



RightNow Ministries Employee Handbook

Dear RightNow Team Member-

I am thankful that God is using you to help our ministry serve the church. The mission of the church matters and our ministry strives to help the people of the church live out their faith at home, school, work and among the nations.

This packet you are reading is our ministry's employee handbook. Let's face it – handbooks are not exciting. Typically, no one loves to read user agreements, instruction manuals or handbooks.

But let me challenge you with this thought ... every day, each person on our team is wearing an “advancer” hat and a “protector” hat.

Most of your time is spent advancing our mission. You create new content, communicate with churches or businesses and enhance our website and apps. These activities are directly related to taking our mission to new places.

If you aren't advancing our mission then you are protecting our mission. Activities related to human resources, finance and accounting help us to keep our "house in order" so that nothing can disrupt us from advancing our mission.

Reading this handbook requires you to put on your “protector” hat. We are no longer a small mom and pop operation. We have grown in team size and ministry impact. We have made our handbook more robust to help protect team members and the ministry from things that would inhibit us from advancing our mission.

Please take the time to read through this carefully. Don't hesitate to come to me or anyone on the Executive Team with questions.



Brian Mosley
President
RightNow Ministries

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I. About RightNow

1.1 About this handbook

This Handbook is designed to introduce you to RightNow and to provide you with a guide to the organization's policies and procedures. This handbook is not a contract of employment.

It is your responsibility to become familiar with this Handbook and the material described herein. These written policies and procedures should increase understanding and help to advance uniform practices throughout the organization. RightNow policies encourage freedom, personal growth and fair and equitable treatment without unlawful discrimination. Please keep this Handbook for future reference. It is intended to provide employees with guidelines on each policy, and is not intended as a comprehensive description. No handbook can possibly cover all situations that might arise. Specific questions or problems should be directed to your manager.

RightNow may change these policies from time to time and reserves the right to do so in the future. Updates to this Handbook will be communicated to staff and will also be available on a web-link made available to the staff.

This Handbook is not a contract and should not be construed as such between any employee and RightNow. This Handbook is not intended as a promise or agreement that any particular policy or benefit will remain in effect as described herein or in any other form, and this Handbook should not be interpreted as such. These policies will be applied to particular situations as RightNow deems necessary and appropriate.

Employment with RightNow is at-will, unless state law provides otherwise. This means that employment may be terminated for any or no reason, with or without cause or notice at any time by the employee or by RightNow. Nothing in this Handbook or any oral statement will limit the right to terminate the at-will employment relationship. This at-will employment policy is the sole and entire agreement between the employee and RightNow as to the duration of employment and the circumstances under which employment may be terminated. No manager or supervisor has any authority to enter into a contract of employment - express or implied - that changes or alters the at-will employment relationship. Only the President of the RightNow or his authorized representative has the authority to enter into an employment agreement that alters the at-will employment relationship, and any such agreement must be in writing and signed by the President of the RightNow or his authorized representative. This Handbook is intended solely to give eligible employees a short description of the employee benefits available and the policies in effect at RightNow. If at any time there should be a conflict between a description in this Handbook and any Human Resource policy, the terms of the actual policy will govern at all times. Human Resource policies are applied at the discretion of management, and may be withdrawn, applied, or amended at any time. When policies change, employees are generally notified and updated information will be provided. The current policies will apply to all employees regardless of hire date or tenure.

1.2 History

In 1977 Maurice Mosley, his son Marty Mosley and the staff of Priority One International began filming documentaries of missionaries serving around the world. These documentaries inspired Christians in North America to put their faith into action in their home, neighborhood and around the world. For the next 10 years Priority One filmed missionary stories in over 40 countries. Generous donors helped fund production costs, travel expenses and paid to get the documentaries aired on Christian TV and satellite stations around the country. These documentaries gave American Christians a real-life picture of ordinary Christians doing extraordinary things around the world to spread the gospel.

In 1988, Priority One began producing small group video curriculum that could be used in youth and adult Bible study classes. Eventually the publishing division of the ministry that produced curriculum became known as Bluefish TV. The topical video curriculum dealt with everyday faith issues facing students and adults. Staying true to the ministry's roots in world missions, the curriculum would also tell missionary stories so that these youth and adult groups were exposed to what God was doing around the world. In 1992, Marty Mosley became president and the ministry continued to grow with over 120,000 churches using Bluefish TV curriculum.

In 2000, Priority One began supporting a new endeavor called RightNow. This part of the ministry was committed to helping connect young adults to mission opportunities around the world based on their skills, passion and experience. The RightNow team helped to connect several thousand individuals in their 20s and 30s to mission opportunities through a network of partnering mission agencies. RightNow partnered with several other conferences and ministries and eventually started the RightNow Conference to serve church leaders.

In 2001 the ministry built a missionary guesthouse in Crested Butte, Colorado called the "Double M" in honor of Maurice Mosley. The guesthouse has been used by hundreds of missionary families who use it as a place of physical and spiritual renewal before returning to the mission field. Partnering mission agencies recommend families to use the guesthouse according to RightNow policies for use.

In 2009 the board elected Brian Mosley as President of Priority One. Brian and his Executive Leadership Team began dreaming about how RightNow could continue the ministry's 30-year track record of creating compelling media to serve the church while also transitioning to serve the next generation of the church. They changed the name of the ministry from Priority One to RightNow.

In January of 2011 the beta version of RightNow Media was launched with the hopes of serving church leaders and congregations with an online streaming video resource. These video resources were no longer locked on a DVD but could be used by anyone, anywhere and at any time.

RightNow continues to pursue its original mission to serve the church by helping people live out their faith.

1. RightNow Media serves over 20,000 churches and ministries with leadership and discipleship content.
2. RightNow Media @ Work serves Christian business owners with a faith-based video library that can help them care for their employees and develop their leaders.
3. RightNow Conferences serve pastors and church leaders with live experiences designed to encourage and mobilize leaders to action.
4. Work as Worship Conferences gather Christian business owners and leaders together to learn best practices for integrating faith and work.

The Executive Leadership Team now includes Brian Mosley, Phil Warner, Scott Mosley, Paul Lanum, Ellen Towery, Merry Prather, Mitch Myers, Matt Wood, and David Stidham.

1.3 Our Mission

RightNow Media's mission is to work with the global church to inspire people to love others before self and Christ above all.

We believe the mission of the church matters. Everything we do at RightNow Media is rooted in Jesus's promise that God will change the world through his people.

We're here to serve the church. We want to provide God's people across the globe with resources that will inspire them to champion the mission Jesus gave his people.

The hope of the gospel calls us to something beyond ourselves. Whether in church, in the workplace, or at home, we want to see disciples of Jesus loving God and loving others.

1.4 One mission. Three ways we serve the church

RightNow Media - We serve a global audience of over 20,000 churches, ministries and schools with the world's largest library of biblical on-demand video resources available anytime, anywhere.

RightNow Media @ Work - Helping teams flourish in every area of life with on-demand video resources that go wherever life takes them.

RightNow Events - Join tens of thousands of attendees at one of our strategic events designed to help you live on mission no matter your vocation or location.

1.5 Our Core Values

We Love : : **the Church** — In our neighborhoods, at the office and around the world the mission of the church matters.

We Love : : **immediate action** — Christ's mission in the world calls us to action right here, right now.

We Love : : **authentic stories** — Real-life stories have the power to inspire and validate what God is doing.

We Love : : **hard work** — God is glorified when we use our God-given passions and skills with excellence.

We Love : : **teamwork** — Our mission is bigger than any one person.

We Love : : **our families** — There will always be more work to do, but not at the expense of family and friends.

1.6 Our Strategy (How are we doing it?)

- We are **Storytellers** - We creatively tell stories that engage people.
- We are **Megaphones** - We amplify the voices of the best teachers and pastors.
- We are **Bible-Lovers** - We unapologetically base our teaching and lives on the truth of the Bible.
- We are **Multipliers** - We partner with leaders, pastors and Christian business owners to help them mobilize people to action.

1.7 RightNow's Statement of Faith

RightNow operates under the grace of Almighty God. We serve local churches that represent diverse traditions and denominational affiliations. Our desire is to work in harmony on the basis of the essential doctrines listed below.

The Bible is the inspired, infallible, inerrant and authoritative Word of God.

There is **one God**, eternally existent in three persons: Father, Son, and Holy Spirit.

Jesus Christ is the eternal Son of God, both fully God and fully human. He was born of a virgin, lived a sinless life, died as the sacrificial substitute to pay for the penalty of sin, physically rose from the dead, ascended into heaven and He will one day physically return.

The **Holy Spirit** indwells all believers, accomplishing His regenerating and sanctifying work unto eternal life.

God created man and woman in His perfect image with equality across lines of ethnicity, gender and class. **All humanity**, Christ excluded, is sinful by both birth and action.

The deserved penalty for **sin** is physical and spiritual death.

Salvation in our Lord Jesus Christ is a redemptive process, wholly of God, in which believers participate solely on the basis of His grace through their faith in Jesus.

Both the saved and the lost will be **resurrected** to their final judgment before God. Those who, in their earthly life, turned from sin and to Jesus in faith and repentance will be raised to eternal reward. Those who did not turn from sin and to Jesus will be raised to eternal punishment.

II. Classification of Employees

2.1 Full-Time/Part-Time/Temporary Employees

Full-Time Employees - A full-time employee is an employee who is regularly scheduled to work at least 30 hours each week.

Part-Time Employees - Employees who are regularly assigned to work less than full-time are considered regular part-time. While part-time employees may occasionally work 30 or more hours in a particular workweek, or in a series of workweeks, that by itself will not change their regular schedule. Individuals in this category are generally not entitled to any employee benefits from RightNow unless otherwise stated.

Temporary Employees - A temporary employee is employed on a temporary basis. Temporary employees are hired to assist a department with special projects or when a department has a higher volume of work. Temporary employees may also include student interns who are typically hired for the summer. Internships may be paid or unpaid positions, depending on the program. Student interns are not eligible for any employee benefits from RightNow.

2.2 Exempt/Non-exempt

An employee's position may be classified as "non-exempt" or "exempt" depending on the nature of the work and the role within the organization.

Employees who are salaried and whose positions are considered as "executive," "administrative," or "professional" under the guidelines of the U.S. Department of Labor are classified as exempt—meaning that they are not entitled to overtime pay and are excluded from certain provisions of federal and state wage and hour laws.

Other employees are classified as non-exempt and are entitled to overtime pay for time worked beyond 40 hours in a workweek. Non-exempt employees are required to submit accurate time records of all hours worked. They are not permitted to work overtime without prior written approval from their manager; nor are they permitted to work "off the clock" (and, if requested to do so, should notify Human Resources immediately)

According to FLSA (Fair Labor Standards Act) guidelines, exempt (salaried) employees do not keep track of their hours for compensation reasons, but RightNow does require tracking time to show PTO taken. Salaried employees work the hours needed to get

their job done. Positions must meet FLSA requirements/testing in order to be classified as exempt.

The determination of whether you are an “exempt” employee depends on your actual job duties, not your job title. You will be advised of your classification at the time you are hired or if your job duties subsequently change.

RightNow will inform each employee of his or her classification and will record such classification in the employee’s employment record. If an employee feels that he/she has been misclassified for overtime purposes or otherwise, an appeal may be made to the President. The employee should draft a memo outlining all the reasons he/she believes a misclassification has occurred and deliver it to Human Resources for presentation to the President. The President, in consultation with Human Resources, shall have 15 days to investigate sufficient facts to determine the proper classification, which decision shall be final. If a misclassification was made initially, the employee will receive any wages and back pay required by law, and appropriate corrective measures will be instituted to mitigate further errors in classifications.

III. General Employment Policies

3.1 Orientation Period

Except as otherwise provided, each new employee’s first 90 days of employment shall be considered an orientation period. During this orientation period, employees will receive preparation through training and on-the-job experience to perform their assigned duties. As new employees begin their employment with RightNow, questions or concerns may arise. Staff should always feel welcome to talk with their manager for guidance, answers or clarification. RightNow is committed to each employee. Preparing staff for success is our priority.

3.2 Job Descriptions

Employees will generally have a job description outlining their duties, responsibilities, and salary. Each job description should be reviewed at least annually by the employee and their manager to ensure that the information contained in the job description is accurate and up to date. Managers should inform the Human Resources Department of any changes or updates to the employee’s job description.

3.3 Office Hours

Each team in the office has different core hours. But most people are in the building working between 8:00am–6:00pm Monday through Thursday and 8:00am–4:00pm on Friday. Check with your manager about your team’s working schedule.

If you may be late to work, leave work early, or be gone from the office for any amount of time, it’s critical that you get approval from your **manager** in advance and **email your team** your schedule so they are aware.

3.4 Working from Home

On rare occasions there might be an approved reason to work from home. All non-exempt employees must count and record time spent working from home. However, all work from home must be pre-approved, and working from home without prior approval from your manager is cause for disciplinary action.

3.5 Absenteeism and Tardiness

Employees are expected to report for work when scheduled. If an employee cannot report for work, they are required to notify their manager as far in advance of the scheduled work time as possible and in all instances within at least one hour before they are scheduled for work, unless a legitimate, health-related reason exists for the delay.

Each role is essential to RightNow’s overall ministry; therefore, excessive absenteeism or tardiness will not be tolerated. Absenteeism and tardiness hinders the attainment of the organization’s goals and objectives. Unexcused and excessive absenteeism and tardiness will be addressed by the employee’s manager and may lead to further disciplinary action up to and including termination.

3.6 Open Door Policy

RightNow strives to provide a work environment that is free of strife or disagreements. Misunderstandings may, however, occasionally arise or unhappiness may occur. RightNow encourages all employees to immediately bring these matters to light for quick resolution. Talking face-to-face is a great way to achieve what we all want—an enjoyable workplace in which all individuals work in a spirit of mutual cooperation and respect. RightNow firmly believes that the best interests of all employees can be served from within and that we are each individually responsible for contributing to the strong team spirit that is necessary for all to flourish.

In our spirit of open communication, we believe in the open-door policy. This means that every employee has the right to speak out on issues, raise questions, or voice complaints to their manager or other members of management. RightNow believes that if an employee has a work-related problem or suggestion, the matter should receive the prompt consideration of those who are in management positions.

Any questions or complaints should be discussed directly with the employee's manager. If the manager is not available, or the question or complaint relates to him or her, or if the employee is not satisfied with the manager's response, the employee should then direct the matter to their manager, then to Human Resources and, finally, to the President. All discussions should occur as soon as possible.

3.7 Lunch and Breaks

RightNow encourages employees to take a break throughout the workday. Working straight through the day will lead to burnout. Because different teams have different working schedules the lunch and break times will differ slightly from team to team. Talk with your manager about your team's lunch schedule. Most lunches will be 30 or 60 minutes long. Your lunch break does not count for "working hours" and the time spent during lunch should not be recorded as time worked on your Time Sheet. Check with your manager before taking lunch breaks longer than normal.

On rare occasions you might have a work-related meeting over lunch. You may count work-related lunches towards your hours worked if it is pre-approved by your manager.

In addition to the lunch break it is healthy to "unplug" for a few minutes in the morning and/or afternoon. Depending on the team you are on, you will have one or two paid 15 minutes breaks. We encourage you to take a walk, get a snack, make a phone call, check Facebook, read news—something to give yourself a break. As long as you keep this break no longer than 15 minutes it can be considered part of your "working hours."

3.8 Entire Team Lunch Meetings

To provide information, encouragement, prayer, and inspiration, several times throughout the year, a meeting is held for all employees. Employee attendance is expected if it is their regularly scheduled workday in the office. The meeting may consist of praise and worship time, ministry updates, prayer time and organizational, department or policy updates.

3.9 Dress Code

When at work, employees are responsible for maintaining a professional image and representing RightNow and themselves well, both to internal staff and external visitors. RightNow's office attire is considered casual or as needed professional attire when meeting with outside vendors, partners, board members, etc.

Men

- Long pants or nice blue jeans
- Collared button-down, collared pullover shirt or sweater/fleece (no t-shirts)
- Close-toed shoes

Women

- Conservative dresses, skirts, pants or nice jeans without holes (leggings and knit pants can only be worn under a dress or skirt)
- Conservative and professional tops (off-the-shoulder tops, t-shirts, or bra revealing tops are not allowed)
- Shoes must appear professional and clean
- Clothing must be conservative and non-revealing from all angles

RightNow branded t-shirts can be worn most of the time at the office. However, we encourage you to wear more professional attire as needed for important meetings with clients or other guests

Attire of those who perform manual labor or on-location work with a camera crew or other equipment should be safe and suitable for the work conditions and may be other than described above to achieve these goals.

When an employee's dress does not comply with established standards or expectations, the manager will discuss the matter with the employee if they are of the same gender. If the employee is of a different gender, the manager will ask a member of the Executive Team who is of that gender to discuss the matter with the employee. If an employee fails or repeatedly fails to comply with dress code expectations, a manager may initiate disciplinary action.

If a policy violation occurs, the employee may be sent off the job site immediately, instructed to return dressed in more appropriate clothing, and placed on authorized leave without pay for the period absent from work, depending on their exempt/non-exempt status.

3.10 Be Men and Women Above Reproach

In 1 Timothy 3:2 it calls for elders of the church to be "above reproach" which simply means to be without blame or suspicion. Though we aren't elders of a church, we are asking employees of RightNow to live with standards that are different from the world's standards and reflect our commitment to Christ. As a ministry we want all employees to strive to live with an "above reproach" mindset inside these walls and outside these walls. An example of living above reproach is reflected in these three policies:

1. No man and woman should travel alone together in a car for in-town work projects (groups of 3 or more are acceptable).
2. No man and woman should travel alone together for out-of-town shoots and meetings (groups of 3 or more are acceptable).
3. When meeting with churches and customers for meals, no man and woman should meet alone. One on one meetings with customers held in an office is acceptable and meals with groups of 3 or more is acceptable.

These policies apply to all team members and will be enforced across the organization. If you have additional questions about this policy or a specific situation to discuss, please contact Human Resources.

3.11 Using Company Car

A RightNow-owned vehicle may be provided for use for RightNow-related travel.

- You must get pre-approval from your manager.
- All drivers must have a valid driver's license any time they are driving on company business. Any employee who has a driver's license revoked or suspended shall immediately notify his/her manager and discontinue driving on company business. Failure to do so may result in disciplinary action, including dismissal.
- All drivers operating a RightNow vehicle must provide RightNow with a copy of his/her valid Texas Driver's license. The driver's license may be examined for any restrictions and the employee shall inform the employee's manager of any such restrictions. An MVR may be requested at the time of hire and from time to time thereafter for any employee whose job requires him/her to drive a RightNow vehicle.
- An employee whose job requires him/her to drive a RightNow vehicle must remain insurable by RightNow's insurance carriers. Any driver who becomes uninsurable, as determined by RightNow's insurance carrier, agrees to be re-assigned to other duties or terminated from employment, at RightNow's discretion.
- Driving a RightNow vehicle while under the influence of alcohol and/or drugs is strictly prohibited.
- Any employee driving a RightNow vehicle must report any violation of any motor vehicle laws for which they are cited by a law enforcement authority to RightNow immediately or as soon as possible, following the event.
- An employee must report all motor vehicle accidents and/or vehicle damage involving a RightNow vehicle to his/her manager immediately. If the manager is not available, report the accident to Human Resources.
- Traffic rules and regulations shall be complied with at all times. RightNow will not pay for traffic tickets, whether an employee is driving a RightNow vehicle or his/her own personal vehicle. If the employee receives a ticket while on RightNow business, he/she will be responsible for paying the fine(s).
- Employees should not use hand-held cell phones for calls or texting while driving. Should an employee need to make a call while driving, he/she should locate a lawfully designated area to park and make the call or use a hands-free device.
- Seat belts shall be worn at all times when driving a RightNow vehicle.
- Track the miles in the logbook every time you use a RightNow vehicle.
- Keep all RightNow vehicles free from trash and clutter.
- Employees should not return a RightNow vehicle with less than a quarter tank of gas.

3.12 Care and Use of the RightNow Office Building

Our ministry has made a substantial investment in the purchase of an office building, furniture, computers, etc. Time, money and energy were put into creating a great representation of our creativity and professionalism. Below is a non-exclusive list of expectations that will help us all keep our building looking good.

- Your personal property is your responsibility. Any purses, bags, electronics or other personal items that you bring to the office or take with you on trips are your responsibility to protect from theft and damage.
- The office is to be used for RightNow purposes only. Family parties, gatherings, baby showers are not allowed at the office.
- Many employees work in open-air offices or cubicles, please be respectful of your noise level and activity in these areas so you do not disturb others in the workplace.
- RightNow will have control over the heating and the air conditioning. If your office is too hot or too cold, please talk to your manager so they can make the proper thermostat adjustments.
- FURNITURE: For consistency, each team's workstations will be set-up the same in regards to placement of desks, chairs, computer monitors and phones. Do not bring in personal furniture. If alternate furnishings are needed to accommodate a qualified disability, please contact your manager and RightNow will work with you to address the need.
- WALLS: Nothing is to be taped or tacked to any of the walls or doors. Please do not bring in personal art to hang on the walls.
- DESKS AND FLOORS: Clutter has a way of accumulating slowly and before you know it the clutter can overrun the environment. We recommend that you bring a handful of frames or personal objects that will help make your office space feel like you. Drawers and shelves should be used to store personal items and other work tools. The office floor is not a storage place for stacked items as such conditions may cause a safety hazard.
- The dishwasher is for corporate use only. Individual dishes are to be hand washed.

3.13 Personal Property

RightNow is not responsible for personal property that is lost, stolen, or damaged. Make sure your personal belongings are in a safe place during the day and that you take your belongings with you after work. Any desks, cabinets, closets and other storage devices remain the sole property of RightNow. Accordingly, they, as well as any articles found within them, may be inspected by management at any time, with or without prior notice.

3.14 Drug-Free Workplace

RightNow intends to help provide a safe and drug-free work environment for our employees. That commitment is jeopardized when any employee uses illegal drugs on the job, comes to work under the influence of alcohol or drugs, or possesses, distributes

or sells drugs in the workplace. RightNow has established that the following are violations of RightNow policy:

1. Possessing, using, selling, dispensing, or manufacturing controlled substances at work.
2. Reporting to work under the influence of alcohol or illegal drugs.
3. Illegal use or abuse of prescription drugs.

Everyone shares in the responsibility for maintaining a safe work environment and co-workers should encourage anyone who may have a drug problem to seek help. The goal of this policy is to balance our respect for privacy with the need to maintain a safe, productive and drug-free environment. Violations of this policy are subject to disciplinary action, up to and including termination.

RightNow reserves the right to conduct searches of desks, equipment and personal property located in or on, or brought in or onto, RightNow's premises. RightNow reserves the right to use other investigative methods when reasonable suspicion exists to indicate possible drug and/or alcohol possession, abuse or impairment. Refusal to cooperate in the conducting of a search provided for in this provision may be considered to be a violation of this policy.

In furtherance of this policy, and in accordance with applicable law, RightNow may conduct random drug screening, reasonable suspicion testing, testing after on-the-job accidents, and testing after a leave of absence. Refusing to take any drug or alcohol test may result in termination of employment. If an employee tests positive for illegal drugs, the employee may be disciplined, up to termination of employment. Employees are encouraged to report that they need assistance with a drug or alcohol problem before being requested to take a test.

3.15 Guests and Our Building

For the safety of our team we ask that all guests of our building sign in at the reception desk and wear a Guest Badge at all times during their visit. This includes family members of our team.

3.16 Security Procedures

We take the protection of our team and our building seriously. You play an important part of security by taking these measures into account:

- All team members must wear a RightNow name badge to make it easy to identify who is supposed to be in the building. Please wear this badge walking into our building and leaving our building. There will be a \$10 replacement charge for lost badges.
- Never prop the exterior doors open for any reason.
- All guests must check in at the front desk. Please do not hold open the side or back doors for those not wearing a RightNow team badge or a guest badge. Direct all guests to the front doors and they will be given a guest badge.

- Your key fob is valuable. Each fob is programmed to specific access to parts of the building based on the team you are on. If you lose your key fob, please report it immediately so that we can deactivate it. There will be a \$25 replacement charge.
- In the event you encounter a situation that you consider suspicious in nature in or around the building, the following measures need to be taken:
 - Do not confront any suspicious person by yourself.
 - Make sure you are in a safe area, either in your car or in the building.
 - If you are outside, call someone in the building and let him or her know what is happening.
 - If you cannot reach anyone inside, call the police and report the situation immediately.
 - If you receive a call from an employee from outside the building letting you know of a suspicious situation, call the police non-emergency number immediately and let them know what is happening. If the situation is an emergency, **call 9-1-1 immediately**. Please use discretion and care in such determinations, with the safety of yourself and others being of utmost importance. Thereafter, contact a member of the Executive Leadership Team as quickly as possible.
 - Make a written record of the incident and give it to a manager as soon as possible.

There are security cameras in use outside and inside of the RightNow Media building. This footage is recorded and used in case of an issue that needs further investigating.

RightNow Media limits access to the server room in order to minimize the risk of compromise of data and to ensure reliability and integrity of data. A surveillance system has also been installed with monitoring throughout the building, including exterior entrances and critical areas being monitored.

Smoke detectors, sprinklers and fire extinguishers are also present to limit the risk of damage to equipment. Employees are expected to know where the fire extinguishers are located, how to use them, and the procedures to follow in the event of an emergency.

Power shutdowns, surges and electrical spikes can damage RightNow equipment. To minimize risks associated with these events, RightNow equips all major servers, network peripherals, and mission critical desktops with UPS systems. All workstations and electronic equipment, including printers and other peripherals, are equipped with surge protection devices. UPS and surge protection systems are inspected and tested annually to ensure proper functioning. Employees are not to use or plug equipment in without proper surge protection.

More information about emergency procedures can be found in your HR platform account

3.17 Tornado and Severe Weather Procedures

Our building is not a storm shelter but in the case of a tornado or high winds the main goal is for everyone to find an interior room in the building and get away from exterior windows.

3.18 Smoke-Free Workplace

RightNow provides a work environment that is smoke-free. Smoking is strictly prohibited on all company-owned property and facilities. For purposes of this policy, smoking includes the use of electronic smoking devices, such as electronic cigarettes, cigars, pipes or hookahs, that create an aerosol or vapor. Employees that observe other individuals smoking in the workplace have a right to object and should report the violation to their supervisor or to another member of management. Employees will not be disciplined or retaliated against for reporting smoking that violates this policy.

Employees that violate this policy or who tamper with No Smoking signs may be subject to disciplinary action up to and including termination.

3.19 Employment Records

A separate file on each employee including employment application or resume, indicating education, experience, records, and other pertinent information is maintained by RightNow. These records are property of RightNow and are used for a variety of purposes including, compliance with government regulations, providing information for payroll deductions, determining individual eligibility for RightNow insurance and other benefit programs, pay adjustments and employment advancements.

Maintenance of correct, up-to-date data in the file is important to RightNow and the specific employee. To update your information please login to your HR platform account and make the changes. If the change you need to make is not available in the self-service HR platform, please contact Human Resources. Changes to employee information include the following:

- A. Name
- B. Address
- C. Telephone Number
- D. Marital Status
- E. Beneficiaries to be named on insurance policies and company benefit plans
- F. Number of dependents for withholding purposes
- G. Person(s) to be notified in event of emergency
- H. Military status (if applicable)

All information contained in the personnel file is the property of RightNow and is not available for review by anyone other than the employee and the Human Resources department. Employees may examine their personnel files after contacting Human Resources in advance to schedule an appointment; however, these documents may not be removed from RightNow's premises or photocopied without the specific authorization of Human Resources.

3.20 Inclement Weather and Building Closures

We want you to be safe on the road—but we know that people are coming in from all over the metroplex and the weather affects each region differently. Some people might have no trouble getting to work while others might feel it's too dangerous. We do not close the office for inclement weather.

Employees may use PTO for any time missed due to inclement weather but are not required. Employees who do not use PTO will be unpaid for the time they are unable to make it to the office.

If the McKinney ISD closes due to inclement weather, it will be acceptable to come late. Please communicate with your Manager about your schedule.

3.21 Travel

The following guidelines should be followed in regards to travel for RightNow related activities:

1. All travel and expenses should be pre-approved by your manager.
2. Make sure your manager has written details about your flight info, hotel info and names of other employees traveling with you.
3. Mileage may only be tracked to and from the office (or the lesser distance). Mileage reimbursement for travel over 5 miles is 58 cents a mile. All mileage reports should be submitted through Certify (the website/app we use to track our expenses) and should include the nature of the business and the names of the persons involved. The company vehicle should be used when available for business-related travel. When driving your personal vehicle to the airport, we will reimburse \$45 for trips to/from DFW Airport and \$50 for trips to/from Dallas Love Field Airport (this includes toll charges).
4. A per diem of up to \$13/day is provided if parking your car at the DFW airport or Dallas Love Field airport.
5. Airlines, hotels and car rental companies charge different rates for different parts of the country. We ask that each employee booking their travel to spend conservatively. For airfares book a coach ticket that is reasonably priced. Booking in advance will ensure that you get the best rates. American Airlines, Southwest Airlines and Orbitz are good places to search for flights in and out of Dallas. For hotels, book a standard hotel room with a known brand like Comfort or La Quinta. Though it will vary in different cities, in most cases you should look for a room that's between \$80-\$110 per night (before taxes). For car rentals, book an economy or compact car unless you know that your production gear or other passengers require a larger vehicle.
6. A \$45 per diem is paid for each full day on the road to cover personal expenses like meals, snacks, etc. For partial days the per diem is broken down as follows; breakfast \$10, lunch \$15 and dinner \$20.
7. Expenses of non-business related accompanying parties (such as a spouse) will not be covered. You are responsible for paying for any part of your trip that is for personal reasons including the travel expenses for a spouse or the additional travel expenses for extending your trip beyond what is necessary for RightNow

business. You should pay for those personal trip expenses with your own credit card. If any personal trip expenses are paid for with a RightNow Credit card then as soon as you return, document the expenses and write a check to RightNow to cover the personal travel expenses.

8. RightNow has an auto insurance policy that protects against claims alleged for bodily injury and property damage arising out of the use of vehicles leased, hired, rented, or borrowed by you while in the course of business. Note that this coverage does not apply when vehicles are leased, hired, rented, or borrowed from one of your employees or a member of your household. **Decline insurance coverage offered by the rental company.** Please see Human Resources if you are renting a car and need a copy of our insurance card.
9. The corporate credit card for RightNow can be used to cover airline tickets, corporate purchases, and meals when entertaining pastors, missionaries, employees for meetings, Board members, or conducting ministry business.
10. After travel is complete, all business-related travel expenditures should be submitted through Certify in order to be approved by your manager.
11. You must fairly track your working hours while traveling. This includes travel time, business meetings, video shoots, etc. Your manager has to approve any Bonus time requested for hours worked while traveling.

3.22 Use of Credit Cards

All employees who use a RightNow issued credit card are required to read and sign a Credit Card Policy document. The policy outlines the following:

- Use RightNow credit card only for RightNow related purchases.
- Every charge should be documented using Certify.
- If a RightNow credit card is used for personal reasons, or if documentation of the expense is inadequate, the employee is required to return the funds to RightNow by check or wage reduction. Any deduction from wages shall be in accordance a Wage Deduction Authorization Agreement or other agreement signed by the employee.

3.23 Freelance Work

As an employee of RightNow, your first commitment is to your regularly scheduled workday. At no time are you allowed to work on an outside project that is a direct conflict of interest with our ministry. In addition, you may not work on a freelance project at RightNow's office building during business hours. No RightNow equipment may be used for non-business projects unless you receive permission to rent the equipment. Check with your manager if you have any questions about outside projects you are considering that might conflict with the interests of RightNow.

3.24 Copyright of Materials

All work prepared by an employee within the scope of his or her employment will be owned by RightNow. Limited examples of such work includes: books written, music

arrangements, films, photographs (in any medium), and software developed on or through RightNow equipment or in the course of the employee's duties.

In the absence of a written agreement with RightNow, RightNow owns all works prepared by an employee in the scope of his or her employment. Employees are encouraged to do all personal tasks at home and not at work. Employees should refrain from creating personal items during normal office hours. Employees should not use RightNow equipment, supplies, or personnel when creating personal items. Employees may not use any RightNow equipment, supplies or personnel when performing outside contract work unless a rental agreement is in place.

RightNow owns the copyright of all completed/printed materials completed for RightNow's business. RightNow will have the exclusive right to publish or license others to publish or use materials prepared by employees in as many different forms as deemed appropriate by RightNow.

RightNow may publish or permit others to publish any materials without compensation to the employee(s) involved in writing/editing materials. If RightNow discontinues a product or a work, RightNow still maintains the copyright on that product or work. If an employee is interested in duplicating any discontinued RightNow products or items, they must first receive written approval from RightNow.

3.25 Conflict of Interest Policy

RightNow prohibits its employees from engaging in any activity, practice, or conduct which conflicts with, or appears to conflict with, the interest of RightNow. As staff carry out their responsibilities, the potential for a conflict of interest arises in situations in which a person is responsible for promoting one interest at the same time he/she is involved in a competing interest. Conflicts of interest should always be avoided, or if they arise, the employee should fully disclose the matter to a manager or Human Resources.

Related party transactions occur between two or more parties with interlinking relationships. These transactions should be disclosed to the employee's manager and the Executive Team will evaluate to ensure decisions are made on a sound economic basis. Related parties should be excluded from discussion and approval of related party transactions. Competitive bids or comparable valuations must be obtained.

Involvement in serving on other boards should be discussed with an employee's immediate manager to confirm participation is not a conflict or concern for the organization. RightNow encourages staff to be involved in ministry within their local church and community on their own time. Written approval by the employee's manager is required for an employee to serve on a board that is a ministry partner, supplier, or involved in similar ministry activities as RightNow.

RightNow employees are not to accept gifts in excess of \$50, or any special discounts or loans from any person or firm doing, or seeking to do, business with RightNow.

Employees are not to give, offer, or promise, directly or indirectly, anything of value to any representative of a donor or customer in connection with any transaction or business that RightNow may have with that donor/customer.

Employees shall not earn other income from sources (including but not limited to consulting fees, speaking or preaching honorarium, royalties) as a result of their work responsibilities at RightNow. All such payments received by staff shall be given to RightNow or in lieu of same, have their salary reduced accordingly. Secondary income is to be disclosed to an employee's immediate manager and is to be earned during non-work time and not related to RightNow operations. In addition, RightNow staff will not fundraise for any other organizations similar to RightNow while employed at RightNow.

3.26 Confidentiality Policy

RightNow employees will have access to Confidential Information as a result of conducting RightNow business.

Confidential Information is limited to that information which is generally not known to the public, is not in the public domain, or available through reference to general library sources.

"Confidential Information" shall include, but not be limited to, the following types of information, both existing and contemplated, and regarding RightNow: corporate information, including contractual licensing arrangements, plans, strategies, tactics, policies, resolutions, copyrights, and any litigation or negotiations; marketing information, including fundraising or marketing plans, strategies, tactics, methods, donors and donor information, prospects, or market research data; financial information, including costs and performance data, debt arrangements; human resource information, including personnel lists, resumes, personnel data, organizational structure and performance evaluations.

Confidential Information does not include general skills and experience acquired by an employee during employment with RightNow.

Accordingly, to protect RightNow's Confidential Information that will be disclosed to employees, all employees will agree to the following:

1. Employee will hold the Confidential Information received from RightNow in strictest confidence and shall exercise a reasonable degree of care to prevent disclosure to others.
2. Employee will not disclose or divulge either directly or indirectly the Confidential Information to others unless first authorized to do so in writing by RightNow.
3. Employee will not reproduce the Confidential Information nor use this Information for any other purpose other than the performance of his/her responsibilities for RightNow. If an employee leaves RightNow, either by termination or resignation, all information is deemed confidential and cannot be used by the former employee in any other organization. This is especially true of donor and partner contacts. Employees may be required to sign a confidentiality agreement upon hire, at any time during employment, and/or upon departure.

4. RightNow reserves the right to take disciplinary action, up to and including termination, for violations of this policy.

Employees should use sound judgment and good common sense, but if at any time employees are uncertain as to whether they should divulge information or answer questions, they should consult their supervisor. In accordance with the Defend Trade Secrets Act of 2016, employees have the right to disclose confidential information and trade secret information in certain circumstances to federal, state, or local government employees for the sole purpose of reporting or investigating suspected violations of the law. Nothing in this policy prohibits an employee from accessing or using Confidential Information if necessary to report a violation of law or complaint to any federal or state government agency

3.27 Solicitation and Distribution of Literature

Solicitation by employees is prohibited on working time, in working areas. This policy applies where either the solicitor or the individual being solicited is on working time and encompasses solicitation by employees for money, memberships, subscriptions, signatures on petitions, etc., on behalf of any person, group, society, labor organization, religious or charitable body, political body, or similar association.

Employees may solicit other employees in non-working areas on non-working time, such as lunchtime, breaks, or before and after work. Distribution of literature by employees is prohibited on working time or in working areas. Employees may distribute literature in non-working areas, such as the employee break room, when none of the employees involved are on working time.

Solicitation by non-employees or distribution by non-employees on the RightNow Ministries' premises is prohibited. It is our policy to limit access to our premises to donors, employees, board members, volunteers, customers, and vendors.

3.28 Disciplinary Procedure

It is the policy of RightNow that all employees are expected to comply with RightNow's performance standards and that any noncompliance with these standards must be remedied when appropriate. RightNow supports a process of disciplinary action in attempting to provide employees with an understanding of their deficiencies and an opportunity to improve, where RightNow deems appropriate,

RightNow reserves the right to administer discipline in a manner that is most effective for the specific circumstances. **Nothing contained herein alters RightNow's employment at-will status and RightNow reserves the right to bypass any or all corrective actions, warnings or instructions and proceed immediately with termination, depending on the severity, frequency, or combination of infractions as determined by RightNow in its sole discretion.**

RightNow's progressive disciplinary procedure generally consists of the following steps:

If an employee is not meeting RightNow's performance standard or the employee is displaying unacceptable behavior, the employee's manager may work in cooperation with Human Resources and use the steps for a verbal warning as outlined below:

1. Meet with the employee to discuss the matter.
2. Inform the employee of the nature of the problem and action necessary to correct it.
3. Prepare a memorandum signed by both the manager and employee for the personnel records indicating that the meeting has taken place.

If there is a second occurrence of the outlined behavior or performance issue, the manager may meet with the employee again along with a representative from Human Resources and take the following action:

1. Meet together with the employee explaining that they are being put on a written warning that could result in further disciplinary action up to and including termination.
2. Inform the employee along with clear documentation of the behavior or performance issue and the action necessary to correct it.
3. Provide the employee with a timeframe of the length of time that they will be on written warning and when they should expect to meet again to review the employee's status.
4. Finalize the written warning and have the document signed by both the manager and the employee with a copy provided to Human Resources for the employee's personnel file.

The disciplinary procedures described above may also be applied to an employee who is experiencing a series of unrelated problems involving job performance and/or behavior.

As stated above, providing corrective counseling or warnings is completely at the discretion of management. RightNow expressly reserves the right to discharge at-will. Even if corrective counseling is implemented, an employee's employment may be terminated at any stage or at any time at the discretion of management. Management, in its sole discretion, may, either warn, reassign, suspend, or discharge any employee at-will, whichever RightNow chooses and at any time.

3.29 Termination of Employment

When an employee decides to voluntarily leave RightNow, a two-week notice should be given. The Human Resource department will schedule a time with exiting employees to review benefit items and conduct an exit interview.

When an employee voluntarily terminates employment with RightNow, they will receive a 50% payout of their remaining PTO provided they give two-week's notice. PTO payout for eligible employees will be included in their last paycheck. If the employee is terminated involuntarily, they will not be eligible for any payout of PTO.

An employee may be terminated by RightNow for any reason or no reason, provided that the reason is not an unlawful reason. Situations that may result in immediate dismissal include, but are not limited to: violation of RightNow policy, inability or refusal to adhere to a RightNow policy, failure to uphold RightNow's confidentiality policy, stealing, insubordination, excessive tardiness or absenteeism, failure to show up for scheduled work without notice or appropriate excuse, inability or refusal to handle job assignment and/or meet expected performance level, or conduct unbecoming of Christ-like expectations.

As stated in the IT Policy of this Handbook, all communication equipment is the property of RightNow, which includes desktops, laptops, hard drives and RightNow phone system and voicemail. Any files, pictures, email, etc. that is of a personal nature will not be provided to the employee upon the employee's departure. It is the employee's responsibility to maintain their personal records on non-RightNow equipment. All RightNow information on personal equipment (such as cell phones) will be secured by RightNow at time of termination.

IV. Compensation and Benefits

4.1 Payday Schedule

Employees are paid every other Friday. Payday does not include those hours worked the week of payday, so the pay period is generally delayed by one week. RightNow will not allow any pay advances. If a payday falls on a holiday, the payday will be made on the first non-holiday immediately before the payday.

RightNow provides direct deposit of paychecks. This is a service which saves employees' time and provides added security. With this option each paycheck will be automatically deposited to your designated checking or savings account (or divided between the two) as each employee may choose. Direct Deposit will be initiated by the employee on the payroll software.

Positions that have the potential to earn commission or bonus pay based on performance are only available to active employees and will stop on their last workday.

4.2 Overtime and Recording Time Worked

Non-exempt employees who work in excess of 40 hours in any workweek are entitled to be paid at one and one-half (1½) times their regular hourly rate of pay. However, non-exempt employees are not allowed to work more than 40 hours per week without their manager's express approval. Working unauthorized overtime is grounds for significant discipline up to or including immediate termination. Time not worked, even if paid (e.g. Paid Time Off (PTO) sick leave, holidays, bereavement leave, etc.), is not considered as hours worked for the purpose of calculating overtime.

Non-exempt employees' work hours must be accurately recorded per RightNow's time-recording processes in the HR platform. An employee must submit and approve his or her time cards to verify that the reported hours worked are complete and accurate and that there is no unrecorded or "off-the-clock" work. To ensure that payroll is correct, you should submit this information no later than Monday at noon of the following week.

The time card systems must accurately reflect all regular and overtime hours worked, any absences, early or late arrivals, early or late departures, meal breaks, PTO, and Holiday time. All employees must verify immediately that he or she has been paid correctly for all regular and overtime hours worked each workweek.

Non-exempt employees are prohibited from performing any "off-the-clock" work in any area related to their employment. "Off the clock" work means work performed but not reported on a time sheet. It is a violation of this Policy for an employee to fail to report or inaccurately report any hours worked.

Accurately recording time worked is the responsibility of every non-exempt employee. Federal and state laws require that RightNow maintain an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Exempt employees should comply with their manager's stated policy for tracking time worked. All employees must use the online time system to track PTO used.

4.3 Garnishment of Wages and Wage Deductions

Garnishment

If a court-ordered wage garnishment is received by the Human Resource Department, RightNow is required by law to withhold the required amount from an employee's bi-weekly paycheck. Human Resources will inform the employee when a wage garnishment is received and how their paycheck amount may be affected.

Other Wage Deductions Generally

In accordance with federal and state laws, earnings are withheld for federal income tax, the employee's share of FICA, and other mandated deductions. Upon the employee's written authority, additional money may be withheld for the group insurance programs, 403(b) contributions, and health savings plans, and for other purposes consistent with RightNow policy.

RightNow may also require payment for or otherwise deduct from the employee's compensation an amount to cover for the cost of repairing or replacing any RightNow supplies, materials, equipment, money, or other property that the employee may damage (other than normal wear and tear), lose, fail to return, or take without appropriate authorization from RightNow. Any deduction from wages shall be in accordance a Wage Deduction Authorization Agreement or other agreement signed by the employee. An employee's refusal to pay for or replace or reimburse RightNow for such property may be grounds for discipline, up to termination.

RightNow prohibits improper deductions from an employee's compensation. If an employee believes RightNow has made an improper deduction from the employee's compensation, the employee is encouraged to bring the matter to the attention of Human Resources for review and to provide any information necessary or requested to explain the employee's complaint.

If the deduction was improper, RightNow shall reimburse the employee for the amount improperly deducted, and RightNow will make a good faith commitment to comply in the future. RightNow prohibits all forms of retaliation against an employee who, in good faith, brings a complaint regarding a deduction from compensation.

4.4 Family Conference Scholarships

RightNow will pay up to \$200 per year towards the registration fee for a marriage, parenting, finance, singles conference or other religious-based, personal-improvement conference. RightNow believes it is important to carve out intentional time to focus on how God would have us to live during these different life stages. This event or retreat must be Christian-based. The scholarship will be paid directly to the church, ministry or organization hosting the conference.

The funds contributed by RightNow for marriage conferences, financial counseling or other personal benefit may constitute taxable income to the employee, and in such event, the amount contributed by RightNow for such programs will be included as wages on the employee's IRS Form W-2 and otherwise subject to applicable withholding.

More info and applications can be found in your HR platform account.

4.5 Mission Trip Scholarships

An opportunity to hate injustice is through international mission trips. If you have been on our team for a year or longer, you have the opportunity to receive a scholarship and PTO towards an international mission trip. We will consider a scholarship of \$500 and 2.5 days of PTO for employees who have worked with us between one and two years. For employees who have been here over two years we will consider a scholarship of \$1000 and 5 days of PTO. Serving overseas can be an incredible opportunity to see God at work in another culture. The trip must be gospel-focused and overseas. Brian Mosley and your Executive Team leader will be reviewing those applications.

The scholarship will be paid directly to the church or non-profit organization hosting the mission trip. The funds or other benefits contributed by RightNow may constitute taxable income to the employee, and in such event, the amount contributed will be included as wages on the employee's IRS Form W-2. RightNow reserves the right to review and approve all mission trips proposed under this program so that RightNow and the employee may understand their respective participation and tax or withholding responsibilities.

More info and applications can be found in your HR platform account.

4.6 Applicant Referral Bonus

RightNow offers a \$500 bonus to any employee who refers an applicant to RightNow who is hired for a full-time position. You must talk with Human Resources to verify your referral prior to an applicant being hired. If an employee's referral is hired, the bonus is paid after the new hire has completed 90 days with RightNow. Referrals of immediate family members do not qualify for this bonus. Employees who are a manager cannot receive a referral bonus for someone that they refer to their own team. Any bonus paid will be taxable compensation to the recipient.

4.7 Paid Time Off (PTO) Policy

One of our core values is that "We love our families." There will always be more work to do but not at the expense of family. To protect that value, our typical workweek does not include nights or weekends. We ask that all employees track their hours, PTO, and Holiday pay on a weekly basis and provide that information to their manager every week. It is up to the manager to approve the use of PTO for employees.

Full-time Exempt (Salaried) employees are expected to work during your team's normal business hours Monday- Friday. Salaried employees must use PTO on any week where they fall short of their expected hours. Bonus PTO might be awarded if there is a week when an employee works an extraordinarily long week. Full-time non-exempt (hourly) employees will use PTO when they fall short of their standard hours or get permission from their manager to have unpaid leave that week.

Part-time employees, temporary employees, and interns are not eligible to accrue PTO.

Paid Time Off (PTO) – Vacation, Sick days, etc.:

In addition to the 14 paid Holidays mentioned below, each RightNow employee will have Paid Time Off (PTO) to be used for vacations, sick days, attending funerals, doctor's appointments, and any other personal time away from work.

It is expected that all PTO hours will be used in the current calendar year. In rare circumstances your manager may approve up to 30 hours of PTO to be carried over into the next year.

Unless modified, we have established these guidelines for PTO. ELT members may add additional PTO days to their team members' balances with discretion.

PTO PROVIDED for CURRENT FULL TIME employees:

Each January PTO hours are credited to your account for use during the next 12 months. PTO hours are provided as follows:

		Starting in January of your ...				
		1st Full Year	2nd Full Year	3rd Full Year	4th Full Year	5th Full Year and beyond
PTO	Paid time off to use for vacation, illness and personal reasons.	80 hours (10 days)	120 hours (15 days)	120 hours (15 days)	120 hours (15 days)	144 hours (18 days)
Holidays	Standard holidays throughout the year including the "Christmas week shutdown" where we close the office between Christmas Eve and New Year's Day to enjoy time with family and friends during the Christmas season. Christmas shutdown week ends up being 11 straight days of rest ... 4 weekend days and 7 holidays.	14 days	14 days	14 days	14 days	14 days
Mission Scholarship	Available for international mission trips.	-	up to 2.5 days + \$500	up to 5 days + \$1000	up to 5 days + \$1000	up to 5 days + \$1000
Family Bonding	To use immediately after the birth or adoption of a child. Available for new moms and dads.	up to 5 days	up to 5 days	up to 5 days	up to 5 days	up to 5 days
Bereavement	To use in the event of death of a close relative.	up to 2 days	up to 2 days	up to 2 days	up to 2 days	up to 2 days

PTO PROVIDED for NEW employees:

All new full time employees are eligible for PTO upon employment. The hours granted are determined by the date of initial work for RightNow.

Month HIRED	PTO Granted Upon Employment
Jan-March	56 hours PTO
April-June	40 hours PTO
July-Sept	24 hours PTO
Oct-Dec	80 hours PTO starting Jan 1

4.8 Holidays

RightNow recognizes 14 paid holidays.

1. New Year's Day
2. Martin Luther King Jr. Day
3. Good Friday
4. Memorial Day
5. Independence Day
6. Labor Day
7. Thanksgiving Day
8. Day after Thanksgiving
9. Christmas Eve
10. Christmas Day
- 11-13. Three weekdays between Christmas and New Year's Eve
14. New Year's Eve

Full-time non-exempt employees (i.e. employees paid on an hourly basis) will be paid their regular hourly pay for mandated holidays, without deduction from PTO. These paid holiday hours will not count towards any overtime calculation for the applicable period.

Full-time exempt employees (i.e. salaried employees) will have no reduction in pay for mandated holidays, and the employees will not need to deduct PTO for the mandated holiday.

Part-time non-exempt employees are not eligible for paid holidays.

If a holiday falls on a Sunday, it will be observed on the following Monday. If a holiday falls on a Saturday, employees will be informed of which day RightNow will observe that holiday.

With the approval or direction of management, an employee may choose or be required to work on a mandated holiday. For those hours worked, he or she will be paid his or her regular salary or hourly pay, and at the discretion of management, the employee may receive up to 8 hours of holiday pay for the time worked on a mandated holiday.

4.9 Bereavement

Employees are permitted up to two (2) days paid leave in the event of a death in the employee's immediate family or of a close relative. Normal advance notice policies are not required, but notice should be given to a manager as soon as possible.

"Immediate family" includes an employee's parent, spouse, significant other, child, stepchild, sister or brother, parent-in-law, brother-in-law or sister-in-law, son-in-law or daughter-in-law, grandparent or grandchild.

The Executive Leadership Team may make additional time available when needed on a case-by-case basis. Pay for bereavement purposes will not be considered as time worked for the purposes of overtime. The employee should discuss with his/her manager how much time off is needed to attend to visitation/funeral details of a passing family member.

4.10 Jury Duty

The Company encourages all regular full-time and part-time employees to fulfill their civic responsibilities and to respond to jury service summons or subpoenas, attend court for prospective jury service or serve as a juror or grand juror. Under no circumstances will employees be terminated, threatened, intimidated, coerced or penalized because they request or take leave in accordance with this policy.

Employees must provide their supervisor with notice of any jury summons, grand jury summons or subpoena within a reasonable amount of time after receipt and before their appearance is required. Verification from the court clerk of having served may also be required.

Time spent engaged in attending court for prospective jury or grand jury service or for serving as a juror or grand juror is not compensable except that exempt employees will not incur any reduction in pay for a partial week's absence due to jury or grand juror duty. Employees who are absent from work while participating in the jury selection process or while serving as a juror or grand juror will not be asked or required to use any annual, vacation or sick leave during the absence.

4.11 Leave of Absence

In the event an employee would need to request a leave of absence, a Leave of Absence Request Form must be completed and returned to Human Resources. The form is located in the Human Resources Department. Upon receipt, Human Resources will work with the employee to determine if the leave is eligible under the Family Medical Leave Act (FMLA). Human Resources will work with both the employee and their manager on whether or not the leave will be approved and any other details surrounding the leave of absence (timing, length of leave, coverage, etc.)

RightNow complies with all Federal and State laws regarding leaves of absence. Unless you qualify for an extended leave accommodation under the Americans with Disabilities Act or other applicable law, if you are absent or unable to work for an extended period of time (such as beyond any accrued PTO or beyond any approved leave period), your employment with RightNow may be terminated.

RightNow will consider requests for short-term, non-FMLA, unpaid personal leaves of absence. RightNow retains the right to grant, deny, or extend any requests for personal leaves of absence on a case-by-case basis. If a personal leave of absence is granted, employees must first substitute and exhaust all accrued PTO before any unpaid leave begins.

4.12 Family and Medical Leave

RightNow will grant family and medical leave in accordance with the requirements of applicable federal and state law in effect at the time the leave is granted. Although the federal and state laws have different names, RightNow refers to these types of leaves collectively as "FMLA Leave."

Employee Eligibility

To be eligible for FMLA leave benefits, employees must: (1) have worked for RightNow for a total of at least 12 months; (2) have worked at least 1,250 hours over the previous

12 months as of the start of the leave; and (3) have worked at a location where at least 50 employees are employed by RightNow within 75 miles, as of the date the leave is requested. Eligibility requirements may differ for employees who have been on a protected military leave of absence. If employees are unsure whether they qualify for FMLA leave, they should contact Human Resources

Reasons for Leave

Federal and state laws allow FMLA leave for various reasons. Because employees' legal rights and obligations may vary depending upon the reason for the FMLA leave, it is important to identify the purpose or reason for the leave. FMLA leave may be used for one of the following reasons, in addition to any reason covered by an applicable state family/medical leave law:

- The birth, adoption or foster care of an employee's child within 12 months following birth or placement of the child (Bonding Leave);
- To care for an immediate family member (spouse, child, or parent) with a serious health condition (Family Care Leave);
- An employee's inability to work because of a serious health condition (Serious Health Condition Leave);
- A "qualifying exigency," as defined under the FMLA, arising from a spouse's, child's or parent's "covered active duty" as a member of the military reserves, National Guard or Armed Forces (Military Emergency Leave); or
- To care for a spouse, child, parent or next of kin (nearest blood relative) who is a "Covered Servicemember," (Military Caregiver Leave).

Definitions

- **"Child,"** for purposes of Bonding Leave and Family Care Leave, means a biological, adopted or foster child; a stepchild; a legal ward; or a child of a person standing in loco parentis, who is either under age 18, or age 18 or older and incapable of self-care because of a mental or physical disability at the time that Family and Medical Leave is to commence
- **"Parent,"** for purposes of this policy, means a biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the person. This term does not include parents-in-law.
- **"Covered Active Duty"** means (1) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and (2) in the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty (or notification of an impending call or order to active duty) in support of a contingency operation as defined by applicable law.
- **"Covered Servicemember"** means (1) a member of the Armed Forces, including a member of a reserve component of the Armed Forces, who is undergoing medical treatment, recuperation or therapy; is otherwise in outpatient status; or is otherwise on the temporary disability retired list, for a serious injury or illness incurred or aggravated in the line of duty while on active

duty that may render the individual medically unfit to perform his or her military duties; or (2) a person who, during the five years prior to the treatment necessitating the leave, served in the active military, Naval or Air Service, and who was discharged or released under conditions other than dishonorable (a "veteran" as defined by the Department of Veteran Affairs), and who has a qualifying injury or illness incurred or aggravated in the line of duty while on active duty that manifested itself before or after the member became a veteran. For purposes of determining the five-year period for covered veteran status, the period between October 28, 2009, and March 8, 2013, is excluded.

- **"Spouse"** means the other person with whom an individual entered into marriage as defined or recognized under state law in the state in which the marriage was entered into, or, in the case of a marriage entered into outside of any state, if the marriage is valid in the place where entered into and could have been entered into in at least one state. This includes common law marriage or same sex marriage in places where these marriages are recognized.
- **"Key employee"** means a salaried FMLA-eligible employee who is among the highest paid 10 percent of all the employees employed by the employer within 75 miles of the employee's worksite.

Length of Leave

The maximum amount of FMLA leave will be 12 workweeks in any 12-month period when the leave is taken for: (1) Bonding Leave; (2) Family Care Leave; (3) Serious Health Condition Leave; and (4) Military Emergency Leave. However, if both spouses work for RightNow and are eligible for leave under this policy, the spouses will be limited to a total of 12 workweeks off between the two of them when the leave is for Bonding Leave or to care for a parent using Family Care Leave. The applicable "12-month period" utilized by RightNow is **the 12-month period measured forward from the date the employee's first FMLA leave**. Under this method the 12-month period is measured from the date the employee first uses any FMLA leave

The maximum amount of FMLA leave for an employee wishing to take Military Caregiver Leave will be a combined leave total of 26 workweeks in a single 12-month period. A "single 12-month period" begins on the date of the employee's first use of such leave and ends 12 months after that date. If both spouses work for RightNow and are eligible for leave under this policy, the spouses will be limited to a total of 26 workweeks off between the two when the leave is for Military Caregiver Leave only or is for a combination of Military Caregiver Leave, Military Emergency Leave, Bonding Leave and/or Family Care Leave taken to care for a parent.

To the extent required by law, some extensions to leave beyond an employee's FMLA entitlement may be granted when the leave is necessitated by an employee's work-related injury or illness or by a "disability" as defined under the Americans with Disabilities Act and/or applicable state or local law. Certain restrictions on these benefits may apply.

Intermittent or Reduced Schedule Leave

Under some circumstances, employees may take FMLA leave intermittently, which means taking leave in blocks of time or reducing the employee's normal weekly or daily

work schedule. An employee may take leave intermittently whenever it is medically necessary to care for a seriously ill family member or because the employee is seriously ill and unable to work. Leave due to military exigencies may also be taken on an intermittent basis.

Intermittent leave may be taken in increments of no less than one day. Employees who take leave intermittently or on a reduced work schedule basis for planned medical treatment must make a reasonable effort to schedule the leave so as not to unduly disrupt RightNow's operations. Please contact Human Resources prior to scheduling medical treatment. If FMLA leave is taken intermittently or on a reduced schedule basis due to planned medical treatment, we may require employees to transfer temporarily to an available alternative position with an equivalent pay rate and benefits, including a part-time position, to better accommodate recurring periods of leave.

If an employee's request for intermittent leave is approved, RightNow may later require employees to obtain recertification of their need for leave. For example, RightNow may request recertification if it receives information that casts doubt on an employee's report that an absence qualifies for FMLA leave.

Notice and Certification

Bonding, Family Care, Serious Health Condition and Military Caregiver Leave Requirements

Employees are required to provide:

- When the need for the leave is foreseeable, 30 days' advance notice or such notice as is both possible and practical if the leave must begin in fewer than 30 days (normally this would be the same day the employee becomes aware of the need for leave or the next business day);
- When the need for leave is not foreseeable, notice within the time prescribed by RightNow's normal absence reporting policy, unless unusual circumstances prevent compliance, in which case notice is required as soon as is otherwise possible and practical;
- When the leave relates to medical issues, a completed Certification of Health Care Provider form within 15 calendar days (for Military Caregiver Leave, an invitational travel order or invitational travel authorization may be submitted in lieu of a Certification of Health Care Provider form);
- Periodic recertification (if required by law); and
- Periodic reports during the leave.

Certification forms are available from Human Resources. At our expense, we may require a second or third medical opinion regarding the employee's own serious health condition or the serious health condition of the employee's family member. Employees are expected to cooperate with RightNow in obtaining additional medical opinions that we may require.

When leave is for planned medical treatment, employees must try to schedule treatment so as not to unduly disrupt RightNow's operation. Please contact Human Resources prior to scheduling planned medical treatment.

Recertification After Grant of Leave

In addition to the requirements listed above, if an employee's Family and Medical Leave is certified, RightNow may later require medical recertification in connection with an absence that the employee reports as qualifying for Family and Medical Leave. For example, RightNow may request recertification if (1) the employee requests an extension of leave; (2) the circumstances of the employee's condition as described by the previous certification change significantly (e.g., employee absences deviate from the duration or frequency set forth in the previous certification; employee's condition becomes more severe than indicated in the original certification; employee encounters complications); or (3) RightNow receives information that casts doubt upon the employee's stated reason for the absence. In addition, RightNow may request recertification in connection with an absence after six months have passed since the employee's original certification, regardless of the estimated duration of the serious health condition necessitating the need for leave. Any recertification requested by RightNow will be at the employee's expense.

Military Emergency Leave Requirements

Employees are required to provide:

- As much advance notice as is reasonable and practicable under the circumstances;
- A copy of the covered servicemember's active duty orders when the employee requests leave and/or documentation (such as Rest and Recuperation leave orders) issued by the military setting forth the dates of the servicemember's leave; and
- A completed Certification of Qualifying Exigency form within 15 calendar days, unless unusual circumstances exist to justify providing the form at a later date.

Certification forms are available from Human Resources.

Failure to Provide Notice or Certification and to Return From Leave

Absent unusual circumstances, failure to comply with these notice and certification requirements may result in a delay or denial of the leave. If an employee fails to return to work at the leave's expiration and has not obtained an extension of the leave, RightNow may presume that the employee does not plan to return to work and has voluntarily terminated his or her employment.

Compensation During Leave

Generally, FMLA leave is unpaid. However, employees may be eligible to receive benefits through state-sponsored programs or RightNow's sponsored wage-replacement benefit programs. All payments of wage-replacement benefits and accrued paid leave will be integrated so that employees will receive no greater compensation than their regular compensation during this period. RightNow will require employees to

use accrued PTO to cover some or all of the FMLA leave. The use of paid benefits will not extend the length of FMLA leave.

Unless permissible under state law, employees are prohibited from working for someone else while on RightNow's payroll during our core business hours or any hours that might interfere with an employee's ability to get work done for RightNow.

Benefits During Leave

RightNow will continue making contributions to employees' group health benefits during their leave on the same terms as if the employees had continued to actively work. If employees exhaust their PTO and are on unpaid leave, their benefit premiums will be held in arrears by our HR Platform and taken upon their return to work.

Employees taking Bonding Leave, Family Care Leave, Serious Health Condition Leave, and Military Emergency Leave will generally be provided with group health benefits for a 12-workweek period. Employees taking Military Caregiver Leave may be eligible to receive group health benefits coverage for up to a maximum of 26 workweeks. In some instances, RightNow may recover premiums it paid on an employee's behalf to maintain health coverage if the employee fails to return to work following FMLA leave.

Job Reinstatement

Under most circumstances, employees will be reinstated to the same position they held at the time of the leave or to an equivalent position with equivalent pay, benefits and other terms and conditions of employment. However, employees have no greater right to reinstatement than if they had been continuously employed rather than taken leave. For example, if an employee would have been laid off or his or her position would have been eliminated even if he or she had not gone on leave, then the employee will not be entitled to reinstatement.

Prior to being allowed to return to work, an employee wishing to return from a Serious Health Condition Leave must submit an acceptable release from a health care provider that certifies the employee can perform the essential functions of the job as those essential functions relate to the employee's serious health condition. For an employee on intermittent FMLA leave, such a release may be required if reasonable safety concerns exist regarding the employee's ability to perform his or her duties, based on the serious health condition for which the employee took the intermittent leave.

Key employees may be subject to reinstatement limitations in some circumstances. If employees are considered a "key employee," those employees will be notified of the possible limitations on reinstatement at the time the employee requests a leave of absence.

Confidentiality

Documents relating to medical certifications, recertifications or medical histories of employees or employees' family members will be maintained separately and treated as confidential medical records, except that in some legally recognized circumstances, the records (or information in them) may be disclosed to supervisors and managers, first aid and safety personnel or government officials.

Fraudulent Use of FMLA Prohibited

An employee who fraudulently obtains Family and Medical Leave from RightNow is not protected by FMLA's job restoration or maintenance of health benefits provisions. In addition, RightNow will take all available appropriate disciplinary action against such employee due to such fraud.

Nondiscrimination

RightNow takes its FMLA obligations very seriously and will not interfere with, restrain or deny the exercise of any rights provided by the FMLA. We will not terminate or discriminate against any individual for opposing any practice, or because of involvement in any proceeding related to the FMLA. If an employee believes that his or her FMLA rights have been violated in any way, he or she should immediately report the matter to Human Resources.

Military Leave

Employees that are called by the governor to active state duty as members of the Texas National Guard or state militia are entitled to the rights, privileges, benefits and protections with respect to employment that are set forth in the federal Uniformed Services Employment and Reemployment Rights Act (USERRA). Accordingly, if eligible employees are called to active duty, they are entitled to a leave of absence.

4.13 Short-Term and Long-Term Disability

Everyone on our team is enrolled in a short-term and long-term disability plan. If you have an injury or illness that might qualify to receive this benefit then please see Human Resources and you will be given instructions on how to get in touch with the insurance company to file a claim for benefits.

4.14 Workers' Compensation

Workers' Compensation insurance provides benefits for job-related injuries. The cost of this insurance is paid by RightNow. RightNow's Workers' Compensation insurance costs are based, in part, on the number of injuries RightNow employees endure on the job. One way to keep our Workers' Compensation costs under control is to work safely and follow all rules and safety regulations. RightNow will enforce all safety rules, and employees who violate them may be disciplined, up to and including termination.

Employees are required to immediately notify Human Resources of any injury or illness occurring on the job or that is otherwise work-related. The notice should be either verbally or in writing. To avoid possible delays, it is recommended that the notice include name, position/title, address, telephone number, and a brief description of the injury or illness.

Should any employee sustain a work-related injury, the Workers' Compensation insurance will provide medical coverage and income replacement for the period of the employee's disability, as required by law and the applicable insurance policy.

Further information regarding coverage can be obtained from Human Resources.

4.15 Retirement Plan

All employees who are scheduled to work at least 1,000 hours per year, are eligible to participate in RightNow's employer-sponsored 403(b) Retirement Plan.

RightNow generally offers an employer-matching program to help encourage employees to save for retirement in their 403(b) plan. Contributions to the plan are deducted from your paycheck and federal tax is deferred for the amounts contributed.

The RightNow 403(b) plan documents and agreements control, and the policies in this Handbook are mainly informative in nature.

RightNow reserves the right to modify the group benefits package at the discretion of RightNow with or without prior notice to employees. This includes, but is not limited to, diminishing benefits, eliminating benefits entirely, or increasing deductibles or co-pays or group benefit cost share amounts.

Please see Human Resources for more specific details about the 403(b) plans.

4.16 Pre-Tax Plan

RightNow's medical insurance plan is designed so that the employee's share of the premium cost is automatically withheld from earnings on a pre-tax basis—before the calculation of social security, federal income, and any applicable state income taxes. The enrollment for insurance coverage also serves as the enrollment for the pre-tax premium payment plan.

Employees who have questions about these arrangements, or who would like to request a copy of the plan documents should contact Human Resources.

4.17 COBRA

RightNow adheres to all the requirements of the Consolidated Omnibus Budget Reconciliation Act (COBRA) as they apply to our employees. Should employees lose their health care coverage under our health care plan as the result of a qualifying event, employees and employees' spouses and dependent children will be given the opportunity to continue to purchase coverage as a group member for the legally-specified period of time following the loss of coverage.

Although employees' right to elect continuation coverage occurs upon a qualifying event to employees, coverage is not automatic. Employees and employees' spouses and dependents must make an affirmative election of coverage before coverage will begin. An election form will be sent with the notice of eligibility. The election must be made within 60 days of the date coverage is lost or the date that the notice of eligibility is sent, whichever is later. An election is considered to have been made on the date employees send in the election form or a letter indicating an election is being made.

Employees are eligible for continuation coverage if terminated from employment for any reason other than for gross misconduct or, if a reduction in hours results in the loss of coverage under our group health plan.

RightNow will mail notice of the right to elect continuation coverage to the employee and his/her qualified beneficiaries by first-class mail to his/her last known address and to the last known address of the qualified beneficiaries.

For more information, contact Human Resources.

4.18 Medical, Dental and Vision Insurance Plans

For purposes of this policy and RightNow's medical, dental and vision insurance plans, a full-time employee is (as defined by the Affordable Care Act) an individual who is employed to work, on average, at least 30 hours of service per week.

RightNow offers a group insurance plans for qualified employees on a non-discriminatory basis. Employees are eligible to enroll in an insurance plan after two full months of employment. Further information on the above benefits will be made available to you during your employee orientation and/or during open enrollment periods. Please see Human Resources for additional information.

RightNow reserves the right to modify the group benefits package at the discretion of RightNow with or without prior notice to employees. This includes, but is not limited to diminishing benefits, eliminating benefits entirely, or increasing deductibles or co-pays or group benefit cost share amounts.

RightNow will comply with all applicable regulations of the Affordable Care Act and similar healthcare-related federal and state regulations. These regulations will take precedence in the event such regulations are in conflict with a policy of RightNow.

Health Savings Account Policy Statement

If you are a part of our high-deductible group medical insurance plan, then RightNow offers you the opportunity to enroll in a health savings account (HSA). This program gives you the ability to put pre-tax money aside for qualified medical costs. RightNow covers all the administration fees for you to participate.

You are free to contribute your own money to the HSA plan at any time and enjoy the tax benefits. RightNow may contribute to your HSA plan depending on the level of insurance coverage you've signed up for.

There are maximum amounts you may contribute tax-free to an HSA, depending on the year of contribution and your age, and use of HSA contributions for non-qualified expenses may subject the employee to a tax penalty.

More info can be found in our HR Platform.

4.19 Family Bonding Leave

Parental Leave is available to all employees to whom (and at the time) children are born or adopted.

Primary and Secondary Caregivers (the partner of the primary caregiver) are both entitled up to five (5) days of paid parental leave for child bonding. Child bonding leave may be taken for up to the maximum leave for which the employee qualifies by State or Federal law however only five (5) of the days taken will be paid by RightNow. The remaining leave will be unpaid. Parental Leave runs concurrently with all applicable federal and state family leave laws. Paid Parental Leave must be taken in full immediately following the birth or adoption of a child.

It is our policy to treat pregnancy, childbirth, and related medical conditions according to the leave requirements outlined in the Family and Medical Leave Act of 1993 (FMLA), the Pregnancy Discrimination Act, and related local and state laws.

Employees who are granted a leave of absence under FMLA will be entitled to all available benefits, including 12 weeks of unpaid leave, continued payment of medical benefits, etc., as required by law.

Upon making a request for a parental leave of absence, you may be required to provide documentation to support the birth or legal placement of the child. You should submit your Parental Leave request in writing and state the date the leave is to begin and the scheduled date of return.

If applicable, health care benefits will be maintained during the leave. The employee is responsible for their portion of the medical insurance premium cost, if any. Failure to pay the employee portion of the health insurance premiums in advance may result in the termination of coverage. If eligible, the employee will receive notification of continuation of benefits.

RightNow reserves the right to seek reimbursement from the employee for the medical insurance premiums paid by RightNow, on behalf of the employee, while the employee was on a parental leave of absence. Paid time off, seniority, and other benefits are not accrued during the unpaid parental leave of absence.

If an employee fails to return to work on the scheduled date of return, the employee will be considered to have abandoned their position and voluntarily terminated their employment.

4.20 Adoption Benefit

RightNow has a passion for adoption, which can be a costly process for families. Therefore, we will pay up to \$3,000 toward documented adoption expenses if that's the way God is growing your family. Costs may include but are not limited to public or private agency fees court costs, legal fees, and counseling fees.

4.21 Lactation Accommodation

RightNow will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child. Employees needing breaks for lactation purposes may use ordinary paid rest breaks or may take other reasonable break time when needed. If possible, the lactation break time should run concurrently with scheduled meal and rest breaks already provided to the employee. If the lactation break time cannot run concurrently with meal and rest breaks already provided or additional time is needed for the employee, the lactation break time will be unpaid for nonexempt employees.

Employees will be relieved of all work-related duties during any unpaid break. Where unpaid breaks or additional time are required, employees should work with their supervisor regarding scheduling and reporting the extra break time. Because exempt employees receive their full salary during weeks in which they work, all exempt employees who need lactation accommodation breaks do not need to report any extra break time as "unpaid."

RightNow has created a private Lactation room that can be used by all nursing mothers.

RightNow will otherwise treat lactation as a pregnancy-related medical condition and address lactation-related needs in the same manner that it addresses other non-incapacitating medical conditions, including requested time off for medical appointments, requested changes in schedules and other requested accommodations.

4.22 Unemployment Insurance

RightNow is a religious organization and pursuant to applicable law, RightNow is exempt from contributing to unemployment insurance or unemployment compensation programs. RightNow employees' time of employment at RightNow may not count towards an unemployment insurance or unemployment compensation programs.

V. Equal Employment Opportunity and Other Employment Law Considerations

5.1 Equal Employment Opportunity

RightNow endeavors to hire the most qualified candidate for each open position while also focusing on adding diversity to our staff. Final candidates will be required to submit to any pre-employment testing or background checks as deemed necessary or appropriate for the position and RightNow hiring policy.

RightNow is an equal opportunity employer. RightNow is an equal opportunity employer.

In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed servicemember status, race, color, sex, age (40 and over), pregnancy (including childbirth, lactation and related medical conditions), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

However, as a religious corporation founded upon and operating pursuant to a Statement of Faith and firmly-held biblical principles, RightNow is permitted by law and reserves the right to employ persons who have a religious background and philosophy similar to RightNow's Statement of Faith and religious principles. This policy applies to all terms, conditions and privileges of employment and for the performance of work connected with the carrying on of RightNow's activities. As such, RightNow has the right to hire and employ only candidates who agree with RightNow's Statement of Faith and who profess Jesus Christ as their personal Lord and Savior.

Because of the very nature of our ministry, we require our employees to be professing Christians who strive to experience a daily walk with Christ. All employees must subscribe to RightNow's Statement of Faith.

5.2 Americans with Disabilities Act

RightNow recognizes and promotes diversity within the workplace, and is committed to providing reasonable accommodations to individuals with a qualified disability within the limits of and as defined by the Americans with Disabilities Act (ADA). RightNow prohibits any form of unlawful discrimination against any qualified employee or applicant with regard to any terms or conditions of employment because of a disability as defined by the ADA. Consistent with and to the extent required by the ADA and applicable law, RightNow will provide reasonable accommodation to applicants and employees with a disability. Employees of RightNow who may request a reasonable accommodation should notify their immediate manager or Human Resources.

This policy is neither exhaustive nor exclusive. RightNow is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state and local laws. RightNow reserves all rights afforded by the ADA.

5.3 Harassment-Free and Discrimination-Free Workplace

RightNow expects employees to conduct themselves in a God-honoring manner and to adhere to RightNow's Core Values. RightNow believes that employees should be able to work in an atmosphere free from all forms of disrespect and harassment.

RightNow maintains a strict policy prohibiting sexual harassment and harassment against applicants and employees based on any legally-recognized basis, including, but

not limited to: veteran status, uniformed servicemember status, race, color, religion, sex, age (40 and over), pregnancy (including childbirth, lactation and related medical conditions), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. All such harassment is prohibited.

Harassment or discrimination or conduct that affects job benefits, interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment will not be tolerated. You should also be aware that this policy covers both discriminatory words or statements and non-verbal conduct. Improper words, symbols or conduct expressed or received on voicemail, email, or through the internet are also serious violations of this policy and will not be tolerated.

This policy strictly forbids sexual harassment. Sexual harassment is contrary to God's rules for holy living, as revealed in His Word, which guides our relationships at RightNow. Sexual harassment is a violation of Texas and Federal law.

Acts considered to constitute sexual harassment include, but are not limited to: unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, when; (a) submission to such conduct is made either as an explicit or implicit term or condition of an individual's employment; (b) an individual's submission to or rejection of such conduct is used as a basis for an employment decision affecting that individual; or (c) the purpose or effect of such conduct is to substantially interfere with the affected individual's work performance or create an intimidating, hostile or offensive working environment.

Depending on the circumstances, such harassment may also include conduct such as stereotyped or demeaning remarks or gestures or the display or circulation of written materials or pictures offensive to either gender. Sexual harassment may include non-sexual conduct that is discriminatory on the basis of one person's gender. Example: if one person viciously yells at, or otherwise mistreats persons of one gender, but not the other, even if no sexual harassment conduct is involved.

The following procedures exist to report any type of harassment complaint. These procedures should be followed when an employee believes that they have been the subject of harassment:

1. In so far as this is possible, follow the rule of Matthew 18:15–20 by first discussing the offending incident with the offending party. Clearly and directly communicate to the offending individual that his or her conduct is unwelcome and request that the offensive behavior stop.
2. Report the incident in question to your immediate manager. It is the manager's responsibility to report the incident to Human Resources. If an employee's concerns are of such a nature that the employee's manager is the alleged harasser, or reporting such conduct to the employee's manager is otherwise not appropriate, the employee should notify the Human Resource Department.
3. An approved third-party HR consultant is available upon request if an employee would prefer someone outside of the ministry to lead the investigation.

If an individual brings any allegations or complaints to any manager, the manager must promptly bring the allegations to the attention of Human Resources, who shall then be responsible for initiating and conducting a thorough and timely investigation of the allegations. In situations where it is impractical to bring the allegations Human Resources' attention, the allegations must be brought to the immediate attention of the President, who shall then be responsible for the initiation of the investigation.

All managers have the responsibility of understanding the above explained definition of discrimination and harassment and bringing to the attention of Human Resources or the President any incidents of discrimination or harassment and/or inappropriate or offensive sexual conduct in the workplace whether or not an employee (a) has made a report of discrimination or harassment; (b) does not want the discrimination or harassment to be reported; (c) wants the discrimination or harassment to be "kept secret;" or (d) does not think it is a "big deal." *The failure to make such a report will subject the manager to discipline up to and including termination.*

The very nature of harassment makes it virtually impossible to detect unless the person being harmed communicates his or her discontent appropriately. Consequently, RightNow requests that employees report the offending incident or conduct promptly. Employees should also feel free to report the incident or conduct even if, in the past, they did not report it or if they have taken some time to decide to make the complaint

The complaint may be given verbally or in writing. It is suggested that employees provide as much information as possible regarding the offending incident or conduct, such as what happened or is continuing to happen, the person(s) causing the harassment, and the time(s) and place(s) that the incident(s) or conduct occurred.

RightNow cannot guarantee confidentiality of complaints of harassment because it may be necessary to divulge information as part of the investigation or pursuant to a legal proceeding. RightNow will, nevertheless, take reasonable measures to protect the confidentiality of harassment allegations to the extent possible. Information about a complaint will be shared, to the extent possible, only with persons who need to know.

RightNow is committed to a prompt and thorough investigation of any harassment complaint received from any of its employees. This may include, but is not necessarily limited to, interviewing the complaining party, the alleged harasser, managers, and any other staff, as necessary, to obtain sufficient, factual information upon which to make a determination. In all cases, the investigation will be conducted by persons not involved in the alleged harassment or other discrimination.

Following the investigation, persons involved in the investigation will evaluate the facts and evidence, and determine the validity of the complaint. If the complaint is substantiated, appropriate corrective action will be taken. This may include discharge or other discipline of any employee found guilty of harassment or other discriminatory acts. A written record of any such action taken will be placed in the offending employee's personnel file. If the complaint is not substantiated, the matter will be closed. In either case, however, the employee making the complaint will be advised of the results of the investigation and the determination made by RightNow.

This policy also prohibits retaliation against employees who, in good faith, file complaints of harassment, even if insufficient evidence is found to support the complaint.

If an investigation results in a finding that the complainant falsely accused another of discrimination or harassment knowingly or in a malicious manner, the complainant will be subject to appropriate sanctions, including the possibility of termination.

5.4 Misconduct, Dishonesty, Fraud, and Whistle-Blower Protection

RightNow is committed to high standards of ethical, moral, and legal conduct. Consistent with this commitment, this policy aims to provide an avenue for employees to raise concerns about suspected misconduct, dishonesty, and fraud and to provide reassurance that they will be protected from reprisals or victimization for alerting RightNow in good faith.

In keeping with the biblical approach for dealing with all matters, the following procedures are made with the assumption that efforts have first been made to discuss and resolve any issue between the appropriate individuals, unless such an effort would in any way endanger or jeopardize the safety of the reporting individual or other co-workers.

It is not intended that this process be a vehicle to deal with differing opinions. Staff needs to be accountable and responsible for having basis for concerns being raised.

REPORTING

It is the responsibility of every employee to report concerns relating to suspected misconduct, dishonesty or fraud. Such concerns should be reported to Human Resources, or, if the conduct involves Human Resources, to the President.

For purposes of this policy, conduct constituting misconduct, dishonesty, and fraud may include any of the following:

- Acts which are inconsistent with RightNow policy and not corrected by simple discussion with the employee or his or her manager
- Theft or other misappropriation of RightNow assets
- Misstatements or other irregularities in RightNow records
- Incorrect financial reporting
- Misuse of RightNow resources
- Illegal activities
- Immoral or unbiblical activities
- Forgery or alteration of documents
- Any other form of fraud

TIMING

The earlier a concern is expressed, the easier (generally) it is to take action. Since correction of a reportable situation is usually in the best interest of all parties, the

process should continue swiftly but thoroughly until resolution is accomplished or a course of action instituted.

INVESTIGATING THE CONCERN

Following the receipt of any report or complaints submitted, Human Resources will direct an investigation of each matter reported and may take corrective and disciplinary actions where appropriate. If requested, Human Resources will enlist an approved third-party consultant to lead the investigation.

Where appropriate, Human Resources in consultation with the President, may enlist committee members, employees of RightNow and/or outside legal, accounting or other advisors, as appropriate, to conduct any investigation of reports regarding financial reporting, accounting, internal accounting controls, auditing matters, or any other form of misconduct, dishonesty, or fraud. In conducting any investigation, RightNow shall use reasonable efforts to protect the confidentiality and anonymity of the reporting individual. The reporting individual is also expected to maintain confidentiality as the process moves forward.

FURTHER INFORMATION

The amount of contact between the reporting individual and the body investigating the concern will depend on the nature of the issue and the clarity of information provided. Further information may be sought from the reporting individual.

FINAL REPORT

At the conclusion of their investigation, Human Resources will make final decision as to what, if any, actions are to be taken.

REPORT TO REPORTING INDIVIDUAL

The reporting individual will be given the opportunity to receive follow-up on their concern within a reasonable period of time, normally about two weeks. Such follow-up generally will include the following:

- Acknowledgement that the concern was received
- Indication as to how the matter will be dealt with
- An estimate of the time that it will take for a final response
- Disclosure of whether initial inquiries have been made
- Disclosure of whether further investigations will follow, and if not, why

Subject to legal constraints, the reporting individual will receive information about the outcome of any investigation. The information provided may be limited, depending on RightNow's discretion in review of safety, privacy concerns and the best interests of the organization as a whole.

DOCUMENT RETENTION

Human Resources will retain as a part of the records of RightNow any such reports, complaints or concerns for a period of at least seven years.

NO RETALIATION

No director, officer, or employee who in good faith reports a violation shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This policy is intended to encourage and enable employees and others to raise concerns within the organization prior to seeking resolution outside the organization.

No employee shall be adversely affected because they refuse to carry out a directive which, in fact, constitutes corporate fraud, or is a violation of state or federal law.

CONFIDENTIALITY

Violations or suspected violations may be submitted on a confidential basis by the reporting individual. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. Reasonable efforts will be made to protect the reporting individual's identity. The reporting individual should treat the matter as confidential as well.

ANONYMOUS ALLEGATIONS

Employees are encouraged to put their names to allegations because appropriate follow-up questions and investigation may not be possible unless the source of the information is identified. Though anonymous allegations will usually be investigated, a full and proper conclusion may not be reached due to the inability to perform a complete investigation. Further, no report may be given as to conclusions or actions taken.

ACTING IN GOOD FAITH

Anyone filing a complaint must act in good faith and have reasonable grounds for believing the information disclosed indicates misconduct, dishonesty, or fraud. Any allegations that prove not to be substantiated and which prove to have been made maliciously or known to be false will be viewed as a serious disciplinary offense.

5.5 Immigration Reform and Control Act of 1986

RightNow is committed to full compliance with the federal immigration laws and will not knowingly hire or continue to employ anyone who does not have the legal right to work in the United States.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form, if they have not completed the I-9 form within the last three years, if their previous I-9 is no longer retained or valid.

5.6 Employment of Minors

All applicants for employment, who are not at least 18 years old, may be required to provide either a valid Work Permit, High School Diploma, its equivalent and/or a Certificate of Proficiency. The employment of minors is restricted by the terms and conditions of the Work Permit (if applicable), as well as the provisions established by local, state, and federal law.

VI. IT Policies

6.1 IT Policy Overview

RightNow Media has developed the following policies to define acceptable use parameters for the Information Technology (IT) area. These policies establish general guidelines to ensure the confidentiality, integrity and availability of client information and RightNow records and data. This policy is intended to be illustrative of the range of acceptable and unacceptable uses of the Internet, email, computing facilities and other technology-related assets and is not necessarily exhaustive. The RightNow's employees are responsible for adhering to the controls and procedures established to protect such data. For questions about this policy, or to see RightNow Media's Comprehensive IT policy, please contact the IT Department or HR.

6.2 Acceptable Usage of IT Resources

The following list details additional guidelines for acceptable and unacceptable usage of RightNow IT resources. Note that this list is not exhaustive and only includes general guidelines, so actions not included in this list could be considered inappropriate and subject you to disciplinary action.

- Computing resources and facilities of RightNow are the property of RightNow and shall be used for legitimate activity related to the performance of the duties and responsibilities of RightNow employees. Use of RightNow computing facilities for personal or commercial use is not authorized.
- All users should also be aware that all programs and all files are deemed to be the property of RightNow, unless the individual has a written agreement signed by an appropriate representative or officer of RightNow. Federal or state law may require disclosure of individual computer files which are deemed public records under the state public records statute and that state and federal law may prohibit the disclosure of certain records as well.
- Entry into a system, including the network system, by individuals not specifically authorized (by group or personally) or attempts to circumvent the

- protective mechanisms of any system are prohibited. Deliberate attempts to degrade system performance or capability or attempts to damage systems, software or intellectual property of others are prohibited. Users are prohibited from forging the identity of a user or machine in any electronic communication. Employees will adhere to virus control procedures and will not interfere with such programs. Employees will refrain from connecting network workstation to modems without authorization.
- Vandalism and harassment are not acceptable. Vandalism is defined as any malicious attempt to harm or destroy data of another user, the Internet or other networks. This includes, but is not limited to, creating and/or uploading computer viruses. Harassment is defined as the persistent annoyance of another user or the interference in another user's work. This includes, but is not limited to, the sending of unwanted, unsolicited mail or chain letters.

6.3 RightNow Equipment

Access to IT resources may be granted to individuals to support their job functions as employees of RightNow. There is an obligation on the part of those using these facilities, equipment and services to respect the intellectual and access rights of others.

Diligent care must be provided for the proper use and protection of all RightNow Equipment. RightNow Equipment is all equipment owned or leased by RightNow. Failure to follow these policies may subject the employee to disciplinary action, which may include, without limitation, suspension without pay for a day or more and/or termination.

The IT Department is responsible for the maintenance of all hardware and software in use at RightNow. In some instances, the IT Department may allow other individuals to maintain their own hardware in conjunction with the IT Department. The Federal Copyright Act nearly always protects commercial software. Use of RightNow's facilities or equipment for the purpose of copying computer software that does not contain specific permission to copy (some licenses do allow the making of one copy for backup) is prohibited. The unauthorized use of copyrighted material or the publishing of copyrighted material on a RightNow server is prohibited, and users are responsible for the consequences of such unauthorized use.

The use of unlicensed or unauthorized software is strictly prohibited and software-licensing agreements must be strictly adhered to. Employees should not download or install any software, applications or updates to RightNow's systems without permission from the IT Department. Employees should not change any computer settings defined as restricted. Employees shall not download any programs from the Internet without permission. Employees shall not install remote access programs, such as logmein.com or gotomypc.com, on their PCs and they shall not access other PCs, such as home computers, with such programs, unless they have been given express permission by the IT Department.

Safety equipment, where applicable, shall be utilized at all times. If a job cannot be performed safely with the equipment furnished, personnel should not subject

themselves to unsafe working conditions. Employees should notify management at once and not attempt to complete the work.

All RightNow Equipment shall be utilized and maintained in a safe manner. All lost, damaged or worn out RightNow Equipment should be reported in writing to management immediately.

In particular, RightNow Equipment includes camera equipment, laptops, iPads and other electronic gear.

- All such Equipment should be stored in its proper case to ensure maximum protection.
- Do not leave such Equipment in a vehicle overnight. All RightNow Equipment in your possession should be brought into and secured in your applicable lodging or home.
- Never leave RightNow Equipment in a vehicle where the Equipment is visible. All such Equipment should be placed securely in a vehicle trunk or sufficiently concealed in a locked vehicle.
- To protect RightNow computers and other hardware at desk stations and elsewhere, employees should use coasters to hold drinks.

RightNow may require the employee to pay or reimburse RightNow for the cost of repairing or replacing any Equipment that the employee may damage (other than normal wear and tear), lose, fail to return, or take without appropriate authorization. RightNow may deduct such amounts from the employee's wages pursuant to the Wage Deduction Authorization Agreement or other agreement signed by the employee.

6.4 Network Data Storage and Protection

All RightNow data will be stored on network drives, and as directed on Microsoft's OneDrive, rather than local PC hard drives. This greatly enhances the security and reliability of data and backups. Each employee will be assigned a network storage folder. Employees are responsible for periodically deleting files in their personal folders that are no longer accessed or needed. Employees will also have access to common storage areas accessible by all employees or groups of employees. Employees should ensure that data is stored in appropriate areas so other employees can access it as needed without creating situations requiring the sharing of passwords. Network Administrators will periodically purge data stored in the common area accessible by all employees.

6.5 Mobile and Portable Devices

RightNow has allowed a number of employees to utilize portable devices, including, but not limited to, laptop computers, smart phones, tablets and USB drives/flash drives. Employees may not use their personal devices to retrieve and store RightNow information, unless specifically permitted by Management. Any device accessing RightNow Media content or information is subject to the security measures and other stipulations instituted by the RightNow.

Because of the nature of mobile and portable devices, employees should be diligent in the physical protection of such devices. These devices should be kept with the employees at all times or stored in a secured location. As applicable, all mobile devices will be used in accordance with procedures established by RightNow policy.

Handheld devices will be protected by power-on or operating system passwords before any access is allowed.

Cell Phones

For positions that require utilizing a cell phone in order to carry out the duties and responsibilities of the role, RightNow will pay for part of the cell phone bill. The established amount and each employee who receives this benefit will be reviewed and approved on an annual basis.

Employees should not use their cell phone while driving. For safety, employees should use a hands-free device or pull off the road to use their cell phone. Texting (and in some areas talking on a cell phone without a hands-free device) while driving is illegal and will subject the employee to discipline up to and including termination.

Laptops

Employees may not use their personal laptops to retrieve and/or store RightNow information unless approved by Management. Laptops should be viewed like other RightNow equipment and the settings that have been configured on the devices should not be disabled. Employees should ensure critical documents are stored properly on RightNow server or cloud storage.

6.6 Communication Policy & Privacy

All communication to RightNow customers or vendors must happen through RightNow Media communication devices/accounts.

- All phone calls need to happen using your assigned company phone number (GenBand, SpitFire, 8x8)
- All emails need to be sent through your RightNow email address
- For some, we allow text-messaging capabilities, and only those employees are allowed to send text messages to customers, and must be done through their RightNow account with 8x8
- No Communication with customers should happen directly through a personal social media account

All communication on these platforms can be tracked. This includes text messaging, logs, call recordings, email records, etc. Any tampering with this tracking or the logged information is strictly prohibited.

All communication equipment is the property of RightNow. Many confidential records are maintained on various systems. No employee, including System Administrators, is authorized to view company information that is not related to performing their role. No employee can share confidential information inappropriately with other employees who do not have a business reason to know. No information is to be shared with non-

employees or former employees. Only employees of RightNow are to have access to the various communications systems of RightNow. If files are protected with a password, passwords should not be shared with any other employees, other than the employee's manager who shall have access to all applicable passwords and passcodes assigned to or used by an employee with respect to RightNow communication systems.

Passwords, telephone numbers, and similar information may not be disseminated to the public and must be retained as confidential information by the user. For privacy reasons, employees may not attempt to gain access to another employee's personal file of email messages, voice mail messages, or other password-protected files.

To mitigate the additional risks associated with accessing RightNow email remotely authorized users are not to utilize web mail on public or shared computers. Also, authorized users must implement sufficient controls on any device that is utilized to access web mail. Such controls include, but are not limited to, the following.

- Strong password parameters (including passwords on smart phones and tablets)
- Anti-virus software on devices that support such software
- Updates applied to devices as updates become available (i.e. operating system updates, application updates)
- Remote wipe procedures on mobile devices that access web mail in the event confidential email or data is stored locally

Employees may not use RightNow computer systems for communicating the employee's views as representing those of RightNow.

Email Use

Electronic mail shall not be used to send confidential RightNow information if the mail is not secured by digital IDs or other methods.

Since client identity cannot be verified via unsecured email and email can be easily hacked or spoofed, any requests for Personally Identifiable Information (PII) or account information should never be accepted via email. Because the RightNow cannot control what the client sends, it is important to educate the client that requests for this type of information will not be accepted via email. Employees are prohibited from responding to emails in which the client requests PII. Steps should be taken to contact the client via the telephone number on file to alert him that this kind of information should not be submitted via email and that in order to process the request, the client should come into the RightNow or contact the office to be identified over the phone.

Internet Use

The Internet is a powerful tool that can provide a great deal of useful information. Unfortunately, it can also be a distraction from productive work time when browsing non-business-related sites. In an effort to clarify RightNow's position on the use of the Internet while utilizing RightNow property, the following guidelines have been put in place for all employees:

- Exploring the Internet for personal use should be done before or after work hours or during lunch or break time.

- The RightNow's communication systems shall not be used for publishing, downloading or transmitting material that reasonably would be considered derogatory, prejudicial, offensive, obscene, lewd, sexually explicit, harassing or threatening by the recipient or another viewer of the material. Users are not to transmit or reproduce materials that are slanderous or defamatory in nature or that otherwise violate existing laws, regulations, or policies, or which are considered to generally be inappropriate in a work place.
- The display or transmission of inappropriate content or anything that may be construed as harassment as described in RightNow's Harassment-free Workplace policy is not permitted at any time.
- Employees must not use the Internet in an unlawful manner or in a manner that would reflect poorly upon RightNow; such as pornography, pirating software; downloading copyrighted, trademarked, or patented material; stealing passwords; hacking other computer systems on the Internet; or engaging in any illegal or inappropriate activities.

RightNow has the right and capability to monitor Internet browsing by each user on all RightNow computers. At RightNow, employees have the privilege of Internet access and it is important that each employee utilize this valuable asset in a professional, business-like manner.

Email is to be used for business purposes. While personal email is permitted, it is to be kept to a minimum. RightNow reserves the right to determine when an employee is sending excessive or improper email. Email belongs to RightNow and is subject to review or monitoring at any time without notice. Employees should, therefore, have no expectation of privacy in their email or internet use. All information contained in RightNow email is privileged and confidential and for internal use only. It is not to be redistributed or forwarded. Staff are hereby notified that any dissemination, distribution or copying of any email communication is strictly prohibited. Such violations will be cause for disciplinary action.

6.7 Social Media

The following guidelines apply to an employee's use of social media, both on and off duty. This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others.

Employees who violate this policy will be subject to disciplinary action, including possible termination of employment.

Principles and Procedures

The following principles and procedures apply to professional use of social media on behalf of RightNow, as well as personal use of social media or when referencing RightNow.

- A. Employees need to know and adhere to RightNow's Employment Policies when using social media in reference to RightNow.
- B. Employees should be aware of the effect their actions may have on their images, as well as RightNow's image. The information that employees post or publish may be public information for an extended amount of time.
- C. Employees should be aware that RightNow may observe content and information made available by employees through social media, and RightNow reserves the right to monitor employee use of online social media regardless of location, whether posted at work on a company computer or on personal time with a personal computer. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to RightNow, its mission, its employees, donors, contractors, vendors, suppliers, or customers.
- D. Although not an exclusive list, some specific examples of prohibited social media conduct include commentary, content, or images that are defamatory, pornographic, proprietary, harassing, or create a hostile work environment.
- E. Employees are not to publish, post or release any information that is considered confidential or not public. Employees should not, without appropriate authorization, disclose in online postings, publications or otherwise, personal identifying information of any employee or other individual associated with RightNow. All requests for employment references for current or former RightNow employees should be directed to Human Resources. If there are questions about what is considered confidential, employees should check with Human Resources and/or manager.
- F. Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to the Executive Leadership Team.
- G. If employees encounter a situation while using social media that threatens to become antagonistic or harassing, employees should disengage from the dialogue in a polite manner and seek the advice of a manager for matters regarding RightNow.
- H. Employees must obtain appropriate permission before referring to or posting images of current or former employees, donors, vendors or suppliers. Additionally, employees must obtain appropriate, written permission to use any RightNow or third-party copyrights, copyrighted material, trademarks, service marks or other intellectual property. It is vital that employees not improperly use the logos or brand assets of RightNow within social spaces. If an employee notices a third party using RightNow's logo or other copyrighted material, the employee should notify his/her manager or Human Resources.
- I. When using company computer systems, use of social media for legitimate, authorized business purposes is allowed (ex: Twitter and LinkedIn), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action. Nothing in this policy is intended to or will be applied in a manner that limits employees' rights to engage in protected concerted activity as prescribed by the National Labor Relations Act.
- J. Subject to applicable law, after-hours online activity that violates RightNow's policy guidelines may subject an employee to disciplinary action or termination.
- K. Information and communications that an employee publishes on personal online sites should never appear to be endorsed by, or to have originated from, RightNow, absent express authorization from RightNow. If employees publish content after-hours that involves work or subjects associated with RightNow, a

disclaimer should be used, such as this: “The postings on this site are my own and may not represent RightNow’s positions, strategies or opinions.”

- L. Use of social media that involves any kind of criminal activity or harms the rights of others may result in criminal prosecution and/or civil liability to those harmed.
- M. It is highly recommended that employees keep RightNow-related social media accounts separate from personal accounts.

CONCLUSION

This Handbook is intended to serve as a reference tool and guideline for the expectations of all employees, and employees will be notified of any significant changes as soon as possible. Our Human Resource philosophy is not written in concrete. It is evaluated and re-evaluated periodically; there is always room for improvement and discretion by RightNow management. Since this Handbook involves every employee, everyone at RightNow is encouraged to make suggestions for improvement.

RightNow reserves the right to make final decisions as to the interpretation and application of all policies, programs, and procedures. Noncompliance of policies covered in the Employee Handbook will bring the employee under subjection to disciplinary action, including dismissal.

RightNow is pleased to have you as an employee, and we trust your employment will be a time of mutual blessing and benefit.

RightNow Ministries

EMPLOYEE HANDBOOK ACKNOWLEDGMENT

I acknowledge that I have received a copy of the RightNow Handbook. I understand that it is my responsibility to read and become familiar with its provisions. I understand that I am an at-will employee and that the contents of the Handbook do not alter that status. I also understand that the contents of this Handbook are not a part of any employment contract. I further understand that RightNow management has the right to change, modify, alter or cancel any provision of the Handbook with or without notice to me and that the Handbook supersedes any and all policies and benefits, written or oral, that may have been in effect.

My electronic acknowledgment in the HR platform confirms I have received and read the RightNow Handbook.