
EMPLOYEE HANDBOOK

Sikh-Dharma of Massachusetts, Inc.

An Equal Opportunity Employer

**An Employee Handbook of
Employee Benefits and
Personnel Policies**

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INTRODUCTION

Receipt of Sikh Dharma Employee Handbook

The Employee Handbook is a compilation of personnel policies, practices and procedures currently in effect at Sikh-Dharma of Massachusetts, Inc. (hereinafter referred to as Sikh Dharma), an equal opportunity employer.

This Employee Handbook is designed to introduce employees to the organization, familiarize you with Sikh Dharma policies as they pertain to you as an employee, provide general guidelines on work rules, disciplinary procedures and other issues related to your employment, and to help answer many of the questions that may arise in connection with your employment.

This Handbook and any other provisions contained herein do not constitute a guarantee of employment or an employment contract, express or implied. You understand that your employment is “at-will” and that your employment may be terminated for any reason, with or without cause, and with or without notice. Only the authorized representative(s) of Sikh-Dharma has the authority to enter into a signed written agreement guaranteeing employment for a specific term. This Handbook is intended solely to describe the present policies and working conditions at Sikh-Dharma and does not purport to include every conceivable situation; it is merely meant as a guideline, and unless laws prescribe otherwise, common sense shall prevail. Federal, state, and/or local laws will take precedence over Sikh-Dharma policies, where applicable.

Personnel Policies are applied at the discretion of Sikh-Dharma. Sikh-Dharma reserves the right to change, withdraw, apply, or amend any of our policies or benefits, including those covered in this Employee Handbook, at any time. Sikh-Dharma may notify you of such changes via email, posting on the Sikh Dharma’s Intranet, Portal or Web site, or via a printed memo, notice, amendment to or reprinting of this Employee Handbook, but may, in its discretion make such changes at any time, with or without notice and without a written revision of this Employee Handbook.

By signing below, you acknowledge that you have reviewed a copy of Sikh-Dharma’s Employee Handbook, can view a copy online at yogaattheashram.com, and understand that it is your responsibility to read and comply with the policies contained therein and any revisions made to it. Furthermore, you acknowledge that you are employed “at-will” and that this Employee Handbook is neither a contract of employment nor a legal document.

Signature

Date

Please print your full name

*Please sign and date one copy of this notice and return it to Human Resources.
Retain a second copy for your reference.*

Welcome and Purpose

This Employee Handbook is designed to acquaint you with Sikh-Dharma and provide you with general information about working conditions, benefits, and policies affecting your employment. Please contact your human resources director if you have questions on these policies. For Sikh Dharma of Massachusetts, Inc. employees contact the Sikh Dharma Executive Council, for Baba Siri Chand Yoga Center employees contact the Director of the Baba Siri Chand Yoga Center.

The information contained in this Employee Handbook applies to all employees of Sikh-Dharma. Following the policies described in this Employee Handbook is considered a condition of continuous employment. However, nothing in this Employee Handbook alters an employee's "at-will" status. The contents of this Employee Handbook shall not constitute nor be construed as a promise of my employment or as a contract between Sikh Dharma and any of its employees. The Employee Handbook is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Employee Handbook. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

Equal Employment Opportunity

It is our policy to provide equal employment opportunity to all individuals. We are committed to a diverse workforce. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy, and believe in the concept and spirit of the law.

We are committed to assuring that:

- All recruiting, hiring, training, promotion, compensation, and other employment related programs are provided fairly to all persons on an equal opportunity basis;
- Employment decisions are based on the principles of equal opportunity. All personnel actions such as compensation, benefits, transfers, training, and participation in social and recreational programs are administered without regard to any characteristic protected by state, federal or local law; and
- Employees and applicants will not be subjected to harassment, intimidation, threats, retaliation, coercion or discrimination because they have exercised any right protected by law.

We believe in and practice equal opportunity. The Director of the Baba Siri Chand Yoga Center and the Sikh Dharma Executive Council Director serve as our Equal Opportunity Coordinators and have overall responsibility for assuring compliance with this policy. All

employees are responsible for supporting the concept of equal opportunity and diversity and assisting Sikh Dharma in meeting its objectives.

Employment Policies

I-9 Immigration Reform Policy

Sikh-Dharma complies with the Immigration Reform and Control Act, employing only those persons who are legally eligible to work in the United States.

Sikh-Dharma complies with the Immigration Reform and Control Act of 1986 by employing only United States citizens and non-citizens who are authorized to work in the United States. All employees are asked on their first day of employment to provide original documents verifying the right to work in the United States and to sign a verification form required by federal law (INS Form I-9). If an individual cannot verify his/her right to work within three days of hire, Sikh-Dharma must terminate his/her employment.

Background Checks

Sikh-Dharma conducts background checks on all job candidates post-job offer. Sikh-Dharma may also use a third party administrator to conduct the background check. The type of information that may be collected is as follows: criminal background check, employment history, education, credit and professional or personal references.

This information may also be sought out during reassignment or promotional periods.

Sikh-Dharma will conduct background checks in compliance with the federal and state statutes of the Fair Credit Reporting Act

Employee Classification

Employees are classified as either exempt or non-exempt for pay administration purposes, as determined by the federal Fair Labor Standards Act (FLSA).

The definitions of the worker classification categories can be summarized as follows:

Exempt: Management, supervisory, professional, sales or administrative employees, whose positions meet FLSA standards, are exempt from overtime pay requirements.

Non-exempt: Employees whose positions do not meet the FLSA exemption standards are paid overtime. Employees classified as non-exempt generally work in non-supervisory, non-professional or non-administrative capacities. Overtime work, however, is prohibited without specific supervisor authorization.

In addition, each employee's status is defined as one of the following:

Full-time: Employees who work a minimum of 40 hours per week are considered to be full-time. Such full-time employees are eligible for benefits after applicable requirements for length of service have been met.

Sikh-Dharma supplements its regular work force with temporary or part-time employees to help compensate for workload, employee absences, or other situations. Management will determine which positions are permanent part-time and which are considered temporary or seasonal.

Part-time: Employees who work less than 40 hours per week are considered to be part-time. Part-time employees, or those who work on a temporary project basis, will receive all legally mandated benefits (such as workers compensation and Social Security benefits), but are ineligible for other benefit programs.

Temporary: Temporary employees are those engaged to work either part-time or full-time on Sikh-Dharma's payroll, but have been hired with the understanding that their employment will be terminated no later than upon their completion of a specific assignment. This category includes interns and co-op students. Such employees may be either "exempt" or "non-exempt" but are not eligible for Sikh-Dharma benefits except as mandated by law.

Independent Contractors: Consultants, freelancers or independent contractors are not employees of Sikh-Dharma. The distinction between employees and independent contractors is important because employees may be entitled to participate in the Sikh Dharma's benefits programs, while independent contractors are not. In addition, Sikh-Dharma is not required to withhold income taxes, withhold and pay Social Security and Medicare taxes, or pay unemployment tax on payments made to an independent contractor.

Employment Termination

1. Sikh-Dharma and its employees share a working relationship defined as employment-at-will. Simply stated, employment-at-will means that in the absence of a specific written agreement, you are free to resign at any time, and Sikh-Dharma reserves the right to terminate your employment for any reason (which does not violate any applicable law) with or without prior notice.
2. Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:
 - Resignation - voluntary employment termination initiated by an employee.
 - Termination - involuntary employment termination initiated by Sikh-Dharma.
 - Layoff - involuntary employment termination initiated by Sikh-Dharma for non-disciplinary reasons.
3. If you wish to resign, you are requested to notify your manager of your anticipated departure date at least two weeks in advance. Of course, as much notice as possible is appreciated by Sikh-Dharma and your coworkers. This notice should be in the form of a written statement.
4. In the case of termination due to resignation, retirement, or permanent reduction in the work force, your accrued vacation pay will be paid on a pro-rata basis.
5. Unused personal time is not paid upon termination. In the case of termination, any vacation or personal/sick time used in excess of accrued time will be deducted from your final paycheck given your prior written permission.
6. Furthermore, any outstanding financial obligations owed to Sikh-Dharma will also be deducted from your final check given your prior written permission.
7. A meeting between you and your immediate manager will take place prior to your last day of work. Office keys and Sikh Dharma equipment must be returned at this time.
8. If you leave Sikh-Dharma in good standing, you may be considered for re-employment.
9. Except as required by law or by separate agreement, employee salary and benefits will end on the date of termination.

Workplace Conduct

Conflicts of Interest

All employees have a duty to further the Sikh Dharma's aims and goals, and to work on behalf of its best interest. Employees should not place themselves in a position where the employee's actions or personal interests may be in conflict with those of Sikh-Dharma. Examples include soliciting or profiting from the Sikh Dharma's client/prospect base or other Sikh Dharma asset for personal gain, acting on behalf of Sikh-Dharma in servicing or obtaining a client and limiting the best solution for the client/prospect for personal financial gain, and acting as director, officer, employee, or otherwise for any business or institution with which Sikh-Dharma has a competitive or significant business relationship without the written approval of the President.

Employees should report to their manager any situation or position (including outside employment by the employee or any member of the employee's immediate household) which may create a conflict of interest with Sikh-Dharma.

Code of Ethics Policy

Sikh-Dharma maintains specific policies in an attempt to assist employees in adhering to specific standards of conduct. These policies are in place to preserve Sikh-Dharma's reputation and prevent adverse consequences to all parties involved. This particular policy is designed to establish standards of conduct with respect to payments and political contributions.

Prohibition of Improper Payments

Sikh-Dharma requires all employees to only use lawful practices involving governmental authorities. As a result, kickbacks and bribes offered with the intent of inducing or rewarding specific buying decisions and/or actions are strictly prohibited. No employee of Sikh-Dharma shall offer to make direct or indirect payments of value in the form of compensation, gifts or contributions or otherwise to any of the following:

- Persons or firms employed by or acting on behalf of a customer (private or governmental) for the purpose of rewarding favorable actions in a transaction.
- Any governmental officials, political parties or officials of a party or candidate for political office, for the purpose of rewarding favorable actions or influence of the official, party or candidate.

The stipulations of this section are not applicable to ordinary, reasonable business entertainment expenses and gifts of no substantial value. Management should exercise sound judgment and discretion with regard to controlling and authorizing such business expenses on a regular basis.

Political Contributions

Sikh-Dharma will not make any contributions to any political party or candidate for political office. Federal law does not allow corporations in the United States to contribute to the political process in any significant amount. There are, however, various states that do allow corporate contributions to political parties and candidates in conjunction with state and local elections.

Reporting to Management

Any employee who must authorize, make or agree to a payment which may be contrary to this policy must report this information to his/her supervisor or Sikh-Dharma's legal counsel immediately. If an employee learns that another coworker is engaging in conduct contrary to this policy, he/she must report this information immediately to his/her supervisor or Sikh-Dharma's legal counsel. Management personnel who receive a report will promptly discuss the issue with legal counsel for further investigation.

Antitrust Laws

Antitrust laws are relevant to many business decisions, and those who engage in illegal actions against such laws are subject to fines and imprisonment, or both. Management shall guide the employee body in abiding by antitrust decrees applicable to the organization. Sikh-Dharma adheres that it will comply with all U.S. antitrust laws applicable to normal business operations and will hold employees responsible for abiding by these legislations as well.

In compliance with Section I of the Sherman Antitrust Act:

- No employee shall enter into an agreement (expressed or implied; formal or informal; written or oral) with any competitor restricting any of the following conditions or business offering:
 - Prices
 - Costs
 - Profits
 - Offerings of products and services
 - Terms of sale conditions
 - Production or sales volume
 - Market share
 - Quote decisions
 - Customer selection
 - Distribution methodology
- No employee shall enter into an agreement with a purchaser/lessee restricting the right of the purchaser/lessee to determine the price to resell or lease the product in question. Employees may also not enter in such agreements when Sikh-Dharma is the purchaser/lessee in the agreement.
- The following situations may be in violation of antitrust laws under certain circumstances. Employees may not enter into these agreements without consulting legal counsel in advance, and obtaining clearance to enter into such agreements.
 - Agreements with customers or suppliers regarding the sales or purchases of reciprocal purchases or sales by customers and/or suppliers.

- Agreements with purchasers or lessees of products of Sikh-Dharma which would restrict customers from using or reselling products as they choose to do so.
- Agreements with any party that would restrict all parties involved to manufacture a product or provide a service to a third party.

Exchange of Information with Competitors

Communication with competitors would be an infringement of antitrust laws, specifically if the communication is accompanied by some action. The prohibitions of this policy are intended to avoid antitrust infringements. Under this policy, no employee shall discuss information on any subject with a competitor or another third party acting on behalf of a competitor to remain compliant with Section I of the Sherman Antitrust Act, unless Sikh-Dharma legal counsel determines that such communication would not violate antitrust laws. When participating in trade associations and other meetings with competitors, employees shall not attend:

- Unauthorized meetings with competitors.
- Meetings where the communication with competitors are in violation of the paragraph above.
- Meetings for trade associations held to discuss business without adhering to the formal rules established by the trade association for its meetings.

Employees must recognize that participating in development and product certification events impacting competitors or suppliers may initiate antitrust violations. Consult legal counsel before attending any organization which may develop standards or certify products with competitors.

Violations of this Policy

If an employee violates this policy, he/she may be subject to termination or other disciplinary action to prevent future violations. Those who do the following may be subject to disciplinary action or termination:

- Employees are in direct violation of this policy.
- Employees who deliberately withhold information concerning the violation of this policy or fail to report a violation of this policy.
- Management personnel who fail to report violation of this policy by their subordinates.

If an employee is accused of violating antitrust laws, yet did consult legal counsel and acted in good faith, they may not face disciplinary action under this policy. Sikh-Dharma may also assist in the employee's defense, within the confines of the law.

Complaint Policy

Sikh-Dharma expects all employees to respect the rights of their co-workers and maintain an atmosphere free of discrimination.

In the event that an employee experiences any job-related discrimination or harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty or veteran status, or believe they have been treated in an unlawful, discriminatory manner, the individual should promptly report the incident to a supervisor. If the employee believes it is inappropriate to discuss the matter with their supervisor, it should be directly reported to human resources. Once made aware of a complaint, Sikh-Dharma is committed to commence an immediate, thorough investigation of the allegations. Complaints will be kept confidential to the maximum extent possible.

If, at the completion of an investigation, Sikh-Dharma determines that an employee is guilty of discriminatory or harassing behavior, appropriate disciplinary action will be taken against the offending employee.

Sikh-Dharma prohibits any form of retaliation against any employee for filing a bona fide complaint under this policy, or for assisting in the complaint investigation. However, if, after investigating any complaint of unlawful discrimination, Sikh-Dharma determines that an employee intentionally provided false information regarding the complaint, disciplinary action may be taken against the one who gave the false information.

Disciplinary Action Policy

Sikh-Dharma reserves the right to terminate an employee at any time for any lawful reason with or without prior disciplinary counseling or notice. Nothing in this Handbook or any other Sikh-Dharma document is intended to:

- Modify this “at-will” employment,
- Promise progressive discipline or disciplinary counseling,
- Promise notice in circumstances where Sikh-Dharma considers immediate termination or discipline to be appropriate.

Disciplinary actions may entail verbal, written, final warnings, suspension, or termination. All of these actions may not be followed in some instances. Sikh-Dharma reserves the right to exercise discretion in these actions. Prior warning is not a requirement for termination. If you are disciplined in writing, copies of your warnings are placed in your personnel file.

Sikh-Dharma reserves the right to take any disciplinary action it considers appropriate, including termination, at any time. In addition to those situations discussed elsewhere in this handbook, listed below are some other examples where immediate termination could result. This list is general in nature and is not intended to be all-inclusive:

- Discourtesy to a customer, provider, or the general public resulting in a complaint or loss of good will.
- Refusal or failure to follow directives from a supervisor, manager, or Sikh-Dharma officer.
- Breach of confidentiality relating to employer, employee, customer, or provider information.
- Altering, damaging, or destroying Sikh Dharma property or records, or another employee’s property.
- Dishonesty.
- Providing false or misleading information to any Sikh-Dharma representative or on any Sikh-Dharma records including the employment application, benefit forms, time sheets, expense reimbursement forms, etc.
- Fighting or engaging in disorderly conduct on Sikh-Dharma’s or customer’s premises.
- Violations of any of Sikh-Dharma’s employment policies including, but not limited to, confidentiality, security, solicitation, conflict of interest, and code of conduct.

Drug-Free Workplace Policy

We recognize alcohol and drug abuse as potential health, safety and security problems. It is expected that all employees will assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is made a condition of employment. Employees are prohibited from the following when reporting for work, while on the job, on Sikh Dharma or customer premises or surrounding areas, or in any vehicle used for Sikh Dharma business:

Section: Workplace Conduct

- The unlawful use, possession, transportation, manufacture, sale, dispensation or other distribution of an illegal or controlled substance or drug paraphernalia;
- The unauthorized use, possession, transportation, manufacture, sale, dispensation or other distribution of alcohol; and
- Being under the influence of alcohol or having a detectable amount of an illegal or controlled substance in the blood or urine (“controlled substance” means a drug or other substance as defined in applicable federal laws on drug abuse prevention).

Any employee violating these prohibitions will be subject to disciplinary action up to and including termination.

Any employee convicted under any criminal drug statute for a violation occurring while on the job, on Sikh Dharma or customer premises, or in any vehicle used for Sikh Dharma business must notify the Sikh Dharma no later than 5 days after such a conviction. A conviction includes any finding of guilt or plea of no contest and/or imposition of a fine, jail sentence, or other penalty.

We recognize that employees suffering from alcohol or drug dependence can be treated. We encourage any employee to seek professional care and counseling prior to any violation of this policy.

Violence-Free Workplace

It is Sikh-Dharma's policy to provide a workplace that is safe and free from all threatening and intimidating conduct. Therefore, Sikh-Dharma will not tolerate violence or threats of violence of any form in the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to Sikh-Dharma employees, clients, customers, guests, vendors, and persons doing business with Sikh-Dharma.

It will be a violation of this policy for any individual to engage in any conduct, verbal or physical, which intimidates, endangers, or creates the perception of intent to harm persons or property. Examples include but are not limited to:

- Physical assaults or threats of physical assault, whether made in person or by other means (i.e., in writing, by phone, fax, or e-mail).
- Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker.
- Possession of firearms or any other lethal weapon, with the exception of a kirpan for religious purposes, on Sikh Dharma property, in a vehicle being used on Sikh Dharma business, in any Sikh Dharma owned or leased parking facility, or at a work-related function.

Anyone with questions or complaints about workplace behaviors which fall under this policy may discuss them with a supervisor or a Human Resources representative. Sikh-Dharma will promptly and thoroughly investigate any reported occurrences or threats of violence. Violations of this policy will result in disciplinary action, up to and including immediate termination of employees. Where such actions involve non-employees, Sikh-Dharma will take action appropriate for the circumstances. Where appropriate and/or necessary, Sikh-Dharma will also take whatever legal actions are available and necessary to stop the conduct and protect Sikh-Dharma employees and property.

Workplace Harassment Policy

Sikh-Dharma's policy is to provide a work environment that is free from harassment. Therefore Sikh-Dharma will not tolerate harassment based on age, race, gender, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal, or local law. Such conduct is prohibited in any form at the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to all Sikh-Dharma employees, clients, customers, guests, vendors, and persons doing business with Sikh-Dharma.

Sexual harassment, one type of prohibited harassment, warrants special mention. Sexual harassment has been defined according to Sikh-Dharma guidelines as:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- *Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment;*
- *Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment; or*
- *Such conduct has the purpose or effect of interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment.*

Examples of conduct prohibited by this policy include, but are not limited to:

- Unwelcome sexual flirtation, advances, or propositions;
- Verbal comments related to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation;
- Explicit or degrading verbal comments about another individual or his/her appearance;
- The display of sexually suggestive pictures or objects in any workplace location including transmission or display via computer;
- Any sexually offensive or abusive physical conduct;
- Displaying cartoons or telling jokes which relate to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation.

If you believe that you are being subjected to workplace harassment, you should:

1. Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your supervisor/manager, the site Human Resources representative, the Director of the Yoga Center or the Director of the Sikh Dharma Executive Committee.
3. Report any additional incidents or retaliation that may occur to one of the above resources.

Any reported incident will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible, given Sikh-Dharma's obligation to investigate and act upon reports of such harassment. Appropriate actions will be taken by Sikh-Dharma to stop and remedy any and all such conduct, including interim measures during a period of investigation.

Retaliation of any kind or discriminating against an employee who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. An employee who violates this policy or retaliates against an employee in any way will be subject to disciplinary action up to and including immediate termination.

Time Away From Work

Appendix C to Part 825–Notice to Employees Of Rights Under FMLA (WH Publication 1420)

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week 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.

FMLA also includes a special leave entitlement 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 is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight 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 of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement 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 the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

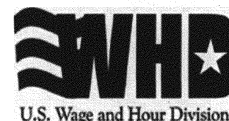
An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulations 29 C.F.R. § 825.300(a) may require additional disclosures.



For additional information:
1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627
WWW.WAGEHOUR.DOL.GOV



U.S. Department of Labor | Employment Standards Administration | Wage and Hour Division

WHD Publication 1420 (Rev. XX-XXXX)

Funeral Leave Policy

We have taken into consideration the personal needs that arise from the death of an **immediate** family member. You will be allowed leave up to three days with pay until and including the day of the funeral. Funeral leave pay will not be granted to employees attending a funeral during periods when, for other reasons, they are not at work, such as vacation, holidays, and illness.

Immediate family is understood to include father, mother, spouse, child, sister, brother, mother-in-law, father-in-law, brother-in-law, sister-in-law, grandparents, or any relative who lives with the employee.

Jury Duty

While it is the duty of every citizen to serve on a jury when called, Sikh-Dharma recognizes that this often means the loss of income. Sikh-Dharma pays the difference between the jury pay and regular wages for days when you are unable to report to work because of jury service.

The above statement applies provided that you:

- Show your supervisor your summons to serve on a jury prior to the time that you are scheduled to serve.
- Furnish your supervisor with evidence of having served on a jury for the time claimed.

Jury absence will be noted on your time sheet. Time spent on jury duty will not be counted as hours worked for the purpose of computing overtime pay. Regular wages are paid until jury pay is received. Jury pay is then deducted from your regular wages.

This benefit cannot be applied to any court appearance other than jury duty unless such appearance is related to your employment.

Lunch and Rest Periods

Lunch Periods

Employees are allowed an unpaid 30 minute lunch break. Lunch breaks are generally taken between the hours of 11am and 2pm. The schedule for meal periods should be established on the basis of work requirements in each office. Staggered meal periods may be necessary in customer service locations. Supervisors should be sure that each location is adequately staffed and that someone with authority to resolve minor problems is available at all times.

Rest Periods

Two paid rest periods of 15 minutes each should be permitted each day. The schedule for these breaks should depend completely on the needs of each office.

Rest periods are considered time worked, and employees will receive compensation for such periods.

Time Off to Vote

Sikh-Dharma encourages all employees to vote. It is the policy of Sikh-Dharma to comply with all state election law requirements with respect to providing employees, where necessary, with time off to vote.

If an employee has four (4) consecutive hours either between the opening of the polls in his or her community and the beginning of the workday or between the end of the workday and the closing of the polls, the employee will be deemed to have sufficient time outside his or her normal working hours within which to vote.

If an employee has less than four (4) consecutive hours, he or she may take off as much working time as will, when added to his or her voting time outside normal working hours, enable such employee to vote.

For nonexempt employees, however, not more than two (2) hours of working time taken shall be paid, and such time shall be taken only at the beginning or end of the employee's workday as designated by the employee's supervisor.

Employees requiring working time off to vote will be required to notify Sikh-Dharma not more than 10 or less than two (2) working days before the day of election when time off to vote will be required.

Nursing Mothers Policy

In compliance with the amended Fair Labor Standards Act and to ease the transition of mothers returning to work following the birth of a child, lactation accommodation will be provided for nursing mothers.

Accommodations Provided

For up to a year following a child's birth, nursing employees will be provided break time to express breast milk during the workday. The employee will be allowed a reasonable break time whenever she has the need to express milk throughout the day.

Sikh-Dharma will provide a private area for nursing employees to express breast milk. Employees must bring their own cooler or storage container, but may store their milk in a Sikh Dharma refrigerator.

Pay Issues

Breaks to express milk will not be paid. Employees may use normal break and lunch periods to accommodate their nursing needs. However, if the breaks needed to express milk exceed standard daily break time, then the employee must use personal time (either in the form of an unpaid break or PTO).

Work With Your Supervisor

If you are returning from maternity leave, speak with your manager or supervisor regarding your nursing needs. Your supervisor will work with you to accommodate your break schedule as needed, knowing that your breaks may differ on a day-to-day basis.

If you have any further questions or concerns regarding this policy, please contact either the Executive Committee Director or the Director of the Yoga Center.

Religious Observances

Federal and state equal opportunity laws generally require employers to accommodate the religious beliefs of employees, but do not require them to provide paid leave. Sikh-Dharma respects your religious beliefs and therefore will provide 1 day of paid leave to employees who, for religious reasons, must be away from the office on days of normal operation.

Beyond this, we must reconcile employees' religious obligations with the requirements of running a business and serving customers. Supervisors will authorize schedule changes and/or additional use of vacation leave or unpaid leave, only where the requested arrangement, in the supervisor's judgment, neither prevents the requesting employee from meeting the requirements of the job nor unfairly burdens other employees.

Employees who need time off for religious observance should request leave from their supervisors at least two weeks in advance. Time off is granted only with prior approval, but will not be unreasonably withheld.

Sick Pay Policy

Being a service-oriented organization, it is crucial that you begin work at your assigned time. If you are tardy, you should report the reason to your supervisor. It is very much to your advantage to do all that you can to have a good attendance record since regular attendance is one of the best indications of interest in your job and will be taken into account at your performance evaluation. If you are unable to report for work because of illness or for any other reason, please call your supervisor between 8-10am. Explain the reason for the absence and tell him/her when you expect to return to work. If you are unable to return to work on the expected day, you should call your supervisor by 8-10am on that day to inform him/her of the status of your return. If your supervisor is unavailable, contact Human Resources.

Personal/Sick Time

Personal/Sick Time is time you elect to use for the following reasons:

- Physician and dental appointments for yourself or family members;
- Time away from the office when either you or a family member is sick;
- Time away from the office for any personal reason.

You are not required to give any specific reason for using your personal/sick time. However, when you plan to use time for “personal” reasons and/or scheduled appointments, you must notify your manager of this preference and schedule the time off as far in advance of the event as possible.

Beginning on the first of the month following 30 days of continuous employment with the organization, all full-time employees are eligible to accrue personal/sick pay for absences due to illness or injury to you, your dependents, or your ill parent, or for any personal reason. This personal/sick pay accrues at the rate of one half day per calendar month until December 31. Beginning January 1, you are allowed personal/sick pay to a maximum of five days per calendar year. These days are accrued pro-rata based on the actual percentage of the calendar year you work. Personal/sick pay may not be carried over from year to year. Time taken for health care purposes for yourself or your dependent’s visit to the doctor, dentist, etc. will be counted as sick leave. If the appointment takes less than half of a day, the option of a half sick day may be used or that amount of time may be made up during that work week if the work schedule permits and your supervisor approves.

Personal/sick leave is a benefit provided to you in the event you need to take time off because of your health or for any personal reason. It is not merely additional paid vacation, thus no pay is provided for unused personal/sick leave at the end of employment.

Abuse of Sick Leave

Regular attendance is crucial to the success of this and any other business. Paid sick leave is provided as a financial buffer for employees who are too injured or ill to work, not as additional time off for employees who are well. Employees should be prepared to furnish a doctor’s note or similar evidence of inability to work if the supervisor requests one. Abuse of sick leave is grounds for discipline, up to and including discharge.

Extended Leave

Employees who have used up their available paid sick leave and remain unable to report for work may be eligible for unpaid family and medical leave (FMLA leave). Eligibility for health care benefits continues during FMLA leave.

Vacation Policy

Policy

Regular full- and part-time employees begin earning vacation leave on the date of employment; however, no paid vacation days will be granted until the third month of employment is completed. Each employee will accrue leave hours on a monthly basis and will be required to take five consecutive business days of vacation each calendar year in order to meet internal control and security requirements. Vacation may be taken in half-day increments of time. Vacation not used by the end of the calendar year will be forfeited.

Procedure

All employees are required to submit a written request for vacation leave at least 1 month prior to the date they wish their vacation to begin. This form should be submitted to the department supervisor/manager, who will forward it to the human resources department for approval. Supervisors/managers will resolve conflicting leave requests within a department by considering factors such as:

- Departmental staffing needs
- Seniority
- Length of desired vacation
- Elapsed time since employee's last 5-day (or longer) vacation

Regular Full-Time Employees

Regular full-time employees are permitted 2 weeks paid vacation per employment year. The employee's supervisor must approve the use of leave without pay to extend a vacation.

Regular Part-Time Employees

Regular part-time employees will be eligible for 1 week of paid vacation per employment year. The employee's supervisor must approve the use of leave without pay to extend a vacation.

Information & Office Security

Emergency Action Plan

Purpose

To proactively protect the health and safety of all Sikh-Dharma employees.

Practice

We recognize that our people drive our business. As our most critical resource, employees are safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. No duty, no matter what its perceived result, is more important than employee health and safety.

General Guidelines in an Emergency

Stay calm and think through your actions.

Know important emergency numbers:

- Fire/Police/Ambulance (9) 9-1-1
- Human Resources-The Baba Siri Chand Yoga Center Director 508-376-4525 or Sikh Dharma Executive Committee Director 508 254-7956

Be aware of your surroundings.

- Know where stairwell exits and alternate exits are located.
- Do not hesitate to call/alert others if you believe that an emergency is occurring.

Fire

- Evacuation:
- Employees are notified of a fire by the fire alarm system.
- Upon hearing the alarm, immediately evacuate the building using the closest exit. Do not delay evacuation to get your coat, personal belongings, finish a phone call, or wait for friends.
- Notify the building Emergency Leaders or their backups.

Building Emergency Leaders:

- Building A: Nam Joti Kaur
- Building B: Jot Singh
- Building C: Adi Shakti Kaur
- Building D: Dharma Kaur
- Building Emergency Leaders should be the last persons to leave the area. Emergency Leaders should check in all rooms, lavatories, and offices to be sure all people have evacuated. All doors should be closed after the Emergency Leader clears an area.
- Any employee having mobility, visual, hearing, or other conditions that may hinder them from becoming aware of an emergency or evacuation, should disclose their condition to Human Resources at the time of hire so that special assistance can be rendered at time of emergency.
- Upon exiting the building, report to the Emergency Leaders for headcount confirmation.

- If any employee or known guest/visitor is missing, immediately report the missing person's name to an Emergency Leader who will in turn report it to the proper Sikh Dharma and civil authorities.
- All employees who are not members of a response team should stay together in the location

-Do not go home, wait in your car, return to the building, or go to another building unless directed by an Emergency Leader to do so.

If you discover a fire:

Alert other persons in the immediate hazard area.

Activate the nearest fire alarm, call 911.

If you have been trained to use a fire extinguisher, follow these instructions:

Pull the safety pin

Aim the nozzle at the base of the fire

Squeeze the operating lever

Sweep side to side, covering the base of the fire

When using a fire extinguisher, always stay between the fire and an exit. Never feel that using a fire extinguisher is required. If the fire is too hot, too smoky, or you are frightened, evacuate immediately.

Medical Emergency

Upon discovering a medical emergency, call (9) 9-1-1.

Call the building emergency leader.

Stay with the ill/injured person. Be careful not to come into contact with any bodily fluids unless properly trained and protected.

Send one person to alert Human Resources (the Yoga Center Director or the EC Director) so they can notify family members of the ill/injured person.

Employees in the immediate vicinity of the emergency, but not involved in the emergency effort, should leave the area.

Severe Weather

In the event severe weather conditions occur at a time when you have not yet reported to work (or are not at work), you should report to work unless otherwise notified, if able to do so safely.

The receptionist will monitor a weather alert radio. If a severe weather warning is issued, (s)he will immediately email/call an announcement:

Employees should immediately seek shelter in the main hallways or exit stairways away from all windows.

The receptionist will take the weather radio with him/her. When the severe weather warning is cancelled, (s)he will send Emergency Leaders to each floor to advise that it is safe to return to office areas.

Workplace Violence

Any employee who feels that (s)he has been threatened should immediately report their concern to their manager and Human Resources.

If you observe anyone exhibiting threatening behavior or making threatening statements, warn others in the area and immediately notify Human Resources (the Yoga Center Director or the EC Director). Stay away from the person exhibiting the threatening behavior.

Depending upon the level of concern, (9) 9-1-1 may be called immediately.

Never attempt to confront any person exhibiting threatening behavior.

If you have reason to believe that events in your personal life could result in acts of violence occurring at work, you are strongly urged to confidentially discuss the issue with Human Resources so that a prevention plan can be developed.

Facility Access & Visitors

We want to ensure that everyone and everything is safe and secure at a minimum inconvenience to you. Office hours are 8am-5pm Monday through Friday. All employees will receive a key to their office door. Employees have access to all floors during working hours.

General Practices

Attendance Policy

1. Sikh-Dharma expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness places a burden on other employees and on Sikh-Dharma.
2. When you are unable to work owing to illness or an accident, please promptly notify your supervisor. In the event your immediate supervisor is unavailable, you must speak with a manager. Leaving a message with another staff member or on voicemail does not constitute an accepted notification of absence. If you do not report for work and Sikh-Dharma is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll.
3. If you become ill at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation.
4. You will be compensated for authorized absences according to the provisions described in this Employee Handbook. Authorized absences beyond the time allowed under that policy are authorized without compensation.
5. In the event of inclement weather, we remain open for business during regularly scheduled working hours. You are expected to report for work in inclement weather if it is at all possible to do so safely. In the event we close due to inclement weather, someone in your work group will contact you. Please keep your work group and manager informed on how to reach you on such occasions. *See also Inclement Weather Policy.*
6. Should undue tardiness or absenteeism become apparent, disciplinary action up to and including discharge may be required.

General Computer Usage Policy

General Usage

Sikh-Dharma requires a General Computer Usage Policy to accomplish its business objectives in a secure and timely manner. Instituting such a policy demonstrates the commitment Sikh-Dharma has to safeguard corporate information assets. That commitment must extend from every individual involved in business operations.

- All data on information systems at Sikh-Dharma is classified as Sikh Dharma proprietary information.
- Any attempt to circumvent Sikh-Dharma's security procedures is strictly prohibited.
- Unauthorized use, destruction, modification, and/or distribution of Sikh-Dharma's information or information systems are strictly prohibited.
- All Sikh-Dharma's information systems will be subject to monitoring and auditing at all times. Users acknowledge that they have no expectation of privacy with regard to their activity on Sikh-Dharma's information systems.
- Use of any Sikh-Dharma's information systems or dissemination of information in a manner bringing disrepute, damage, or ill- will against Sikh-Dharma is not authorized.
- Individual passwords will be kept strictly confidential. In no situation should a username and password be given to another individual.
- Misuse, as defined in this policy, will be handled directly with the offender and could include disciplinary action up to and including discharge.

Internet Usage

Internet usage is provided to Sikh-Dharma employees to conduct work-related business. Incidental and occasional personal use is permitted. This privilege should not be abused and must not affect a user's performance of employment related activities. Non-business Internet activity will be restricted to non-business hours.

E-mail Usage

E-mail accounts are provided to Sikh-Dharma employees to conduct work-related business. While this resource is to be used primarily for business, the Sikh Dharma realizes that employees may occasionally use this privilege for personal matters, and therefore permits limited personal e-mail during non-business hours.

- All e-mail on the Sikh-Dharma information systems, including personal e-mail, is the property of Sikh-Dharma. As such, all e-mail can and may be periodically monitored.
- Outgoing and incoming e-mail of an offensive, pornographic, or otherwise inappropriate nature is prohibited. Violations of this may result in disciplinary action, up to and including termination of employment.

Desktop Services

Sikh-Dharma discourages/prohibits the downloading of software from the Internet because of significant risk of infecting the Sikh Dharma systems with a virus and the unreliability of such downloaded software. All Sikh-Dharma's information systems will be subject to periodic inventory and inspection for compliance.

Business Expense Reimbursement

Purpose:

Sikh-Dharma will reimburse employees for all necessary and reasonable travel expenses related to the normal conduct of business. To administer uniform guidelines for reimbursement of business related travel, meals, and entertainment expenses, the following policies and procedures have been established. While this policy provides many answers and useful guidance, it cannot address every possible situation. If you have any questions regarding the business nature and/or reimbursement of such expenses, check with your supervisor before you commit to spending any funds. The most useful guide to cost effective business travel is to spend money as if it were your own.

Auto Allowance/Mileage:

Employees receive reimbursement for direct business mileage. Direct mileage is reimbursed at the current IRS standard rate and is paid upon submission of a signed and supervisor approved "Monthly Mileage Report" form.

The use of a personal automobile for business related travel is only authorized if the automobile is covered by a current insurance policy with limits not less than \$100,000/300,000 for bodily injury and \$100,000 for property damage. Any damages, repair costs, and/or maintenance costs incurred by an employee in the use of their privately owned vehicle in conjunction with Sikh Dharma business is the sole responsibility of the employee.

Air Travel:

Reservations for all domestic air travel can be made by the employee either on line or directly with the various airlines. It is expected that employees make every effort to minimize the cost of air travel, including considering Saturday night stays or departures out of airports. All trips must be pre-approved by the employee's manager.

Spouse's Travel:

Travel expenses related to an employee's spouse are not reimbursable by the Sikh Dharma.

Lodging:

The selection of overnight lodging should be guided by considerations of safety, quality and reasonableness of room rates. Again, the most useful guide to cost effective accommodations is to spend money as if it were your own. When rooms are guaranteed for late arrival and the trip is cancelled or other lodging is secured, the reservation must be cancelled to avoid being billed for a "No Show." Hotels may require either a 24- or 48-hour cancellation notice to avoid these charges. All trips must be pre-approved by the employee's manager.

Business Meals:

Employees will be reimbursed for reasonable and actual expenses for meals incurred while on business trips away from their normal business hours. All original receipts must be included with the employee's travel and expense report. Any employee expense report received without the receipts will be returned to the employee. Reasonable meal expenses are outlined below:

- **Breakfast \$5**
- **Lunch \$7**
- **Dinner \$10**

The guideline for reimbursement of tips on business meals is 15%.

Submittal of Monthly Expense Report Forms:

It is the employee's responsibility to prepare and submit a Monthly Expense Report to receive reimbursement for business related expenses. Expense Reports should be submitted on at least a monthly basis to insure proper matching of expenses with the appropriate accounting period.

For business related meals and entertainment expenses to be deductible, IRS regulations require that the amount and date of expense, specific business purpose, name/title/Sikh Dharma of people entertained, and name/location of the establishment where the event took place and time of the business discussion (i.e., before, during or after the event) and entertainment be documented on the expense form.

All claimed expenses over \$1 must have an original receipt. All Monthly Expense Report forms must be signed by the employee and approved by their supervisor before being submitted to Accounts Payable for processing.

Employee Discount Policy

Occasionally Sikh Dharma will have special rates for employees to attend programs or events at the Guru Ram Das Ashram or Baba Siri Chand Yoga Center. Rates for each program or event will be publicized and are extended only to the employees, not to guests or family members unless specifically indicated.

Confidential Information and Sikh Dharma Property

During your employment by the Sikh-Dharma, you may have access to confidential and proprietary data which is not known by competitors or within the yoga business community generally. This information (hereinafter referred to as "Confidential Information") includes, but is not limited to, data relating to the Sikh Dharma's marketing and servicing programs, procedures and techniques; the criteria and formulae used by the Sikh Dharma in pricing its products and services; the structure and pricing of special packages that the Sikh Dharma has negotiated; lists of customers and prospects; the identity, authority, and responsibilities of key contacts at Sikh Dharma accounts; the composition and organization of accounts' businesses; the peculiar risks inherent in their operations; sensitive details concerning the structure, conditions, and extent of their existing products and services; contract expiration dates; commission rates; service arrangements; proprietary software, Web applications and analysis tools; and other data showing the particularized requirements and preferences of the accounts. This Confidential Information constitutes a valuable asset of the Sikh Dharma, developed over a long period of time and at substantial expense.

To protect the Sikh Dharma's interest in this valuable asset, you must (a) not use any such Confidential Information for your personal benefit or for the benefit of any person or entity other than the Sikh Dharma, and (b) use your best efforts to limit access to such Confidential Information to those who have a need to know it for the business purposes of the Sikh Dharma. In addition, you should minimize those occasions on which you take documents, computer disks, or a laptop containing such Confidential Information outside the office. On those occasions where it is necessary, consistent with the best interests of the Sikh Dharma and doing your job effectively, to take documents, a computer disk, or a laptop containing Confidential Information

outside the office, all appropriate precautionary and security measures should be taken to protect the confidentiality of the information.

During the course of your employment with the Sikh Dharma, you will be provided and/or will generate correspondence, memoranda, literature, reports, summaries, Employee Handbooks, proposals, contracts, customer lists, prospect lists, and other documents and data concerning the business of the Sikh Dharma. Any and all such records and data, whether maintained in hard copy or on a computer disk, computer hard drive, computer tape, or other medium is the property of the Sikh Dharma, regardless of whether it is or contains Confidential Information. Upon termination of your employment at the Sikh Dharma, you are required to return all such records to the Sikh Dharma and may not retain any copy of any such records or make any notes regarding any such records. We reserve the right to search for such information and property in personal items while on Sikh Dharma premises such as vehicles, purses, briefcases, etc.

Recording Devices Prohibited

Sikh-Dharma prohibits the use of any recording device on Guru Ram Das Ashram property and/or during working hours unless specifically permitted by the Sikh Dharma. Sikh Dharma prohibits the use of sound recording devices, picture phones or any other camera or device that may capture visual images or audio without prior written permission. The use of picture phones or other recording of visual images or audio is specifically prohibited in restrooms, or any other area where members of the public or coworkers would enjoy a reasonable expectation of privacy and in any areas in which sensitive or closely guarded business materials are used or housed. Any employee found in violation of this policy will be subject to discipline up to, and including, termination of employment and may also be subject to prosecution to the fullest extent permitted under the law.

Customer Complaint Policy

This complaint handling policy aims to provide a framework for Sikh Dharma employees to work with when handling complaints from customers, ensure consistency within Sikh-Dharma in handling and resolving complaints from customers, and assist Sikh-Dharma's commitment to provide quality products, services and customer service.

Sikh-Dharma defines the term "complaint" as any expression of dissatisfaction or grievance made by a customer or member of the public with any Sikh-Dharma product or service, not including a request for information.

Lodging of Complaints

Sikh-Dharma's customer service executives will provide reasonable information and assistance to ensure that complaints are made effectively.

Complaints may be lodged by phone at 508 376-4526, e-mail to [Dharma Kaur Khalsa dharmakaur@comcast.net, or by letter to Dharma Kaur Khalsa, 368 Village St, Millis, MA 02054]. Complaints will be acknowledged and customers can be advised of a reference that can be used to identify progress of their complaint.

The Sikh Dharma has established, and will continue to develop, quality processes for the efficient acknowledgment and processing of complaints.

Response to Complaints

Complaints will be processed in a timely and efficient manner. Continuous improvement and training will be utilized to ensure complaints are resolved promptly and in a courteous manner.

Managing our customers' expectations realistically is Sikh-Dharma's goal. This involves the careful examination of each complaint and a resolution offered on the basis of that analysis.

Records/Systems

Complaints will be recorded and analyzed to ensure that our complaint management processes comply with this policy.

Systemic trends and recurring problems will be identified and feedback provided to the relevant departments to improve current processes.

Review of Complaint Handling Process

Sikh-Dharma's complaint handling procedures and systems are to be periodically reviewed to ensure optimum effectiveness and highlight any need for improvement.

Escalation of Complaints

Sikh-Dharma's goal in the area of complaints handling is to finalize complaints at first contact.

Where necessary, customers will be kept informed of the progress of their complaint and the Sikh Dharma's internal escalation process.

Where a customer has exhausted his/her avenues for addressing the complaint within the Sikh Dharma or find those avenues unacceptable, he/she can be advised of external channels for escalation: Sikh Dharma Executive Committee Director Manjit Khalsa 166 Village St, Millis, MA 02054.

Dress Code

We feel our business image is important and request that our employees, volunteers and all people contracted to work on the property of Guru Ram Das Ashram maintain standards of dress and appearance appropriate to the organization as a whole and your individual position responsibilities. While performing duties for our organization employees, volunteers and contractors (workers) are expected to dress in attire appropriate to our sacred and healing environment and to behave in a professional and businesslike manner at all times to best represent Sikh Dharma.

Guidelines:

- Workers may dress according to the requirements of their position and we recognize that different levels of dress may be appropriate for different occasions. As a general rule, when meeting with clients or outside visitors, modest casual business attire should be worn.
- We ask that at all times workers make certain that their appearance is well groomed and clean and that clothing is appropriate, neat, clean, and modest. While relaxed business attire is acceptable within the stated guidelines, we want to be sure our environment does not jeopardize professionalism. Transparent clothing is not acceptable. Shirts must always be worn.
- At the Ashram, the langar kitchen and Gurdwara Sahib are sacred places. When in the langar kitchen or Gurdwara your head must always be covered and shoes must be removed. When teaching kundalini yoga classes the teacher must wear white and cover their head.

Inappropriate Attire or Appearance Includes:

- Any clothing item displaying an offensive comment or graphic illustration.
- Extremely short dresses, skirts or shorts-all must be mid thigh length or longer
- Not wearing a shirt or wearing only a sports bra or halter top
- Dirty, ragged, ungroomed, or sexually provocative, revealing, or transparent clothing
- Any other attire or appearance Sikh-Dharma deems to be inappropriate to the business environment.

If an employee is unclear about our dress and appearance guidelines, they are encouraged to consult with their supervisor and/or our Human Resources (Director of the Sikh Dharma Executive Committee or the Director of the Baba Siri Chand Yoga Center) staff. If an employee reports to work in questionable attire or appearance, a notification and/or discussion will occur with the employee to advise and counsel them regarding the inappropriateness of the attire. Depending upon the circumstance the employee may also be sent home and directed to return to work in proper attire. Any work time lost will be expected to be made up by the employee. Continued or frequent departures from these guidelines will not be permitted and employees who appear for work inappropriately dressed or groomed may be disciplined up to and including termination.

Driving Safety While on Sikh Dharma Business

Purpose

Driver inattention is a factor in a majority of motor vehicle accidents. We are not only concerned about your welfare as a Sikh-Dharma employee, but also the welfare of others who could be put in harm's way by inattentive driving.

As a driver, your first responsibility is to pay attention to the road. When driving on Sikh-Dharma business, or driving while conducting business on behalf of the Sikh Dharma in any other manner, the following applies:

Cellular Phone Use

Cell phone use while driving is a common, often harmful, distraction. We are concerned about your safety as well as the safety of others. For this reason, the use of cell phones while driving is strongly discouraged. Do not accept or place calls unless it is an emergency, meaning the call cannot wait until you safely pull off the road or arrive at your destination. If you must use your cell phone while driving, please use good judgment: keep the call short, use a hands-free device, get to know your phone and its features, and suspend conversations during hazardous driving conditions (rain, snow, ice, fog, glare, heavy traffic, etc.). Teen drivers must obey the Massachusetts laws when on our roads, so they may not use cell phones while driving on our property. Texting while driving is illegal for all drivers.

Obey the Law

Sikh-Dharma is not responsible for any moving traffic violations, parking tickets, or any other city ordinances or state/federal laws regarding your driving habits and operation/care of your personal motor vehicle. Any tickets issued are the employee's responsibility, even if the ticket is issued while conducting business for Sikh-Dharma.

Other Safe Driving Precautions:

- Use better judgment when road conditions are poor. Limit or avoid driving when rain or snow threatens your safety.
- Make an effort to avoid distractions such as eating, applying makeup, paying too much attention to your radio/CD player, or other distracting behavior.
- Do not drive if your ability to drive safely is impaired by the influence of medications.
- Laptop computers should never be used at any time while driving.
- If using a vehicle not your own (rental or otherwise), be sure to properly adjust the mirrors and familiarize yourself with the vehicle's controls before operating.
- Be concerned for your coworkers' safety. Ask them to call you back at a safer time if they call you while driving.

As a business against drunk driving, be responsible when entertaining clients. Abide by the law and use a designated driver or the BADD program.

Employees who drive for Sikh Dharma business must have a current, valid driver's license.

Employee Fraternization Policy

Sikh-Dharma wants to preserve a working environment that has clear boundaries between personal and professional relationships. This is believed to be the best for conducting business. This policy establishes clear boundaries with regard to how relationships develop at work and within the confines of the work area.

- During working hours and in work areas, employees of Sikh-Dharma are expected to keep all personal interactions limited and at a professional level to avoid distracting and/or offending others.
- Employees are prohibited from engaging in any physical interactions that would be seen as inappropriate in the work area. What is inappropriate conduct is in the discretion of the employer.
- Employees who engage in personal relationships with others and allow these relationships to negatively affect the working environment will be subject to disciplinary action. If said employees fail to change their behavior after disciplinary action takes place, they may be subject to further punishments and/or termination.
- Romantic relationships between supervising, managing or executive employees and subordinates are strictly prohibited. If a relationship does develop between a supervising employee and his/her subordinate, management should be notified immediately.

Flexible Schedules

Standard working hours are from 8am to 5pm, Monday through Friday. A 30-minute lunch period is taken at any hour, which is mutually agreeable between the employee and supervisor. Hours can be flexible with permission of the director.

Flextime:

Flextime is an option available to managers to improve departmental efficiency and morale. Flextime may not be appropriate for all departments or all positions. It is each manager's responsibility to manage the program so that it will serve the business requirements of the department.

Basic Principles of Flextime

1. Officer/manager approval is necessary for any department to participate in flextime.
2. The work commitments of the department must be met effectively and efficiently without compromising service to internal or external customers.
3. Each employee must recognize his or her responsibilities to the Sikh Dharma and to coworkers.
4. Each employee utilizing flextime must work cooperatively to ensure that no problems arise with regard to internal or external service.
5. Employees utilizing flextime should establish "standard" hours (i.e., 7 a.m. to 4 p.m. every day) and should not vary hours from day to day, week to week, or month to month.

Application of Flextime

Employees will work a consistent schedule using the following guidelines:

- Band time: 6:00 a.m. to 6:00 p.m. Start and end times are subject to approval.
- Lunch time: Employees must take either a one-hour or half-hour unpaid lunch period. Lunch should normally be taken between 11:00 a.m. and 2:00 p.m., but is mutually agreed upon between the employee and supervisor.

Employees cannot work through their lunch period to make up time unless supervisor approval is obtained. Such occurrences should be infrequent.

Improper Payments and Gifts

We prohibit the solicitation, acceptance, offer or payment to any person or organization of any bribe, kickback or similar consideration of any kind, including money, services or goods or favors (other than goods or favors which are nominal in amount and not prohibited by any federal, state or local law). Do not accept or give gifts, gratuities, entertainment or favors of such value or significance that their receipt might reasonably be expected to interfere with the exercise of independent and objective judgment in making or participating in the business decisions of Sikh-Dharma or the party with whom Sikh-Dharma is dealing.

Inclement Weather

Sikh-Dharma is open for business unless there is a declared State of Emergency. There may be times, however, when we will delay opening or close the office early. Use common sense and your best judgment, however, when traveling to work in inclement weather. When the weather is bad and the office is not officially closed, we will continue to be reasonable about arrival time and would encourage employees to take added precautions in leaving home, even if it means arriving up to one hour late to work.

When the office is open, employees who do not come to work and are not compensated under some other leave provision will not receive compensation for the day. If you arrive at work more than 1 hour after the scheduled opening time, that time is charged to you as either (1) personal/sick time, (2) vacation time, or (3) unpaid time, in that order.

For those employees who arrive at work but management decides to close the office before 3pm, then employees will be compensated as if they had worked to the end of their regularly scheduled hours for that day. If you elect to leave prior to a decision being made by Sikh-Dharma to close early, you will be required to use sick time/vacation time or unpaid time for the hours you did not work.

In cases where the office is officially closed, no employee shall work without the approval of the manager in charge of that area.

Online Social Networking Policy

Our Sikh Dharma is committed to maintaining a good relationship with employees and with the outside world. If Sikh-Dharma sustains a positive reputation and excellent image in the public eye, it directly benefits the Sikh Dharma as a whole in addition to putting you in an advantageous situation as an employee. The way the public views Sikh-Dharma is vital to promoting business, gaining new business, retaining first-class employees, recruiting new employees and marketing our products/services.

While Sikh-Dharma has no intentions of controlling employees' actions outside of work, it is important that employees practice caution and use discretion when posting content on the Internet, and especially on social networking sites that could affect Sikh-Dharma's business operations or reputation. This policy serves as a notice on the practice of social networking for all employees to read and understand.

Purpose

The purpose the Online Social Networking Policy is:

- To guarantee a constructive relationship between the Sikh Dharma and its employees.
- To reduce the possibility of risk to Sikh-Dharma or its reputation.
- To discourage the use of Sikh Dharma time for personal networking.
- To ensure employees are aware of their actions while engaging in social networking, the number of individuals who can access information presented on social networking sites and the consequences associated with these actions

Definitions

Social Networking

Defined as any activity that involves interaction in online communities of people. This interaction includes, but is not limited to, browsing other users' profiles, browsing other users' photos, reading messages sent through social networking forums and engaging in online communities' instant messaging services.

Standard working hours are from 8 AM to 5 PM Monday through Friday. A ½ hour lunch period is taken at any hour, which is mutually agreeable between the employee and supervisor.

Social Networking Sites

Specific online communities of users, or any Web site that links individuals electronically and provides a forum where users can connect and share information. These Web sites can be general or tailored to specific interests or certain types of users. Examples of popular social networking sites include Facebook[®], Twitter[®], MySpace[®], Flickr[®], Friendster[®], Classmates.com[®], LinkedIn[®], Xanga[®] and Bebo[®]. The list of domains that constitute social networking sites is ever-growing and changing because of the nature of the Internet.

Social Networking Profile

A specific user's personalized Web page within a certain social networking site, usually containing personal information such as name, birthday, profile photo, interests, etc.

Micro-blogging

The practice of publishing your recent whereabouts, thoughts or activities on a social networking site for other users to see. This is the main focus of social networking sites such as Twitter, but it also includes features like “status updates” on Facebook.

Business Purposes

Using a social networking site for the Sikh Dharma’s gain, usually as a task or assignment given by a manager/supervisor. This can be done either through a specific Sikh Dharma account on a given social networking site or through a personal account for the purposes of recruiting or marketing for Sikh-Dharma.

Working Hours

Defined as Monday – Friday from 8 AM – 5 PM

Procedures**Prohibited Use**

It is important that employees use their time while at work to conduct Sikh Dharma business. Employees are not blocked from access to social networking sites on Sikh-Dharma computers because under some circumstances, social networking is a powerful business tool that can be channeled to gain positive publicity for the Sikh Dharma and to connect with clients. However, access to such Web sites does not mean they can be used at any time. The following actions are prohibited during working hours:

- Using social networking sites to conduct personal or non-Sikh Dharma business.
- Browsing social networking sites for non-Sikh Dharma business on Sikh Dharma time.
- Reading e-mail alerts regarding personal social networking account activity or using Sikh-Dharma e-mail to correspond with personal social networking contacts.
- Updating information, uploading photos or otherwise engaging with one’s own, personal social networking profile for non-business purposes.
- Micro-blogging for a non-business purpose on a social networking site throughout the day, whether it is on a Sikh Dharma-provided computer or a personal PDA/smart phone device

Prohibited Conduct

Having your own, individual social networking account and using it on your own time is certainly permissible. However, keep in mind that some actions on your personal site are visible for the entire social networking community and are no longer private matters. While Sikh-Dharma will not be continuously monitoring employees’ personal conduct on social networking sites, it might be a good guideline to assume that anything posted on your personal social networking profile could potentially be seen by anyone at the Sikh Dharma. While this section of the policy is a sensitive one, Sikh-Dharma put it in place to protect not only the Sikh Dharma, but you and your job. It is for your own security and defense that you follow these guidelines:

- Do not use micro-blogging features to talk about Sikh Dharma business on your personal account, even on your own time. Do not post anything you would not want your manager/supervisor to see or that would put your job in jeopardy.
- Do not use the Sikh Dharma name, address or other information in your personal profile. This is for your physical safety as well the safety of everyone else at the Sikh Dharma and the protection of Sikh-Dharma’s name.

- Do not post any pictures or comments involving the Sikh Dharma or other Sikh-Dharma employees that could be construed as inappropriate.
- You are also responsible for what other users post on your individual social networking profile. Do not allow inappropriate or sensitive information regarding Sikh-Dharma anywhere on your profile, even if it is generated by a different user.
- Remember that if your personal profile is visible to other employees at the Sikh Dharma, supervisors, managers or peers, practice caution. You have control over yourself but not over these employees, and it just one inappropriate picture or comment taken out of context could fall into the wrong hands and cost you your job.

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Overtime Pay

Sikh-Dharma shall compensate all hourly, non-exempt employees time and one-half for all hours worked in excess of 40 hours each week. The workweek begins on Monday morning (12:01 a.m.) and ends on Sunday at midnight (12:00 p.m.).

At times, employees will be asked to work overtime to complete necessary work tasks. The employee's supervisor will notify the employee as early as possible regarding his/her scheduling needs.

If an employee would like to work overtime hours, he/she must receive prior authorization from his/her supervisor in writing before working the overtime hours.

Pay Periods

Employees of Sikh-Dharma work a standard work week consisting of 40 hours from 8:00 A.M. until 5:00 P.M. Monday thru Friday. Employees will be paid on a bi-weekly basis on the 15th and 30th of each month. If these dates fall on a non-work day or holiday, employees will be paid on the last work day to prior to the 15th or 30th. If an employee is absent on the date of paycheck distribution, his/her check will be held until his/her return.

Paychecks will only be released to the individual whose name appears on the check or an individual who the employee has designated and approved through written consent.

Performance Evaluations

Sikh-Dharma is committed to providing you with feedback both formal and informal, about your performance on the job. Managers are responsible for on-going performance feedback. In addition, your manager may formally discuss and document your performance on a regular basis (generally on an annual basis). In some business units, an initial performance review may be conducted within three to six months after an employee begins a new job. Please contact Human Resources if you feel that an evaluation is due to you or would be helpful to you.

Your performance appraisal discussion will include a review of your strengths, identify any areas needing improvement, and goals and objectives that need to be achieved. Specific performance problems may be addressed outside the performance appraisal cycle through either informal discussions or formal disciplinary action.

Formal performance feedback becomes a permanent part of your personnel file.

Personnel Records

Employee personnel files may include the following: (job application, job description, resume, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring). Personnel records are maintained on a current basis. Please notify us immediately of any change of name, address, telephone number, marital, dependent or tax status. Personnel records are kept highly confidential, and are not available to anyone outside of the Sikh Dharma unless you have authorized the release, or release is to an authorized governmental agency, or is required by law. To obtain access to your records, contact Human Resources.

Phone Calls

Business Phone Calls:

A great majority of our business is conducted over the phone making our telephone techniques extremely important. A friendly but businesslike telephone manner should always be projected. When you are away from your work area, make a habit of forwarding your phone to the appropriate extension.

Personal Phone Calls:

We recognize that periodically, personal phone calls must be made or be received during the business hours. Such calls should be held at a minimum so that they do not interfere with the workflow. In order to provide an optimum work environment, employees are expected to have cell phones turned off during work hours. Ringing cell phones are a distraction to other co-workers and can interfere with productivity. Cell phones should only be used during breaks/lunches and outside of the office. Flexibility will be provided in circumstances demanding immediate/emergency attention.

Voicemail:

Voicemail was installed to help maintain our high quality of service for clients and to increase efficiency throughout the office. Voicemail will only be an option to the caller; the call will not be put directly into voicemail. It is recommended that employee greetings be changed daily. They should be brief and communicate your availability to clients.

Reporting Injuries & Illnesses

Purpose

To establish and maintain a comfortable and safe working environment.

Practice

We often take safety for granted in an office environment. Though we may not be exposed to the same degree of risk as a typical manufacturing firm or health care facility, we should still recognize that safety risks are present and take steps to reduce the risk for injury or illness. Safety is everyone's responsibility at Sikh-Dharma.

Procedures

- All work-related injuries and illnesses should be reported immediately to your manager or the Human Resources department (Yoga Center or Executive Committee Director), even if you are not sure whether it is truly work-related. Even small, insignificant injuries, left untreated can result in more serious conditions.
- Your manager (or a designated alternate) will complete an Accident Report. When injuries are reported immediately, accidents can quickly be investigated and corrective action taken to prevent another injury.

If you see any potential hazards that need attention, notify the Human Resources Department (Yoga Center or Executive Committee Director), immediately.

Safety Rules

Sikh-Dharma wants to ensure that our employees remain safe and injury-free when accidents are preventable. We expect our employees to refrain from horseplay, careless behavior and negligent actions. It is Sikh-Dharma's policy to maintain a safe and secure working environment for all employees and clients.

While working, employees must observe safety precautions for their safety and the safety of others. All work areas must be kept clean and free from clutter and debris. Any hazards or potentially dangerous conditions must be corrected immediately or reported to a supervisor.

If you are involved in an accident, you must comply with the following procedure:

- Report the accident to a supervisor or Human Resources professional immediately
- Obtain the necessary medical treatment
- Fill out an accident report regardless of the severity of the injury
- If you must seek additional medical treatment, obtain consent to leave the premises from your supervisor before doing so

Employees who fail to comply with this procedure are subject to disciplinary consequences.

Solicitations, Distributions & Use of Bulletin Boards

Understanding that employees may occasionally wish to communicate with their coworkers to advertise personal items for sale or to participate in fundraisers for non-profit organizations, children's groups/schools, and other non-work related events, we allow use of the lunch rooms and electronic bulletin board to disseminate such information. Management reserves the right to monitor such communications and remove them if inappropriate or not in the best interest of Sikh Dharma operations.

In respect for other's efficiency, please do not use work e-mail or voicemail, or other resources, as a means to solicit or distribute non-work related materials. Activities that disrupt work hours or operations will not be allowed to continue.

Persons not employed by Sikh-Dharma may not solicit employees for any purpose on Sikh Dharma premises.

Salary Advances

Sikh-Dharma may grant a salary advance to an employee who demonstrates an emergency need for financial assistance. The said employee must present a “good reason” for why the salary advance is considered an emergency. Presentation of such a reason is no guarantee that the salary advance request will be approved, and all such requests will be reviewed on a case by case basis.

An approval for the salary advance must be signed by the appropriate management level staff member and the Director of Human Resources.

Salary advances may not exceed an amount in which the employee cannot repay within a two month period. If the amount requires more than two months to repay, the President must also authorize the action. The extent of the salary advance will also be limited by the amount of the employee’s earned vacation, which shall serve as collateral.

Salary advances will carry a processing fee of \$25 plus 10 percent of the advance.

Before pursuing an advance, all employees are encouraged to pursue other options.

Smoke-Free Environment

Our goal is to have a smoke-free environment. Smoking is not permitted at any time in Sikh-Dharma work areas, including Sikh Dharma vehicles or customer or client areas.

If smoking is allowed outside of the building, smokers should be considerate of coworkers, customers, and members of the public. Help to maintain a clean entryway by depositing cigarettes in appropriate containers and staying far enough away from doors so that smoke does not blow into the building.

Employees who smoke must observe the same guidelines as non-smokers for the frequency and length of break periods.

Standards of Conduct

The work rules and standards of conduct for Sikh-Dharma are important, and the Sikh Dharma regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting Sikh-Dharma's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including immediate termination of employment.

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, up to and including immediate termination of employment. These examples are in no way a limitation on or intended to change the Sikh Dharma's at-will policy.

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, manufacture, distribution, sale, transfer, dispensation or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Immoral actions or intimidating others
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of Sikh Dharma-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment and touching
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, or other Sikh Dharma-owned equipment
- Using Sikh Dharma equipment for purposes other than business (e.g., playing games on computers or personal Internet usage)
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

These rules apply to any and all interactions with customers, fellow employees or anyone else associated with the workplace.

Time Sheet Regulations

Sikh-Dharma requires that each employee maintains a time sheet of his/her hours. This will keep a record of hours worked and ensure that paychecks are correct. All hourly employees are required to accurately record their hours worked each day. By initialing on his/her time sheet, each employee is approving the number of hours indicated.

Workers' Compensation

Sikh-Dharma will provide workers' compensation, a type of accident and injury insurance, which compensates an employee for lost time, medical expenses, and loss of life or dismemberment from an injury arising out of or in the course of work. Employees must report any accident or injury immediately to his/her supervisor and the Human Resources Department so that the necessary paperwork may be completed.

Employees returning to work must provide proof of rehabilitation or treatment from a licensed physician and verification that they are able to complete all job-related tasks. In the event that the employee cannot complete some of the tasks as ordered by the physician, Sikh-Dharma will modify his/her job load. Once a physician has verified that the employee can resume all job-related tasks, he/she will no longer receive workers' compensation benefits.

Employee Handbook: **Appendix**