BOST, INC.
AGENCY POLICIES
Last date of Board approval – November 1, 2025

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Section I

Organizational Structure And Expectations

EMPLOYMENT AT WILL

All employees are hired for an unspecific duration, and employee classification does not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and Bost, Inc. Bost, Inc. reserves the right to hire, promote, demote, discharge or terminate employment and compensation at any time, with or without cause, and with or without advance notice.

Please note: Bost, Inc. may be hereafter referred to in these Agency Policies as Bost, Bost, Inc., Bost Human Development Services, Inc., BHDS, Agency, or Organization.

The policies, as explained herein, may be changed from time to time as business, employment legislation, and economic conditions dictate. If and when provisions are changed, you will be notified. It is your responsibility to ensure you have the most up-to-date version of the employee policies. You are responsible for reading and understanding the policies of the Agency.

EQUAL OPPORTUNITY EMPLOYMENT

Our Company is an Equal Employment Opportunity (EEO) Company and as such endeavors to recruit and hire persons without discrimination as to race, creed, color, sex, or national origin.

The Human Resources Director has been appointed the Organization's Equal Employment Opportunity officer with the responsibility of implementing the program. This official will coordinate the equal employment efforts of superintendents and foremen and advise and assist top management.

The Human Resources Director shall regularly report to the CEO concerning the state of progress and make recommendations where appropriate to correct any deficiencies noted in our Equal Employment Opportunity Program and to revise and update the program at least annually.

The Human Resources Director will be the center point contact within the company for all equal employment opportunity matters. If you have any questions, problems, or complaints regarding our program, the Human Resources Director may be reached during regular business hours at our office at 5812 Remington Circle, Fort Smith, AR 72903.

NEPOTISM

All applicants are considered for employment based on qualifications. The employment of relatives can cause various problems, including charges of favoritism, conflicts of interest, family discord and scheduling conflicts that work to the disadvantage of both Bost, Inc., (the Organization) and its employees. This policy applies to all positions, full- and part-time, regular and temporary, in all the Organization's locations and programs; therefore, it is the policy of the Organization not to hire immediate family members if it creates:

- A direct supervisor/subordinate relationship with a family member.
- The potential for creating an adverse impact on work performance; or
- Either an actual conflict of interest or the appearance of a conflict of interest.

Employees who become immediate family members or establish a romantic relationship may continue employment as long as it does not involve any of the above. If one of the conditions should occur, attempts will be made to find a suitable position within the organization to which one of the employees will transfer within sixty days. If a transfer is not feasible, the employees will be permitted to determine which of them will resign. If the employee cannot decide, the Organization will decide in its sole discretion who will remain employed.

For purposes of this policy, the term "relatives" includes the following relationships, whether established by blood, marriage, or other legal action, mother, father, husband, wife, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, stepchild, aunt, uncle, nephew, niece or cousin.

This policy does not apply to the "relatives" who already are employed by the Organization as of the effective date of this policy. This waiver, however, may not be used as a basis for further exceptions subsequent to the effective date of this policy.

The Department Director or their designee is ultimately responsible for correcting any situation that is prohibited by this policy.

AGENCY POLICIES ACCEPTANCE

All employees shall be required to sign a statement indicating they have received these policies and agree to work under the conditions stated herein.

INTENT OF POLICIES

The Personnel Committee shall be charged with interpretation of these policies and their intent.

POLICY CHANGES

These policies may be revised, rewritten, and/or amended by the Executive team and final approval by the Board of Directors. Copies of all authorized changes in these policies shall be given to all employees. Employees, if desirous of doing so, may have input into this process by filing written suggestions with the chairperson of the Personnel Committee, CEO or Director of Human Resources. At the option of the Agency, we may change, delete, suspend or discontinue any part or parts of the policies at any time without prior notice. Any such action shall apply to existing as well as future employees with continued employment being the consideration between the employer and employee.

No statement or promise by a supervisor, manager, or department head may be interpreted as a change in policy, nor will it constitute an agreement with an employee.

INFORMATION MANAGEMENT

The Agency will annually evaluate information, and technology needs to assist in planning for the following areas:

1. Software

2. Desktop computers
3. Network Systems
4. Protection and Security
5. Backup Policies
6. Assistive/Enabling Technology
7. Disaster Recovery
8. Virus Protection

The annual technology plan will state the present status of each of the above areas, needs identified and recommendations for funding and development in the next calendar year.

The primary data servers will be backed up and protected on a daily workday schedule.

BULLETIN BOARD

Bulletins and bulletin boards are to be used primarily to convey information related to Agency policies, changes in procedures and special events. Information of interest related to Agency services and personnel will be posted regularly on the Agency bulletin boards. Only authorized personnel will be permitted to post, remove, or alter any notice on the Agency bulletin boards.

Individual departments may set up "employee boards" for employees to post items for sale and other related personal news. Such employee boards shall be in areas not visible to the general public, visitors or other non-employees, and postings shall be tasteful and not offensive to any reader. All postings require the approval of the respective department director, or his/her designee.

VOLUNTEERS

Volunteers are welcome to help Bost, Inc. provide strong programs and accomplish its Mission. Volunteers are valued, encouraged and utilized to supplement the services provided by Bost, Inc.

Bost accepts the service of all volunteers, with the understanding that such service is at the sole discretion of Bost and the appropriate program director. Volunteers agree that at any time with good reason Bost may decide to terminate the volunteer's relationship with Bost.

A volunteer is anyone who, without compensation or expectation of compensation, performs a task in the direction of and on behalf of Bost.

Volunteer individuals shall be designated as event related volunteers, or as service-related volunteers. Service-related volunteers are all other individuals that offer their time and services to supplement the work and services of the Agency. Service-related volunteers may be assigned to assist Bost employees but will always perform their duties under the direct supervision of the program supervisor or director. A volunteer must be accepted by Bost prior to performance of a task. Unless specifically stated, volunteers shall not be considered as agents of Bost. Bost does not accept the services of employees as volunteers.

Volunteers are viewed as a valuable resource for Bost. Volunteers will be extended the right to be given meaningful assignments, the right to be treated as equal to Bost employees regarding appropriate supervision and recognition for work done.

In return, volunteers agree to actively perform their duties as defined within the volunteer job descriptions, as outlined by Bost, to the best of their abilities; to ask for help when needed to understand or perform their duties; to maintain confidentiality in accordance with HIPAA standards, and to remain loyal to the mission, policies and procedures of Bost.

MAINTENANCE OF JOB DESCRIPTIONS

Written job descriptions will be developed and maintained for each position in the Agency, which will include duties, responsibilities, and qualifications. All job descriptions will be approved by the CEO or designee.

The job descriptions will be written in terms of tasks, responsibilities, and physical requirements. Job descriptions will specify the employee's immediate supervisor, and any personnel supervised by the particular position described. All individual job descriptions will be filed in the individual employee's personnel file and will be signed and dated by the employee and the supervisor or Department Director.

Employees may be required to perform related duties not specified in the job description. In the event of new major responsibilities or other significant changes occur; the job description may be rewritten to reflect these changes. If the job description is rewritten, it will be placed in the employee's personnel file after the supervisor reviews the job description with the employee. Job descriptions will be available to the public upon request.

DOCUMENT RETENTION AND DESTRUCTION

To identify processes for storage and destruction of paper and/or electronic records it is the responsibility of each Department/Program Director/Manager to ensure compliance with all Federal and State Record Retention and Destruction requirements that apply to their programs and to the Agency. In the event that a legal process is initiated against the Agency, no records will be destroyed pending the outcome of the legal process.

CONFIDENTIALITY

Employees will~~,~~ to the best of their ability, ensure confidentiality and privacy in regard to history, records and discussions about the individuals we serve or employees of this Agency. Employees shall not disclose any information about a person (including the fact that the person is or is not served by our organization; to anyone outside of this organization) unless authorized by the CEO or designee. The principle of confidentiality must be maintained in all programs, departments, functions, and activities.

Information given by a customer or client may be privileged and confidential information. Such information is to be maintained with strict confidentiality. This is also true for proprietary information within the agency. You are encouraged to be careful in discussing with non-company people any trade secret or proprietary information about the agency; this includes but is not limited to all financial records, Bost, Inc. pricing and

cost information and any information on past and present consumers. Also included are all computer memory and any data transferred to disk. This data may not be copied or reproduced. Any employee who has access to sensitive customer or financial records and discusses any trade secret or proprietary information with another person, except for assigned duty, will be subject to immediate dismissal. Each employee will be required as a condition of employment to sign an agreement to keep this information confidential while an employee and thereafter.

In connection with your employment, you will make use of certain confidential proprietary information or trade secrets of the Organization.

The term "Proprietary Information" means any information that could provide an advantage or benefit to a competitor of the organization or harm to the organization if disclosed to such competitor, including any data or information not reasonably known outside the organization, whether prepared or developed by or for the organization or otherwise developed or received by the organization under such circumstances that warrant classification as proprietary information. Proprietary information specifically includes, but is not limited to, information covered by the Arkansas Trade Secrets laws, A.C.A. § 4-75-601(4), data, figures, sales or customer or potential customer information, lists or files, figures, estimates, financial records, accounting procedures, building plans, promotions, price lists, profit information, cost information, financial information, manner of operations, operation policies and procedures, plans, processes, projections, and any data and information providing the basis therefore, and business method (including manufacturers, production, marketing, distribution and product specifications), internal memoranda, management reports compiled or maintained by the organization in any form. Specifically, client relationships are proprietary information.

Employees may not use proprietary information except in connection with the performance of employment. Moreover, discussions regarding confidential information/matters with non-agency personnel are prohibited. This obligation of confidentiality is not extinguished by termination of employment.

If records are inspected by an outside agency, the individual(s) who inspect the records must be specifically authorized to do so by the CEO or designee. The copying of records or removal of records is specifically prohibited unless authorized by CEO

Employees will not discuss any individual's record with unauthorized individuals, whether on or off duty.

CONFLICT OF INTEREST and EXTERNAL RELATIONSHIPS

In limiting employees' involvement in certain outside activities, Bost, Inc. is not attempting to interfere in an employee's personal life, but rather to protect the best interests of Bost, Inc. and all its personnel. The agency cannot permit employees to pursue activities which create conflict of interest with Bost, Inc.

Certain activities which obviously are not proper for employees include, but are not limited to, sharing proprietary information while being employed with a competitor, use of Bost, Inc.'s time, facilities or equipment to engage in another business or occupation, and any outside activity which results in the employee's losing time from work, being distracted from work, or otherwise performing unsatisfactorily, or which could result in an appearance of conflict. Employees should consult with an agency officer if they feel there is any type of conflict prior to engaging in the activity.

No employee of Bost shall be employed, or enter into any agreement or ownership, or any other form of relationship with an external business, employer or individual, where such relationships may conflict with the business, contracts, or services of Bost, Inc. Such relationships that may be considered a conflict of interest include but are not limited to:
a. Private care or supervision of individuals served by Bost.
b. The use of the agency's assets or resources for personal use, business, or financial benefit.
c. Secondary employment that interferes with an employee's ability to perform the duties of his/her job with the agency.

LEGAL AND OTHER EXTERNAL REQUESTS

All legal and regulatory matters related to the Agency, including responses to subpoenas, search warrants, investigations, and public media questions, shall be directed to the office of the CEO.

CIVIC AND COMMUNITY AFFAIRS

Bost, Inc recognizes it is our responsibility as a good corporate citizen to help strengthen the communities in which we live and work. We encourage our employees to become involved in their communities, lending their voluntary support to programs that enrich the quality of life and opportunities for all citizens. Volunteer service is intended to be a personal contribution of your time and commitment in a community service capacity. While involvement in these programs and initiatives is not mandatory, Bost, Inc. fully supports our employees' participation.

GIFTS AND GRATITUITIES

Employees shall be prohibited from accepting any gifts of money, goods, services or any gratuities whatsoever, which may be considered of any significant material value, from any person who receives benefits or services or who may be doing direct contracting with any of the activities or functions of the agency, or who is otherwise in a position to benefit, directly or indirectly, from any action or decision by an employee, or officer of the agency.

DONATIONS

Bost, Inc.'s policy is for all donations and pledges to be properly received, recorded, and acknowledged.

RECEIPT OF FUNDS

Any and all funds received by any Bost employee will be recorded and transferred in a manner to ensure the safeguard of such funds and tracking for record keeping purposes. Funds include cash, checks or other assets of monetary value. The exchange of any funds within the organization will be recorded in such a manner as providing a receipt to the person transferring the funds, as well as the person receiving the funds.
Departments are encouraged to identify and limit the number of primary persons to receive and transfer any Agency funds; however, this policy applies to all funds received by any Bost employee. The following list are examples intended to be followed by this policy, but it is not all inclusive: fund raising funds, contributions, consumer funds, petty cash, and fees collected.

Additional procedures may be established by a department to address specific control of funds as long as the practices support these policies and procedures. Any employee that receives funds is responsible and liable for the funds until such time as the funds are deposited or transferred to another person, and as such, a record of the deposit or transfer is required to be maintained.
Once a Bost employee receives funds, such funds may not be transferred to a volunteer or other non-employee.
Personal loans or the cashing of personal checks from cash collections or change funds is prohibited.

SOLICITATIONS

All private or individual solicitations including donations and fundraising, both internal and external, must be submitted in writing to the Human Resources Director for approval, prior to any solicitation taking place. Solicitation and promotion of events and organizations which support or are aligned with the Bost, Inc. Mission Statement will generally be allowed, taking into consideration the factors of expense, time, and space. Solicitations and promotions which benefit an individual employee will not be permitted.

This policy does not apply to Bost, Inc. programs and the Bost Foundation activities.

An employee who does not agree with the decision of the Human Resources Director may utilize the Conflict Resolution Policy to settle the dispute.

PROCUREMENT

All procurements made by Bost Inc. will be made in accordance with the current Agency purchasing guidelines. This policy will ensure that Agency funds are appropriate in a manner beneficial to the Agency and Bost, Inc. stakeholders.

In keeping with good stewardship, decisions will be made to meet the needs of the Agency to include funds availability, timeline, conflicts of interest, and other Agency considerations within the scope of the current Agency purchasing policies.

No Bost, Inc. member, employee, volunteer, or representative will take part in or have an interest in the award of any procurement transaction if a conflict of interest, real or apparent, exists. A conflict of interest occurs when the member, employee, volunteer, or representative of Bost, Inc. has a financial or other interest in any of the competing vendors.

All purchases will be reviewed by the CEO *or designee* and department directors to prevent duplication and to ensure compliance with this policy.

Bids will be used only when deemed necessary by the CEO *or designee* for the benefit of the Agency or as designated by regulatory agencies.

INVESTMENTS

I. Purpose

The purpose of this investment policy is to provide guidance and assign responsibilities for the prudent management of Bost, Inc.'s operating, unrestricted, restricted and endowed funds.

II. General Investment Goals & Objectives

The general investment goal is to achieve a total return on the assets to supplement the current operating expenses and to meet the future needs of the agency.
The purpose of this Investment Policy is to set out the procedures and guidelines for investing the assets of the funds through the Finance Committee.

III. Risk Tolerance

The agency has a low tolerance to risk. The agency may sustain short-term market corrections to achieve growth.

IV. Authority and Responsibility

(1) The Finance Committee is responsible for overseeing the investment activities of the agency.
(2) The Finance Committee will:
· Oversee all investment activities.
· Establish an Investment Policy and review it annually.
· Report annually to the agency board the total investment return for the calendar year at budget approval time.

V. General Investment Guideline

The agency's assets shall be invested commensurate with the prudent investor rule, all applicable Arkansas status governing the investment of institutional funds, and any specific restrictions required by the donor's gifting instrument.

VI. Specific Investment Guidelines

A. The investment time horizon should be short-term (below 2 years) to medium term (2 to 10 years). Investments shall be made in U.S. Dollar denominated securities.
B. Sufficient liquidity should be maintained to meet the financial needs of the agency. To ensure liquidity and marketability, only publicly traded securities should be considered for investment.
C. Investments should be limited to investment grade, marketable securities. A detailed list of approved investments is provided in exhibit A.
D. Investment is limited to U.S. domestic common stocks and equity transactions should be executed through the following exchanges to ensure marketability and liquidity: New York Stock Exchange, American Stock Exchange, and the NASDAQ over-the-counter market.
E. Prohibited investments include unregistered securities, commodities, futures contracts, private placements, options, venture capital investments, residual Tranche CMO's, limited partnerships, real estate properties and derivatives used for speculative purposes.
F. Prohibited transactions include short selling, margin trading, and agency
cross trading.
G. The agency's investments should be diversified
J. The bond portion of the portfolio may be 100% U. S. Treasury Obligations.

VII. Asset Allocation

(1) Asset allocation is the commitment of funds to different financial asset classes: high grade money market assets, fixed income securities, i.e. corporate and U.S. Government and Agency bonds and U.S. common stocks.
(2) The investment portfolio shall be diversified by asset class and within each asset class, by economic sector and industry.

Asset Class Percentage
Cash and Cash Equivalents 25-50%
Short Term Fixed Income 15-40%
Medium Term Fixed Income 5-30%
Long Term Fixed Income 0-10%
Equities 10-20%
(3) The Asset Allocation will be reviewed annually by the Finance Committee. This review will be based on fundamental valuation analysis and economic and political trends influencing financial markets as well as asset/liability management considerations. The review will take into consideration the requirements for each Fund. The Finance Committee can modify the asset allocation percentage or the level of investment.

VIII. Definitions

A. Donor Restricted Funds- donations accepted by the agency which have been restricted for a specific purpose by the donor.
B. Unrestricted Funds- donations accepted by the agency for which the purpose, investment, and distribution are not restricted by the donor.
C. Endowment Funds- donations accepted by the agency where the donor intends for the original gift principle to remain intact and only the income and appreciation may be distributed.
D. Total Return- the return on investment which includes the income, appreciation, or depreciation over a given period, usually one year.
E. Prudent Investor Rule-the agency shall invest and manage the assets as a prudent investor would, by considering the purposes, terms, distribution requirements and other circumstances.
F. Donor Gift Instrument- means a will, deed, grant, conveyance, agreement, memorandum, writing, or other governing document (including the terms of any solicitations from which agency funded) under which property is transferred to or held by the agency.
G. Investment Grade - a bond that is assigned a rating in the top four categories by commercial credit rating companies. S & P classifies investment grade bonds as BBB or higher. Moody's classifies investment grade as Ba or higher.
H. Marketable Securities- securities which can be readily traded with minimal impact on their market price.

EXHIBIT A

Approved Investments

I. Cash Equivalents

-Treasury Bills
-Money Market Funds
-Commercial Paper
-Banker's Acceptances
-Repurchase Agreements
-Certificates of Deposit

II. Fixed Income Securities

-U. S. Government and Agency Securities
-Corporate Notes and Bonds
-Mortgage-Backed Bonds
--Convertible Notes and Bonds

III. Equity Securities
-Common Stocks
-Preferred Stocks
-Convertible Preferred Stocks

IV. Mutual Funds
-Mutual funds which invest in the securities

PERSONAL BELIEFS

Bost recognizes that its employees may hold a wide range of personal beliefs, values and commitments. These beliefs, values and commitments are a conflict of interest only when they prevent employees from fulfilling their job responsibilities, if employees attempt to use the agency's time and facilities for furthering them, or if employees continue attempting to convince others of their personal beliefs after they have been asked to stop.

RELATIONSHIPS WITH INDIVIDUALS SERVED

All employees shall maintain professional relationships with consumers, families, and the general public consistent with the Bost Code of Ethical Conduct. Relationships, personal or otherwise, between an employee and individuals of non-employee status that may be viewed by others as questionable, may appear to be a conflict interest, may appear inappropriate, or could be construed as violating the needs, rights, and welfare of consumer(s) shall be disclosed and reviewed by the Agency management. The Agency retains the responsibility and authority to decide if a personal relation between an employee and non-employee violates the Agency Code of Ethical Conduct. Violations of the Agency Code of Ethical Conduct may lead to disciplinary action, including termination.

ORIGINAL SIGNATURE OF PERSON SERVED

Bost, Inc. will ensure all required documentation includes the original signature of all persons served; to prevent fraud related to documentation of services provided, and to prevent fraudulent billing of funding sources. Signature accommodation must be pre-approved.

INCIDENT REPORTING

All Bost, Inc., clients shall have their human and civil rights preserved and will attend programs in a safe and non-abusive environment. Violations of clients' rights and situations threatening the health or well-being of either staff or clients should be reported. All reports shall be reviewed for appropriateness of intervention and to identify needs for corrective action, training, supervision, or modification of the environment.
Depending upon the age of the client involved, all allegations of abuse/neglect of individuals served by Bost, Inc., must be reported to either the Division of Children and Family Services or the Division of Aging and Adult Services. Allegations involving and/or alleged to have been committed by anyone employed by volunteering at or in any way affiliated with Bost, Inc., should also be reported to the appropriate state, federal and regulatory bodies that govern that program.
PERSON RESPONSIBLE – All Bost, Inc. Staff/Volunteers

1. All reports of serious incidents are reported immediately to the Department Director. If the Department Director is not available, the COO must be contacted immediately. Serious incidents include but are not limited to:

- Death of a consumer (from other that natural causes)
- Use of restrictive intervention, including seclusion, or physical or chemical restraint on the consumer.
- Threatened or attempted suicide of consumer.
- Suspected maltreatment or abuse (including sexual abuse).
- Criminal activity, whether a felony or misdemeanor, involving consumer(s) and/or property or the arrest of the consumer
- Any situation in which the whereabouts of the consumer is unknown for more than 2 hours, or where services are interrupted for more than 2 hours.
- Any situation where a staff member threatens a consumer
- Any arrest or conviction of a staff member
- Any use or possession of non-prescribed medication or an illicit substance by a consumer.
- Unexpected occurrences involving risk of death or serious physical or psychological injury to the consumer.
- Medication errors that have the potential to cause serious injury or illness to the consumer.
- Any violation of consumer's rights that jeopardizes the health, safety, or quality of life of the consumer.
- Vehicular or biohazard accidents
- Natural disaster (i.e., tornado, earthquake, flood)
- Epidemic or serious communicable diseases
- Serious accidents or injuries which require emergency medical attention by a paramedic, nurse, or physician, may cause death, may result in substantial permanent impairment, or requires hospitalization.
- Involuntary facility closure
- Attempted Overdose
- 5-14-05 – Carnal abuse in the second degree
    - A person commits carnal abuse in the second degree if he/she engages in sexual intercourse or deviates sexual activity with another person, not his spouse who is incapable of consent because he/she is mentally defective or mentally incapacitated.
    - Canal abuse in the second degree is a Class D Felony.
    - Involving inappropriate sexual activity shall be immediately investigated and appropriate action taken to ensure the health and safety of clients. Sexual incidents involving intercourse and/or deviate sexual activity shall be reported to local police consistent with State and local laws.

2. All serious incidents shall be documented on the required program Incident Form and immediately forwarded to the Department Director and Corporate Compliance Officer.

3. All other incidents will be documented on Bost, Inc., Special Incident/Injury Report Form and forwarded to the Department Director.

BEHAVIOR MANAGEMENT

Bost is committed to a system that nurtures personal growth and dignity and supports the use of positive behavior approaches and supports. We are committed to the use positive alternatives to behavior interventions such as redirecting and de-escalation to empower the individual to change their own behavior whenever possible. Positive approaches will always be used prior to the implementation of any restrictions.

If positive approaches are not successful and restrictions are implemented
all appropriate program regulations are followed. When a short-term restrictive measure is implemented, we will continue to reinforce positive interventions along with the restrictive measure and remove the restrictive intervention as soon as possible.

Bost does not use seclusion or restraint. The only exception would be a situation where the person is an immediate danger to themselves, or others and positive interventions have not been successful.

CORPORATE COMPLIANCE

Bost, Inc. is dedicated to the delivery of services to individuals with disabilities in an environment characterized by strict conformance with the highest standards of accountability for administration, clinical, business, marketing, and financial management. Bost's governance and management authorities are fully committed to the need to prevent and detect fraud, fiscal mismanagement, and misappropriation of funds and, therefore, to the development of a formal corporate compliance program to ensure ongoing monitoring and conformance with all legal and regulatory requirements. Further, the organization is committed to the establishment, implementation, and maintenance of a corporate compliance program that emphasizes (1) prevention of wrongdoing - whether intentional or unintentional, (2) timely reporting and investigation of questionable activities and practices without consequences to the reporting party and (3) timely correction of any situation which puts the organization, its leadership or staff, funding sources, or persons served at risk. By formal resolution and in accordance with this policy, the governance authority has delegated overall responsibility for the Corporate Compliance Program to the CEO or their designee.

CODE OF ETHICAL CONDUCT

All staff, board members, and volunteers of Bost, Inc. shall commit to act with honesty, integrity, and openness in all their dealings as representatives of the Agency. Bost, Inc. promotes a working environment that values respect, fairness, and integrity.
The Agency shall maintain a written code of ethical conduct to be followed by all employees and members of the Bost Board of Directors. All employees and Board members shall receive training and sign statements as evidence of support of the Code of Ethical Conduct.
Bost, Inc. recognizes the importance of our services to those individuals we serve, and in accepting a personal obligation to our profession, its members, and the communities we serve, do hereby commit ourselves to the highest ethical and professional conduct and agree:

1. to accept responsibility in making decisions consistent with the safety, health and welfare of the public and those we serve, and to disclose promptly factors that might endanger the public or the environment or those we serve:

2. to avoid real or perceived conflicts of interest whenever possible, and to disclose them to affected parties when they do exist.
3. to be honest and realistic in documenting and billing services to all payment sources.
4. to reject bribery in all its forms.
5. to maximize the understanding and use of technology and appreciate potential consequences.
6. to maintain and improve our individual commitment to Bost, Inc., its mission and those we serve.
7. to seek, accept, and offer honest criticism, to acknowledge and correct errors, and to credit properly the contributions of others.
8. to treat fairly all persons regardless of such factors as race, religion, gender, disability, age, national origin, sexual orientation, marital status, or political beliefs; and we encourage and promote respect for diversity.
9. to avoid injuring others, their property, reputation, or employment by false or malicious action.
10. to assist colleagues and co-workers in their professional development and to support them in following the code of ethical conduct and all related professional codes.
11. to witness the signing of documents by consumers or employees of Bost, Inc. while striving to avoid any real or perceived conflict of interest.
12. to adhere to all relevant state and federal regulations and to adhere to the professional conduct standards of all relevant professional groups.
13. to perform all Marketing and Public Relations in such a way to ensure the vision and intent of Bost, Inc. is not compromised.
14. to ensure that all fundraising solicitation and communication materials are accurate and correctly reflect the organization's mission and use of the funds to ensure contributions are used in accordance with donor intentions.
15. to respect and safeguard the personal property of persons served, visitors, and personnel and property owned by the organization.
16. to maintain the strictest confidence regarding any issues and information relevant to the persons that Bost Inc. serves.
17. to promote individual adherence to the Bost, Inc. Code of Ethical Conduct and report those issues which are contrary to the spirit of this Code of Ethical Conduct without fear of reprisal for any employee reporting another person's waste, fraud, abuse or other questionable activities and practices.
18. to maintain a professional relationship, at all times, which includes individuals served.
19. to demonstrate corporate citizenship by contributing to Bost' efforts and activities which support the community in which services are delivered.
20. to enter relationships as needed to meet the needs of the organization and its consumers. Contracts and agreements, and associated memoranda shall be written, dated, and signed by authorized representatives, and kept at the administration office for review and reference. Contractual relationships shall include a Business Associate Agreement where appropriate.
21. to not accept any gifts of money, goods, services, or gratuities whatsoever, which may be considered of any significant material value, from any person who receives services or benefits or who may be doing direct contracting with any of the activities or functions of the agency, or who is otherwise in a position to benefit, directly or indirectly, from any action or decision on an employee, or officer of the agency.
22. to ensure individual solicitations including donations and fundraising, both internal and external, must be submitted in writing to the Human Resources Director for approval, prior to solicitation taking place. Solicitation and promotion of events and organizations which support or are aligned with Bost, Inc. mission statement will generally be allowed, taking into consideration the factors of

expense, time, and space. Solicitations and promotions, which benefit an individual employee, will not be permitted.

23. to empower people with disabilities, and their families, to achieve their dreams by providing lifelong choices, support and learning opportunities.

POSSESSION OF WEAPONS

Carrying or using firearms, or other dangerous weapons or materials on Company premises (including Company parking lots) or in connection with Bost, Inc business is prohibited.

DRUG FREE WORKPLACE

It is the policy of Bost to maintain a workplace that is free from the effects of drug and alcohol abuse. Any violation of this policy could result in employment separation.

All employees are prohibited from using or possessing controlled substances or alcohol while on duty.

All employees are subject to the provisions of this policy when engaged in any activities related to Bost Inc.
Bost Inc may conduct drug and/or alcohol testing under the following circumstances:

- Probable Cause, Reasonable Suspicion
- Pre-Employment Testing
- Post Accident Testing
- Workers Compensation

A positive drug and/or alcohol test is a violation of this policy and could result in employment separation. Any employee who fails or refuses to submit to a drug and/or alcohol screening may result in employment separation.

Any employee whose employment has been separated for a violation of this policy may be eligible to reapply with Bost inc. after thirty (30) days. If an offer of employment is made, it is a conditional offer of employment subject to the applicant passing a drug and/or alcohol screening.

Each employee/applicant will be required to sign a consent form as part of the testing procedure. Any employee who refuses to submit to drug and/or alcohol testing requested under the terms of this policy may be subject to discharge and denial of reemployment opportunities.

Searches and Inspections:

Bost reserves the right at all times, while employees or consumers are entering, departing, or are on Bost premises, or when reasonable suspicion exists, to have the authorities (including drug detection dogs) conduct unannounced searches and inspections of Bost facilities and properties, including but not limited to, lockers, desks, file cabinets, etc., as well as employees' personal effects, including but not limited to, baggage, briefcases, boxes, bags, parcels, lunch boxes, food/beverages containers, tool boxes, outer clothing (coats, et cetera) and vehicles.

An employee's refusal to consent to a search when requested by Bost constitutes a violation of this Policy and may subject the employee to discipline up to and including discharge.

For the reasons mentioned above or if an employee tests positive, or prior to testing, the employee voluntarily comes to management and informs Bost of a drug/alcohol problem, the employee may, at Bost's discretion, be referred to for an Assessment by an individual by an Assessor approved by Bost for a recommendation concerning the employee's condition. Failure to agree to such an Assessment and/or to follow that recommendation is a violation of Bost policy and may result in discharge. Should the employee be recommended for in-patient or out-patient treatment, the employee will be required to complete the program. Failure to complete the program as initially established and within the time frame allotted, may result in discharge. To verify compliance, the employee must execute any and all releases from Bost, the Assessor and the treatment center, thus permitting Bost to access information regarding the employee. Periodic testing may occur during and upon completion of the recommended treatment program.

Any employee who subsequently violates Bost's Substance Abuse Policy after having gone through this procedure may be discharged.

Costs:

All costs, excluding the costs of the initial drug/alcohol testing, will be borne by the employee.

Employee Discovery of Drugs/Alcohol or Observation of Person Suspected of Being Unfit for Duty:

If an employee discovers suspected illegal drugs or alcoholic beverages on Bost premises or on the job, the employee should immediately notify his/her immediate supervisor or the President or his/her designee. The employee should not touch, taste, consume or disturb the suspected item(s).

If an employee observes another employee using, possessing, distributing, transferring or selling illegal drugs on or off Bost premises or on the job, or observes another employee consuming or possessing alcohol on Bost premises or while on the job, or observes another employee exhibiting aberrant/reckless behavior, the employee should immediately notify his/her immediate supervisor or the President or his/her designee.

If it is discovered that an employee has failed to notify Bost of such a violation, the employee will be subject to discipline, up to and including discharge.

Arrest Or Conviction Under Criminal Drug Statute

Employees governed under the Drug Free Workplace Act of 1988 ("DFWPA") are required to report any criminal drug arrest or conviction to the Human Resources Officer within five (5) days after such conviction to his or her supervisor or manager as a condition of his or her continued employment. Failure to report any conviction may result in the employee's termination.

VAPING/ SMOKING / TOBACCO

Vaping, smoking and the use of tobacco are prohibited inside all agency facilities, Bost-owned contiguous property and in all vehicles, with the exception of apartment facilities. For apartment facilities, the CEO or designee will approve designated vaping, smoking and the use of tobacco areas for clients only.

To promote the health and safety of employees, the agency will offer a one-time reimbursement to individual employees of up to $100 for the cost of smoking cessation classes or related smoke/tobacco termination medication, devices, etc.

EMERGENCY CLOSING

All emergency closings must be approved by the CEO or designee. The agency or programs may be closed for emergency purposes such as weather closings (snow, floods, etc.), fires, or other disasters.

VISITORS IN THE WORKPLACE

The presence of visitors in the workplace with the employee during the employees' workday is inappropriate and will not be tolerated. This policy is established to avoid disruptions in job duties of the employee and co-workers, reduce property liability, and help maintain the agency's professional work environment. Exceptions to this policy are permitted with the approval of the respective Department Director.

ACCESS TO EMPLOYEE FILES

It is the policy of Bost that personnel files are privileged information, to the extent covered by law.

The CEO or designee**,** Director of Human Resources and licensure or certification representatives are the only individuals who have access to these files on a controlled need-to-know basis.

Employees may have access to their files by contacting the Director of Human Resources. Copies of specific documents may be made available to the employee at a cost of one dollar and twenty-five cents per page. The Human Resources Director will oversee the copying of the requested pages and require payment of one dollar and twenty-five cents per page at the time copies are available.

Administrative employees are allowed access to files by permission of the CEO or designee or Director of Human Resources for filing or clerical purposes only.
Any other individual desirous of access to an employee's file may only gain access through written permission of the employee and the CEO or designee.

All persons accessing files shall be documented.

ACCESSIBILITY

Bost, Inc. believes that barriers, such as Attitudinal; Architectural; Communication; Community; Employment; Transportation; Environmental; and Financial should not limit access to services, programs,

and activities in which people have interests. To that end, Bost, Inc. will identify potential barriers and develop a corrective action plan to remove them.

AGENCY ANNUAL SURVEY

An annual survey shall be completed to determine the needs of and input from persons served and Agency stakeholders.

EMERGENCY DRILLS

To ensure emergency procedures are practiced in order that persons served, and personnel are better prepared for actual emergency situations. Each department will implement drills of emergency procedures (i.e., fires, bomb threats, natural disasters, utility failures, medical emergencies and threatening situations) and ensure they are following the state regulations and accreditation standards for their program. When appropriate, the drills will include actual physical evacuations. There will be documentation of each drill, and each drill will be analyzed, by the department, for performance improvement.

CONTINUATION OF ESSENTIAL SERVICES

In the event of evacuation or necessary abandonment of the administrative offices, essential services will be identified and continued.

CREDIT CARD USAGE

Credit Cards shall be issued according to best accounting practices to protect the resources of the organization and allow Agency purchases by designated employees in the most effective and efficient means possible. Credit cards will be issued only to Department Directors, except that other employees may also be issued a credit card, if so, requested by their respective Department Director, and that request has been approved by either the CEO or COO or stolen, the cardholder shall advise Bost, Inc. CFO immediately. Cardholders shall agree to the terms and conditions outlined in the guidelines and procedures of this policy. It is the cardholder's responsibility to ensure that this card's usage and management comply with Bost Inc. policy. Should an employee leave their position or role with Bost, he or she shall immediately return the card to the CFO. Cards may be cancelled at any time by Bost if any of the policies, procedures and guidelines are not followed.

The following requirements shall be followed by all employees utilizing Agency issued credit cards:

- Credit cards will be used only for business purposes. Personal purchases of any type are not allowed.
- Credit cards are the property of Bost, Inc. It is the cardholder's responsibility to keep the credit card in their possession and under strict control.
- Cash advances on credit cards are not allowed.
- Cardholders will immediately report any unauthorized use of the card to the CFO, and their respective supervisor.

The following purchases are not allowed unless approved in advance by the COO or CEO

- Alcoholic beverages/tobacco products. (Except approved fundraising and marketing event).

- Controlled substances
- Capital equipment and upgrades over $5,000
- Construction, renovation, or installation
- Maintenance agreements
- Personal items or loans

MEDICATION MANAGEMENT AND ADMINISTRATION

Bost, Inc. has a role related to medications used by persons served. This role relates to prescribing, dispensing, and administering medications, in addition to physical control of medications self-administered by persons served. Programs within Bost, Inc. perform this role as directed by the Standard Operating Procedures identified in each individual program.

Section II

Non-discrimination

AFFIRMATIVE ACTION STATEMENT

Bost provides equal employment opportunity to all persons without regard to race, color, religion, disability, sex, age, or national origin, and promotes the full realization of this policy through a positive, continuing program of affirmative action. Bost is committed to equal opportunity for all applicants and employees in personnel matters including recruitment and hiring, benefits, training, promotion, compensation, transfer and layoff or termination. We strive for a staff that reflects diversity.

We will attempt to achieve and maintain a diverse work force. These steps may include, but are not limited to, the following:

- Pursuing our affirmative action program along with regular review by the Board of Directors.
- Ensuring that Bost policy regarding equal employment opportunity is communicated to all employees.
- Ensuring that hiring, promotion and salary administration practices are fair and consistent with the policies of Bost.
- Reporting to the Board of Directors on all activities and efforts to implement the Bost policy of equal employment opportunities.
- To the extent that our employees are not diverse, we will make special recruitment efforts as part of this plan.

Each supervisor and member of the management team must provide equal opportunity for all employees regarding work assignments, training, transfer, advancement, and other conditions and privileges of employment and work to assure a continuation of this policy of equal employment opportunity.

LIFE THREATENING ILLNESS

We recognize those employees with life-threatening illnesses including, but not limited to, cancer, heart disease, and HIV/AIDS (Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome), may desire to continue to engage in as many of their normal pursuits as their condition allows, including work. As long as these employees can perform essential job functions and medical evidence indicates that their conditions are not a direct threat to themselves or others, they will be encouraged to continue to work.

Bost does not discriminate against a qualified individual with a disability with regard to job application; hiring; advancement; discharge; compensation; training; or other terms, conditions, or privileges of employment.

Further, Bost recognizes that employees with life-threatening illnesses including, but not limited to, cancer, HIV/AIDS, heart disease, and other disabilities may wish and be physically able to work a regular or modified work schedule. Bost seeks to accommodate these employees by allowing them to work if they can perform essential job functions, with or without reasonable accommodation, provided medical evidence indicates that their conditions are not a direct threat to themselves or others.

While accommodating employees with life-threatening diseases and other disabilities, Bost also recognizes its obligations to provide a safe work environment for all employees; therefore, directors, coordinators and

supervisors should obtain appropriate medical direction, when necessary, to ensure that an employee's condition does not pose a significant risk of substantial harm to himself/herself or to other employees.

HARASSMENT

It is the policy of Bost, Inc. to treat all employees equally in terms of their terms and conditions of employment. The harassment of any employee is contrary to this policy, may be considered a violation of federal law and will be considered justification for discipline or other appropriate action. This policy applies to all employees, supervisors, agents, and non-employees who have contact with employees during working hours.

Harassment is any annoying, persistent act or actions that single out an employee to that employee's objection or detriment, because of, but not limited to race, sex, age, religion, ancestry, national origin, physical disability, mental condition, or marital status. Harassment may include, but is not limited to, any of the following:

1. Verbal abuse or ridicule. This includes epithets, derogatory comments, slurs or unwanted sexual advances, invitations, or comments.
2. Interference with an employee's work. This includes physical contact such as assault, blocking normal movement, or interference with work directed at an individual because of his/her sex or other protected status.
3. Displaying or distributing sexually offensive or racist materials. This includes derogatory posters, cartoons, drawings or gestures.
4. Discriminating against any employee in work assignments or job-related training.
5. Intimate physical contact.
6. Making sexual or racial innuendos.
7. Demanding favors (sexual or otherwise), explicitly or implicitly, as a condition of employment, promotion, transfer or any other term or condition of employment.
8. Retaliation for having reported harassment.

Sexual harassment, which is a type of harassment, includes, but is not limited to any behavior that:

- Requires or implies that another person's submission to or rejection of sexual advances will affect that person's employment. This can include hiring, job assignment or duties, shifts, compensation, appraisals, promotion or advancement, transfers, training opportunities, disciplinary action, termination or any other conditions of employment or career development.

- Creates a hostile work environment for another that is sexually abusive, demeaning, intimidating, threatening or offensive. Employees will not request sexual favors, engage in visual, verbal or physical conduct of a sexual nature, display sexually suggestive objects or pictures, tell offensive jokes, use sexually suggestive language or send sexually suggestive e-mail.

1. It is every employee's responsibility to ensure that his or her conduct does not include or imply harassment in any form. If, however, harassment or suspected harassment has or is taking place, the following will apply:

2. Any harassment or suspected harassment should be reported to the supervisor within 48 hours of the alleged harassment event. If any employee is not comfortable with reporting the matter to the supervisor, then harassment should be reported to the Human Resources Director or any corporate officer. A written statement by the complainant setting forth all pertinent facts may be requested.
3. Any employee who receives a report of or has knowledge of harassment shall promptly inform the Human Resources Director in writing. Either the CEO or designee shall be notified to determine if further investigation is warranted.
4. Each complaint shall be investigated by the Human Resources Director and/or the supervisor, and a determination of the facts will be made on a case-by-case basis. Appropriate action up to and including discharge will then be taken by the appropriate supervisor.
5. The results of the investigation shall be kept confidential and provided only to those employees of Bost, Inc. on a need-to-know basis.
6. The investigative files, including the complaint, shall be maintained by the Human Resources Department. Any disciplinary action taken will also be documented in the employee's personnel file.
7. Bost, Inc. will not tolerate harassment or any form of retaliation against an employee who has either instigated or cooperated in an investigation of alleged harassment. Violation of this provision may result in discharge.

Section III

Employment Conditions And Provisions

EMPLOYEE QUALIFICATIONS

Bost shall require and maintain documentation supporting employee qualifications as required by the job description or licensing standards. All qualifications shall be reviewed annually to ensure that certification and licensing requirements are met for all employees.

EMPLOYEE CLASSIFICATION

All employees are classified in one of the following categories:

1. Regular Full-Time: Employees who regularly work thirty hours or more per week.
    a. Exempt Employees – administrative, professional, and related positions designated as exempt from wage and hour regulations for calculating payroll and generally considered as salaried.
    b. Non-exempt Employees – non-exempt or hourly full-time positions as classified by wage and hour regulations. An employee must regularly work thirty hours or more on a weekly basis to be classified as full-time, non-exempt regular employee.
2. Regular Part-Time: Employees who work less than thirty hours per week on a regular basis.
3. Contracts and Agreements: Bost, Inc. may obtain contracts or agreements with licensed professionals for services to its clients or services to indirectly affect client services.

INTRODUCTORY PERIOD

The first three months (90 days) of employment are considered an initial probation period for all full-time and part-time employees. During the initial 90 days the employee does not qualify to utilize the conflict resolution policy. During these months, work performance will be evaluated to determine the effectiveness of job performance. Employees who do not achieve the required level of performance during the initial introductory period may be dismissed without prior notice. Generally, introductory employees will be informed in writing and given methods of improving their performance.
If needed, the supervisor may be responsible when applicable for the evaluation of all employees completing the introductory period. Bost, Inc., with approval from the CEO or designee reserves the right to extend the introductory period.

NOTE: If an employee transfers to a different position, whether in their respective department or to a different department, the employee will be subject to a new introductory period for that position; three months (90 days) for full and part-time employees. This will not affect longevity or benefit accrual.

HIRING

Bost provides equal employment opportunity to all persons without regard to race, color, religion, disability, sex, age, or national origin, and promotes the full realization of this policy through a positive, continuing program of affirmative action.

Internal procedures for advertising and hiring within each program will be followed based on the applicable laws and regulations.

RE-HIRES

Employees that leave Bost Inc. may be eligible for rehire depending upon previous employment history and performance. Employees wishing to be rehired may be subject to a full file review and requested to submit information regarding their previous employment separation.

DRESS CODE

It is the policy of the Agency that each employee's dress, grooming, and personal hygiene should be appropriate to the work situation.

Department directors are responsible for counseling employees whose appearance is inappropriate, and they also have the right to send employees home to change clothes if their appearance is deemed inappropriate with their assigned duties. Taken into consideration, such factors as the type of work performed, the department to which assigned, the need for public and/or business community contact, the reasonable sensibilities of co-workers, the physical working environment, and the safety of self and others. Employees who are sent home to change will not be paid for their time off.

Department Directors may elect to establish a departmental dress code reflecting the factors cited above. Departmental dress codes shall be reviewed by the Administrative Team, and final approval granted by the CEO or his designee.

Department Directors have the responsibility and authority to enforce the Agency and Departmental, if any, dress code(s). Employees are required to comply at the time of all appropriate dress decisions made by the Department Director

TRAINING

Bost is committed to ensuring that all employees, board, and volunteers receive the training required by state and federal licensing entities and accreditation agencies. Training is essential to ensure that quality support is provided to individuals served.

BACKGROUND CHECKS

This policy ensures background checks are performed on individuals in accordance with all state and federal regulatory requirements for each program.

MVR BACKGROUND CHECKS

POLICY

Bost Inc.'s Motor Vehicle Record policy is designed to provide acceptable driving record guidelines for our employees.

Driving Record Guidelines

1. All Bost employees are subject to the MVR agency and insurance company policies and guidelines. Bost, Inc. may conduct MVR checks prior to employment, randomly, and upon driver license renewal. In collaboration with the insurance company, the individual served, the guardian

and department director, certain exceptions may be made to meet the needs of the business through a request to the COO and CEO

2. No drivers under 21 years of age are allowed to drive a Bost, Inc. Owned/leased/rented vehicle. No exceptions.

ATTENDANCE

To give the best service to the clients in our care, Bost, Inc. depends on each employee. As soon as an employee knows that he/she cannot report for duty because of illness or other reasons, the employee is required to notify his/her immediate supervisor prior to the start of the workday. The employer reserves the right to request documentation that substantiates the reasoning for absence.

OVERTIME

Non-exempt (Hourly) Positions-includes non-exempt regular employees. Some positions may require employees to work overtime. Hourly employees will be compensated one and one-half times for their regular rate of pay for the time worked beyond forty hours in any one-week pay period. All overtime except for emergency situations must be approved by the supervisor prior to the overtime occurring.

Exempt (Salary) Positions-Exempt employees are exempt from Department of Labor, Wage and Hour Overtime regulations and thus are not paid overtime for hours worked over forty.

Exempt employees are required to work according to the schedule given to them by their immediate supervisor or may, with the permission of their supervisor, work flexible hours.

PAYROLL

Payday - Payroll can only be processed upon receipt of an approved electronic timecard/service log. Failure to submit electronic timecard/service logs may result in a delay in issuing paychecks until the next pay period. Other arrangements must be approved in writing by the CEO or designee. Salary/Pay advances are not made. All property of Bost, Inc. must be returned to Bost, Inc. prior to the issuance of a final paycheck, and all monetary obligations to Bost, Inc. must be settled prior to the issuance of a final paycheck. Paper timecards will be accepted in lieu of electronic timecards only when the employee has attempted to submit timecards electronically but experienced technical difficulties. The employee must provide communication documentation with their immediate supervisor notifying the supervisor of the issue.

Paycheck Errors -Any questions concerning the accuracy of payroll checks should be taken up with the respective Supervisor or Department Director. Nominal errors on payroll checks will be corrected on the next scheduled payday**.** Payroll corrections must be submitted to the Department Director, or designee, for approval.

Payroll Deductions - The deductions from pay, as required by law, are social security, federal income tax, state income tax, and any garnishment against wages according to court instruction. An employee must authorize any deduction not mandated by law or court.

Pay Week–Bost, Inc. workweek begins at 12:01 a.m. Saturday and continues through 12:00 midnight Friday for purposes of calculating payroll and overtime.

SALARY BASIS

The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over forty hours in a workweek. However, FLSA provides an exemption from both minimum wage and overtime pay for certain employees as defined by the law.

An employer is not required to pay the full salary in the initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance, or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act. In these circumstances, either partial day or full day deductions may be made.

It is our policy to comply with the salary basis requirements of the FLSA regarding salary deductions. If you believe that an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor.

TIME KEEPING AND COMPENSATION FOR TRAVEL

Bost, Inc, will ensure accurate timekeeping and compensation for work travel are in accordance with Department of Labor laws and within employees approved schedule.

TRAVEL EXPENSES AND REIMBURSEMENTS

Bost Inc. recognizes it is our responsibility to utilize Agency funds efficiently and ethically. Travel must be pre-approved by the CEO *or designee*.

1. General Guidelines

- Reasonable travel costs will be covered or reimbursed.
- All expenses must be documented and submitted to the Business Office upon return.
- Receipts must be itemized and include:
    - Date
    - Name of establishment
    - Dollar amount
    - Tip (if any)

2. Travel Advances

- Employees without a Bost-issued credit card may request a travel allowance.
- Travel advances must be reconciled within 8 working days of return.
- Failure to provide documentation or repay excess funds may result in wage deductions.

3. Flight Arrangements

- Flights will be booked based on the traveler's schedule and the most economical option.

- One baggage fee each way is covered.
- Overweight baggage fees are not reimbursed.

4. Agency Vehicle Use

- It must be reserved 24 hours in advance.
- Vehicles may be picked up by close of business the day before the reservation.
- Fuel must be purchased using Fuel Man cards and a Fuel Man PIN.
- Satellite offices are responsible for:
    - Cleaning vehicles
    - Scheduling oil changes and tire rotations
- Agency vehicles must be used instead of rentals or mileage claims when available.
- Rental cars require prior approval, and the individual must have a credit card in his/her name.

5. Lodging

- Book accommodation at the hotel event when possible.
- Select the most economical room.
- Lodging may be arranged for one night before and after the event if necessary.
- Non-reimbursable expenses include:
    - Entertainment
    - In-room movies
    - Mini-bar items
    - Other items at CEO discretion

6. Meals

- Up to three meals per day reimbursed, not exceeding $75/day including tips (15–18%).
- Meals are not reimbursed if provided the hotel/conference offers a meal free of charge.
- Alcoholic beverages and snacks are not reimbursed.
- Dietary restrictions should be communicated before the event.

7. Communication

- Employees without a cell phone on overnight travel may be reimbursed for:
    - One daily check-in call
    - Medical emergency calls

8. Other Reasonable Expenses

These are expenses incurred carrying out the job. They can include

- Transportation Fees
- Parking Fees
- Lunch on day trips of fifty miles or greater

8. Reimbursement Process

- Attach original itemized receipts to a supervisor-approved expense reimbursement form.
- Submit the completed form to Accounts Payable.
- Reimbursement forms are available from your supervisor or Department Director.

- Reimbursements will be processed as quickly as possible.

9. Personal Vehicle Use

- Reimbursed at the rate approved in the annual budget.
- Employees must comply with state laws regarding insurance.
- Waiver employees are reimbursed per the consumer plan of care.

PANDEMIC

Bost, Inc. shall make every effort to reduce the spread of pandemic illness and follow CDC guidelines to minimize risk of exposure to our consumers, employees and agency. Compensation for time off work due to pandemic and related infectious disease shall be made consistent with personnel leave policies, including Paid Time Off policies.

According to the CDC, the definition of a pandemic is: *an epidemic of infectious disease that is spreading through human populations across a large region*; for instance, a continent, or even worldwide. A widespread endemic disease that is stable in terms of how many people are getting sick from it is not a pandemic. Further, flu pandemics exclude seasonal flu. Throughout history there have been a number of pandemics, such as smallpox, tuberculosis and the SARS-CoV-2 (COVID-19).

INFECTIOUS DISEASE

Bost inc. will adhere to all applicable DHS, DDS, PASSE, OLTC, and local, state, and national government regulations related to the prevention or transmission of infectious diseases such as Hepatitis B and HIV or other potential virus-based transmissions as directed by DHS, DDS, PASSE, OLTC and local, state, and national government regulations.

Bost provides Hepatitis B vaccine and vaccination series, free of charge to employees.

Some positions/roles within the agency require a current TB test. Potential employees will be made aware of this requirement at the time of hire. It is the responsibility of each employee to maintain documentation of current TB if it is needed for their role within the agency.

All employee medical and medically related records are to be sent by the employee directly to the Director of Human Resources. All such records are kept highly confidential in a separate employee medical records file. Access to an employee medical records file is restricted to the CEO or designee, authorized medical employees and licensure or certification representatives.

Section IV

Benefits Administration

EMPLOYEE BENEFITS

Bost, Inc. provides the following employee benefits:

A. **WORKER'S COMPENSATION**: As required by law. All employees are covered by workers' compensation 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.
B. **SOCIAL SECURITY**: As required by law. The employees and Bost Inc. each pay a portion.
C. **MEDICAL BENEFITS**: Regular, full-time employees are eligible for health insurance on the first day of the month following 60 days of employment. Employees wishing to include their families may join the plan at their own expense. Full-time employees may add a spouse or dependent, but if spouse or dependent coverage is not taken at the time of initial enrollment, any additions will be subject to federal law and the Plan Document and will require approval by the insurance carrier.
D. **UNEMPLOYMENT**: As required by law.
E. **OTHER**: All other benefits offered to employees are available at the employees' expenses through payroll deductions.

PPACA PERIODS METHODOLOGY

Bost, Inc. will properly document the methodology (periods) the agency uses to determine part time employee insurance eligibility required under the Patient Protection and Affordable Care Act and the Treasury and IRS release of the "Employer Shared Responsibility for Employers Regarding Health Coverage" final rule published in the Federal Register on Feb 12, 2014.

PAID TIME OFF (PTO)

Paid Time off (PTO) benefit time is granted to full-time employees and may be used for vacation, personal, funeral and sick leave. PTO is designed to give employees time needed away from their everyday work schedule. The Agency values its employees and recognizes the need for time off to balance home and work. PTO will be paid out of the employee's primary rate of pay.

Accrual of PTO hours for all employees:

Years of Service	Rate - Per Hour Worked	Maximum Per Pay-Period	Total Maximum Annual Hours	Total Maximum Annual Days
0-3 years	0.046154	**3.6923**	**96**	**12**
4-10 years	0.065385	**5.2308**	**136**	**17**
11-19 years	0.084615	**6.7692**	**176**	**22**
20+ years	0.10384	**8.3077**	**216**	**27**

*Status changes reset accrual rate of PTO.

Eligibility & Utilization - For the purposes of this policy, the year is interpreted to start on the employee's date of hire. All full-time employees start earning PTO immediately on the first day of hire according to the above schedule. Utilization will be in hourly increments.

PTO is not earned for time when unpaid leave is taken. Part-time employees, or contract labor do not earn PTO.

Employees changing from full-time to part-time will receive full payout of earned PTO but will not receive time off. Request for PTO payout must be completed and processed with the personnel change form. Completed and approved change forms must be sent to human resources for further processing.

Maximum Carry Over – The maximum PTO time that may be carried over from one calendar year to the next is 300 hours.

PTO Approval - Paid Time Off must be scheduled in advance and have supervisory approval, except in case of illness or emergency. Unscheduled PTO will be deducted from the employee's PTO bank in hourly increments with the exception of holidays, jury duty and military duty. Except in the case of illness or emergency the employee may be disciplined for unapproved absence. PTO requested in excess of two weeks must be approved by the CEO or designer. PTO is not approved once notice has been given by the employee. PTO will not be approved when an employee is in suspended status.

Payment of Accrued PTO Upon Resignation/Termination –

- Retiring Employees:
  - Employees who retire and provide a two-week notice *may* be paid for all unused, accrued PTO at the discretion of the CEO or designee.
  - Retirement age eligibility is determined by Social Security Administration guidelines.
- Resigning Employees:
  - Employees who resign with a two-week written notice and complete the full two-week work period *may* be paid up to 40 hours of unused, accrued PTO.
- Terminated Employees:
  - Are not eligible for payout of unused, accrued PTO.
- Exception: Employees who are laid off *may* receive a payout of up to 40 hours of unused, accrued PT. Death of an Employee:
  - If a full-time employee passes away, payout of their PTO bank may occur at the discretion of the CEO or designee.

Administration - For Department Directors only, a payout of PTO available hours may be requested on an annual basis in lieu of PTO taken, if a minimum of 120 hours is always available for other purposes. An annual basis is defined as being the twelve-month period from the Department Director's original date of full-time hire, and each twelve-month period following. The COO or CEO approves or denies the request.

REQUESTS for LEAVE without Pay

When an employee request unprotected unpaid leave, Bost, Inc. will retain the right to approve or decline the request. All requests for Leave without pay must be submitted in writing to the employee's Department Director. The final decision to approve or decline the request will be made by the COO or CEO.

HOLIDAY LEAVE

Full-time employees become eligible for holiday leave upon completion of thirty days of full-time employment status. Ten paid holidays are scheduled annually for regular full-time employees and will be posted by January 1 of each year. Eligible employees will automatically be paid 8 hours for the scheduled holiday regardless of if they are or are not working on the holiday. Employees on continuous FMLA with a PTO balance of ZERO will not be paid holiday pay. Since Bost Inc. must care for some individuals on a daily or twenty-four hour per day basis or to meet consumer needs, it is necessary for some employees to work on a designated holiday. The Administration of Bost, Inc. reserves the right to determine which employees will work on a given holiday. Holiday pay will be paid at the employee's primary rate of pay.

FAMILY AND MEDICAL LEAVE

In Compliance with All Provisions of the Family and Medical Leave Act (FMLA)

Types of FMLA Leave

Bost, Inc. recognizes that situations can occasionally arise that require an employee to be absent for serious illness and other family obligations. A leave of absence under the Family and Medical Leave Act is available to eligible employees who wish or need to take time off from work duties for the following reasons:

Basic Leave

1. Incapacity due to pregnancy, prenatal medical care or childbirth.
2. To care for the employee's child after birth, or placement for adoption or foster care.
3. To care for the employee's spouse, child (under 18, unless special circumstances exist), or parent with a serious health condition.
4. The serious health condition of the employee makes the employee unable to perform the functions of his or her job.

Military Family Leave

1. A covered family member's active duty or call to active-duty status in the National Guard or Reserves in support of a contingency operation; and
2. To care for an injured or ill covered service member.
3. This policy provides employees with a general description of their FMLA rights and obligations. Any conflict between this policy and the FMLA is resolved in favor of the FMLA.

Eligibility

1. To be eligible for FMLA leave, an employee must have worked for Bost, Inc. or one of its wholly owned subsidiaries for a total of at least 12 months, have worked at least 1,250 hours in the 12 months preceding the leave, and work at a site with at least 50 employees within 75 miles.
2. If employees are at a location that has fewer than 50 employees in a 75-mile radius, the employees are not eligible for leave under the Family & Medical Leave Act; however, the employees will be eligible for Family & Medical Leave under Bost, Inc.'s policy. This leave under Bost, Inc.'s policy will be administered under the same provisions as employees that are covered under the Family & Medical Leave Act, provided that Bost, Inc. may make exceptions to granting leave based on the operational needs of the specific Bost, Inc. location involved.
3. An eligible employee is entitled to take up to 12 weeks of FMLA leave during a 12-month period for circumstances 1 through 4 listed above and up to 26 weeks of FMLA leave during a 12-month period for circumstances related to Military Family Leave.
4. The 12-month period is defined as a rolling 12-month period measured backward from the date an employee uses any FMLA leave.

Applying for Leave

1. An employee in need of a leave of absence may initially verbally notify his/her supervisor; however, the verbal notification must be followed by a written notice.

Calling in sick is not notice that an employee needs to take FMLA leave.

2. Generally, employees must provide at least 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When the need for leave is not foreseen and 30-day notice is not possible, except in unusual circumstances, notice must be given within two working days of learning of the need for leave.
3. FMLA-E is available on the Intranet and must be used to submit a written request for FMLA leave. The completed form must be submitted to the Human Resources Officer for the employees' area. If an employee is physically unable to complete Form FMLA-E, a responsible family member or Bost, Inc. officer may complete and submit the form on behalf of the employee.
4. Employees must provide sufficient information for Bost, Inc. to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include whether the employee is unable to perform the essential 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.
5. Employees must also inform Bost, Inc. if the requested leave is for a reason for which FMLA leave was previously taken or certified.
6. Bost Inc. will inform employees requesting leave whether they are eligible for leave under the FMLA. Bost, Inc. will normally notify employees of their eligibility and their rights and responsibilities using Form WH-381. If an employee is eligible, Bost, Inc. will specify any additional information required and inform the employee of the employee's rights and responsibilities. If they are not eligible or the reason for the leave is not FMLA protected, the employee will be notified and given a reason.

Certifications &Recertification's

1. Even though an employee may meet eligibility requirements for taking FMLA leave and have FMLA leave available in the applicable 12-month period, it still must be determined if the planned absence qualifies as FMLA leave. The required certification to make this determination should be covered in one of the following circumstances:
2. An employee seeking FMLA leave due to the employee's serious health condition must submit a medical certification issued by the employee's health care provider (Form WH-380-E).
3. An employee seeking FMLA leave to care for a covered family member with serious health condition must submit a medical certification issued by the health care provider of the covered family member (Form WH-380-F).
4. An employee seeking FMLA leave due to a qualifying exigency must submit a certification of the qualifying exigency for military family leave (Form WH-384).
5. An employee seeking FMLA leave due to a serious injury or illness of a covered service member must submit a certification providing sufficient facts to support the request for leave (Form WH-385).
6. Failure to provide complete, timely and sufficient medical certification for the employee's own serious health condition, to support a request for an FMLA leave to care for a covered family member with a serious health condition, and/or to support a request for an FMLA leave to care for a covered service member may result in denial of the leave or the leave not being designated as FMLA leave. If the leave is not designated as FMLA, an employee is not entitled to FMLA benefits, including continuation of health care benefits. Employees have 15 calendar days following receipt of the Notice of Eligibility (Form WH-381) to return the form to the Human Resources Officer. If additional time is needed, it should be requested through the Human Resources Officer.
7. Failure to provide all requested information to support a request for FMLA leave due to a qualifying exigency may result in denial of the request for FMLA leave. Additional information about this type of leave is provided on Form WH-385.
8. If any certification is incomplete or insufficient, Bost, Inc. will normally use Form WH-382 to notify the employee what additional information, if any, is necessary to make the certification complete and sufficient.
9. Periodic reports and recertification's are required regarding the condition that prompted the leave to be taken, the employee's status, and the employee's intention to return to work. The appropriate frequency of these required reports and recertifications will be determined for the particular leave situation. Failure to provide these periodic reports and recertifications may result in suspension of the approved leave or disciplinary action up to and including discharge.

Use of Leave

1. Employees are not required to use an FMLA leave entitlement in one block. Leave can be taken intermittently or on a reduced schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt Bost, Inc.'s operations. Leave due to qualifying requirements may also be taken on an intermittent basis.
2. Employees are required to use all paid time off available to them during any leave under this policy. FMLA is not paid leave. However, utilization of your accrued PTO runs concurrently with the FMLA certification, so it is possible for you to continue to receive a payroll check while utilizing FMLA

3. If a company observed holiday falls in a week in which an employee is on FMLA leave for the full week, the holiday will count as a day of FMLA leave. If the employee works part of the week in which a holiday falls, the day will not count as a day of FMLA leave.
4. If a company observed holiday occurs during the paid portion of an employee's leave, an eligible employee will be paid for the holiday. If a company observed holiday falls during the unpaid portion of a leave, the employee will not be paid for the holiday.
5. Ordinarily, no combination of family leave and medical leave can exceed the 12-week maximum limit. Bost, Inc. may consider an extension; however, an extension beyond the initial 12 weeks during a 12-month period will not guarantee a return to the same or an equivalent position in which previously employed.

Designation of Leave

1. Any leave covered under the FMLA will be designated as FMLA leave. Bost Inc. will normally use Form WH-382 to notify the employee whether the leave is designated as FMLA leave or not, and of the amount of leave that will be counted against the employee's FMLA leave entitlement.
2. To properly designate leave time, Bost, Inc. may exercise its right to authenticate that a certification document came from the health care provider indicated. Also, with the employees' permission Bost, Inc. may contact the health care provider for clarification of information on the form (e.g., cannot read doctor's handwriting and need to know what the form states). Bost, Inc. may also have the employee obtain a second and third opinion medical certification at Bost, Inc.'s expense.
3. If the employee is considered a "key employee" as defined in the FMLA, restoration to employment may be denied following FMLA leave on the grounds that such restoration will cause substantial and grievous economic injury to Bost, Inc.

Activities While on FMLA Leave

While on FMLA leave, no employee may engage in any activity, including other employment or work, which violates the employee's medical restrictions. If, while on FMLA leave, an employee chooses to work for someone else in a capacity that does not violate his/her medical restrictions, Bost, Inc. will not pay the employee PTO.

Definitions

1. 12-Month Period - A "rolling" 12-month period measured backward from the date an employee uses any FMLA leave. For the use of the 26 weeks of FMLA leave to care for an injured or ill covered service member, the 12-month period begins on the first day the employee takes FMLA leave to care for a covered service member and ends 12 months after that date.
2. Serious Health Condition - 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.

A serious health condition includes treatment by a health care provider and:

A. A period of incapacity due to pregnancy, or prenatal care.

B. A period of incapacity due to a chronic condition which:
    I. Requires periodic visits for treatment by a health care provider.
    II. Continues over an extended period; and
    III. May cause episode rather than a continuing period of incapacity.
C. A period of incapacity due to a permanent or long-term condition; or
D. Conditions require multiple treatments by a health care provider (for any period of absence).

Absences for pregnancy and chronic serious health conditions qualify even though an employee does not receive treatment from a health care provider during the absence, and even if the absence does not last more than three consecutive, full calendar days.

3. Continuing Treatment - A serious health condition involving continuing treatment by a health care provider means a period of incapacity of more than three (3) full consecutive calendar days combined with:

- At least two treatments (in-person) by a health care provider within 30 days of the first day of incapacity; or
- Treatment (in-person) by a health care provider at least once, results in a regimen of continuing treatment under the supervision of the health care provider.
- The first (or only) in-person treatment visit must take place within seven (7) days of the first day of incapacity. "Incapacity" means inability to work, attend school or perform other regular daily activities due to the serious health condition, or treatment or recovery from the serious health condition.

4. Military Family Leave - Eligible employees with a spouse, son, daughter, or parent on active duty or called 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.

5. Qualifying Exigencies - May include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, attending post-deployment reintegration briefings, and special circumstances (if both Bost, Inc. and the employee agree to the leave).

6. Covered Service Member – The FMLA permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member 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 while on active duty that may render the service member medically unfit to perform his or her duties. Leave to care for an injured or ill service member, when combined with other FMLA-qualifying leave, may not exceed 26 weeks in a single 12-month period.

Benefits Continuation and Other Protection

1. If the employees' leave qualifies as FMLA leave and the employee is covered by Bost, Inc.'s health benefit plans, including the medical insurance plan, Bost, Inc. will maintain the employee's coverage as if the employee has continued to work, provided the employee makes appropriate

premium payments. The employee will be responsible for planning to continue to pay his/her share of the premium payments on all benefits that are continued during the leave.

2. The Director of Human Resources can offer the employee several payment options and can assist in calculating the amount the employee will owe while on leave. Payment may be made by personal check or by other alternative methods the Director of Human Resources can establish for the employee. If payment is more than 30 days late, coverage may be dropped. Any past due payments will be collected from the employee.
3. Medical premiums paid for an employee by Bost, Inc. during a leave must be repaid by the employee if the employee fails to return from leave, except if the reason is the continuation, recurrence, or onset of a serious health condition, or because of circumstances beyond the employee's control. Failure to return for other than these conditions is considered a qualifying event under COBRA, i.e. continuation of specified health-related benefits.

Return To Work

1. Most employees returning from FMLA leave will be restored to their original or equivalent position with equivalent pay, benefits, and other employment terms.
2. If the circumstances of an employee's leave change and he/she is able to return to work earlier than the date originally indicated, the employee is required to notify his/her supervisor at least two (2) workdays prior to the date he/she intends to report for work. If the employee's supervisor is unavailable, notification should be made to the next level of supervision or another designated officer of Bost, Inc.
3. When an employee takes leave because of his/her own health condition, he/she is required to provide fitness and ability to return to work statement from a licensed health care provider before he/she resumes his/her job duties. If such certification is not timely, the employee's return to work may be delayed until certification is provided. A list of the essential functions of the employee's position should be attached to the Designation Notice (Form WH-382) provided to the employee. If it is not, the employee should request a copy from his/her supervisor or Director of Human Resources to provide to the health care provider when requesting the fitness-for-duty certification. The fitness-for-duty certification must address the employee's ability to perform the essential functions listed. Bost, Inc. reserves the right to determine which licensed health care provider is appropriate given the circumstances. If an employee fails to or cannot provide a fitness for duty certification, employment may be terminated.
4. For employees medically certified with a permanent or indefinite serious health condition, the employee may be required to present a fitness-for-duty certification in conjunction with an FMLA absence which occurs more than six months after the previous medical certification.
5. If an employee fails to report to work promptly at the end of the approved leave period, Bost, Inc. will assume that the employee has resigned.

Other Rights and Obligations

The FMLA makes it unlawful and Bost, Inc. will not:

1. Interfere with, restrain, or deny the exercise of any right provided under the FMLA; or

2. Retaliate, discharge, or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to the FMLA.

Bost, Inc. has posted and will continue to display the poster entitled "Your Rights Under the Family and Medical Leave Act of 1993."
Additional Information
Questions concerning this policy should be directed at the Director of Human Resources

JURY DUTY

Bost, Inc. Will pay employees for up to five days if they are called to serve a jury. The employee is required to inform their supervisor as soon as possible after receiving the summons. If selected to serve on a jury, you may be asked to provide evidence of your service in order to qualify for this benefit. If the employee is dismissed from jury duty halfway through the day or sooner, the employee should contact their supervisor and return to work if requested.

Exempt employees who work any portion of the week in which they are serving jury duty will be paid for the entire week. Non-exempt employees' compensation will be calculated as straight time by the regular hourly rate of the employee (training rate for waiver employees), not to exceed eight hours in any one day. If required to serve on a jury for more than five days, employees may use PTO or LWOP.

Section V

Performance and Discipline

JOB PERFORMANCE EVALUATION

At the end of the employee's initial probationary period, the supervisor may complete the job performance evaluation and review it with the employee. Based on the results, the supervisor will make appropriate recommendations for completion or extension of the probationary period. If the probationary period is extended, a specific period and criteria for successful completion will be stated.

The supervisor will complete the employee evaluation annually thereafter based on the employee's hire date. Completed evaluations will be forwarded on a quarterly basis to Human Resources by the designated due date for each quarter. Each evaluation session with the employee will include a review of the performance evaluation. At this time the supervisor will also ensure credentials (if required) are current and that the job description is still accurate.

All persons working for Bost as contract personnel must also participate in an annual evaluation with the immediate supervisor or Director of the Program they are assigned to.

The Department Director will review, and sign all completed department performance evaluations and ensure departmental evaluations are consistent and timely.

PROGRESSIVE DISCIPLINE

This Agency uses progressive discipline to ensure employee compliance with performance standards, ethics, and conduct. If a supervisor finds it necessary to use formal disciplinary measures, it is intended that the discipline be administered fairly, without prejudice and only for cause.

Disciplinary actions are of several levels, including oral and written warnings, disciplinary probation, and termination. The frequency and/or severity of misconduct determines which level of disciplinary action is required.

Progressive discipline is not required for all offenses. This Agency reserves the right to terminate employees for commission of serious infractions, regardless of progressive discipline.

All employees are hired for an unspecific duration, and employee classification does not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and Bost, Inc. Bost reserves the right to hire, promote, demote, or separate employment and compensation at any time, with or without cause, and without advance notice.

WARNINGS

- Initial Disciplinary Action
    - Supervisors may issue verbal or written warnings to address disciplinary issues.
    - All warnings must be documented.
- Written Warning Documentation
    - Must be signed by both the supervisor and the employee.
    - The employee's signature confirms receipt, not necessarily agreement.
    - Refusal to sign the warning will result in immediate suspension and/or separation.

- Required Elements of Written Warnings
    - Date of the warning
    - Description of the violation
    - Required improvements
    - Potential future disciplinary actions if improvement is not shown

PROBATION

- Initiating Probation
    - An employee may be placed on probation for disciplinary or performance-related reasons.
    - Probation must be approved by the CEO or designee.
    - If both are unavailable, the Department Director may authorize probation.
- Responsibilities
    - The supervisor and Department Director are responsible for:
        - Outlining the conditions of probation
        - Monitoring and evaluating the employee's performance during probation
- Termination During Probation
    - An employee may be terminated at any time during probation if they violate its terms.
- Extension of Probation
    - The Department Director, with approval from the CEO or designee, may extend the probationary period if necessary.

SUSPENSION

- Employees may be suspended for actions deemed detrimental to the needs and rights of the Agency and its clients.
- The purpose of suspension is to:
    - Relieve the employee from duties and responsibilities.
    - Remove the employee from the Agency environment.
    - Allow time to assess performance or investigate specific actions/incidents.
- Suspension may be considered when:
    - An employee's performance or behavior is serious enough to warrant disciplinary action.
    - The supervisor believes suspension is appropriate and consults the Department Director.
- Suspension may be communicated verbally to the employee.
- All suspension actions must be:
    - Documented in writing by the supervisor on a Personnel Change Form (PCF).
    - Added to the employee's personnel file.

TERMINATION OF EMPLOYMENT

Employees may be dismissed for sufficient cause including but not limited to:

- lack of work
- completion of work requirements
- completion of a particular contract

- reduction of work force

Or disciplinary reasons including, but not limited to:

- incompetence
- misconduct
- neglect or abuse of individuals served by Bost, Inc.
- dishonesty in any matter or theft – including, but not limited to, the removal of company property or the property of another employee, of any value, from company premises without prior authorization
- obtaining or conveying, without prior management approval, confidential financial or proprietary business information concerning Bost or its trade secrets or customer base
- drugs/alcohol – possession, use, sale, purchase or distribution on Bost, Inc. property or while providing care for Bost consumers, of alcohol or any illegal drugs or illegally possessed drugs. Also: reporting to work after having ingested alcohol or illegal drugs or illegally possessed drugs, in a condition that adversely affects the employee's ability to safely and effectively perform his/her job functions, or which would imperil the safety of individuals served by Bost, Inc. and other employees. Employees with safety sensitive jobs will not be protected from possible employment termination when under the influence of drugs or alcohol immediately before or during their shift, regardless of legal use or legal possession
- coming to work and/or operating a company vehicle, at any time, while under the influence of drugs or alcohol
- safety violations, disregard of Agency safety policy or any serious accident that is chargeable to or preventable by the employee
- knowingly accessing and/or altering the electronic time clock or case notes of another employee or soliciting such conduct from another employee
- falsifying or altering company records
- sabotaging or willfully damaging Bost, Inc. equipment or the property of other employees
- exhibiting indecent or immoral conduct or language
- conviction or a criminal or traffic offense that would prevent an employee from completing his/her job duties
- Walking off the job without supervisory permission
- insubordination involving, but not limited to, assaulting or threatening to assault a supervisor, and refusing to carry out the order of a supervisor where personal safety is not a problem
- threats of violence
- physical violence, fighting or provoking a fight on Agency premises
- frequent tardiness
- unexcused, frequent or prolonged absences
- absence for more than one working day without notice to the supervisor, in which event the offending employee may be deemed to have quit voluntarily
- Sleeping on the job
- Working for another employer while on leave of absence without written consent of Bost
- carrying a concealed weapon onto a BOST, Inc. facility/location parking lot that is not privately owned or unlawfully carrying a weapon onto a BOST, Inc. facility/location that is privately owned
- failing to disclose possession of a weapon onto a privately owned BOST, Inc. parking lot when all requirements are met

- other behavior contrary to the mission of the Agency, these Personnel Policies, or the duties of the individual job descriptions

A severance may be given to an employee upon termination or discharge based on the individual circumstance of the termination.

The Department Director shall terminate employees only with the approval of the CEO or designee. All action taken by the Department Director relating to termination shall be documented by the Department Director and made a part of the individual personnel file.

All employees are hired for an unspecific duration, and employee classification does not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and Bost, Inc. Bost reserves the right to hire, promote, demote, discharge, or terminate employment and compensation at any time, with or without cause, and with or without advance notice.

CONFLICT RESOLUTION

The following has been established to provide employees with an appeal against decisions that they believe are unjust. Every effort should be made to solve a conflict at the earliest possible time and at the lowest possible step in the conflict resolution procedure. The employee does not qualify to utilize the conflict resolution policy during any probationary period.

If a disagreement cannot be made with the employee's immediate supervisor, the following steps may be taken:

STEP 1. If the problem has not been resolved satisfactorily within seven calendar days, the employee should contact the authorized Department Director (or Manager) in writing, clearly stating that the employee has a conflict needing to be resolved. The Department Director shall have seven calendar days to issue an acknowledgment to the employee after receiving notice from the employee of the conflict. The Department Director shall schedule a meeting with all interested parties. The results of the meeting and the decision of the Department Director will be documented with a copy sent to the Director of Human Resources, the employee, the supervisor, and any other party involved in the conflict.

STEP 2. If the problem still has not been resolved, an employee seeking further resolution should contact the CEO or designee in writing within seven calendar days after the receipt of the Department Director's decision. The CEO has seven calendar days to issue an acknowledgment to the employee after receiving notice of the conflict from the employee. The COO or designee shall meet with all interested parties, which will include the employee, their immediate supervisor and may include the Department Director. The results and decision of the CEO or designee will be documented by the employee, the supervisor, and the Department Director.

STEP 3: If the employee seeks further resolution made by the CEO or designee, the employee may request a meeting with the Personnel Committee of the Board of Directors. The employee should contact the CEO within seven calendar days after receiving the decision in Step 2. Within 7 days upon receiving request from employee, the CEO of designee will of the Personnel Committee through the direction of the Committee Chairperson within seven days of receiving the request from the employee and shall notify the employee of the date, time, and location of the meeting with the Personnel Committee. The decision of the

Personnel Committee is final and shall be communicated in writing by the Committee Chairperson to all parties involved within seven days of the hearing with the employee.

INTERNET AND E-MAIL

Because of the unique nature of E-mail/Internet and because of Bost's desire to protect its interest regarding its electronic records, the following guidelines have been established to address E-mail/Internet usage.

Bost's E-mail and Internet systems are to be used for business purposes only. You may not use them for personal purposes during working hours. All E-mail and Internet records are considered records of Bost and are subject to inspection and disclosure to law enforcement or government officials or to other third parties through subpoena or other process.

You should not have an expectation of privacy in E-mails or Internet usage and should not consider these records as private or confidential. Even when a record is erased, it is still possible to retrieve the record. Bost has the right and ability to track, review, audit, or disclose any records originating and/or accessed by you.

Bost's E-mail and Internet systems should not be used to create or disseminate any discriminatory, defamatory or threatening communications. Among those considered discriminatory, defamatory or threatening are any communications which contain sexual implications, racial slurs, gender-specific comments, or any other comment that inappropriately or unprofessionally addresses someone's age, sexual orientation, religious or political beliefs, national origin or disability.

Bost's E-mail and Internet systems should not be used to access any discriminatory, defamatory or threatening web sites (e.g. pornographic sites, hate speech, criminal skills, illegal drugs, etc.). You are prohibited from using Bost's e-mail or internet systems to perform any act which is illegal or otherwise in violation of any applicable federal, state, or local laws.

Failure to comply with this policy will result in appropriate disciplinary action, which may include termination of employment. Any non-compliance that is in violation of state or federal legislation may also result in penalties specified by the law.

SOCIAL MEDIA

At Bost, Inc. we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media and apply them to all Bost, Inc. employees.

Guidelines

In the rapidly expanding world of electronic communication, *social media* can mean many things.- *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social

networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Bost, Inc. as well as any other form of electronic communication.

The same principles and guidelines found in Bost inc. policies and three basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects anyone receiving services or working on behalf of Bost or Bost's legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules
Carefully read these guidelines, the Bost Code of Ethical Conduct and any other applicable agency policies related to communications via social media and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be respectful
Always be fair and courteous to consumers, fellow employees and anyone working on behalf of Bost. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by contacting your immediate supervisor than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage consumers, fellow employees or anyone working on behalf of Bost that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment based on race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate
Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Bost Inc., fellow employees, consumers, vendors, people working on behalf of Bost or competitors.

Post only appropriate and respectful content

- Maintain the confidentiality of Bost, Inc. proprietary or confidential information. Proprietary information may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate the Insider Trading Policy.
- Do not create a link from your blog, website or other social networking site to a Bost website without identifying yourself as a Bost employee.

- Express only your personal opinions. Never represent yourself as a spokesperson for Bost. If Bost is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Bost, fellow employees, consumers, vendors or people working on behalf of Bost. If you do publish a blog or post online related to the work you do or subjects associated with Bost, make it clear that you are not speaking on behalf of Bost. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Bost, Inc."

Using social media at work
Refrain from using social media while on work time or on equipment we provide unless it is work-related as authorized by your manager or consistent with agency policies. Do not use Bost, Inc. email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited
Bost prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Media contacts
Employees should not speak to the media on Bost's behalf. All media inquiries should be directed to the CEO.

For more information
If you have questions or need further guidance, please contact the Human Resources Director.

MOBILE PHONES & OTHER ELECTRONIC DEVICES

While at work, employees are expected to exercise discretion in using mobile phones and other electronic devices for personal use. Mobile phones should be turned off or set to silent or vibrate mode during meetings, conferences and in any circumstance where incoming calls may be disruptive.

Bost will not be liable for the loss or damage of personal mobile phones or other electronic devices brought into the workplace.

When job duties or business needs demand, the agency may issue a mobile phone and/or other electronic devices to an employee. Personal use of agency-issued mobile phones and/or other electronic devices should be exclusively used to meet the needs of the business. Employees in possession of agency-owned mobile phones and/or other electronic devices are expected to protect the equipment from loss, damage, or theft. Upon resignation or termination of employment, or at any time on request, the employee may be asked to produce the phone for return or inspection.

All employees are expected to follow applicable local, state, and federal laws and regulations regarding the use of mobile phones and electronic devices always.

Employees are required to use hands-free devices at all times or pull off to the side of the road and safely stop the vehicle before placing or accepting a call.

Employees whose job responsibilities include transporting consumers are required to refrain from using mobile phones or electronic devices while driving. In case of an emergency employees should pull over to make calls.

Employees violating this policy will be subject to discipline, up to and including termination of employment.

DISTRACTED DRIVING

The dangers of distracted driving are a serious concern to Bost, Inc. Recent news reports of deadly crashes involving distracted drivers highlight a growing danger on our roads. Due to this concern, Bost, Inc. has established this policy to protect the safety of our employees, the safety of the general public and the company's assets and reputation.

Based upon this concern, Bost, Inc. has made an effort to fairly and economically institute a Distracted Driving Policy but still operates its business in a safe and practical manner. Employees should comply with all federal, state, and local laws and regulations regarding the use of mobile technology devices including cellular phones. [The Governors Highway Safety Association maintains a list of state and local restrictions on cellular phone use (www.ghsa.org).]

The following activities, while driving or operating a motorized vehicle on company business, are prohibited:

1. Use of handheld cellular phones while driving. Unless specifically equipped with (Hands-Free Device), HFD, cell phones and/or smart phones must be turned off or put on silent or vibrate mode before starting the vehicle. Cellular phone calls using hands-free technology while driving are discouraged. To minimize the impact of distraction, calls, if any, should be brief. Extended conversations should be made while not driving.
2. Answering or making phone calls, unless by the HFD.
3. Creating, reading, or responding to text messages or e-mails, dialing cellular phones, viewing television, videos or DVDs and inputting data into laptop computers, personal digital assistants, or navigation systems.
4. Engaging in conversations using phones, two-way radios, or other communication devices, unless by the HFD.
5. Entering information into an electronic navigation system ("GPS"), computer, dispatch device or other electronic device which requires the user to manually enter information; and
6. Use of headphones, earphones, or similar equipment to listen to the radio, MP3 players, CD players or other entertainment devices.

To implement the Distracted Driving Policy, the following activities, other than use of the HFD for business purposes by the employee, will be prohibited:

1. Unless the employee is using the HFD, a vehicle being driven on company business must be parked in a legal and safe location before placing or answering a phone call, reading, or responding to e-mails/text messages or similar.
2. Unless the employee is able to use the HFD, employees receiving calls from other employees who are, or are likely to be, driving are to ask if they are driving and, if so, ask them to call back when they are safely parked.
3. Addresses or other information must be manually entered into a GPS or other dispatch device prior to putting the vehicle into motion.
4. Before starting the vehicle, all objects in the vehicle are to be secured, placed on the floor or other location where each will not fall or otherwise distract the driver.
5. Drivers are to avoid reaching for objects, papers, maps, etc. while the vehicle is in motion; and

Drivers are to avoid any activity that diverts attention from the driving task, such as reading, writing, adjusting controls, etc. unless the vehicle is stopped, parked off the road with emergency flashers on, and in a safe location.

The prohibited activities and required practices listed above apply to:

1. The operation of any vehicle on company business regardless of whether the vehicle is owned by the company or the employee.
2. All communication devices other than the HFD.
3. All devices, other than the HFD, whether owned by the company or by the employee; and
4. All conversations, whether personal or business in nature.

NOTE: Bost, Inc. fully expects the employee to operate the HFD in a safe and practical manner while ensuring the safe and practical operation of the Organization vehicle. Should the employee be concerned the use of the HFD results in the operation of the Organization vehicle in an unsafe manner, the employee shall always err on the side of caution and shall restrict the use of the HFD in the Organization-owned vehicle until the employee is able to safely pull the Organization-owned vehicle to the side of the road, slow to a stop and place the Organization-owned vehicle in park with its emergency flashers in operation before operation of the HFD.

Bost Inc. is concerned about the safety and wellbeing of its employees. This is so important that violations of this policy will be considered serious by the company and may result in the imposition of discipline up to and including immediate termination.

BOST
PEOPLE EMPOWERING PEOPLE
#IamBOST #WeAreBOST

Section VI

Acknowledgments and Notices

CORPORATE LOSS CONTROL PROGRAM

The goal of our company is to be the best contractor possible, performing work in a manner that is safe and consistent with good construction practices and that adheres to Federal and State laws and regulations.

A sound safety program can prevent almost all accidents that occur at our jobs. For such a program to be successful will require the full participation of each of you. In turn, each employee will benefit by lessening the possibility that you may experience the loss of income and suffering which results from an accident at work.

We come under OSHA rules and regulations and have adopted the current standards, *"Safety and Health Regulations for Construction"*, as our governing rules and regulations for safety at the work site.

The activities and procedures outlined in the Bost Safety Program will provide minimum guidelines for the protection of our employees and the general public. This plan requires that all our employees cooperate to make it effective. Since this is our own program, it depends upon each of us to make it successful.

The Corporate Compliance Director is the Loss Control (Safety) Officer, however, responsibility for the program will be delegated to supervisors in accordance with our company structure. The results of our safety effort will be an important measure of our overall effectiveness as a corporation.

I will follow closely the operation of our Loss Control Program and your individual participation in it.

SAFETY NOTICE

The Occupational Safety and Health Act (OSHA) of 1970 provides job safety and health protection for workers through the promotion of safe and healthful working conditions throughout the nation. (OSHA) requires that we shall furnish to each of our employees a place of employment which is free from recognized hazards so that our employees may work in surroundings and under working conditions which are not unsanitary, hazardous, or dangerous to his/her health and safety. Bost, Inc. shall comply with occupational safety and health standards issued by the Act.

This same law also states that each employee shall comply with OSHA Standards and rules, regulations and orders issued pursuant to this law which are applicable to his own actions and conduct. This law requires that an employer reprimand, or even discharge, employees who violate the Organization's Safety Rules.

The United States Department of Labor encourages employers and employees to reduce workplace hazards voluntarily, and to develop and improve safety and health programs in all workplaces and industries. The methods used to advise employees include, but are not limited to, regularly scheduled safety meetings, jobsite safety meetings, and employee training seminars.

Each employee shall comply with occupational safety and health standards, rules, regulations and orders issued under the Act that apply to his own actions and conduct on the job.

Safety awareness training will be a vital part of your employment at Bost, Inc. Employees will be trained according to their job classifications. We can set the guidelines and general rules for safety, but to have an effective program for your protection, we need your cooperation.

The Property Management Department also has a "Hazardous Communications Program" book with material safety data sheets on all hazardous materials that you will encounter at work. Training in this area will be conducted before beginning work with Bost, Inc.

Safety is little more than good work practices and common sense. Before undertaking any job……..THINK…..about safety and the elimination of hazards. If you are not sure it is safe, ask your supervisor.

We welcome your suggestions and ideas. Speak up at the Loss Control (Safety) meetings. You see and know more about what should be done than anyone else. Don't keep these ideas to yourself, tell us.

Section VII

Bost Foundation Policies

The following principles constitute the Bost Foundation's policy on the acceptance of gifts. For the purpose of this policy, gifts are defined as all known forms of contributions that may come to or be offered to the Bost Foundation.

A. UNRESTRICTED GIFTS

As a general rule, gifts provided for unrestricted purposes are invested by the Bost Foundation in accordance with our Investment Policy. While some gifts of securities restricted as to resale may be accepted, the normal practice is for such gifts to be either sold or held for investment, these decisions being made by the Executive Directors of the Bost Foundation, Inc. and of Bost, Inc.

B. RESTRICTED GIFTS

When any gift is accepted with a specific purpose or restriction, the Bost Foundation will apply the gift in keeping with the donor's wishes.

C. GIFT ACCEPTANCE

Gifts are accepted only if they are for purposes which are consistent with and of assistance to the objectives of Bost, Inc. and for activities which are within its capabilities. Accordingly, the Foundation reserves the right to refuse any gift it believes is not in the best interests of Bost and/or the community it serves.

Care is exercised so as not to accept gifts which entail a commitment of Bost resources, e.g., to supplement the gifts or to sustain the work supported by them, unless Bost is financially and morally able to make such a commitment.

Gifts will not be accepted which would require Bost to act in violation of established policies forbidding discrimination, particularly on grounds of age, race, sex, religion, handicap or national origin.

D. RESPONSIBILITY

Although the Bost Foundation staff and Bost, Inc. staff will provide all appropriate assistance, the ultimate responsibility regarding appraisals, the tax deductibility, and/or similar local, state and/or federal legal compliance issues regarding commitments rests with the donor and/or such counsel as the donor may wish to secure.

E. PROFESSIONAL ADVISORS

The Bost Foundation shall seek the advice of professional advisors. No legal document which binds the Foundation shall be executed without such advice. Likewise, all prospective donors shall be advised, and in all cases urged, to seek the counsel of their personal professional advisors, especially in areas relating to tax advice. The role of the Foundation staff is to inform, cultivate, serve, guide, and otherwise assist donors

and potential donors. At no time shall any person employed by the Foundation unduly pressure or persuade a donor or potential donor, nor shall any employee give any advice or counsel which may be considered to be legal in nature. Such function is for counsel who alone must bear responsibility for all legal conclusions and advice to potential donors.

F. CONFLICT OF INTEREST

In all matters involving current and prospective donors to the Bost Foundation, the interests of donors shall come before that of the Foundation. No program, agreement, trust, contract or any other commitment shall be urged upon any prospective donor that would benefit the Foundation at the expense of the interest of the donor.

Consistent with the ethical standards and guidelines of the National Society of Fund-Raising Executives, personnel of the Foundation will, to the best of their ability, inform potential donors of all relevant issues pertaining to any gift or transaction under consideration.

G. AUTHORITY

Any gift, current or deferred, may require a written agreement. These agreements shall be signed only by the Executive Director of the Bost Foundation or the Executive Director of Bost, Inc. No agreement shall be executed until the Executive Directors have reviewed the document and determined that it is feasible and prudent for the Foundation to proceed.

H. CONFIDENTIALITY

Donors will be encouraged from time to time to notify the Bost Foundation of all gifts which they may be contemplating, especially those that may relate to estate planning. Any such information received by the Foundation shall be kept confidential until such time as the donor gives permission for disclosure.

I. CUSTODY

The business office of Bost, Inc. will be the custodian of all certificates, cash, receipts, agreements and other original documents regarding gifts. The Executive Director of Bost Inc. may designate another custodian when deemed appropriate.

J. TRUSTS, ASSETS AND MANAGEMENT

The Bost Foundation, its employees or any employees of Bost, Inc. shall not serve as a trustee, trust manager, or investment manager of any trust which may be established of which the Foundation is a beneficiary.

Compliance with the Investment Policy will be the responsibility of the Finance Committee of the Bost Foundation Board of Trustees.

K. LIFE INCOME GIFTS

In the event a donor wishes to establish a Charitable Gift Annuity with the Bost Foundation, the Finance Committee shall be notified and consulted. The purpose of the consultation will be to agree upon a feasible amount or percentage of income to be paid to the donor, consistent with procedures set forth under Arkansas law and regulations regarding Charitable Gift Annuities. The determination to be made shall be in conformity with the overall investment strategy as promulgated by the Finance Committee of the Foundation Board, which strategy shall not conflict with the referred to law and regulations.

L. GIFTS OF REAL PROPERTY

When gifts of real property are made to the Bost Foundation, the following guidelines and restrictions shall generally apply:

1. Donated real estate shall be free of all restrictions and encumbrances.
2. Restrictive covenants for the use of the property shall be evaluated by the Bost Foundation Board of Trustees. The evaluation shall be to determine such factors as limitation on marketability of the property. Prior to the acceptance of any real property which is subject to any restrictive covenant(s), approval of the Foundation Board of Trustees must be obtained.
3. Real property which does not produce income is unacceptable. However, the Finance Committee of the Foundation Board may recommend an exception should they feel the benefit to the Foundation will exceed any costs that may accrue.
4. If the real property to be given is encumbered by a lease, acceptance of the gift will occur only after review of the lease by legal counsel, who will decide on the Foundation's benefits and liabilities.
5. Environmental concerns shall be satisfactorily addressed. If appropriate, an environmental audit and property warranties and indemnification from the donor shall be secured.
6. All transfer costs, including warranty, title insurance, and appraisal (where required) shall be the responsibility of the donor.
7. Proposed life estate retained agreements shall be approved by the Finance Committee of the Foundation Board on a case-by-case basis.

M. GIFTS OF TANGIBLE PROPERTY

Gifts of tangible property may be accepted by the Foundation. Such gifts shall be subject to the same basic restrictions on costs of transfer, etc. set forth in Section L. above.

N. GIFTS OF LIFE INSURANCE

The Foundation accepts fully paid-up life insurance policies for which the donor has relinquished ownership by assigning all rights, title and interest to the Bost Foundation. If the insurance policy is not fully paid, the usefulness of the gift is judged on a case-by-case basis. If the policy is accepted, the Foundation may choose either to cash it in for the current surrender value or continue to pay the premiums.

O. GIFTS OF RETIREMENT FUNDS

Retirement plans owned by the donor may be gifted to the Bost Foundation. Such plans include Individual Retirement Accounts [IRA, 401(k), 403(b)] and defined contribution plans. Methods for giving retirement assets include:

1. naming the Foundation as primary, successor or contingent beneficiary for all or part of the assets upon the death of either the retirement asset owner or spouse.
2. creating a testamentary charitable remainder trust with the assets upon the death of the asset owner, naming the Bost Foundation as remainder beneficiary and non-charitable heirs as income beneficiaries.

P. BEQUESTS

A bequest to the Bost Foundation is any gift made in the donor's will. Gifts made in a donor's revocable trust that are effective at the donor's death are treated the same as bequests. The donor can designate a specific amount, a percentage, or the remainder of an estate to the Bost Foundation.

Donors are advised to consult with the Bost Foundation regarding how to designate bequests and to discuss any restriction that is being considered.

The Bost Foundation reserves the right to not accept gifts from the estates or trusts of deceased donors that are not in conformity with the terms of this policy.

Q. COMPLIANCE

At all times the Bost Foundation will fully comply with the regulations of the Internal Revenue Service and other regulatory agencies regarding reports and accounting which must be made. These policies are not intended to amend or replace the Foundation policies regarding investments. These policies should be viewed as complimentary to the Investment Policy.

R. AMENDMENTS

These policies may be amended from time to time as determined to be appropriate by the Foundation Board of Trustees.

Investment Policy Statement

This Investment Policy Statement was adopted by the Bost Foundation, Inc. Board of Trustees (the "Board") to direct the prudent investment of its Foundation Fund (the "Foundation") in a manner consistent with the investment objectives stated herein. The Board has delegated management of the Foundation's investment portfolio to the Finance Committee (the "Committee").

The purpose of the Foundation is to accumulate a pool of assets sufficient to build capital for future use with the corresponding obligation to support current and future needs. While shorter-term investment results will be monitored, adherence to a sound long-term investment policy, which balances short-term spending needs with preservation of the real (inflation-adjusted) value of assets, is crucial to the long-term success of the Foundation.

SCOPE

This Policy applies to all assets that are included in the Foundation's investment portfolio for which the Committee has been given discretionary investment authority. This Investment Policy Statement shall be used by the Committee in its duty to oversee (in supervising, monitoring, and evaluating) the investment portfolio. Additionally, this Policy shall be used as a guide by the Foundation's custodian (or master trustee) and investment managers.

FIDUCIARY DUTY

In seeking to attain the investment objectives set forth in the policy, the Committee and its members shall exercise prudence and appropriate care in accordance with the Prudent Investor Rule. All investment actions and decisions must be based solely in the interest of the Foundation.

DEFINITION OF DUTIES

Board of Trustees

The Bost Foundation, Inc. Board of Trustees has the ultimate fiduciary responsibility for the Foundation's investment portfolio. The Board must ensure that appropriate policies governing the management of the Foundation are in place and that these policies are being effectively implemented. To implement these responsibilities, the Board sets and approves the Investment Policy Statement and delegates responsibility to the Finance Committee for implementation and ongoing monitoring.

Finance Committee

The Finance Committee is a subcommittee of the Foundation Board and is responsible for implementing the Investment Policy. This responsibility includes approving the investment strategy, retention, and dismissal of custodians, and investment consultants, monitoring performance of the investment portfolio on a regular basis (at least quarterly) and maintaining sufficient knowledge about the portfolio and its managers to be reasonably assured of their compliance with the Investment Policy Statement.

The Finance Committee shall consist of current trustees appointed annually by the Chair of the Board. The Treasurer of the Bost Foundation, Inc. Board will be a member of the Foundation Committee and will serve as Committee Chair. The Chair of the Board may also ask other parties it feels could provide beneficial insight to serve as an Ex Officio member of the Foundation Committee. Only current trustees appointed by the Chair of the Board have the authority to vote on any actions of the Finance Committee.

Investment Manager
The Investment Manager will manage the portfolio(s) in accordance with the policies and guidelines presented in this Investment Policy Statement. The Investment Manager, or designee, will attend quarterly Foundation Finance Committee meetings, and supply the Committee with performance results and share relevant information.

Fiduciaries
Each Committee member, Officer, and Manager specified above shall be a Fiduciary of, and have a Fiduciary Duty to, the Foundation. As such, they must provide full and fair disclosure to the Committee of all material facts regarding any potential conflicts of interests; such disclosure shall be in writing and provided at least annually.

II. OBJECTIVES

The long-term performance objective of the Foundation portfolio is to achieve an annualized total return (net of fees and expenses) through appreciation and income that meets or exceeds the stated benchmark. The assets are to be managed in a manner that will maximize the benefits intended by the donor.

PHILOSOPHY

The investment philosophy is grounded in the belief that asset allocation, rather than security selection or market timing, is the basis for the successful management of the Foundation assets and the primary driver on long-term investment returns. The goal is to provide consistent total return through the employment of multiple strategies within the Foundation portfolio. Though adherence to a long-term "strategic" asset allocation is prudent, the Foundation or Investment Manager may seek to opportunistically add value through overweight positions in those areas that may be most out-of-favor and strategically through a value tilt.

STRATEGY

The Board and Committee agree that investing in securities with higher return expectations outweighs their short-term volatility risk. As a result, most assets will be invested in equity or equity-like securities. Fixed income securities will be used to lower the short-term volatility of the portfolio and to provide income stability, especially during periods of weak or negative equity markets. Cash is not a strategic asset of the portfolio but is a residual to the investment process and used to meet short-term liquidity needs.

ASSET ALLOCATION

Management of the asset mix among classes of investments is a necessary responsibility. In the allocation of assets, diversification of investments among asset classes that are not similarly affected by economic, political, or social developments the objective. The Committee's general policy shall be to diversify investments within both equity and fixed income securities and alternatives to provide a balance that will enhance total return, while avoiding undue risk concentrations in any single asset class or investment category. The diversification does not necessarily depend upon the number of industries or companies in a portfolio or their particular location, but rather upon the broad nature of such investments and of the factors that may influence them.

In making asset allocation judgments, the Committee is not expected to seek to "time" subtle changes in the financial markets, or to make frequent or minor adjustments. Instead, the Committee is expected to develop and adopt express guidelines for broad allocations on a long-term basis, considering current and projected investment environments.

The Investment Manager will monitor the asset allocation structure of the investment pool and will attempt to stay within the ranges allowed for each asset percentage for that asset class.

ASSET CLASS	**TARGET**	**ACCEPTABLE RANGE**
Equity Oriented	**60%**	**50% - 70%**
Domestic Large Cap Equity		15%- 30%
Domestic Mid Cap Equity Domestic Small Cap Equity		5% - 15% 5% - 10%
International Equity (Developed)		5%- 15%
International Equity (Emerging)		2.5%- 12.5%
Fixed Income Oriented	**25%**	**10% -30%**
Fixed Income		10% - 20%
Absolute Return		0%- 10%
Alternate Investments	**10%**	**10% -20%**
Real Estate		0%- 12.5%
Natural Resources/ Commodities		0% - 12.5%
Hedged Equity		0% - 20%
Private Equity		0% - 15%
Cash	**5%**	**0% -10%**

ACTIVE AND PASSIVE MANAGEMENT

The above asset allocation can be implemented through a portfolio of active managers or passive managers or a combination of both.

SPENDING POLICY

The distribution rate is based upon a "total return" approach, which utilizes both income and capital appreciation to be withdrawn for spending. The spending rate target for the Foundation shall be 5% or less, unless approved by the Board of Trustees, of the previous twelve-quarter (or three-year) moving average of the Foundation's market value. The formula shall be applied to the twelve-quarter period ending each June 30th.

Total annual disbursement will be determined based on needs presented by Bost, Inc. Annual disbursement can be accumulated after calculation in the Foundation Fund until such time as funds are needed by Bost, Inc.

It shall be the responsibility of the Committee to annually review the spending policy and to make recommended and approved adjustments when necessary to preserve the purchasing power of the Foundation Fund.

III. IMPLEMENTATION

TIME HORIZON

The Committee seeks to achieve or outperform the targeted expected returns, as defined by the asset allocation decision, over a full market cycle. The Committee does not expect that all investment objectives will be attained in each year and recognizes that over various time periods, investment managers may produce significant over- or underperformance relative to the broad markets. For this reason, long-term investment returns will be measured over a moving 5-year period. The Committee reserves the right to evaluate and make any necessary changes regarding investment managers over a shorter term using the criteria listed under the "Manager Evaluation" section below, or any other criteria deemed relevant by the Committee.

PORTFOLIO BENCHMARKS

While the primary performance objective of the Foundation is to achieve a total return (net of fees) this may not be achievable in all market environments.

The Investment Manager shall set the appropriate benchmark at each quarterly meeting based on current asset allocation. Investment Managers will be evaluated compared to the Policy Index, comprised of each asset class benchmark weighed by its target allocation.

MANAGER EVALUATION

All investment returns shall be measured net of fees. Each investment manager will be reviewed by the Committee on an ongoing basis and evaluated upon the following criteria:

a) Adherence to the guidelines and objectives of this Investment Policy Statement.

b) Avoidance of regulatory actions against the firm, its principals or employees.

c) Avoidance of significant deviation from the style and capitalization characteristics defined as "normal" for the manager.

d) Ability to meet or exceed the return of the appropriate benchmark index.

IV. GUIDELINES AND RESTRICTIONS

GENERAL

In today's rapidly changing and complex financial world, no list or types of categories of investments can provide continuously adequate guidance for achieving the investment objectives. Any such list is likely to be too inflexible to be suitable for the market environment in which investment decisions must be made. Therefore, it is the process by which investment strategies and decisions are developed, analyzed, adopted, implemented, and monitored, and the overall manner in which investment risk is managed, which determines whether an appropriate standard of reasonableness, care and prudence has been met for the Foundation's investments.

The requirements stated below apply to investments where the investment manager can construct a separate, discretionary account on behalf of the Foundation. Although the Committee cannot dictate policy to pooled/mutual fund investment managers, the Committee's intent is to select and retain only pooled/mutual funds with policies that are similar to this policy statement. All managers (pooled/mutual and separate), however, are expected to achieve performance objectives.

Each "traditional" equity and fixed income investment manager shall:

a. Have full investment discretion with regard to security selection consistent with this Investment Policy Statement and is expected to maintain a fully invested portfolio (averaging 5% or less in cash under normal market conditions);

b. Immediately notify the Committee in writing of any material changes in their firm's investment philosophy, ownership, organizational structure, financial condition, key personnel or investment expenses.

c. Seek the best price and execution when purchasing (or selling) securities at all times; and

d. Make no purchase that would cause a position in the portfolio to exceed 5% of the outstanding voting shares of the company or invest with the intent of controlling management.

EQUITY GUIDELINES

Unless a waiver is granted by the Committee in writing, each active equity investment manager shall:

a. Assure that no position of any one company exceeds, at the time of purchase, 8% of the manager's total portfolio as measured at market. Special exceptions may be made to this requirement if the Foundation seeks larger alpha relative to the benchmark, but the Foundation must be aware of the implications associated with larger tracking error that may coincide with the more concentrated portfolios.

b. Vote proxies and share tenders in a manner that is in the best interest of the Foundation and consistent with this Investment Policy Statement.

c. Maintain adequate diversification among industries by investing, at the time of purchase, no more than 25% of the portfolio in any one industry, as defined by the relevant benchmark.

FIXED INCOME GUIDELINES

Unless a waiver is granted by the Committee in writing, each fixed income investment manager shall:

a. Maintain an overall weighted average credit rating of A or better by Moody's and Standard & Poor’s.

b. Maintain a duration appropriate for current and future market conditions.

c. Assure that no position of any one issuer shall exceed, at the time of purchase, 8% of the manager's total portfolio as measured at market value except for securities issued by the U. S. government or its agencies.

ALTERNATIVE INVESTMENTS

All types of alternative investments, including but not limited to, private equity, venture capital, private credit, private real estate, and commodities, may be used to diversify the overall Foundation portfolio and enhance total return. Derivative securities may be utilized indirectly as part of the strategy. It is understood that these investments have limited liquidity (in many cases multiple years until a liquidity event occurs) and are private partnerships that may experience high variability of returns.

HEDGE FUNDS

Investments in hedge funds may be made through a single fund or through a fund-of-funds vehicle to provide appropriate diversification by manager and strategy. Investments in hedge funds may be used to diversify the overall Foundation portfolio and enhance total return. Derivative securities may be utilized indirectly as part of a hedge fund strategy. It is understood that hedge funds have limited liquidity (typically annual redemption with initial lockups of one year or more) and are private partnerships that may experience high variability of returns.

LIQUIDITY AND LEVERAGE

The total invested in funds without daily liquidity should be less than 10% of the portfolio. No leverage outside of the funds should be used.

ENHANCED INDEXING

However, index futures, index options, index swaps and other stock index derivatives that derive their value from the returns of the S&P 500 Index may be used for the purpose of replicating the performance of the S&P 500 Index by an enhanced index investment manager, providing such strategies are within the manager's own investment guidelines. If allowed under individual U.S. equity manager's investment guidelines, managers may at their discretion invest in other investments, including, but not limited to international stocks, bonds, and cash equivalents, but with the understanding that performance will nonetheless be measured against a representative stock index.

V. ACKNOWLEDGEMENT

We recognize the importance of adhering to the mission and strategy detailed in this policy. We agree to work to fulfill the objectives stated herein, within the guidelines and restrictions, to the best of our ability. We acknowledge that open communications are essential to fulfilling this mission, and therefore, recognize that suggestions regarding appropriate adjustments to this policy or the manner in which investment performance is reviewed are welcome.