of the work force;
- E. Determine and change methods by which its operations are to be carried out;
- F. Determine and change the nature, location, services rendered, quantity, and continued operation of Water of Life; and
- G. Assign duties to employees in accordance with Water of Life's needs and requirements and to carry out all ordinary administrative and management functions.

Employment-at-Will Relationship

All employees who do not have a written employment contract with Water of Life for a specific, fixed term of employment are employed at the will of Water of Life for an indefinite period and are subject to termination at any time, for any reason, with or without cause or notice. At the same time, such employees may terminate their employment at any time and for any reason.

This policy will not be modified by any statements contained in this Handbook or any other employee Handbooks, employment applications, Water of Life recruiting materials, Water of Life memoranda, or other materials provided to applicants and employees in connection with their employment. None of these documents, whether singly or combined, are to create an express or implied contract concerning any terms or conditions of employment. Similarly, Water of Life policies and practices with respect to any matter are not to be considered as creating any contractual obligation on Water of Life's part or as stating in any way that termination will occur only for "just cause." Statements of specific grounds for termination set forth in this Handbook or in any other Water of Life documents are examples only, not all-inclusive lists, and are not intended to restrict Water of Life's right to terminate at will.

Completion of an introductory period or conferral of regular status does not change an employee's status as an employee-at-will or in any way restrict Water of Life's right to terminate such an employee or change the terms or conditions of employment.

Employment

Equal Employment Opportunity

It is the intention of Water of Life to practice equal employment opportunity without regard to an individual's race, color, national origin, or disability in application of any policy, practice, rule, or regulation. In addition to being a 501(c)(3) tax-exempt corporation, Water of Life is also a faith based religious organization. As a faith based religious organization pursuant to the Civil Rights Act of 1964, 78 Stat. 255, Section 702 (42 U.S.C. @2000e), Water of Life has the right to and does hire candidates who agree and attest to our Statement of Faith.

Employee Harassment

Water of Life is committed to maintaining a work environment in which all individuals treat each other with dignity and respect and is free from all forms of intimidation, exploitation and harassment, including sexual harassment. Water of Life is prepared to take action to prevent and correct any violations of this policy. Anyone who violates this policy will be subject to discipline, up to and including termination.

"Harassment," including "sexual harassment," means unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct that denigrates or shows hostility or aversion toward an individual because of race, color, national origin, gender, disability, or age made by someone from or in the work setting under any of the following conditions:

- A. Submission to the conduct is explicitly or implicitly made a term or condition of an individual's employment;
- B. Submission to, or rejection of, the conduct by the individual is used as the basis of employment decisions affecting the individual;
- C. The conduct has the purpose or effect of having a negative impact upon the individual's work performance, or of creating an intimidating, hostile, or offensive work environment;
- D. The conduct has the purpose or effect of unreasonably interfering with an individual's work performance, or otherwise adversely affects an individual's employment opportunities; or
- E. Submission to, or rejection of, the conduct by the individual is used as the basis for any decision affecting the individual regarding benefits and services, honors, programs, or activities available at or through Water of Life.

Unwelcome conduct of this type can include a wide range of verbal, visual, or physical conduct of a sexual or otherwise harassing nature. Among the types of conduct which would violate this policy are the following:

- A. Unwanted sexual advances or propositions;
- B. Offering employment benefits in exchange for sexual favors;
- C. Making or threatening reprisals after a negative response to sexual advances;
- D. Visual conduct such as leering, making sexual gestures, or other gestures which denigrate a person's race, color, national origin, gender, disability, or age;
- E. Written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, gender, national origin, age, or disability and that is placed on walls, bulletin boards, or elsewhere on Water of Life premises, or circulated in the workplace;
- F. Epithets, slurs, negative stereotyping, threatening, intimidating, or hostile acts that relate to race, color, gender, national origin, age, or disability, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations; and
- G. Physical conduct such as touching, assaulting, impeding or blocking movements.

Duties of Employees and Supervisors

- A. All employees of the Company, both management and non-management, are responsible for assuring that a workplace free of harassment is maintained. Any employee may file a harassment complaint regarding incidents experienced personally or incidents observed in the workplace. The Company strives to maintain a lawful, pleasant work environment where all employees are able to effectively perform their work without interference of any type and requests the assistance of all employees in this effort.
- B. All Company supervisors and managers are expected to adhere to the Company's anti-harassment policy. Supervisors' evaluations will include an assessment of the supervisor's efforts in following and enforcing this policy.
- C. All managers and supervisors are responsible for doing all they can to prevent and discourage harassment from occurring. If a complaint is raised, supervisors and managers are to act promptly to notify the ADP Total Source Human Resources Department of the complaint so that Human Resources may proceed with an investigation. If a supervisor or manager fails to follow this policy they will be disciplined. Such discipline may include termination.
- D. Employees who feel that they have been subjected to conduct of a harassing nature are encouraged to promptly report the matter to the Executive Director, or the Board chair if the complaint involves the Executive Director. Employees who observe

conduct of a harassing nature are also encouraged to report the matter to the Executive Director, or the Board chair if the complaint involves the Executive Director. All complaints will be promptly investigated. Every effort will be made to protect the privacy of the parties involved in any complaint. However, Water of Life reserves the right to fully investigate every complaint and to notify appropriate government officials as the circumstances warrant.

It is against Water of Life's policy to discriminate or retaliate against any person who has filed a complaint concerning harassment or has testified, assisted, or participated in any investigation proceeding or hearing concerning harassment.

When the Executive Director, or the Board chair if the complaint involves the Executive Director, receives a complaint, he will immediately direct an investigation. If the investigation confirms the allegations, prompt corrective actions will be taken, and the individual who suffered the harassing conduct will be informed of the corrective action taken. In addition, any employee found to be responsible for harassment in violation of this policy will be subject to appropriate disciplinary action up to and including termination. The severity of the disciplinary action will be based upon the circumstances of the infraction.

Hiring Qualifications

Water of Life hires individuals on the basis of their qualifications and ability to do the job to be filled. Unless otherwise provided in writing, employment with Water of Life is considered to be at-will, so that either party may terminate the relationship at any time and for any lawful reason.

A member of an employee's immediate family will be considered for employment by Water of Life provided the applicant possesses all the qualifications for employment.

These criteria will also be considered when assigning, transferring, or promoting an employee.

Hiring of Employees under Age 18

When Water of Life hires employees under age 18 who are not emancipated or have a high school equivalency degree ("minor employees"), Water of Life and the minor employee must comply with all necessary laws pertaining to the employment of minors. All minor employees must obtain a proper work permit and Water of Life must keep records of this compliance. All minor employees may only work during non-school hours.

Immigration Law Compliance

Water of Life complies with the Immigration Reform and Control Act of 1986 and is committed to employing only United States citizens and those aliens who are authorized to work in the United States.

Job Descriptions/Ministry Focus Sheets

Job descriptions, or Ministry Focus Sheets, will be developed for all Water of Life positions. Job descriptions:

- A. Indicate the general nature of duties, responsibilities, and specifications;
- B. May be changed to meet the needs of Water of Life at any time; and
- C. Will be reviewed on an annual basis by the Executive Director.

Employment Agreements

Water of Life may execute, at its sole discretion, written employment agreements with certain of its employees. Such written agreements **must have the approval of the Board** and be signed by the Executive Director. Those who do not have a written employment contract containing a specified term of employment are considered at-will employees.

Medical Examinations & Health Procedures

Water of Life reserves the right to require acceptable confirmation of the nature and extent of any illness or injury that requires an employee to be absent from scheduled work. Employees returning from a disability leave or an absence caused by health problems may be required to provide a doctor's certification of their ability to perform their regular work satisfactorily without endangering themselves or their fellow employees. In addition, Water of Life reserves the right to require a second medical opinion regarding an employee's absence because of illness or injury or regarding a doctor's certification of an employee's ability to return to work. Any such second opinion will be paid for by Water of Life.

Employees who become ill on the job or suffer any work-connected injury, no matter how minor, must report the situation to the Executive Director for determination of appropriate action such as arranging for examination and treatment, and for recording of the incident.

Introductory Period

All new employees and all present employees transferred or promoted to a new job are to be monitored and evaluated for an initial introductory period on the job of at least three months. After satisfactory completion of the introductory evaluation, such employees will be evaluated on an annual basis as provided for in the Performance Appraisal policy.

Newly hired employees are not eligible for any employee benefits, except health insurance, until they have received a satisfactory initial evaluation and been recommended for continued employment. Transferred or promoted employees remain eligible for all benefits while demonstrating their ability to perform their new jobs.

At all times, employment with Water of Life is considered to be "at-will," and the employer/employee relationship may be terminated at any time for any lawful reason by either party.

Promotion

Water of Life hires employees for entry level positions, provides training and development for employees when deemed necessary, and offers employees promotions to higher level positions when deemed appropriate. To fill non-ministerial vacancies above the entry level, the Board prefers to promote from within and will first consider current employees with the necessary qualifications and skills, unless outside recruitment is deemed to be in Water of Life's best interest.

Promoted employees will be subject to the provisions of the Introductory Period policy for a period of at least three months. Seniority and pay for promoted employees will be handled as outlined in the Transfer policy.

Hours of Work

Water of Life establishes the time and duration of working hours as required by work load and production flow, ministry needs, and efficient management of resources. The normal work day begins between **08:00-09:00**.

The normal workweek is Monday through Sunday, beginning and ending at midnight on Sunday, and consisting of forty hours. The normal workday will consist of eight hours of work with an unpaid meal period. Rest or coffee breaks are considered as time worked.

If an employee misses work and desires to make up the lost time within the same week in which it was lost, the employee may submit a written request to do so to their supervisor and copy the Executive Director. Water of Life does not require employees to make up lost time in lieu of lost pay, nor is it required to grant such requests.

Overtime will be paid to all nonexempt employees (those employees subject to the minimum wage and overtime provisions of the Fair Labor Standards Act) for time worked beyond eight hours on any day (unless the nonexempt employee is working with prior approval to make up lost time or is working flex hours to have a Friday off), or forty hours in any week. All overtime must be pre-approved by the employee's supervisor.

Employee attendance at lectures, meetings, and training programs will be considered hours of work if it was requested by management.

All nonexempt employees (the Executive Director will inform employees as to whether they are exempt or non-exempt) are required to complete an individual time record showing the daily hours worked. Time records cover one workweek and are to be completed contemporaneously throughout each workday. Because time records are legal documents, their falsification can result in discipline up to and including termination. The following points should be considered in filling out time records:

- A. Employees are to record their starting time, time out for lunch, time in from lunch, quitting time, and total hours worked for each workday;
- B. Employees are not permitted to sign in or commence work before their normal starting time or to sign out or stop work after their normal quitting time without the prior approval of their supervisor copied to the HR Officer;
- C. Employees are **required** to take lunch and/or meal breaks when appropriate;
- D. Employees are required to sign each time sheet certifying that it is complete and includes all time worked for Water of Life.
- E. Employee time records are to be checked and signed by the supervisor involved. Un-worked time for which an employee is entitled to be paid (paid absences, paid holidays, or paid vacation time) should be entered by the supervisor on the time record. Authorized overtime also should be identified by the supervisor; and prior approval for overtime must be given by the Executive Director.

Exempt employees (Executive Director will inform employees as to whether they are exempt or non-exempt) are not required to fill out hourly time records but must complete a job distribution sheet recording hours worked as well as the project/program to which

the time is to be allocated. In addition, exempt employees will not normally receive overtime compensation.

Volunteer Service for Water of Life

Water of Life, a ministry dependent on the volunteer efforts of those who feel led to give of themselves to help accomplish its mission, appreciates the volunteer time that many of its employees give. Because of legal requirements, however, any time volunteered by an employee for Water of Life must first be approved by the employee's immediate supervisor to help ensure that it does not parallel the employee's normal job description.

Temporary and Part-Time Employees

Water of Life may supplement the regular work force with temporary or part-time employees, or other forms of flexible staffing, when needed because of periods of peak work load, employee absences, or other situations as may be determined by management. A temporary employee is an individual who is hired either part-time or full-time for a specified, limited period. A part-time employee is an individual who is hired for an indefinite period, but who works less than thirty-two hours in a week (1,664 hours per year). Other flexible staffing classifications or arrangements may be added as needed.

Termination

Water of Life or the employee may terminate employment at any time and for any reason. The Executive Director will conduct an exit interview no later than the employee's last working day. The interview should:

- A. Attempt, if the termination is voluntary, to determine the actual reason or reasons why the employee is leaving so that, where appropriate, action can be taken to correct any problems that come to light;
- B. Discuss, if the termination is involuntary, the circumstances and reasons leading to the termination, so that misunderstandings and hard feelings can be minimized (two Water of Life representatives should be present);
- C. Explain any conversion or continuation of benefits under Water of Life's group insurance plans and any other vested benefits available to the employee under Water of Life's benefit plans;
- D. Determine the employee's availability for future employment, if the supervisor's written evaluation recommends such employment, and explain Water of Life policy on references (Water of Life will only confirm dates of employment, position responsibilities, and wage history to prospective employers, and only if the former employee has signed permission to release such reference information and a copy is provided to Water of Life);
- E. Obtain the employee's correct address for mailing IRS Form W-2 and the correct mailing addresses of the employee's spouse or former spouse and any dependents who are eligible to continue their health care benefits under Water of Life's health insurance plan;
- F. Remind the employee to take away any personal belongings; and
- G. Discuss the employee's continuing duty not to disclose confidential information.

The Executive Director will have the final pay (including accrued vacation) for terminating employees available on their last working day unless the employee quit and failed to give at least three business days of notice. If the employee quit without at least three business days of notice, the Executive Director will have the final pay (including accrued vacation) available within three business days. He will also be responsible for securing the return by terminating employees of all Water of Life property in their possession for which the employee signed an agreement of responsibility.

Salary & Benefit Administration

Disclosure of Benefits

All benefits provided by Water of Life through ADP Total Source are described in official documents which are kept on file by the Finance/Accounting Department. These documents are available for examination by any plan participant or beneficiary. In addition, they are the only official and binding documents concerning Water of Life's welfare and pension benefits.

State & Federal Unemployment Insurance Exemption

Water of Life participates in state and federal unemployment insurance programs through ADP Total Source.

Vacations

Water of Life grants annual vacations with pay to regular full-time employees. Employees may not receive vacation pay in lieu of time off. The vacation year is based on the employee's hire date (we currently have employees who started out as part time and then became full time employees—we have allowed there accruing benefits to go back to the original hire date rather than the full time employee hire date—does this need to be addressed here?). Full-time employees will accrue paid vacation according to the following schedule (annual totals are rounded to the nearest whole day):

First Year	5/12 (.417) Days per Month Worked (5 Days Max)
Years 2 through 5	5/6 (.83) Days per Month (10 Days Max)
Years 6 through 10	1-1/4 (1.25) Days per Month (15 Days Max)
Years 11 and over	1-2/3 (1.67) Days per Month (20 Days Max)

Vacation benefits accrue daily according to the employee's tenure and status. No benefits accrue for an employee when their unused vacation benefit accumulates to 1½ times one year's accrual potential based on the above schedule, until the unused balance is brought below 1½ times one year's accrual potential based on the above schedule. At that point vacation benefits will resume accruing until it again reaches 1½ times one year's accrual potential based on the above schedule. Un-accrued benefits cannot be recaptured.

New employees accrue paid vacation during their first anniversary year but may not take any vacation until their second anniversary year and until their introductory period is completed.

Employees whose employment is terminated for any reason, who quit, or who are laid off will receive vacation pay for any unused vacation accrued at the time of termination or lay off. If an employee dies, pay for accrued and unused vacation will be paid in a lump sum to the employee's estate.

If a paid holiday falls within an employee's vacation period, the holiday will not be charged as a vacation day. No allowance will be made for sickness or other compensable type of absence occurring during a scheduled vacation.

Holidays

Water of Life observes certain designated days each year as holidays. Eligible employees will be given a day off with pay for each holiday observed. The following schedule of holidays will be observed during each calendar year.

1. New Year's Day	6. Thanksgiving Day
2. Good Friday	7. Day after Thanksgiving
3. Memorial Day	8. Christmas Eve
4. Independence Day	9. Christmas Day
5. Labor Day	

Temporary employees and employees on leaves of absence or on lay-off are not eligible to receive holiday pay. Full-time employees are eligible to receive their regular rate of pay for each observed holiday.

To receive holiday pay, an eligible employee must be at work, or on an authorized absence, on the work days immediately preceding and immediately following the day on which the holiday is observed. If an employee is absent on one or both of these days because of an illness or injury, Water of Life reserves the right to verify the reason for the absence before approving holiday pay.

When a holiday occurs on a Saturday or Sunday, management may determine that it will be observed on either the preceding Friday or following Monday.

If an employee works on one of Water of Life's observed holidays, the employee may take the same amount of paid time off as they would have received if they had not worked on the holiday. The compensating day off must be taken within thirty days after the original holiday.

Employees may take an additional paid holiday on their birthday. The birthday holiday must be approved in advance and must be taken in the month in which the birthday occurs, but need not be taken on the actual birth date. The eligibility policy for holidays will apply to birthdays.

Salary Administration

Water of Life pays wages and salaries which are nondiscriminatory. However, all wage and salary policy decisions must take into consideration Water of Life's overall economic condition and ministry mission.

Water of Life withholds payroll deductions for federal and state income tax and federal insurance contributions (FICA) as required by law. Water of Life also complies with all garnishment orders served upon it and will not retaliate against any employee for any garnishment.

Performance Appraisal

The job performance of each employee should be evaluated periodically by the employee's supervisor upon the following occasions:

- A. By the end of the first three months of employment;
- B. Prior to the annual salary review or on the anniversary date of employment;
- C. When the employee is transferred or promoted to a new job; and
- D. At the time of the employee's termination, if a disciplinary or termination report is not prepared. If a performance appraisal has been completed on the employee within one month prior to one of the above occasions, a new appraisal need not be completed except in cases involving probation or termination.

Between scheduled appraisals, supervisors should discuss with employees on an informal basis any performance issues that warrant attention and should keep records of any significant incidents.

The employee will have the opportunity to examine the written evaluation and make written comments or write a response about any aspect of it. Employees who feel that they want more than the chance to add written comments or write a response to their appraisal may request a review by the Executive Director.

A good performance appraisal is not a promise of continued employment.

Severance Pay

Water of Life is under no obligation to give a terminated employee severance pay.

Pay Procedures

Water of Life pays employees by check or direct deposit on a regular basis and in a manner so that the amount, method, and timing of such payments comply with any applicable laws or regulations.

Employees are normally paid on the fifteenth day and the last day of the month. If the regular payday occurs on a Saturday, Sunday, or holiday, employees will be paid on the last working day prior to the regular payday.

Overtime will be paid to all nonexempt employees (those employees subject to the minimum wage and overtime provisions of the Fair Labor Standards Act) for time worked beyond eight hours on any day (unless the nonexempt employee is working with prior approval to make up lost time), or forty hours in any week at the rate of one and one-half times their regular hourly rate. All overtime must be pre-approved by the employee's supervisor. Failure to obtain pre-approval for overtime could cause the employee to be subject to discipline up to and including termination.

Authorized Absence from Work

Attendance & Punctuality

Employees are to report for work punctually as scheduled and to work all scheduled hours and any required overtime. Excessive tardiness and poor attendance disrupt work flow and service to members and constituents, and will not be tolerated. The WOL work day begins between the hours of **08:00-09:00**, any employee arriving after **09:00** will be considered late unless their tardiness is a result of WOL business.

Unauthorized or excessive absences or tardiness will result in disciplinary action, up to and including termination. Absences in excess of those allowed in the short-term absence policy, and tardiness or early leaving (for instance, beyond five minutes of starting or quitting time) more than three times in a three-month period are grounds for discipline.

Employees who are delayed in reporting for work more than thirty minutes and who have not called their supervisor within fifteen minutes of the beginning of their work schedule may lose their right to work the balance of the work day. In addition, employees who report for work without proper equipment or in improper attire may not be permitted to work. Employees, who report for work in a condition deemed not fit for work, whether for illness or any other reason, will not be allowed to work.

Employees will not be required nor permitted to work any period of time before or after scheduled starting or quitting times for the purpose of making up time lost because of tardiness, unauthorized absence, authorized absence, or any other reason if the result will be that the employee works more than forty hours during the workweek or more than eight hours during the workday. Employees who are absent from work for three consecutive days without giving proper notice to Water of Life will be considered as having voluntarily quit. At that time the Executive Director will formally note the termination and advise the employee of the action by certified mail.

Short-Term Leaves of Absence (PTO)

Water of Life permits employees to be absent from work on a short-term basis under certain circumstances, including sickness or injury. A short-term absence is any **absence continuing two weeks or less**.

An authorized short-term absence may include any of the following:

- A. Sickness or injury resulting in temporary disability of the employee or a member of his immediate family;
- B. Death, funeral, or estate settlement in the employee's immediate family;
- C. Marriage of the employee or a member of his immediate family;
- D. Birth of a child to or adoption by the employee and/or the employee's spouse;
- E. Personal business which cannot be conducted outside of normal working hours;
- F. For employees with children in school, up to four hours per school child per year for school visits;
- G. Emergency closing of Water of Life's premises; and
- H. Approved voluntary participation in community projects.

Full-time employees are eligible to be compensated for regular base wages lost during periods of authorized absence

Other Leaves of Absence (Long Term)

Water of Life may grant employees other unpaid leaves of absence up to a maximum of one year under certain circumstances. The following types of leaves will be considered:

- A. **Sick Leave of Absence:** Employees who are unable to work because of an illness or disability, and whose illness or disability continues beyond the coverage afforded in Water of Life's Short-Term Leaves of Absence policy, may be granted a sick leave of absence. This type of leave includes disabilities caused by pregnancy, childbirth, or other related medical conditions. Water of Life requires reasonable notice for disability leaves and may require certification, on a periodic basis, of an employee's continuing illness or disability by the employee's physician and/or a physician selected by Water of Life. At the end of the disability the employee will be required to provide a *return to work* slip signed by the treating physician. Water of Life will reinstate the employee to their previous position if the position is available, if the employee is capable of performing the essential functions of the job, and if it does not create a hardship for Water of Life.
- B. **Pregnancy-Related Disability:** An employee who is disabled on account of pregnancy, childbirth, or related conditions may take a pregnancy-related disability leave of up to four months. An employee taking pregnancy-related disability leave may, at her option, substitute accrued vacation time or unused sick leave for all or a portion of the leave. The substitution

of paid leave for pregnancy-related disability leave does not extend the total duration of the leave to which an employee is entitled.

- C. **Childcare Leave of Absence:** Female employees (not disabled by pregnancy or childbirth) and male employees may be granted a childcare leave of absence for the purpose of caring for newborn or seriously ill children. Employees who adopt a child may also be granted a childcare leave of absence for the purpose of receiving the child into the home and assisting the child in adjustment after placement.
- D. **Personal Leave of Absence:** Employees may be granted a personal leave of absence to attend to personal matters in cases in which their Supervisor and the Executive Director determines that an extended period of time away from the job will be in the best interests of the employee and Water of Life.
- E. **Military Leave of Absence:** A military leave of absence will be granted if an employee enlists, is inducted, or is recalled to active duty in the United States armed forces for a period of not more than four years (plus any involuntary extension for not more than one additional year). Employees who perform and return from military service in the armed forces, the military reserves, or the National Guard shall have and retain such rights with respect to reinstatement, seniority, vacation, layoffs, compensation, and length of service pay increases as may be from time to time provided by applicable federal or state law.

Upon satisfactory completion of military service and timely notice of intent to return to work, an employee will be reinstated to a job comparable to the one the employee left, provided the employee is qualified and Water of Life's circumstances have not changed to the extent that it would be impossible or unreasonable to provide reemployment. An employee must reapply for a job within 90 days after being released from active duty. Reservists and national guardsmen returning from initial active duty for training must apply for reinstatement within 31 days after being released from military duty. Employees returning from all other active duty for training must report to work on the first scheduled working day following completion of training or service.

If an employee, on return from military service, is physically unable to perform the duties of the employee's previous job, Water of Life will attempt to place the employee in a position of similar status and pay that is compatible with the employee's physical abilities.

Employees with one year or more of service will be protected against loss of income as a result of participation in annual encampment or training duty in the United States military reserves or the National Guard. In these circumstances, Water of Life will pay the difference between what an employee earns from the government for military service and what the employee would have earned as normal straight-time earnings on the job. This difference will be paid for up to two weeks in a calendar year.

If an employee fails to return to work following an approved leave of absence, the employee will be terminated from employment.

Water of Life Premises & Work Areas

Safety

It is the intent of Water of Life to provide a safe and secure workplace for employees, donors, recipients, vendors, visitors and others with whom we do business. Employees should report to the Executive Director or their supervisor all observed safety and health violations, potentially unsafe conditions, and any accidents resulting in injuries. Employees are encouraged to submit suggestions to the Executive Director concerning safety and health matters. Appropriate recognition will be made by management to employees whose suggestions are adopted and significantly enhance safety, reduce costs, or increase productivity.

Privacy

Water of Life provides resources to facilitate employees' contributions towards the accomplishment of its mission and reserves the right to examine all provided resources at any time and without warning. Such resources may include desks, desk drawers, locks, computers, computer system databases, communication systems, email, voice mail, lockers, file cabinets, etc. These resources are the property of Water of Life, and are therefore not private.

Safeguarding Personal Property

Employees are expected to exercise reasonable care to safeguard personal items of value brought to work. Such items should never be left unattended or in plain view. Water of Life does not assume responsibility for the loss or theft of personal belongings, and employees are advised not to carry unnecessary amounts of cash or other valuables with them when they come to work.

Employee Conduct

Personal Behavior of Employees

Certain rules and regulations regarding employee behavior are necessary for the efficient operation of Water of Life and for the benefit and safety of all employees. As a Christian, Bible believing organization, the conduct of employees on and off the job can impact Water of Life's mission.

Employees are expected at all times to conduct themselves in a positive manner so as to promote the best interests of Water of Life. Such conduct includes:

- A. Reporting to work punctually as scheduled and being at the proper work station, ready for work, at the assigned starting time;
- B. Giving proper advance notice whenever unable to work or report on time;
- C. Complying with all Water of Life safety and security regulations;
- D. Wearing clothing appropriate for the work being performed;
- E. Maintaining work place and work area cleanliness and orderliness;
- F. Treating all members and constituents, visitors, and fellow employees in a courteous manner;
- G. Refraining from offensive or undesirable behavior or conduct, or conduct which is contrary to Water of Life's doctrinal stance or official policies; and
- H. Performing assigned tasks efficiently and in accord with established quality standards.

The following conduct is prohibited and will subject the individual involved to disciplinary action, up to and including termination:

One employee suggestion is that we define what the disciplinary action will be taken—I don't agree—I think disciplinary action should be decided on a case by case basis because of the amount of variables in each circumstance.

- A. Reporting to work under the influence of alcoholic beverages and/or illegal drugs and narcotics or the use, sale, dispensing, or possession of alcoholic beverages and/or illegal drugs and narcotics on Water of Life premises;
- B. The use of profanity or abusive language; Another employee comment is "would abusive language include racial or ethnic comments and if not, it should be listed separately. Again, I do not think abusive language should necessarily be defined. We had one incident where someone quoted a statistic which offended another.
- D. Insubordination or the refusal by an employee to follow management's instructions concerning a job-related matter;
- E. Fighting or assault on a fellow employee, members and constituents, vendors, or visitors;
- F. Theft, destruction, defacement, or misuse of Water of Life property or of another employee's property;
- G. Falsifying or altering any Water of Life record or report, such as an application for employment, a medical report, a production record, a time record, an expense account, an absentee report, or shipping and receiving records;
- H. Threatening or intimidating management, supervisors or fellow workers;

- I. Smoking;
- J. Sleeping on the job;
- K. Failure to wear assigned safety equipment or failure to abide by safety rules and policies;
- L. Improper attire or inappropriate personal appearance;
- M. Engaging in any form of sexual misconduct or deviance or sexual harassment (see the following Personal Sexual Purity statement);
- N. Violation of Water of Life's policies on solicitation or distribution; and
- O. Improper disclosure of confidential information.

The examples above are illustrative of the type of behavior that will not be permitted, but are not intended to be an all-inclusive listing. Any questions in connection with this policy should be directed to the Executive Director.

Personal Sexual Purity

In an age where secular society is increasingly confused about sexual identity and sexual purity, Water of Life believes it is important that it be clear with its staff, missionaries, and employees about its expectation that they uphold the highest standards of Biblical purity in their interpersonal relationships. Without a clear understanding of sexual identity and consistent practice of sexual purity by Water of Life staff, missionaries, and employees, Water of Life cannot be an effective agent of the healing power of Jesus Christ to the victims of sexual confusion in our world.

We believe that God's design for the gift of sexuality is that it is to be exercised and enjoyed only within the covenant relationship of marriage between one man and one woman. It is God's intention that those who enter marriage shall seek, in mutual love and respect, to live, one man and one woman, in Christian fidelity as long as both shall live.

We believe God has expressly condemned sexual intercourse or other sexual activity outside of the marriage covenant. This prohibition applies to married persons committing adultery, to sexual relationships between unmarried men and women. It is God's expectation that the unmarried shall live pure and celibate lives, refraining from sexual intimacy.

Because of the serious consequences confused sexuality and unrepentant sexual sin can have on the ministry of Water of Life, staff, missionaries, and employees who disagree with this policy or who do not conform their conduct to it are expected to resign or they will be terminated. Individuals applying for positions with Water of Life must acknowledge their agreement with this policy and commitment to abide by it.

Employee Violence Prevention

- A. Employees are to report all threats of violence as soon as possible to their supervisor.
- B. Employees are to report all suspicious individuals or activities as soon as possible to their supervisor.
- C. If an employee hears a violent commotion, they are to call 911 immediately.
- D. Employees are to cooperate fully with security personnel, law enforcement, and medical personnel that respond to a call for help.

Personal Use of Communication Systems

Employees should not use Water of Life communication services and equipment for personal purposes except in emergencies or when extenuating circumstances warrant it. Such usage is restricted because it can impede the normal flow of business, incur unnecessary Water of Life expense, and reduce productivity. When personal usage is unavoidable, employees must properly log any user charges and reimburse Water of Life for them. However, whenever possible, personal communications that incur user charges should be placed on a collect basis or charged to the user's credit card or personal bill. Use of personally owned communication devices for non-business purposes during business hours should be limited.

Conflicts of Interest

Employees are not to engage in any activity, practice, or act which conflicts with, or appears to conflict with, the interests of Water of Life or its members and constituents.

Confidential Nature of Water of Life's Interests

The interests of Water of Life, particularly confidential information and trade secrets, represent proprietary assets that each employee has a continuing obligation to protect.

Information designated as confidential is to be discussed with no one outside Water of Life, and only discussed within on a "need to know" basis. This responsibility is not intended to impede normal ministry communications and relationships, but is intended to alert employees to their obligation to use discretion to safeguard Water of Life's interests.

Employees authorized to have access to confidential information may be required to sign special nondisclosure agreements and must treat the information as proprietary Water of Life property for which they are personally responsible. Employees are prohibited from attempting to obtain confidential information for which they have not received access authorization. Employees violating this policy will be subject to discipline, up to and including termination, and may be subject to legal action.

Media & Public Inquiries

All media inquiries and other inquiries of a general nature should be referred to the Executive Director. Inquiries seeking information concerning current or former employees should likewise be referred to the Executive Director. Inquiries concerning specific countries should be referred to the appropriate administrative assistant.

Disciplinary Procedure

All employees are expected to comply with Water of Life's standards of behavior and performance, and any non-compliance with these standards must be remedied.

Under normal circumstances, Water of Life endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit, up to and including termination.

The Executive Director, under normal circumstances, should review and approve all recommendations for termination before any final action is taken.

Employees who believe that they have been disciplined too severely or without good cause should utilize the grievance procedure. An employee's record will normally be cleared of any disciplinary incidents if the employee works a full year without further action being instituted under this policy.

Grievance Procedure

Employees have an opportunity to present their work-related complaints and to appeal supervisory decisions through a dispute resolution or grievance procedure. Water of Life will attempt to resolve promptly all grievances that are appropriate for handling under this policy.

An appropriate grievance is defined as an employee's expressed feeling of dissatisfaction concerning any interpretation or application of a work-related policy by management, supervisors, or other employees.

Employees must notify Water of Life in a timely fashion of any grievance considered appropriate for handling under this policy. The grievance procedure is the exclusive remedy for employees with appropriate grievances. As used in this policy, the terms "timely fashion," "reasonable time," and "promptly" will mean five working days.

Employees will not be penalized for proper use of the grievance procedure. However, it is not considered proper if an employee abuses the procedure by raising grievances in bad faith or solely for the purposes of delay or harassment, or by repeatedly raising grievances that a reasonable person would judge have no merit. Implementation of the grievance procedure by an employee does not limit the right of Water of Life to proceed with any disciplinary action which is not in retaliation for the use of the grievance procedure.

The grievance procedure has a maximum of three steps, but grievances may be resolved at any step in the process. Grievances are to be fully processed until the employee is satisfied, does not file a timely appeal, or exhausts the right of appeal. A decision becomes binding on all parties whenever an employee does not file a timely appeal or when a decision is made in the final step and the right of appeal no longer exists.

Employees who feel they have an appropriate grievance should proceed as follows:

- Step 1:** Promptly bring the grievance to the attention of the immediate supervisor. If the grievance involves the supervisor, then it is permissible to proceed directly to Step 2. The supervisor is to investigate the grievance, attempt to resolve it, and give a decision to the employee within a reasonable time. The supervisor should prepare a written and dated summary of the grievance and proposed resolution for file purposes.
- Step 2:** Appeal the decision to the Executive Director, if dissatisfied with the supervisor's decision, or initiate the procedure with the Executive Director if the grievance involves the employee's immediate supervisor. If the grievance involves the Executive Director, then it is permissible to proceed directly to Step 3. Such an appeal or initial complaint must be made in a timely fashion in writing. The supervisor's version of the grievance and decision will then be submitted, also in writing. The Executive Director will, in a timely fashion, confer with the employee, the supervisor, and any other members of management considered appropriate; investigate the issues; and communicate a decision in writing to all the parties involved.
- Step 3:** Appeal an unsatisfactory Executive Director decision to the Board chair, or initiate the procedure with the Board chair if the grievance involves the Executive Director. The timeliness requirement and procedures to be followed are similar to those in Step 2. The Board chair will take the necessary steps to review and investigate the grievance and will then issue a written, final, and binding decision.

Final decisions on grievances will not be precedent-setting or binding on future grievances unless they are officially stated as Water of Life policy. When appropriate, the decisions will be retroactive to the date of the employee's original grievance.

Information concerning an employee grievance is to be held in strict confidence. Supervisors, department heads, and other members of management who investigate a grievance are to discuss it only with those individuals who have a need to know about it or who are needed to supply necessary background information.

**INDIVIDUAL EMPLOYEE
STATEMENT OF FAITH**

1. I believe the Bible to be the inspired, the only infallible, authoritative Word of God (II Timothy 3:15-17).
2. I believe that there is one God, eternally existent in three persons: Father, Son and Holy Spirit (Matthew 28:19; Ephesians 4:4-6).
3. I believe in the deity of Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, in His present rule as Head of the Church and in His personal return in power and glory (John 1:1-4; Matthew 1:12; Philippians 2:5-11; Hebrews 1:1-4 and 4:15; Acts 1:11 and 2:22-24; I Corinthians 15:3-4).
4. I believe that, for the salvation of lost and sinful men, repentance of sin and faith in Jesus Christ results in regeneration by the Holy Spirit and that Jesus Christ is the only way of salvation (Titus 3:4-7; Luke 24:46-47; Ephesians 2:8-9; John 14:6; Acts 4:12).
5. I believe in the present ministry of the Holy Spirit whose indwelling enables the Christian to live a godly life (Galatians 5:16-18; Romans 8:9).
6. I believe in the resurrection of both the saved and the lost; the saved unto the resurrection of eternal life and the lost unto the resurrection of damnation and eternal punishment (Revelation 20:11-15; I Corinthians 15:51-57).
7. I believe in the spiritual unity of believers in our Lord Jesus Christ and that all true believers are members of His body, the Church, with equality across racial, gender and class differences (Ephesians 1:22-23; I Corinthians 12:12, 27).
8. I believe that the ministry of evangelism is a responsibility of both the church and each Christian (Romans 10:9-15; Acts 1:8; Matthew 28:18-20; I Peter 3:15).

Signature of Employee

Date: _____

PRINTED NAME OF EMPLOYEE