

cíee[®]

EMPLOYEE HANDBOOK





EMPLOYMENT AT WILL

EMPLOYMENT AT WILL

It is the policy of CIEE that all personnel are employed “at will” for an indefinite period of time. Accordingly, either CIEE or the employee can terminate the employment relationship at any time, for any reason, with or without cause. No representative of CIEE other than its President has authority to make any arrangement contrary to the at-will employment policy or to enter into any contract of employment for a definite period of time. No agreement or contract of employment will be effective or enforceable unless it is in writing, directed to you personally, and signed by the President of CIEE.

EMPLOYMENT POLICIES

HOURS OF WORK

CIEE maintains a 40-hour workweek, Monday through Friday, with core business hours between 8:00 a.m.- 5:00 pm. These core business hours are when departments are expected to have coverage for supporting our colleagues and stakeholders.

ATTENDANCE

Each employee must submit all planned leave requests via the HR time management system for their supervisor’s approval. If an employee is absent unexpectedly, the supervisor will input the time missed into the HR time management system. If an employee does have an unexpected absence, they should call their supervisor as soon as possible before the start of the workday. Any employee who falsifies their timesheet is subject to disciplinary action, up to and including dismissal.

Unexcused or excessive absenteeism or tardiness is grounds for disciplinary action, up to and including dismissal.

TIME TRACKING

Salary Non-Exempt, Full-Time and Part-Time hourly employees will report their total work hours on a daily basis through the on-line Time Management System. Managers must review and approve hours prior to submitting them to Human Resources. Falsification of time sheets will result in disciplinary action, up to and including dismissal.

ABSENTEEISM

CIEE employees are expected to be diligent in their responsibility for attendance. Notification of absence must be directed to your Supervisor by the start of the workday on each day of absence. Failure to properly notify CIEE will constitute an unexcused absence. A pattern of one- or two-day absences, or frequent absences before or after holidays or weekends, may be considered abuse under this policy and grounds for disciplinary action, up to and including dismissal. Unexcused or excessive absenteeism or tardiness is grounds for disciplinary action, up to and including dismissal. Absences of more than three consecutive days without notification to a supervisor will be viewed as job abandonment and immediate termination will occur.



COMPENSATION

PAYCHECKS

All U.S.-based staff are paid bi-weekly, or 26 times per year with pay dates scheduled for Fridays. If the regular payday falls on a weekend or holiday, payday will be the last business day before the weekend or holiday. Full-time, Non-Exempt Salary, Part-time, and Hourly employees are paid based on the number of hours reported in the time tracking module. All compensation is subject to required income and employment tax withholding and other required or authorized deductions.

EMPLOYEE CLASSIFICATIONS

All employees fit into one of the following four classifications:

1. *Full-Time Employees:* Full-time employees are defined as those employees who are regularly scheduled to work at least 40 hours each week year-round. Full-time employees are eligible for benefits offered by the Company.
 - a. Salary Exempt – Paid on a salary basis without regard to the number of hours worked and, in general, employees receive full salary for any workweek in which any work is performed.
 - b. Salary Non-Exempt – Employees paid on a salary basis and eligible for overtime pay for hours worked over 40 in a given work week.
 - c. Hourly – Employees paid by the hour for hours worked, including overtime pay for hours worked over 40 in a given week. Oftentimes hourly employees have varied schedules therefore their hours and wages may fluctuate based on their schedule.
2. *Part-Time Hourly Employees:* Part-time employees are defined as those employees who are regularly scheduled to work less than 32 hours per week on a year-round basis. Part-time employees are eligible for some benefits. Please see HR for more information.
3. *Seasonal (Temporary) Employees:* An employee who engages in work full-time or part-time, with the understanding that his or her employment will be terminated as of a specific date or upon completion of a specific assignment. Temporary employees are not eligible for health benefits or any other CIEE benefits, including paid vacation and personal time.
4. *Internship USA*
Employees in this category are subject to a special set of policies governed by the Internship USA Program. However, CIEE offers some benefits to Internship USA employees beyond those stipulated in the internship program policies. Employees should consult his/her supervisor.

Employee classifications are for administrative purposes only. Nothing in this policy alters the at-will status of all employees. All employment relationships with CIEE are on an at-will basis. CIEE reserves the right to terminate the employment relationship at any time, with or without reason or notice.

OVERTIME

CIEE pays for all approved time worked. Salary Non-exempt and hourly employees will receive pay at the rate of time and one-half for all time actually worked on company business in excess of 40 hours per week. For purposes of computing overtime, the workweek begins on Sunday morning and runs through Saturday night.

All overtime work must be approved in advance by the department manager. Failure to do so can result in disciplinary action.



Advance notice of the need for overtime will be given to employees whenever possible; however, employees should be aware that emergencies occasionally arise that do not permit advance notification. In an emergency situation, the supervisor in charge will make every effort to give ample notification to the employees who are scheduled for overtime work.

The employee must record all overtime hours worked using the company provided time tracking. The time will be submitted to the supervisor and/or manager for review and approval. Payment for overtime will be included in the paycheck for the period immediately following the one in which it was earned.

Absences covered by sick leave, vacation, personal time, holidays and other paid time off are not considered as time actually worked for purposes of computing overtime compensation.

DEDUCTIONS FROM PAY OF SALARY EXEMPT EMPLOYEES

Deductions from the pay of an exempt employee are permissible under the following conditions:

- Absence from work for one or more full days for personal reasons other than sickness or disability
- Absence of one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, practice or policy of providing compensation for salary lost due to illness
- To offset amounts an employee received as jury or witness fee, or for military pay
- For unpaid disciplinary suspensions of one or more full days imposed in good faith for serious infractions of workplace conduct rules
- For penalties imposed in good faith for infractions of safety rules of major significance
- For a proportionate part of an exempt employee's full salary for the time actually worked in the first and last weeks of employment.

TRAVEL REIMBURSEMENT

Work-related trips must be taken by an employee only with prior approval by his/her Supervisor. Once approved, business travel should be conducted in an economic fashion. Supervisors must approve air travel costs before finalizing bookings and ticketing.

Upon returning from a business trip, employees must submit a completed expense report accompanied by receipts in order to be reimbursed for traveling expenses. The Finance Department will provide instructions regarding compliance with expense reporting procedures.

GENERAL OFFICE PROCEDURES

EMERGENCY PROCEDURES

In the event of an emergency telephone #911 and notify your supervisor.

CIEE OFFICE CLOSING POLICY

Unless notified of an office closure, each employee is expected to work from their assigned office location. If, due to specific weather conditions near your place of residence, you deem it unsafe to travel into your assigned office, you need to notify your manager and record it as a personal day in the time management system. If the office is closed for reasons other than a scheduled Holiday, you will not be



expected to work at the assigned office location and will be paid as a regular work day. Please check CIEE's intranet, e-mail, or call into the general CIEE number for emergency updates.

MEDIA/PRESS POLICY

Occasionally, members of the press may call to speak with someone at CIEE regarding an incident on one of our programs. All telephone calls (and other communications) from the press relating to an emergency situation must be forwarded to the Vice President, Chief of Staff. In such a case, under no circumstances should any staff person talk to the press.

SMOKING POLICY

Smoking is not permitted in CIEE's offices or in front of entrances or exits.

CONFIDENTIALITY

HIPAA NOTICE OF PRIVACY PRACTICES

CIEE is committed to maintaining and protecting the confidentiality of our employees' personal information. This Notice of Privacy Practices applies to CIEE, Inc. Group Benefits Plan (health benefits plans, dental plans, employee assistance plans (EAPs) and pharmacy benefit programs), Group Short Term Disability Insurance, Group Long Term Disability Insurance, Group Term Life Insurance, and Leaves of Absence **[otherwise known as The Plans]**. The Plans are required by federal and state law to protect the privacy of your individually identifiable health information and other personal information. We are required to provide you with this Notice about our policies, safeguards and practices. When the Plans use or disclose your PHI, the Plans are bound by the terms of this Notice, or the revised Notice, if applicable.

*The complete HIPAA Notice of Privacy Practices is located within the **Business Ethics Policy** that is on the Policies and Procedures page of the HR Website.*

INFORMATION TECHNOLOGY, PHONE, AND SECURITY

INFORMATION TECHNOLOGY

CIEE's applications systems, computer and telephone networks, electronic mail facilities, and electronic and manual data are the sole property of CIEE and may not be used for an employee's personal business. Employees are expected to secure and protect confidential information regarding CIEE, its customers, employees and others.

*Please refer to the complete **Acceptable Use Policy** located on the Policies and Procedures page of the HR Website.*

SECURITY

CIEE employs the use of security cameras in support of its efforts to identify safety concerns, maintain quality control, detect theft and other unlawful activity, and discourage or prevent misconduct or acts of harassment and workplace violence. CIEE respects the right to privacy of all employees and the need for employees to feel safe and secure, and conducts video surveillance of non-private workplace areas only. This policy has been developed to help standardize and authorize security cameras on CIEE premises and to ensure that such cameras are used judiciously. Authority for and use of police procedures will not be compromised by this policy.



Cameras will be limited to uses that do not infringe on the legally protected rights of employees; however, **employees should have no reasonable expectation of privacy in CIEE-owned property or spaces or personal property that an employee brings onto CIEE premises.** Unless required or allowed by law for the purpose of conducting specific criminal surveillance, video surveillance will not occur in areas where there is an expectation of privacy, such as bathrooms and locker rooms.

Recorded media will be retained by CIEE for a period of thirty days, unless it is part of an ongoing investigation, pending or threatened lawsuit or legal proceeding, there is a legal obligation of CIEE to retain the media for a period longer than that set forth herein, or there is an active hold notice issued by CIEE's legal counsel. In that event, recorded media is stored for the duration of the proceeding, investigation, or hold notice, unless other direction is provided by CIEE's legal counsel. Recorded media is made available only to authorized personnel, and is not made directly available to CIEE employees or the general public.

Only CIEE's Sr. Manager, Facilities may authorize the installation and placement of video surveillance equipment. Placement of such equipment on CIEE premises without the express authorization of CIEE's Sr. Manager, Facilities is prohibited.

CIEE's video surveillance systems are capable of being monitored by the Sr. Manager, Facilities. While CIEE is capable of monitoring the video surveillance systems on a continuous basis, it typically will not do so unless there is a specific security or legal justification for doing so.

When you sign the Handbook Acknowledgment form, you are knowingly and voluntarily consenting to surveillance by CIEE, as set forth in this policy.

EMPLOYEE CONDUCT POLICIES

GENERAL CONDUCT

Employees are required to keep their desks and work environment clean and orderly. Before departing in the evening, lock all files and cabinets and consider the location of sensitive or confidential materials.

BUSINESS ETHICS AND CONDUCT

The complete ***Business Ethics and Conduct Policy*** is located on the [Policies and Procedures](#) page of the HR Website.

WORKPLACE ETIQUETTE

While CIEE promotes a business casual work environment, it is expected that each employee will maintain a professional atmosphere by adhering to appropriate norms of interpersonal etiquette.

- To interrupt or distract an employee while otherwise engaged should be evaluated and done so only if necessary.
- Exhibit respect with peers and supervisors at all times.

Overall, professional courtesy and behavior will be expected of all employees. CIEE employees who violate these standards of workplace etiquette are subject to disciplinary action, up to and including termination of employment.



WORKPLACE SAFETY AND WEAPONS

To ensure a safe work environment for all employees, CIEE expressly prohibits any acts or threats of violence by any employee against any other employee, vendor, visitor, student, or any other purposes, unless and only in extremely rare cases where self-defense is necessary. If you notice any behavior that could be perceived as an act or threat of violence, you should report it immediately to your supervisor or to Human Resources.

CIEE also prohibits the carrying or bringing weapons of any kind, as defined herein, to the workplace or any other location the employee may be required to be during the workday. This prohibition applies to all employees, regardless of whether the employee is licensed to carry a firearm or other weapon. Under this policy, a “weapon” includes, without limitations, any firearm, whether loaded or unloaded, explosives, knives with a blade longer than 3 inches, metal knuckles, or electronic stunning device, and any other item that can be considered dangerous or that could cause harm. Employees are responsible for ensuring that any items they possess are not prohibited by this policy. Questions regarding this policy should be referred to Human Resources. Any employee in violation of this policy will be subject to disciplinary action, up to and including termination.

PERSONAL APPEARANCE/DRESS CODE

The use of good judgment in style of dress is important at CIEE. Employees are required to dress in appropriate attire at all times while in the workplace and when representing the company outside of the office. Professional business casual dress is appropriate for the office. CIEE includes jeans in our definition of business casual. Revealing, torn or unkempt clothing, or clothing with vulgarities, endorsements or inappropriate representations are not considered appropriate for the workplace. Flip flops are not acceptable foot attire.

Please note that there will be times where your work requires you to dress more formally (conferences, events, when meeting and hosting clients, etc.). There may be times/events when we ask the entire office to dress in traditional business casual or more formal business attire.

We often have visitors from other cultures and countries in our office, and we need to be aware of the image we are projecting to them in our dress. If you are traveling on business, you should wear more formal professional attire than what would be expected in the office. A good rule of thumb is to dress as formally as your hosts as a sign of your professionalism and respect for them.

CIEE employees who violate these standards of personal appearance/dress code may be asked to return home to change.

If you have questions about what is or is not acceptable, please speak with your manager or with Human Resources.

ANTI-HARASSMENT AND DISCRIMINATION POLICY

CIEE endeavors to maintain a work environment free from unlawful discrimination or harassment based on sex, sexual orientation, gender identity and expression, race, color, religion, national origin, ancestry, age, genetic pre-disposition, veteran status, physical or mental disability, and any other category protected by applicable law (“Harassment”). CIEE prohibits such Harassment, whether at the office, in outside work assignments, at CIEE-sponsored social or non-social functions, events or programs, or outside of work time and off company premises. Should such Harassment occur, CIEE will take appropriate corrective action to prevent its continuation or recurrence. In addition, CIEE will endeavor to prevent the Harassment of its employees by persons who are not CIEE employees, but who are on CIEE’s premises or who have a business or other relationship with CIEE, such as vendors and clients. Employees who witness or experience unlawful discrimination or harassment must follow the



reporting and complaint procedures set forth in the Anti-Harassment policy so that corrective action may be taken.

Harassment is unlawful, and any individual found to have engaged in Harassment will be subject to disciplinary action, up to and including termination of employment.

*Please reference the complete **Anti-Harassment policy** located on the Policies and Procedures page of the HR Website. All employees are required to read and acknowledge this policy. By signing the Employee Handbook acknowledgment, you acknowledge reading the complete Anti-Harassment policy.*

EQUAL OPPORTUNITY EMPLOYER

CIEE is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, age, gender identity and expression, national origin, ancestry, genetic pre-disposition, veteran status or physical or mental disability status. Applications by ethnically diverse and underrepresented groups are strongly encouraged.

DRUG-FREE WORKPLACE; ALCOHOL POLICY

Drugs and prohibited substances in the workplace are a danger to us all. They impair safety and health, promote crime, lower productivity and quality, and undermine public confidence in the work we do. We will not tolerate the use of drugs here, whether or not the substances or amounts are considered legal under state law. Under the federal Drug-Free Workplace Act, in order for CIEE to be considered a “responsible source” for the award of federal grants, we have developed the following policy:

Effective immediately, any location at which CIEE’s business is conducted, whether at this or any other site, is declared to be a drug-free workplace. This means:

All employees are absolutely prohibited from manufacturing, distributing, dispensing, possessing, or using prohibited substances in the workplace or being under the influence during working time. Human Resources can provide a complete listing and explanation of prohibited substances. The following is a partial list of prohibited substances:

- Narcotics (heroin, morphine, etc.)
- Cannabis (marijuana, or marijuana products, hashish)
- Stimulants (cocaine, diet pills, etc.)
- Depressants (tranquilizers, etc.)
- Hallucinogens (PCP, LSD, “designer drugs”, etc.)

Any employee violating the above policy is subject to discipline, up to and including termination, for the first offense.

Employees have the right to know the dangers of abuse in the workplace, CIEE’s policy about them, and what help is available to combat drug problems. To assist employees in overcoming drug abuse problems, CIEE offers the following rehabilitative help:

- Medical benefits for substance-abuse treatment
- Information about community resources for assessment and treatment
- EAP for employee consultation



In addition, CIEE will provide supervisory training to assist in identifying and addressing drug use by employees.

Any employee convicted of violating a criminal drug statute in the workplace must inform CIEE of such conviction (including pleas of guilty and nolo contendere) within five days of the conviction occurring. Failure to so inform CIEE subjects the employee to disciplinary action, up to and including termination for the first offense. By law, CIEE will notify the federal grants officer within ten days of receiving such notice from an employee or otherwise receiving notice of such conviction.

CIEE reserves the right to offer employees convicted of violating a criminal drug statute in the workplace participation in an approved rehabilitation or drug abuse assistance program as an alternative to discipline. If such a program is offered, and accepted by the employee, then the employee must satisfactorily participate in and complete the program as a condition of continued employment.

CIEE also prohibits employees from using or being under the influence of alcohol during working time. Employees who violate this policy will be subject to discipline, up to and including dismissal.

PERFORMANCE MANAGEMENT & CAREER DEVELOPMENT

PERFORMANCE MANAGEMENT

The Performance Management process is designed to **build the foundation of performance excellence in the company** by setting clear expectations for individual goals, implementing a consistent grading methodology across the organization:

1. **Goal Setting** - the process of establishing objectives to be achieved over a period of time. It is the performance criteria an employee will be evaluated against.
2. **Feedback** – a continuous and mutual process. Employees and supervisors can help each other in various ways by coaching, suggesting new approaches to ongoing tasks, and giving constructive criticism. Performance Assessment, by contrast, is more formal, involving both verbal and written communication, and takes place at specified intervals. A formal assessment of the entire year's work is conducted at the end of the fiscal year.
3. **Self-Appraisal by Employee** - an annual self-assessment of performance, including goal-setting for the following year, is expected of each employee, to be discussed at the performance review. This self-appraisal is an opportunity for each employee to think about and record accomplishments, individual strengths, areas needing further development, and career goals
4. **Performance review** - the process of assessing an employee's progress toward goals. Strengths and weaknesses of all employees are recorded regularly so that the organization can make informed and accurate decisions regarding an employee's contribution, career development, training needs, PIPs, promotional opportunities, pay increases and other topics



CIEE PERFORMANCE IMPROVEMENT POLICY

Purpose

CIEE is committed to attaining the highest possible standards of performance in order to deliver a world-class service to our participants. The Performance Improvement Policy and Procedures are designed to improve and prevent the recurrence of undesirable employee behavior and performance issues, to ensure consistent and fair treatment of all employees, and to support employees in improving or restoring satisfactory standards of performance.

CIEE recognizes that employees may require support from time to time to ensure their performance is satisfactory. CIEE requires those with supervisory and management responsibilities to use proactive action whenever possible to improve performance. Outlined below are the steps of CIEE's Performance Improvement Policy and Procedures.

Consultation with Human Resources is required prior to distributing any warning, performance improvement plan (PIP), or pursuing termination. This policy applies to all permanent and temporary employees.

Procedures

Depending on the local laws and regulations, nature, severity, frequency, the employee's work record and the impact of the conduct and performance on the Company, managers have the discretion to determine the (in consultation with Human Resources and their own managers) actions that are necessary and appropriate under the circumstances. Below is a list of possible disciplinary actions that the Company may take. The decision as to what is the most appropriate is based solely on the particular situation and legal requirements in relevant country and state jurisdictions. Local laws and regulations will always prevail.

1. **Counseling/Verbal Warning** - Once performance-related issues have been identified, a meeting may be held between the manager and the employee. Underperformance may have a variety of causes. It is therefore important to discuss any problems carefully with employees so that practical solutions can be agreed. During this meeting, the manager should:
 - Clearly and concisely explain the performance concern that needs to be improved and provide examples as necessary (to ensure the employee has a clear understanding);
 - Communicate the expectations for the standard of performance that needs to be achieved, including the timeframe;
 - Provide guidance and any resources that are available for the employee to support the employee in achieving the standard;
 - Set an agreed upon follow-up date with the employee to review progress;
 - Following the meeting, the manager should document the meeting by recounting the points discussed in an email.

2. **Written Warning/Performance Improvement Plan (PIP)** – If there is a lack of improvement after a Counselling/Verbal Warning, or improvement and then a subsequent decline, or the situation is severe enough to bypass a Counselling/Verbal Warning, a formal Written Warning or Performance Improvement Plan may be issued. The document should outline the following:
 - A description of the performance issue(s) with examples;
 - A history of prior attempts (if any) to improve the performance;
 - Expected standards of performance, including timeframe;
 - Resources available to support the employee in achieving the performance;
 - Follow-up actions and progress meetings;
 - Consequences for not meeting the standard.

The employee will be provided with a copy of the Written Warning or PIP and will be asked to sign it as proof that they have received the document and understand its contents. An employee's unwillingness to sign the document will not impact the validity of the document itself or the process. The signature of the employee simply represents an acknowledgement and willingness to move forward/improve.

The manager should conduct regular follow-ups with the employee after issuing the Written Warning or PIP. This ensures the employee is receiving ongoing support and coaching, and that any progress made towards the goals and expectations is outlined in the document. All PIPs should state that the next disciplinary step may be termination. The final/signed document should be saved to "My Documents" in ADP.

3. **Final Written Warning** - A final written warning *may* be issued to the employee when there is a demonstrable lack of improvement despite repeated coaching, counselling and training or the situation is severe enough to merit bypassing lesser forms of discipline. The document should outline the points in the first Written Warning (if any). All Final Written Warnings should state that the next disciplinary step may be termination.

The employee will be provided with a copy of the Final Written Warning and will be asked to sign it as proof that they have received and understand the document. An employee's unwillingness to sign the document will not impact the validity of the document itself or the process.

The final/signed document should be saved to "My Documents" in ADP.

4. **Termination of Employment** - When one or more types of discipline has been attempted and failed or if the conduct is of a serious nature, termination of employment may be warranted. The manager must consult with Human Resources to review the circumstances and related documentation prior to termination of employment. **The country or location specific employment laws and practices will always prevail with regard to termination of employment.**

INTERNAL APPLICATION GUIDELINES

CIEE employees who wish to apply for other internal roles within the company are encouraged to do so by following the guidelines below. Please reference the complete ***Internal Candidate Application policy***

Eligibility:

- You must have been in your current role for a minimum of twelve months
- Your performance in your current role has to meet expectations – you cannot apply to other roles if you are under any disciplinary or performance improvement plans

Prior to Applying:

- You must notify your current manager that you are submitting an application for another role
- You need to keep your manager informed if you are moving forward with the interview process



Hiring managers who receive applications from current employees need to follow these guidelines:

Prior to Scheduling an Interview:

- Confirm that the employee has notified their current manager

During the Interview/Offer Process:

- Reach out to the current manager to inform them if the employee is a finalist
- Verify with the current manager that there are no disciplinary actions in place for the employee – do a reference check for their current role just like you would for an outside candidate
- Before making an offer, discuss the transition process with the current manager – start dates, hand-off of responsibilities etc.

TIME OFF

Vacation and personal time off is offered to CIEE employees who work more than 30 hours per week. This time will be pro-rated for new hires and those working less than 40 hours but more than 30 hours per week.

VACATION

Years of Service	Annual Allowance	Bi-weekly Accrual*
0 – 24 months	10 days per calendar year	3.076 hours per pay period
25 – 60 months	15 days per calendar year	4.615 hours per pay period
61 months and on	20 days per calendar year	6.153 hours per pay period

*Based on a 40 hr work week.

Vacation time accrual is based on full calendar months of service. Vacation begins accruing immediately upon employment. The cycle for keeping track of vacation time earned and used is the calendar year. Vacation time must be used in the year in which it is accrued. Vacation days cannot be carried over into the next calendar year. Any accumulated vacation time will be paid out upon separation of employment. Use of vacation time in advance of accrual will constitute a loan or advance from the company that will be paid back over time as the employee accrues vacation. If there remains a balance on a vacation loan or advance at the time of employment separation, the amount will be deducted from the final paycheck in accordance with the employee’s signed authorization to do so.

*Please reference the **PTO Advance and Repayment Agreement** located on the [Policies and Procedures](#) page of the HR Website.*

The scheduling of vacation time is subject to the requirements of the office and the approval of each employee’s supervisor. CIEE reserves the right to determine when an employee takes a vacation.



Employees should request vacation at least 30 days in advance. No vacation time will accrue during a disability leave of absence that exceeds four weeks in duration.

PERSONAL\SICK

CIEE allows for seven (7) days off for personal time each calendar year, pro-rated for new hires. Personal\Sick time is not intended to be used as a substitute for vacation time, but personal\sick time may be used if an employee needs to provide care for a family member who is ill. Personal\Sick time may also be used if an employee needs time off for scheduled medical appointments or procedures.

Employees are encouraged to schedule appointments in such a manner as to avoid disruption in the workday. Personal\Sick time may be taken in 1 hour increments, recorded and approved through the time management system.

Personal time is not paid out upon separation of employment, and cannot be carried over into the next calendar year. Personal time must be used in the calendar year in which it is accrued.

The Human Resources and Compensation and Benefits Departments are responsible for administration of CIEE's vacation and personal/sick leave policies. These Departments will construe the policies to apply to any and all applicable state, local, and or other laws and regulations for paid sick leave or other paid leave depending on the jurisdiction of the employee. If there are questions regarding this policy or if you have questions about paid leave requirements that are not addressed in this Handbook, please contact Human Resources.

BLACKOUT PERIODS FOR TIME OFF

Due to the seasonal nature of CIEE's work, there may be brief time periods during the year when staff (except those out of work with a serious health condition, disability, or other leave of absence) is not permitted to take time off. In such cases, each Supervisor will advise this blackout time period that concerns employees that report to him or her.

HOLIDAY SCHEDULE

Our base policy in the U.S. is to provide 15 paid holidays each year to all active full-time, Regular and Internship USA employees working a minimum of 30 hours or more per week. The schedule will be distributed annually and electronically posted in CIEE Connect. We recognize and accept that many of us may need to work on some of these days to maintain the level of service and support expected of CIEE.

Comparable days off will be provided to any employee who is required to work on a CIEE Holiday.

JURY DUTY

When an employee receives a jury duty summons, he/she must speak with his/her Supervisor immediately regarding dates of service. CIEE will continue to pay the employee his/her salary during the active period of jury duty service for up to 20 days. Temporary employees will be paid for up to 3 days. Employees must submit a copy of the "Summons-to-Serve" and/or other proof of jury service to his/her Supervisor as requested.



LEAVES OF ABSENCE

CIEE provides several alternatives for employees requesting a leave of absence. *The complete **Leave of Absence Policies** can be found on the Policies and Procedures section of the HR Website.*

- Bereavement
- Military
- Family Medical (FMLA)
- Maternity
- Medical Disability
- Victims Of Violence
- Paid Parental
- Personal

Employees may be eligible for certain other leaves of absence under a particular state or local law or regulation. Employees should consult with Human Resources if they require additional information.

BENEFITS

EMPLOYEE BENEFIT PROGRAMS

CIEE has established a comprehensive benefit program that includes the following:

- Insurance
 - Health
 - Vision
 - Prescription Drug
 - Dental
- Flexible Spending
- Employee Assistance Program
- Life Insurance
- Long & Short Term Disability
- CIEE Retirement 403(b) Plan

A complete listing of benefits can be found on the *Benefits & Compensation* page of the HR Website

STUDY ABROAD PROGRAM DISCOUNT

As an extension of our Study Abroad Program, CIEE is offering a 50% discount off the list price to all employees and their dependent family members (spouse/legal partner, children) who would like to attend one of our programs. Each family member is subject to the standard rules and regulations of each program and must comply with the eligibility requirements of the particular program. This program discount cannot be combined with any other discounts. The employee must have worked a minimum of one year before they and their dependents are eligible. Please contact HR if you are interested in utilizing the discount.

Please note: We reserve the right to make any changes at any time with respect to the provisions of the discount with or without prior written notice.



WORKERS' COMPENSATION INSURANCE

To provide for payment of medical expenses and for partial salary continuation in the event of a work-related accident or illness, Workers' Compensation Insurance is provided. The amount of benefits payable and the duration for which benefits will be paid depends upon the nature of the injury or illness. In general, however, all medical expenses incurred in connection with a work related injury or illness are paid in full, and partial salary payments are provided beginning with the eighth consecutive day of absence from work.

Injury or illness which arises out of and occurs during the course of work must immediately be reported to a supervisor and Human Resources. Failure to follow this procedure may prevent the appropriate report from being filed in accordance with the law, which may consequently jeopardize rights to benefits in connection with the injury or illness.



EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

This Employee Handbook should not be construed as, and does not in any way constitute, a contract of employment or a guarantee of any benefit or term related to employment.

The policies and procedures outlined in this Handbook and those stand-alone policies referenced, are intended only as general guidance, and are subject to change at CIEE's discretion without prior notice.

CIEE employs individuals throughout the United States and employment laws and regulations vary from state to state. The policies in this handbook comply with Federal and Maine employment law.

Any descriptions of benefits herein are superseded by formal plan documents to the degree there is any conflict between the two.

While it is hoped that your employment with us will be mutually rewarding, you are, and at all times during your employment with CIEE will remain, an **employee at will**. This means that you or CIEE may terminate your employment, with or without cause, with or without reason, at any time.

This CIEE Employee Handbook Supersedes and Replaces All Previous Handbooks and Policies.

Employee's Name (Print): _____

Department/Program: _____

I have read and understand the CIEE Employee Handbook and referenced policies, and will refer to them as any questions arise. In the event that I require further clarification, I will discuss any policy with my Supervisor or Human Resources.

Employee's Signature Date

This signed statement must be returned to Human Resources.