



Employee Handbook

Updated January 2025

Introduction to the Company.....	3
Our Purpose.....	3
Our Mission.....	3
Our Vision.....	3
Our Values.....	3
1.2 Purpose of this Handbook.....	3
1.3 Employment Forms.....	4
Section 2. Terms & Definitions.....	4
2.1 Definition of "At-Will" Employment.....	4
2.2 Types of Workers.....	4
Section 3. Personnel.....	5
3.1 Job Descriptions.....	5
3.2 Orientation of New Staff.....	6
3.3 Probationary Periods.....	7
3.4 Background Checks.....	7
3.5 Registry Requirements.....	7
3.6 Performance Evaluations.....	7
3.7 Continuing Education.....	7
3.8 Staff Files.....	8
Section 4. Payroll.....	8
4.1 Payment Schedule.....	8
4.2 Wages.....	8
4.3 Deductions & Garnishment.....	9
4.4 Expense Reimbursement.....	10
Section 5. Rights & Policies.....	10
5.1 Equal Opportunity Employment Policy.....	10
5.2 Work Eligibility.....	10
5.3 Accommodation for Disabled Employees.....	11
5.4 Employment of Minors.....	11
5.5 Employment of Relatives.....	11
5.6 Religion & Politics.....	11
5.7 Private Information.....	11
5.8 Leaves of Absence.....	12
Section 6. Employment Benefits.....	13
6.1 Insurance.....	13
6.2 Workers' Compensation.....	13
6.3 Social Security Benefits (FICA).....	14
6.4 Flexible Schedule.....	14
6.5 Paid Time Off (PTO).....	14
6.6 Unpaid Personal Hours.....	15
6.7 Holidays.....	15
6.8 Sick Days & Unpaid Time.....	16
6.9 Consequences for Exceeding Allotted Time.....	16
Section 7. Rules of Conduct.....	17
7.1 On the Job.....	17
7.2 Rules & Policies.....	19
7.3 Disciplinary Action.....	21
7.4 Complaint Procedures.....	22

Introduction to the Company

Our legal company name is World Headquarters LLC but we operate daily as Kids HQ Child Care Centers so welcome to the Kids HQ team. We hope that you are as excited as we are about all that we can do, and with your help, we hope to make a difference in the lives of the children and families we serve.

Our Purpose

Family and Community

Our Mission

Kids HQ licensed childcare centers are welcoming, safe spaces where creativity, fun, and kindness create immense learning opportunities for children ages 0 to 5 years old. We provide the children entrusted to us with a level of care that empowers their guardians to focus without distraction, without making sacrifices, and without guilt on personal goals.

Our Vision

Kids HQ exists to empower our early learners and their families to chase their dreams fearlessly.

Our Values

- Courage
- Acceptance
- Innovation
- Partnership
- Inspiration

1.2 Purpose of this Handbook

The purpose of this Handbook is to familiarize you - the employee - with the policies, rules, and other key aspects of our company. The information in this handbook supersedes all rules and policies that may previously have been expressed or implied, in both written and oral format. The Company reserves the right to change the policies of this Handbook at any time without notice. This Handbook is not meant as a contract or a promise, and it only summarizes the policies, rules, and key aspects of the company. For further information and details, please see your immediate supervisor. At Kids HQ, we value your thoughts and opinions, and we are open to any suggestions you may have to improve our Handbook.

1.3 Employment Forms

All new employees are required to complete and submit the following forms. Starred (*) forms can be found at the end of this manual. All others have been or will be provided separately.

*Handbook Acknowledgment Form**

Employment Eligibility Form I-9

This document is legally required for verification of employment eligibility within the United States of America. You will need to be able to submit documents establishing identity and eligibility within the next three business days from your date of hire. The same policy applies to re-hired employees whose I-9s are over three years old or otherwise invalid.

IRS Form W-4 - Federal Taxes

Wisconsin Department of Revenue Form W4 - State Taxes

Section 2. Terms & Definitions

World Headquarters LLC momentarily employs less than 50 regular and temporary employees on an "at-will" basis. This section defines the terms of "at-will" employment, as well as the different types of employees we hire.

2.1 Definition of "At-Will" Employment

The job of an "at-will" employee is not guaranteed. It may be ended, at any time and with or without notice, by the employee or, for a lawful reason, by the company. The Company also reserves the right to alter an "at-will" employee's benefits, pay rate, and assignments as it sees fit. The "at-will" terms of an employee's employment may only be changed by the employee's immediate supervisor or the owners. Nothing in this Handbook constitutes a contract or promise of continued employment.

2.2 Types of Workers

This section distinguishes between the different types of workers the Company employs. Employee status is established at the time of hire and may be altered based on business needs by the company at any time.

Exempt vs Nonexempt

Most employees are non-exempt, meaning they are entitled by law to at least minimum wage and premium pay for overtime. Exempt employees are not subject to these laws. Exempt status is defined by particular standards set by state law and the Federal Labor Standards Act (FLSA).

Regular vs. Temporary

Regular employees work a regular schedule, either on a full-time or part-time basis. To be considered full-time, an employee must work at least 30 hours per week. A temporary employee is a person we hire for a short period (usually 3 months at maximum) to assist with a project or remedy a staff shortage. All regular and temporary employees are on an "at-will" basis.

Independent Contractors & Consultants

Independent contractors and consultants are not company employees, but rather self-employed professionals whom we hire for specific projects. Unlike employees, they do not operate under company direction and control their own methods, materials, and schedules. They are not eligible for company benefits.

Section 3. Personnel

3.1 Job Descriptions

Full job descriptions will be provided during the interview process but the basic responsibilities for each position within our center are as follows:

Center Director

The Director has no daily classroom responsibilities but is responsible for all business aspects of running the center. They oversee the financial performance of the center while making sure that compliance with both regulations and quality standards is maintained.

Assistant Director

The Assistant Director may spend as much as 75% of their work hours in classrooms. This individual will be responsible for continuing to develop the staff into quality teachers and will support them in the implementation of curriculum, classroom management strategies, best practices, licensing requirements, and continuous improvement initiatives.

Lead Teacher

Responsible for establishing quality relationships with coworkers, students, and students' families. This person will set the expectations for the class in a way that supports the center's goal of being a clean, clutter-free, and creative environment. The person will collaborate with Assistant or Co-Lead Teachers to develop classroom activities that encourage social-emotional development, physical wellness, and purposeful play.

Assistant Teacher

Tasked with learning the role of the Lead Teacher for eventual promotion while supporting the daily activities, classroom schedule, and children's needs. It will be critical to establish a collaborative relationship with the classroom Lead, other coworkers, students, and students' families. The Assistant Teacher will assist in setting the expectations for the class in a way that supports the center's goal of being a clean, clutter-free, and creative environment. The

Assistant Teacher will collaborate with the classroom Lead Teachers to develop classroom activities that encourage social-emotional development, physical wellness, and purposeful play.

3.2 Orientation of New Staff

Time frame for completion: Within the first week of employment, all new employees will work with their supervisor to complete the Staff Orientation Checklist - Group Centers that has been provided by the Wisconsin Department of Children and Families.

Items to be Covered in Orientation, include:

- Review of ch DCF 251 licensing rules 251.05(4)(a)1
- Review center policies and procedures
- Review of center emergency plans including, fire and tornado evacuation plans and the operation of fire extinguishers
- Prevention and response to emergencies due to food or allergic reactions
- First aid procedures
- Administration of medications
- Job responsibilities in relation to the job description
- Training in recognition of childhood illnesses and infectious disease control
- Handwashing procedures
- Universal precautions for handling bodily fluids
- Childhood immunization requirements and documentation
- Schedule of activities for the center
- Review of child abuse and neglect laws and center reporting procedures
- Procedure for ensuring that all childcare workers know the children assigned to their care and their whereabouts at all times
- Child management techniques
- Procedure for sharing information related to a child's special health care needs including any physical, emotional, social, or cognitive disabilities with any child care worker who may be assigned to care for that child throughout the day
- Review of procedures to reduce the risk of sudden infant death syndrome prior to an employee's or volunteer's first day of work
- Procedure to contact a parent if a child is absent from the center without prior notification from the parent
- Information on any special needs that a child enrolled in the center may have and the plan for how those needs will be met
- Building and physical premises safety, including identification of and protection from hazards, bodies of water, and vehicular traffic
- Handling and storage of hazardous materials and the appropriate disposal of bio-contaminants

- Confidentiality and appropriate communication with families
- Emergency training will be provided for first aid, CPR, and AED usage
- Procedures for tracking transported children

3.3 Probationary Periods

The first 90 days of employment will be considered a probationary period. Employment may be continued or ended at this point based on the employee's initial performance. However, employees are considered 'at will' and can be terminated for any reason at any time by center management.

3.4 Background Checks

All staff are required to undergo a background check upon hire and intermittently thereafter based on the requirements of the Department of Children and Families.

3.5 Registry Requirements

All staff are required to establish and maintain their registration with Wisconsin Registry. This needs to be kept current by the employee and membership fees may be submitted for reimbursement.

3.6 Performance Evaluations

Employees will be provided feedback via performance evaluations after the first 90 days of employment and yearly thereafter. Decisions on pay increases will be at the discretion of the employee's immediate supervisor and approved by management.

3.7 Continuing Education

Staff is required to continue their education on an annual basis and the Center Director will be responsible for making sure that all staff members meet the minimum standards set by the Department of Children and Families.

All staff will be required to participate in monthly staff meetings which will be aimed at continuing education in various required areas. These staff meetings will be no less than 60 minutes in length and shall be well documented with meeting notes kept on file in the center.

Additionally, staff shall:

- Be required to stay current on CPR/ AED training
- Receive biennial training regarding child abuse and neglect along with the associated reporting process.

- Receive training and retraining on fire extinguisher use.

Mandatory monthly staff meetings will be paid. Annual continuing education hours will be unpaid unless specifically approved by management. However, staff is strongly encouraged to use any provided work periods to study or participate in learning activities.

Continuing education hours will not carry over into a future year.

Staff is welcome to use any office equipment or workstations for studying or continuing education even when not scheduled to work.

The Center Director is responsible for maintaining a current, thorough list of all available continuing education programs available either locally or online. Additionally, the Center Director shall make recommendations to staff for courses that might be beneficial to the specific skills or interests of the staff member.

3.8 Staff Files

All employees will have a file that must contain the following:

- Current Registry Level certificate
- Proof of Shaken Baby Syndrome (SBS) and Abusive Head Trauma (AHT) training
- Staff health report and physical
- Proof of continuing education courses
- Legal and Tax Documents
- Any required forms or documentation as requested by management, government, or regulatory agencies

Section 4. Payroll

4.1 Payment Schedule

Employees are paid weekly generally on Mondays. In cases where the regular payday falls on a holiday, Employees will receive payment on the next business day after said holiday. The pay period begins on Saturday and ends on Sunday. The hours for a week ending on Sunday will be submitted no later than Tuesday at 5:00 pm in order to guarantee payment on the Monday immediately following the due date for hours worked. A written statement showing the taxes, deductions, and all pay period details will be provided either electronically or printed and then delivered to your mailbox or workstation.

4.2 Wages

Wages vary from employee to employee and are based on level of skill and experience. The company conducts regular evaluations of all employees and issues promotions as it sees fit.

Employees who feel they have earned the opportunity to receive an increase in pay may contact their immediate supervisor to discuss.

In addition to regular pay, employees may have the option of earning overtime pay.

Overtime

Occasionally, you may be asked to work beyond your regular scheduled hours which could result in overtime hours. Exempt employees will not be paid for working beyond their regular scheduled hours. Nonexempt employees are paid for overtime, according to the rules set forth below (See Section 2 for the definitions of exempt and nonexempt employees):

- All overtime work must be approved in writing, in advance, by the employee's supervisor. Working overtime without permission violates Company policy and may result in disciplinary action.
- These rules apply to any type of work done after hours, including work done from home, work done using a company-issued device (such as a laptop or smartphone), and work done using your own personal computer or portable device.
- For purposes of calculating how many hours an employee has worked in a day or week, our work week begins at 12:01 a.m. on Sunday and ends at midnight on Saturday. Our workday begins at 12:01 a.m. and ends at midnight each day.
- Nonexempt employees will be paid 1.5 times their regular hourly rate of pay for every hour worked in excess of 40 hours.
- Vacation time, sick days, holidays, or any other paid time during which an employee did not actually work will not count as hours worked.

4.3 Deductions & Garnishment

Federal and state law requires that we deduct the following from every paycheck:

- Social Security
- Income tax (federal and state)
- Medicare
- State Disability Insurance & Family Temporary Disability Insurance
- Other deductions required by law or requested by the employee

A Wage and Tax Statement (W-2) recording the previous year's wages and deductions will be provided at the beginning of each calendar year.

If at any time you wish to adjust your income tax withholding, please fill out the designated form and submit it to your immediate supervisor.

Wage Garnishment

Sometimes, the company receives legal papers that compel us to garnish an employee's paycheck - that is, submit a portion of said paycheck in payment of an outstanding debt of the Employee. We must, by law, abide by this either until ordered otherwise by the court or until the debt is repaid, in full, from withheld payments. Please note that we are legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, you must contact the court or agency that issued the order.

4.4 Expense Reimbursement

An employee may have to pay for a Company expense from time to time. Kids HQ will reimburse any work-related purchases you incur, as long as the expenses are reasonable. To get reimbursed, you must:

- Get permission from a supervisor before incurring the expense
- Spend the Company's money wisely, and use approved vendors.
- Keep a receipt or proof of payment.
- Submit your receipts, along with an expense report, to your supervisor for approval.
- If your report is approved, you will be reimbursed.

Remember that you are spending the Company's money when you pay for business-related expenses. We expect you to save money wherever possible. Your supervisor can assist you in deciding whether an expense is appropriate.

Section 5. Rights & Policies

The following section summarizes your legal rights as an employee of World Headquarters LLC. Questions about any policy detailed in this section may be addressed with your immediate supervisor.

5.1 Equal Opportunity Employment Policy

The Company provides equal employment opportunities to all applicants, without regard to unlawful considerations of or discrimination against race, religion, creed, color, nationality, sex, sexual orientation, gender identity, age, ancestry, physical or mental disability, medical condition, or characteristics, marital status, or any other classification prohibited by applicable local, state or federal laws. This policy applies to hiring, termination and promotion; compensation; schedules and job assignments; discipline; training; working conditions, and all other aspects of employment. As an employee, you are expected to honor this policy and to take an active role in keeping discrimination out of the workplace.

5.2 Work Eligibility

Within three business days of your first day of work, you must complete federal Form I-9 and show us documentation proving your identity and your eligibility to work in the United States. The federal government requires us to do this.

If you have worked for this Company previously, you need only provide this information if it has been more than three years since you last completed an I-9 Form for us or if your current I-9 Form is no longer valid.

5.3 Accommodation for Disabled Employees

We are happy to work with otherwise qualified disabled employees in order to accommodate limitations, in accordance with the Americans with Disabilities Act (ADA). It is up to the employee to approach his or her supervisor with this request and to provide medical proof of his or her needs upon the Company's request.

We are also happy to accommodate employees diagnosed with life-threatening illnesses. Such employees are welcome to maintain a normal work schedule if they so desire, provided that medical papers prove their work cannot harm themselves or others and their work remains at acceptable standards.

5.4 Employment of Minors

Our policy on employment of minors adheres to all FLSA standards, including the following:

- Minimum employment age (14 for non-agricultural work)
- Maximum weekly hours for employees under 16
- Minimum hazardous job employment age 18
- Sub-minimum wage standards for students, apprentices, disabled employees, and employees under the age of 20

5.5 Employment of Relatives

The employment of relatives can prove problematic, particularly in situations where relatives share a department or a hierarchical relationship. An employee must inform us if he or she is, or becomes, a co-worker's relative. If at any time we perceive the situation to be dysfunctional, we may have to reassign or ask for one relative's resignation in order to remedy the situation. Under this policy, the term "relatives" encompasses husbands, wives, live-in partners, domestic partners, parents, children, siblings, in-laws, cousins, aunts, and uncles. This policy covers biological relationships, marriage relationships, and step relationships.

5.6 Religion & Politics

Kids HQ is respectful of all employees' religious affiliations and political views. We ask that if you choose to participate in a political action, refrain from associating this action or belief with the Company in any way.

We are happy to work with employees to accommodate political and religious obligations, provided accommodations are requested from a manager in advance.

5.7 Private Information

Employee information is considered to be private and only accessed on a need-to-know basis. Your health care information is completely confidential unless you choose to share it.

In some cases, employees and management may receive guidelines ensuring adherence to the Health Insurance Portability and Accountability Act (HIPAA).

Personnel files and payroll records are confidential and may only be accessed for legitimate reasons. If you wish to view your files, you must set up an appointment in advance with a management team member. A Company-appointed recordkeeper must be present during the viewing. You may only make photocopies of documents bearing your signature, and written authorization is needed to remove a file from Company premises. You may not alter your files, although you may add comments to items of dispute.

Certain information, such as dates of employment and rehiring eligibility, are available by request only. We will not release information regarding your compensation without your written permission.

5.8 Leaves of Absence

Employees requiring extended periods of time off from work may apply for a leave of absence and the leave must be approved by management

Planned leaves must be requested at least 7 days in advance and emergency leaves must be requested as soon as possible. Accepting or performing another job or applying for unemployment benefits during the leave will be considered a voluntary resignation.

We consider all requests in terms of effect on the company and reserve the right to approve or deny requests at will, except when otherwise directed by law. Any request for a leave of absence due to disability will be subject to an interactive review. A medical leave request must be supported in a timely manner by a certification from the employee's health care provider. Extension of leave must be requested and approved before the current leave ends. No employee is guaranteed reinstatement upon returning from leave unless the law states otherwise. However, the Company will try to reinstate each returning employee in his or her old position, or one that is comparable.

Below are the three main types of leave that Kids HQ offers employees. Some, but not all, are governed by law.

Work-Related Sickness & Injury

Employees eligible for Worker's Compensation rendered unable to work because of work-related injury or illness will receive an unpaid leave for the period required. For eligible employees, the first 12 weeks will be treated concurrently as a family and medical leave under the Family and Medical Leave Act.

Maternity

An employee disabled on account of pregnancy, childbirth, or a related medical condition may request an unpaid leave of absence of up to three months. Time off may be requested for prenatal care, severe morning sickness, doctor-ordered bed rest, and recovery from childbirth.

Election Days

Provided an employee's schedule does not allow time for voting outside of work, and that he/she is a registered voter, he/she may take up to two hours, without pay, at the beginning of a workday, over their lunch break, or at the end of a workday, to vote in local, state or national elections.

Section 6. Employment Benefits

The following is merely an overview of the Company's benefits package. It does not contain all relevant information. A document outlining the company's current benefits is maintained separately and provided at the time of hire. A link to this document has also been provided below.

6.1 Insurance

Unemployment Insurance

Employees rendered unemployed through no fault of their own or due to circumstances described by law, receive unemployment insurance. State agencies administer this insurance and determine benefit eligibility, amount (if any), and duration.

Life Insurance

All employees who are hired to work full-time or more than 30 hours per week are automatically covered by the employee life insurance benefit. This insurance policy is provided by The Hartford Insurance Company and will provide \$50,000 as a one-time benefit to the employee's beneficiary. The cost for this benefit is paid by Kids HQ.

Short-Term and Long-Term Disability Insurance

All employees who are hired to work full time or more than 30 hours per week are automatically covered by the Short Term and Long Term Disability insurance benefits. These policies are provided by The Hartford Insurance Company and will provide a weekly income that is approximately 60% of your normal paycheck should the employee be off of work due to an accident, injury, or illness. Specific amounts and coverage timelines will be determined by the provider and plan details will be mailed to the employee's home address.

Dental & Vision Insurance

All employees who are hired to work full-time or more than 30 hours per week are eligible to participate in the company's dental and vision coverage. Both the dental and vision programs are issued through Delta Dental and specific details about coverages, copays, out-of-pocket expenses, and available providers will be mailed to the employee's

6.2 Workers' Compensation

Workers' Compensation laws compensate for accidental injuries, death, and occupational disabilities suffered in the course of employment. World Headquarters LLC provides

Workers' Compensation Insurance for all employees. Generally, this includes lost wages, disability payments and hospital, medical and surgical expenses (paid directly to hospital/physician), and assistance in injured employees in returning to suitable employment.

6.3 Social Security Benefits (FICA)

Both employees and the company contribute funds to the federal Social Security Program, which provides retirees with benefit payments and medical coverage.

6.4 Flexible Schedule

Kids HQ understands that employees deal with many different situations. That's why we offer flexible scheduling to those who would benefit from an adjusted work schedule. If you would like to change your schedule to better fit your lifestyle, please contact your immediate supervisor to discuss your options. The Company will consider flexible scheduling requests on a case-by-case basis. When deciding whether to grant your request, we may consider the nature of your job, your work history, and our staffing needs, among other things.

6.5 Paid Time Off (PTO)

All full time employees are given 80 hours of PTO per calendar year after 90 days of continuous employment and renewing every year on January 1st.

All part time employees will be given 40 hours of PTO per calendar year after 90 days of continuous employment and renewing every year on January 1st.

For full time employees hired in the middle of a calendar year, you will receive a prorated number of days of PTO as outlined below:

February Hire Date - 72 hours PTO	March Hire Date - 64 hours PTO
April Hire Date - 56 hours PTO	May Hire Date - 48 hours PTO
June Hire Date - 40 hours PTO	July Hire Date - 24 hours PTO
August Hire Date - 16 hours PTO	September Hire Date - 8 hours PTO
October Hire Date - 4 hours PTO	November & December Hire Date - Zero

For Part time employees hired in the middle of a calendar year, you will receive a prorated number of days of PTO as outlined below:

February Hire Date - 36 hours PTO	March Hire Date - 32 hours PTO
April Hire Date - 28 hours PTO	May Hire Date - 24 hours PTO
June Hire Date - 20 hours PTO	July Hire Date - 12 hours PTO
August Hire Date - 8 hours PTO	September Hire Date - 4 hours PTO
October - December Hire Date - 0 hours PTO	

Carryover Policy

Unused PTO will roll over to the next year with no limit.

PTO as Overtime Policy

Paid time off may not be counted toward overtime hours.

Termination and Payout

Upon resignation or termination, employees will not be paid out for any unused PTO.

Scheduling PTO

Employees are required to submit requests for time off to their supervisor at least 7 days in advance using the provided form or applications. Any requests not received through the correct tool will not be considered. Approval is subject to management discretion based on needs and staffing.

PTO may not be used to cover unexpected absences unless approved by management and all requests are subject to approval by the employee's direct supervisor, who will consider both the employee's balance and operational needs before granting approval.

PTO for Salaried Employees

Salaried employees are offered unlimited PTO benefits. Whenever time off is taken, a request must be made to ensure that proper coverage and business management can be provided but the total number of hours requested is not limited.

6.6 Unpaid Personal Hours

All employees are allowed up to 24 unpaid personal hours per calendar year after 90 days of continuous employment.

Anyone hired after April 30th will receive a prorated number of unpaid personal hours based on the schedule below:

- May - August: 16 hours
- September - December: 8 hours

Scheduling Unpaid Personal Hours

Unpaid personal hours can be used for instances such as appointments, family obligations, or personal errands without consequence. Personal hours should be requested with as much notice as possible. These will also be used for emergencies or unexpected absences.

Carryover Policy

Unused personal hours will not roll over to the next year.

6.7 Holidays

Scheduled Holidays

Each employee gets 8 paid holidays including:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

Full-Time Employees Holiday Pay

Employees regularly scheduled to work 30 or more hours receive 8 hours of holiday pay.

Part-Time Employees Holiday Pay

Employees who regularly work less than 30 hours receive 4 hours of holiday pay.

Forfeiture of Holiday Pay

Employees who call in the day before a holiday or the next business day after a holiday will result in the forfeiture of the employees holiday pay.

Holiday Pay Banking as Vacation

If the employee does not need the holiday hours to achieve their normal scheduled hours for pay, they may ask that the holiday hours be added to their PTO balance instead of being paid on that payroll. If no request to bank those hours for future vacations is received, the employee will be paid those hours on the appropriate pay period.

Overtime on Holiday Weeks

Vacation and holidays may not be counted toward overtime hours.

Salaried Holiday Pay

All salaried employees will be paid their normal salary without a reduction in holiday hours.

6.8 Sick Days & Unpaid Time

Sick days and unexpected absences must be reported to management following the company's current procedures. Failure to follow the correct procedure may result in disciplinary action.

If the absence is reported correctly, the time off will be taken unpaid as part of the allotted unpaid hours provided by Kids HQ to all staff. It will be at management's discretion to determine if documentation will need to be provided for the unplanned absence.

It is the employee's responsibility to coordinate with a team member to ensure their workload and scheduled hours are fully covered for all types of absences. If team members are able to cover their responsibilities by trading schedules temporarily or by finding their own replacement, there are no specific limits to the amount of time or the number of times that schedules may be traded.

Employees in their first 90 days of employment may be subject to disciplinary action for any instances of unpaid time off unless specifically arranged with management upon hire.

6.9 Consequences for Exceeding Allotted Time

If an employee exceeds their allotted paid time off and/or unpaid personal hours, the following actions may be taken. While your immediate supervisor will be required to take action, there is no requirement to proceed in any particular order. Your supervisor will evaluate the appropriate response based on the severity of the circumstances, impact on the business, stress on the team, and any potential customer concerns:

Verbal Warning:

Employees may receive a verbal warning to remind them of their time off balance and the importance of staying within the allotted time. A verbal warning is not required to be documented in the employee file but is intended to give employees an opportunity to immediately correct the problem.

Written Warning:

A written summary of the situation including details about how it was handled, its impact, and the communication that took place between the employee and management is placed in the employee's file for consideration when evaluating future performance issues. The employee will receive a copy for their records.

Formal Meeting:

Continued excessive absences will result in a formal meeting with management to discuss performance and adherence to policy. The only way for an employee to retain their position at this point will be for the supervisor and the employee to create a performance improvement plan that summarizes how things will improve and establish a probationary

period for the employee. If your supervisor does not feel this action will be of benefit to the business, the team, or the employee's performance, they may forgo this step and decide to suspend the employee without pay or terminate them immediately.

Exceptions:

In the case of extenuating circumstances (e.g., medical emergencies, family emergencies), employees may request additional unpaid leave. These requests will be evaluated on a case-by-case basis by management.

Section 7. Rules of Conduct

7.1 On the Job

Reporting for Work

Employees are expected to begin and end each shift at the time and on the day appointed. You must inform your supervisor *before* the start of the work day if you will be absent or late, and obtain his or her permission to leave early or stay late. Absences and late arrivals will be recorded. Failing to call one's supervisor or report to work will be considered voluntary resignation and result in removal from payroll.

Parking

Staff will park away from the center to leave open spaces for parents to drop off and pick up children.

Staying Safe

Safety in the workplace is the Company's number one priority. You must inform your supervisor in the event of unsafe conditions, accidents, or injury, and use safe working methods at all times.

Meals & Breaks

Unless defined otherwise by Wisconsin state law, non-exempt employees are entitled to a paid 10-minute break for every four hours of work, as well as an unpaid 30-minute meal break for any shift lasting six or more hours.

Meals with Children

Meals in the center will be served in a family-style setting. It is expected that all teachers will sit with their children at meal times and participate in the meal. This will promote social interaction and allow for another learning experience for the children.

Food & Beverages

Kids HQ does allow staff to bring food and beverages into their workspaces. However, any staff member who is working directly in the areas where children are present and awake is expected to model the behavior we want from those children. Therefore, any food that is not being served from the business menu must be kept out of the classroom and consumed

only during your assigned breaks. If your schedule includes a paid break, you must refrain from eating those items until the children are sleeping or you can step out. Any beverage other than water must be in an unmarked, plain container such as a solid-colored cup or bottle.

Food Delivery or Carry-Ins

Employees may have food delivered for their breaks. However, the time required to go online or call in that delivery must not happen before the start of your shift or at the start of your break so as to prevent personal needs from impacting your job performance. Additionally, delivery or carry-in food is not allowed in classrooms where children are awake and present. Employees will need to take the food to an appropriate location.

Cell Phone Use

We understand that cell phones are used for work purposes as well as personal, because of this, cell phones are allowed to be used during the work day. However, it is preferred that you utilize company-provided desk phones and computer equipment whenever possible as it provides a better quality experience for our customers. Either way, we expect that you use your time wisely and respect others around you when in possession of your cell phone. If cell phone use interferes with operations in any way, an employee's cell phone privilege may be rescinded and disciplinary action, up to and including termination, may be used.

Social Media Use

Kids HQ understands that social media is an important communication tool today. However, use of social media must refrain from communicating any information about the children or families in our center. Even if the child or family name is not included, describing a situation or sharing experiences on your personal social media profiles that have not been approved in advance by Kids HQ management, could result in disciplinary action as it could be a breach of confidentiality.

Parent Communication

Communication with parents should be done during normal business hours either in person or via a company-approved communication tool such as a company-provided computer, tablet, or phone. Communication with parents from teachers will only be about that parent's child who is currently enrolled in the center. All communications about billing will be completed by the Center Director, Assistant Director, and management.

Personal Contact Information

While it is not a violation of company policy to share your personal cell phone number, email address, or social media profiles with the staff or families associated with Kids HQ, it is highly discouraged for your safety. There is always the possibility that circumstances will change where someone you work with or who you met through Kids HQ could become someone you no longer wish to be in contact with. If you have voluntarily shared your personal contact information, there is nothing that the company can do to prevent future communication. Therefore, Kids HQ provides work email addresses, a business phone number, and software that is accessible on your phones to use for all communications. Using these tools exclusively is highly recommended to all staff members. Doing otherwise is at your own risk.

Personal Items

Employees may bring personal items into the center on a daily basis only. Any items that an employee brings in to be kept onsite or to be shared with children must be brought immediately to your supervisor. Management will determine if the item is acceptable based on company expectations, state licensing regulations, and age appropriateness for the classroom. If approved for use, the item must be immediately donated to or purchased by the center unless the employee will be removing it the same day. An exception may be made by the employee's supervisor to allow the item to stay more than one day without it becoming the property of the center only by writing up a description of the item and placing documentation of the exception in the employee's file.

7.2 Rules & Policies

Workplace Behavior

As an employee at Kids HQ, you are expected to be professional whenever you are dealing with internal customers, external customers, and visitors, and when you are on company ground. Your attitude reflects the way people will see the Company. Professional conduct includes, but is not limited to:

- following all of the rules in this Handbook that apply to you
- refraining from rude, offensive, or outrageous behavior
- refraining from ridicule or hostile jokes
- treating coworkers, customers, and vendors with patience, respect, and consideration
- being courteous and helpful to others, and
- communicating openly with supervisors, managers, and coworkers.

Individuals who act unprofessionally will face discipline up to and including termination.

Confidentiality

No previous or current employee may disclose or give access to confidential Company information, in any way or at any time, unless otherwise authorized by Management.

Discrimination & Harassment

In keeping with our Equal Opportunity Employment clause, the Company will not tolerate on-site discrimination or harassment on any legally protected basis, including that of physical characteristics, mental characteristics, age, marital status, arrest or conviction record, military service, race, religious or political views, nationality, disability, medical condition, sex, sexual preference, or gender identification. Also, you cannot be discriminated against for declining to attend a meeting or participating in any communication about religious matters or political matters, and the use or nonuse of lawful products off-duty and off-site will not be held against you.

Harassment and discriminatory behavior among employees or contractors will result in disciplinary action, with the possibility of termination. Discrimination and harassment by customers or other business associates should be immediately reported to your supervisor, at which point the Company will investigate and take corrective action. You are welcome to seek legal relief if you find the Company's actions inadequate.

Drugs & Alcohol

Good performance on the part of our employees is crucial to Kids HQ's success. For this reason, we strictly forbid employees to do the following while at work:

- Drinking alcohol and selling, purchasing, or using illegal drugs at work. An "illegal drug" is any drug that has not been obtained by legal means. This includes prescription drugs being used for non-prescribed purposes.
- Possession of any non-prescribed controlled substance, including alcohol and legal illegally obtained prescription drugs.
- Reporting for work intoxicated. We reserve the right to test employees for substance abuse. Illegal drugs, illegal drug metabolites, or excessive alcohol in your system will result in disciplinary action.

The Company cares about the overall health and well-being of its employees. Any employee who feels that he/she is developing a substance abuse problem is urged to seek help. The Company will grant time off (within reason) for rehabilitation. Be advised, however, that this will not excuse a substance-related offense. In some cases, completion of a Company-approved rehabilitation program may serve as an alternative to termination.

Conflicts of Interest

We depend on our employees for the success of the Company, because of this, and because they depend so much on us, we expect all employees to devote their energies and loyalties to Kids HQ. The following are considered conflicts of interest:

- Working for the competitor or customer or vendor as a part-time employee, full-time employee, consultant or independent contractor, or in any other capacity
- Owning an interest in a competitor, customer, vendor, or anyone else who seeks to do business with this Company
- Using the resources of this Company for personal gain, and
- Using your position in this company for personal gain.

World Headquarters understands the different situations that may arise in your working career, therefore we ask that all conflicts of interest are communicated as soon as you become aware. Communication of the conflict may be all that is required but management needs to evaluate any potential problems and then document them in the employee file.

7.3 Disciplinary Action

The Company takes disciplinary matters very seriously and will exact discipline as it sees fit for any unacceptable action or behavior. These may include:

- Excessive lateness and/or absence
- Improper or indecent conduct
- Poor communication
- Uncooperative attitude
- Abuse, perfunctory or unauthorized use, or unauthorized possession of Company property
- Unauthorized use or disclosure of Company information
- Possession and/or use of illegal drugs, weapons, or explosives
- Illegal harassment and/or discrimination - of any kind
- Violation of Company policy

Disciplinary action may consist of anything from verbal/written warnings and counseling to demotion, transfer, suspension, or termination. Kids HQ will handle each matter individually to ensure fairness to all involved.

Disciplinary Action Against Employee by Police or Government Agency

In any event where an employee experiences any of the following, the employee **MUST** notify the Center Director within 24 hours, and the Center Director **MUST** also notify the department:

- The employee has been convicted of a crime.
- The employee has been or is being investigated by any governmental agency for any other act, offense, or omission, including an investigation related to the abuse or neglect or threat of abuse or neglect, to a child or other client, or an investigation related to misappropriation of a client's property.
- The employee has a substantiated governmental finding against them for abuse or neglect of a child or adult or for misappropriation of a client's property.
- When a professional license held by an employee has been denied, revoked, restricted or otherwise limited.

Workplace Inspections

At Kids HQ, we have a responsibility to protect our employees and our property. For this reason, we reserve the right to inspect the following, at any time, with or without notice:

- Offices
- Computers and other equipment
- Company vehicles

- Any personal possessions brought onto Company premises, such as handbags, briefcases, and vehicles.

All inspections are compulsory. Those who resist inspection may be denied access to Company premises.

7.4 Complaint Procedures

Our company is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our workers. These threats include but are not limited to, harassment, discrimination, violations of health and safety rules, and violence.

Any employee who witnesses or is subject to inappropriate conduct in the workplace should bring the issue to the attention of their immediate supervisor, or any Company officer, immediately. Any supervisor, manager, or Company officer who receives a complaint about, hears of, or witnesses any inappropriate conduct is required to immediately notify the owners. Failure to bring concerns to your supervisor or a management representative prevents our business from protecting its employees and creating a comfortable work environment, therefore this failure to act may also be grounds for disciplinary action. Inappropriate conduct includes any conduct prohibited by our policies about harassment, discrimination, discipline, workplace violence, health and safety, wages and hours, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our policies.

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. For serious complaints, we will immediately conduct a complete and impartial investigation.

We expect all employees to cooperate fully in Company investigations by, for example, answering questions completely and honestly and giving the investigator all documents and other material that might be relevant. All complaints will be handled as confidentially as possible. When the investigation is complete, the company will take corrective actions, if appropriate.

We will not engage in or allow retaliation against any employee who makes a good-faith complaint or participates in an investigation. If you believe you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, please report the conduct immediately.

Handbook Acknowledgement Form

Employee Name: _____

I acknowledge that I have received a copy of the World Headquarters LLC (Kids HQ) Employee Handbook, which contains vital information on the Company's policies, procedures, and benefits.

I understand that this handbook and its policies are intended only as guidelines, not as a contract of employment. I understand that my employment is on "at-will" terms and therefore subject to termination, with or without notice or obvious reason, by myself or the Company. Changes to my "at-will" status may only take the form of a written agreement signed by an authorized member of the Company as well as myself. This agreement supersedes all prior/contemporaneous inconsistent agreements.

I understand that the Company may change its policies, procedures, and benefits at any time at its discretion, as well as interpret or vary them however it deems appropriate.

I have read (or will read) and agree to abide by all policies and procedures contained therein.

Employee Signature

Date