
Operating Policies

APPROVED: 03/04/2025

Operating Policies of South Mountain Company, Inc.

APPROVED: 03/04/2025



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A large group of approximately 30 people, mostly young adults, are sitting on a long wooden dock that extends into a calm body of water. They are all smiling and waving at the camera. The dock is made of dark wood and has a railing on the right side. In the background, there is a dense line of green trees and bushes. The water is still, reflecting the sky and the trees. The overall scene is bright and cheerful.

A. Introduction

Introduction

South Mountain Company (SMCo) is a worker-owned cooperative that strives to create an exemplary workplace. These Operating Policies describe the rules, guidelines, and procedures that we have crafted over the years in order to make SMCo the best it can be.

Each SMCo employee is responsible for being familiar with and following these Operating Policies. Please read the contents of this document carefully and keep it handy for future reference.

SMCo policy changes occur throughout the year, and employees are informed of these changes as they happen via our employee communication channels. Typically, we collect all policy changes and prepare a revised version of the Operating Policies during the first quarter of each year. Each new version is reviewed and approved by SMCo's Board of Directors. This version supersedes all previous versions, and it is effective as of the Approved date located in the document footer. If an applicable law conflicts with any provision in these Policies, the applicable law will take precedent.

If you have any questions about these Operating Policies, please contact your Department Director. If you have a difficult issue, and you are uncertain about how to deal with it or who is the appropriate person to go to, please discuss it with the CEO (Deirdre) or the Director of Finance & Administration (Siobhán). They will help you determine a solution or find the best person to ask for help.

LAND ACKNOWLEDGEMENT

*We acknowledge that we are living in the land of
the Wôpanâak (Wampanoag) people and Nation,
who originate from this land, have cared for it for at least 12,000 years,
and still celebrate it as home today.*

*Although commonly referred to as Martha's Vineyard,
this Island has a much older name, a Wôpanâak name: Noëpe.*

*Through this acknowledgement,
we wish to celebrate Wôpanâak culture, creativity, and perspective.*

*We hope to honor Wôpanâak perseverance in the face of
colonialism, invisibility, and cultural genocide.*

*And we commit to restorative relationships and practices with
the Wôpanâak people of Noëpe.*

*After all, it is important to remember that
no matter where you go in what is now the United States,
you are always on indigenous land.*

A large group of approximately 30 people, mostly young adults, are sitting on a long wooden dock that extends into a calm body of water. They are all smiling and waving at the camera. The dock is made of light-colored wood and has a railing. In the background, there is a dense line of green trees and bushes. The water is still, reflecting the sky and the trees. The overall scene is bright and cheerful.

B. Mission & Guiding Principles

1. Mission

To uplift our community and environment by designing and building for a just future.

2. Guiding Principles

To conduct our triple-bottom-line (people, profit, and planet) business as follows:

(A) PEOPLE & COMMUNITY

- Create stable, meaningful jobs with competitive living wages and great benefits.
- Support our families in exemplary ways.
- Encourage workplace curiosity, creativity, health, opportunity, and fulfillment.
- Establish enduring and respectful relationships based on mutual trust.
- Nurture a culture of equity, inclusion, humility, laughter, life-long learning, and collaboration.
- Practice mentorship and skill development.
- Foster diversity within our company, with our collaborators, and in our community.
- Advance our understanding and practice of worker ownership and workplace democracy.
- Engage in civic discourse and community policymaking.
- Actively pursue affordable housing opportunities.

- Share our experience and learning with other businesses, organizations, and communities.

(B) PROFIT & PRACTICE

- Align our work with our Mission and Guiding Principles.
- Concentrate our design and physical work on Martha's Vineyard.
- Combine beauty, craft, science, and value in our projects.
- Produce work that will be loved and admired for generations.
- Provide a superb experience for our clients from day one.
- Practice transparency and open-book management.
- Design for simplicity in all company endeavors.
- Ethically source materials with a local and regional focus.
- Honor craft and those who practice it.
- Meet our profitability targets and share our prosperity.
- Base our business decisions on long-term thinking.
- Grow only with purpose and intent.
- Build future leadership.
- Consider new ideas with rigor, spirit, and flexibility.

(C) PLANET & ENVIRONMENT

- Encourage our clients to embrace our design and performance principles and goals.
- Further our understanding and employment of regenerative principles to restore our environment.
- Implement decarbonization, climate-friendly strategies, and greater environmental responsibility and justice in our work and operations.
- Achieve net-zero energy (short term) in both projects and operations; aim for net-zero waste and toxin discharge (long term).
- Contribute to the regional and worldwide transition to renewables.

A large group of approximately 30 people are sitting on a long wooden dock that extends into a body of water. They are all smiling and waving at the camera. The dock is made of dark wood and has a railing. The water is calm, reflecting the sky and the people. In the background, there is a dense line of trees and bushes. The overall scene is bright and cheerful.

C. Governance

1. Generally

South Mountain Company is a worker-owned cooperative and a benefit corporation. Our governance system is a democracy with clear divisions of responsibility and authority.

(A) GOVERNING DOCUMENTS

(1) The Articles of Organization is SMCo's formal corporate charter on file with the Secretary of the Commonwealth of Massachusetts. This document defines SMCo as a worker-owned cooperative. It also defines SMCo as a benefit corporation. Benefit corporations are similar to traditional for-profit corporations, but they differ in one important respect: while the Directors of traditional for-profit corporations must focus primarily on maximizing financial returns, the Directors of benefit corporations are expressly permitted to consider and prioritize the social and environmental impacts of their corporate decision-making. This aspect of governance reflects our commitment to a triple bottom line of people, profit, and planet. The Articles may be amended only by the Owners.

(2) The Bylaws specify how SMCo operates as a corporation. They include procedures for ownership, decision-making, accounting, meetings, the Board of Directors, officers, and similar matters. The Bylaws may be amended only by the Owners. If the Bylaws conflict with the Articles, the Articles supersede.

(3) The Operating Policies describe all the additional rules of the company, including employee policies and benefits. The Operating Policies may be amended by either the Owners or the Board of Directors. If the Operating Policies conflict with the Bylaws or Articles, the Bylaws or Articles supersede.

(B) GOVERNING BODIES

(1) The Owners are the individuals who own one share each in the company and who, as a group, have responsibility for the company. This responsibility is exercised primarily by electing and overseeing the Board of Directors and by maintaining the Bylaws and Articles of Organization. Even though not all employees are Owners, all Owners are employees.

(2) The Board of Directors is elected by the Owners to oversee policies and guide the company. The Board meets 6-8 times per year to review financials, set policy, and make major decisions. Each Director has one vote, but in practice we work by consensus with a supermajority backup mechanism.

(3) The Committees manage day-to-day operations of the company. While the Leadership Team (LT) is delegated with overall responsibility for operations and is directly responsible to the Board, the work of management takes place throughout all committees and departments. Our management system is more open and decentralized than most. All are encouraged to make decisions and accept responsibility for those decisions. All are encouraged to question the decisions of others. Taking risks and making mistakes are everyday events. The company culture embodies a spirit of inquiry, experimentation, and teamwork.

2. Owners

(A) GENERALLY

(1) Owners are the individuals who own one share each in SMCo. As a group, the Owners have responsibility for the company. This responsibility is exercised primarily by electing and overseeing the Board of Directors and by maintaining the Bylaws and Articles of Organization. The functioning of the group of Owners is governed by Article IV of the Bylaws.

(2) Ownership at SMCo is a privilege, an expectation, and a responsibility. This does not mean that all employees will necessarily become Owners.

(3) The terms of ownership are contained in the SMCo Bylaws. These Operating Policies summarize key provisions from the Bylaws and set forth additional rules. Detailed information about our ownership history and structure can be found on the SMCo website (southmountain.com).

(4) Every Owner serves on SMCo's Board of Directors. The Owners have a standing practice of electing each Owner to serve as a Director, for a term that commences when the employee's Ownership commences and terminates when the employee's Ownership terminates.

(B) LIST OF OWNERS

Rocco Bellebuono

Deirdre Bohan

Ryan Bushey

Matt Coffey

Jean DaSilva

Mia Esparini

Angie Francis

Curtis Friedman

Newell Isbell Shinn

Beth Kostman

Jon Lange

Primo Lombardi

Peggy MacKenzie

John Mazza

Rob Meyers

Siobhán Mullin

Greg Small

Chris Wike

Rachel Wild

Abbie Zell

(C) RESPONSIBILITIES

The Bylaws specify that the company shall be controlled by the Owners. In practice, the Owners exercise this power by undertaking the responsibilities to:

- Decide changes to the Articles of Organization
- Decide changes to the Bylaws
- Approve new Owners
- Determine the composition of the Board of Directors (by electing and removing Directors, setting terms, and determining the size of the Board)
- Manage Ownership and equity matters (determine the Ownership fee, determine patronage allocations, determine equity distributions, hear appeals regarding termination of Ownership, etc.)
- Manage long-term assets and liabilities. Examples include:
 - Major borrowing
 - Expansion of or significant change to SMC Co facilities
 - Purchase or sale of real estate
 - Sale, merger, or dissolution of the company

(D) DECISION-MAKING

- Owners meetings are held twice a year.
- Before each Owners meeting, LT provides Owners with a suggested agenda and a package of supporting materials so Owners can prepare to discuss and deliberate.
- All employees are welcome to observe and participate in Owners meetings, but decision-making is reserved for Owners only.
- 75% of the number of Owners constitutes a quorum.
- When a quorum is present, Owners work to make their decisions by consensus (see *Appendix B: Meetings & Decision-Making*). In the event that the group is unable to reach a decision via consensus, our Bylaws provide a

backup voting mechanism in which a decision requires a 75% supermajority of the Owners present.

- Owners minutes are distributed to all employees. (Note: Prior to 02/16/2022, Owner decisions were typically recorded not as separate Owners minutes but as part of the minutes of the Board of Directors.)

(E) BECOMING AN OWNER

In order to become an Owner, there are four requirements:

(1) Eligibility: An employee at SMC Co becomes eligible for ownership after completing a period of five years of employment and a minimum of 6,000 hours worked.

- During the first five years of employment, each employee will learn by experience about all aspects of SMC Co's governance and operations. This learning is guided by *The Path to Employee Ownership*, an SMC Co program designed to develop active and engaged Owners and to strengthen our relationships with each other and with the company.
- The expectation is that it will be clear, when each employee reaches eligibility, whether the employee is ready to accept the responsibility and whether the current Owners are ready to accept the employee as a new Owner.
- A candidate for ownership will write a letter to the Owners expressing what SMC Co ownership means to the candidate.

(2) Approval: An employee must be approved by the Owners. There are four essential criteria that prospective Owners are expected to meet:

- The intention to work at SMC Co for the foreseeable future.
- An ability to work well and cooperatively in whatever position the employee holds. Career conversations should confirm exemplary work and cooperation, or steady improvement where necessary.
- A commitment to understanding and honoring the issues which are central to the company's values: quality work, ethical business conduct,

environmental responsibility, and concern for other people. In other words, we expect that a new Owner will be a good representative of the company.

- A commitment that, while an Owner, the employee will make SMCo their primary work.

(3) Agreement & Ownership Fee: After an employee has been approved, and when the employee chooses to proceed, the employee shall sign a stock purchase agreement and pay an Ownership Fee to purchase one share in the corporation. The Ownership Fee is credited to the new Owner's individual capital account.

- Effective July 22, 2024 through November 1, 2028, the Ownership Fee is \$15,000.
- The Ownership Fee may be paid in full at the time of signing the stock purchase agreement, or payments may be spread, at no interest, over a period of time not to exceed 36 months from the date of the stock purchase agreement.

(4) Commencement: As soon as the employee pays one-half or more of the Ownership Fee, but not before, the employee shall become an Owner with all the rights and privileges of Ownership. Entry dates are May 1st and November 1st.

(F) EXPECTATIONS OF OWNERS

(1) Understand SMCo Governance: An Owner should be familiar with the SMCo Bylaws, Mission & Guiding Principles, and Operating Policies.

(2) Serve on the Board of Directors: Our practice is that every Owner is required to serve as a Director of the corporation. Owners are expected to study and understand all material in Board meeting packets and attend all Board meetings.

(3) Represent SMCo: In a way, each Owner is a community ambassador for SMCo. We expect that each of us will conduct ourselves in ways that are consistent with the values of the company, as expressed in our Bylaws, and Mission & Guiding Principles.

(G) BENEFITS OF OWNERSHIP

(1) One Vote/Voice : Ownership is an opportunity, as well as a responsibility, to impact the matters which decide the direction and destiny of SMCo and which determine the quality of each employee's work-life.

(2) Ownership Title: This is an intangible that may mean more to some than others, but the ability to consider and call oneself an Owner is surely an important benefit. Owners don't just work at SMCo – they own it.

(3) Equity Sharing: One of the important aspects of the system SMCo has adopted is building equity through ownership. The following is an explanation of how this works:

- **(a) Internal Capital Accounts:** In accordance with Article III of the Bylaws, all Owners share equity in the form of internal capital accounts, including one individual capital account for each Owner. These internal accounts are not cash accounts, but paper accounts that are backed up by the company's net worth, and specifically, by the company's Equity Fund.
- **(b) Equity Fund:** The purpose of the Equity Fund is to provide funds to meet our equity commitments to Owners. LT evaluates the fund annually to assure that it contains sufficient capital to meet our short-term and long-term obligations. Except for "Distributions while an Owner" and "Payout upon Ownership Termination" as specified below, equity funds cannot be used for any purpose that does not produce revenue to the fund without the unanimous approval of all Owners. The Equity Fund is invested in accordance with our Investments policy (located in *Financial Practices*).
- **(c) Individual Capital Accounts:** These are accountings of each Owner's accumulated equity in SMCo. An Owner's individual capital account begins with the Ownership Fee that one pays. It increases at the end of each profitable year by means of a patronage allocation. (The account similarly decreases at the end of each year in which there is a loss.) The individual capital account continues to mature until termination of ownership and it is non-interest bearing. Following termination of ownership, the account is paid out to the former Owner according to the policy below in subsection (f).

- (d) Patronage: At the end of each profitable year, the Owners vote to allocate a percentage of the company's income as patronage to Owners, according to the recommendation of our accountants. Patronage is based on hours worked during that fiscal year and is usually distributed in a combination of paper equity and cash dividend. According to the IRS, at least 20% must be paid out as a cash dividend, and the total annual patronage is taxable income to each Owner. The Owners try to ensure that the cash dividend portion is enough to at least cover the increased income tax liability generated by total annual patronage, so as to not cause a financial hardship to the individual Owners. (Note: The cash dividend is separate and distinct from the cash profit sharing that is extended to all employees each year in the form of wage bonuses.)
- (e) Distributions while an Owner: Our policy is that individual capital accounts are not accessible until ownership is terminated, but an Owner who is age 62 or older may request payment of their individual capital account, which proceeds according to the established redemption schedule. Such Owner may, at their option, continue as an Owner so long as they are eligible. An Owner who avails of distributions according to this section, and who wishes to maintain their current Ownership beyond the selected payout period, may opt to postpone receiving their final payment(s) in order to maintain the required amount of the then-current Ownership Fee in their individual capital account.
- (f) Payout upon Ownership Termination: After the close of the fiscal year in which ownership is terminated, the value of the Owner's individual capital account will be calculated and paid out in equal payments spread over a period of four years. (An Owner who is planning to depart can elect to end ownership as of the end of the fiscal year, April 30th, in the calendar year in which the departure will occur, in order to begin collecting payments at an earlier date.) If a departing Owner wishes an accelerated payout of their account, or has any other special request regarding payout, they must make their request in writing to LT, which will make a proposal to be acted on by the Owners. In the case of accelerated payout, the account will be valued as follows:

- 4 year payout @ 100% of value
- 3 year payout @ 90% of value
- 2 year payout @ 80% of value
- 1 year payout @ 70% of value
- Immediate payout @ 60% of value

- (g) Value of Individual Capital Account for the Purpose of College Financial Aid Applications: It is the opinion of our accountants that each individual capital account has no fair market value until the termination of ownership.

(H) TERMINATION OF OWNERSHIP

(1) In general, an individual's ownership is terminated upon any one or more of the following:

- Voluntary or involuntary termination of an Owner's employment (except for temporary layoffs or absences). Note that ownership does not guarantee permanent employment. In other words, ownership status does not protect against termination of employment.
- Nonpayment of the Ownership Fee.
- The amount of the Owner's individual capital account balance falls, through distributions, below the then current Ownership Fee.
- The Owner becomes less than a three-quarter time employee, as defined in these Operating Policies.

(2) No individual's ownership may be terminated involuntarily without prior written notice and a right to a hearing before the Owners.

(3) Ownership shares and rights cannot be transferred or assigned to others. They can only be transferred back to the company.

3. Board of Directors

(A) GENERALLY

(1) The Board of Directors is elected by the Owners to oversee policies and guide the company. The functioning of the Board is governed by Article V of the Bylaws.

(2) The Owners are permitted to elect as few as three (3) and as many as forty (40) Directors.

(3) The Owners have a standing practice of electing each Owner to serve as a Director, for a term that commences when the employee's Ownership commences and terminates when the employee's Ownership terminates.

(4) A Director need not be an Owner, but at least 75% of the number of Directors shall be Owners. Non-Owner Directors have the same powers and rights as Owner Directors, except in the constitution of a quorum (75% of the number of Owner Directors constitutes a quorum).

(5) The Owners are permitted to appoint Advisory Members who have the privilege of attending Board meetings in an advisory capacity but who have no vote.

(6) All Directors are expected to attend all Board meetings, unless Owners make an exception to this policy. Current exceptions are the Vice Clerk and the Benefit Director. Directors who miss meetings must expect, of course, that important decisions may be made in their absence.

(B) LIST OF DIRECTORS

(1) Owners

Rocco Bellebuono

Deirdre Bohan *(President)*

Ryan Bushey

Matt Coffey

Jean DaSilva

Mia Esparini

Angie Francis

Curtis Friedman

Newell Isbell Shinn *(Clerk)*

Beth Kostman

Jon Lange

Primo Lombardi

Peggy MacKenzie

John Mazza

Rob Meyers

Siobhán Mullin *(Vice President, Treasurer)*

Greg Small

Chris Wike

Rachel Wild

Abbie Zell

(2) Non-Owners

Matt Piantedosi (*Employee, Vice Clerk*)

Ex officio: Master Electrician

(Having a Master Electrician as an officer is a requirement for SMCo to be an electrical contractor.)

Cynthia Wansiewicz (*Non-Employee, Attorney*)

Ex officio: Benefit Director

(Having an independent Benefit Director is a requirement for SMCo to be a benefit corporation.)

(Note: *Ex officio* means that the individual is elected as a Director by virtue of the office that they hold, and that individual's term as a Director will expire when they resign from or are removed from the indicated office.)

(C) RESPONSIBILITIES

(1) Powers: The SMCo Bylaws generally permit the Board to exercise all the powers of the corporation. In practice, the Board delegates many of its powers, especially responsibilities for day-to-day operations. The Bylaws also grant specific powers to several officers, subject to Board supervision.

(2) Core Responsibilities: The Board oversees policies and guides the company. This work includes:

- Elect the President, Vice President, Treasurer, Clerk, and other Board officers (The Bylaws currently specify that whoever is elected as Board President shall also serve as the CEO.)
- Determine the company vision and strategic plan
- Determine the Operating Policies
- Review operational finances, including balance sheets, profit and loss statements, and budgets
- Act on proposals regarding strategic growth
- Determine philanthropy practices and priorities

(3) Delegated Responsibilities: The Board delegates responsibilities not listed above in section (C.2) as follows:

- The Board appoints the following committees, whose membership and delegated responsibilities are outlined in these Operating Policies:
 - Leadership Team (LT)
 - Personal Support Committee (PSC)
 - Safety Committee
 - Fun Committee
- The Board delegates to the Leadership Team (LT) all responsibilities not otherwise delegated and not listed above in section (C.2).

(4) Guiding Principle: There are times when it is not clear whether a decision should be made by the Board or the Leadership Team. In these cases, the Board discusses until a conclusion is reached. This allows adjustments and new understandings to be crafted over time. It is important to balance participation and efficiency. There is no map to guide us except past decisions. We need to be comfortable with trial and error, always being ready to alter the process as needed. We are always a “work-in-progress.”

(D) DECISION-MAKING

(1) Generally

- Board meetings are held 6-8 times per year.
- LT prepares the Board to make decisions and in most cases recommends direction and courses of action for the Board's consideration. Before each Board meeting, an agenda and a package of supporting material is distributed to the Directors so they can prepare to discuss and deliberate.
- 75% of the number of Owner Directors constitutes a quorum.
- When a quorum is present, Directors work to make their decisions by consensus (see *Appendix B: Meetings & Decision-Making*). In the event that the group is unable to reach a decision via consensus, our Bylaws

provide a backup voting mechanism in which a decision requires a 75% supermajority of the Directors present.

- Board minutes are distributed to all employees.

(2) Meeting Participation: All employees are usually welcome to observe and participate in Board meetings, but decision-making is reserved for Directors only. Directors reserve the option to meet in executive session (i.e., non-Directors may not attend) when they wish to confer privately about topics they know significantly influence the life of a non-Director. The intent is to rarely use this option, but understand that executive session can be used in cases where a closed meeting will protect both the privacy of individual staff members and the Board's ability to fully discuss the topic at hand. Executive sessions of the Board will not be held without prior notice to the Company. If you would like to suggest an agenda item for the Board, including the opportunity to speak at a meeting, please speak with the CEO (Deirdre).

(3) Decisions Involving Relatives, Close Friends, and Similar Issues:

Whenever there is an issue of hiring, career conversation, ownership, termination, or other personnel matters, all those involved in the decision-making process must remember to be especially careful to keep *the company's interest* first and foremost in deliberations and decision-making. It is essential to try to be frank, honest, open, and constructive, and to not allow personal issues to get in the way of good company decision-making. SMCo allows (but does not require) any of the following:

- An individual who is the subject of a discussion and/or decision may decide not to participate.
- An individual decision-maker may directly ask the subject of a decision or a related party to not participate, and that person (the subject) may ask the decision-maker to reconsider.
- A decision-maker may elect not to participate.
- In the event that a decision-maker is uncomfortable saying something directly to the subject of a decision, that person may discuss with anyone on the Personal Support Committee and ask the PSC member to raise their concern. This does not apply to non-participation requests.

A primary aspect of this policy is that it is intended to assure personal and emotional safety while encouraging transparency.

(4) Difficult Decisions: The process we commonly use with difficult decisions is to make a decision, sit with the decision, and then revisit it at a subsequent special or regular meeting. Any Director should call for this procedure when they feel it is warranted.

(5) Triple Bottom Line Provision: Because SMCo is a benefit corporation and, therefore, committed to maintaining a triple bottom line (people, profit, and planet), Directors are expressly permitted to consider social and environmental impacts in their decision-making, including, but not limited to the social, economic, legal, environmental, and other effects of any action on current Owners, previous Owners who are still receiving capital account payments, employees, suppliers, clients, and the communities (local, regional, national, and global) in which SMCo operates.

4. Committees of the Board

The Board determines the composition and responsibilities of these committees. Chairpersons are indicated by underlining.

(A) LEADERSHIP TEAM (LT)

(1) Members: This committee consists of five employees: The CEO (Deirdre Bohan), and the Department Directors of Finance & Administration (Siobhán Mullin), Production (Newell Isbell Shinn), Architecture (Ryan Bushey), and Energy Technology (Rob Meyers).

(2) Responsibilities

- Serve as the executive arm of the Board, with regular reporting to the Board.
- Provide oversight of all SMCo operations, including finances, equity, project status and pipeline, communications, professional outreach, philanthropy, and day-to-day operations.
- Undertake all Board responsibilities not specifically retained by the Board or delegated by the Board to others.
- Review Operating Policies and propose new policies and revisions to the Board.
- Consistently improve justice, equity, diversity, and inclusion (JEDI) within the company.
- Oversee the *Path to Ownership* program to prepare new Owners.
- Plan for appropriate capacity in leadership transitions. Maintain a succession plan, and oversee implementation of that plan.
- Evaluate when major software and technology changes are needed, and oversee implementation.

- Determine the annual percentage of company profits to be distributed via the SMCo Philanthropy Policy.
- Determine the annual amount of profit sharing to be distributed.
- Manage staffing matters, including:
 - Hiring and termination of employment. The Board establishes need for hiring based on LT recommendations. When a new hire indicates an actual expansion of the company, it is a policy issue to be determined by the Board. When we are replacing a departed employee to keep staffing stable, it is an LT decision.
 - Professional development.
 - Wage rate and compensation package for each employee.
 - Housing grants and stipends.
 - Employee performance, reviews, capacity issues, and Ownership potential.
 - Employee requests to waive hours requirements.
 - Violations of the Operating Policies.

(3) Meetings: LT meetings are held weekly. LT meetings are limited to LT members only. If you would like to suggest an agenda item for the LT, please speak with the CEO (Deirdre) or any of the Department Directors. Minutes are distributed to all employees, except for minutes regarding staffing matters as identified above.

(B) PERSONAL SUPPORT COMMITTEE (PSC)

(1) Members: This committee consists of five employees: the CEO (Deirdre Bohan), the Director of Finance & Administration (Siobhán Mullin), Peggy MacKenzie, Chris Wike, and one rotating member, serving a 3-year term, who is an employee not on LT (Sebastian Hiatt, exp. April 30, 2025) (Rudy Sanfilippo, May 1, 2025 - April 30, 2028).

(2) Responsibilities: Handle confidential individual personal and interpersonal issues and crises by:

- Providing empathetic and compassionate support for individuals.
- Serving as a sounding board for LT, as necessary.
- Guiding coworkers to relevant policies that can provide immediate assistance.
- Recognizing when a particular problem exceeds the abilities of a group and work to find appropriate outside help.

(3) Meetings: PSC meetings are held as needed. Meetings are attended only by PSC members. Minutes are distributed only to PSC and LT as appropriate.

(C) SAFETY COMMITTEE

(1) Members: The Director of Production, the Energy Technology Project Manager, at least one Production Field staff, at least one Energy Technology Field staff, and one Shop staff. Current members: Aaron Barbatti, Pete D'Angelo, Sebastian Hiatt, Newell Isbell Shinn, Jon Lange, Rachel Wild.

(2) Responsibilities: Review safety policies and incident reports. Serve as the company's formal Safety Committee for all purposes where such a committee is required.

(3) Meeting Frequency: Monthly, with additional meetings as needed.

(D) FUN COMMITTEE (FUNCOM)

(1) Members: Ane Møller, Siobhán Mullin, Rachel Wild.

(2) Responsibilities: Plan company social events.

(3) Meeting Frequency: As needed.

5. Company Meetings

Company-wide meetings, for all SMCo employees, are important opportunities to learn about and discuss current matters within the company. All employees are expected to attend. Our "Day of Business" is an annual company meeting, and additional company meetings are scheduled as needed.

A large group of approximately 30 people are sitting on a long wooden dock that extends into a calm body of water. The dock is made of light-colored wood and has a railing. The people are dressed in casual outdoor attire, including hats, sunglasses, and jackets. Many of them are waving their hands towards the camera. The background is a dense forest of tall trees, and the water reflects the scene. The overall tone of the image is serene and communal.

D. Shared Expectations & Practices

1. Transparency

(A) GENERALLY

SMCo values the open disclosure of company information to relevant stakeholders in an effort to promote clarity, accountability, effectiveness, education, engagement, and trust. Company information includes details about SMCo ownership, demographics, decision-making, policies, plans, processes, finances, supply chains, trade partners, materials, and social and environmental impacts. Relevant stakeholders may be employees, clients, community partners, and the general public.

(B) INTERNAL TRANSPARENCY

As a general rule, all SMCo company information is available to all SMCo employees. If there is a compelling reason that certain information should not be shared with an employee, that reason should be made clear to the employee seeking the information. If the employee disagrees with the rationale, the matter will be reviewed by LT.

(C) EXTERNAL TRANSPARENCY

In order to promote transparency and educate others, we make much of our company information available to the public via social media platforms and our website. In all communications, we intend to be honest and forthcoming, protect individual privacy, and actively listen/meaningfully respond to concerns and questions.

2. Inclusivity & Respect

SMCo strives to create a culture of inclusion, that is, an atmosphere in which all employees feel comfortable being themselves and contributing fully. Inclusion is a continuous effort. It permeates everything we do: recruitment, hiring, training, engagement, mentoring, promotion, compensation, outreach, etc. We rely on each employee to practice and advance inclusion. If you have any suggestions, please share them with LT.

(A) DISCRIMINATION-FREE WORKPLACE

We are committed to a workplace in which all individuals are treated with respect and dignity. SMCo prohibits discrimination against any employee with regard to race, color, religion, sex (including pregnancy and related conditions, sexual orientation, or gender identity), national origin, age, genetic information, disability, marital or veteran status, or any other status protected by applicable law.

(B) EQUAL EMPLOYMENT OPPORTUNITY

SMCo provides equal employment opportunity to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy and related conditions, sexual orientation, or gender identity), national origin, age, genetic information, disability, marital or veteran status, or any other status protected by applicable law. This policy applies to all terms and conditions of employment, including recruiting, hiring, training, placement, promotion, Ownership, disciplinary action, termination, layoff, recall, transfer, leaves of absence, and compensation.

(C) HARASSMENT-FREE WORKPLACE

(1) Generally: SMCo expressly prohibits any form of workplace harassment including, but not limited to, harassment based on race, color, religion, sex (including pregnancy and related conditions, sexual orientation, or gender identity), national origin, age, genetic information, disability, marital or veteran status, or any other status protected by applicable law.

(2) Workplace Harassment: When we refer to workplace harassment, we mean:

- Unwelcome verbal or nonverbal conduct that denigrates or shows hostility or aversion toward a person because of one or more of the above characteristics, and such conduct affects the person's employment opportunities or benefits, or has the purpose or effect of interfering with their work performance, or has the purpose or effect of creating an intimidating, hostile, or offensive working environment.
- Such conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; sexual harassment; denigrating jokes; and display or circulation of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on one or more of the above characteristics.

(3) Sexual Harassment: When we refer to sexual harassment in the workplace, we mean unwelcome sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of a sexual nature, when:

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

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures;

graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

(D) VIOLENCE-FREE WORKPLACE

(1) Generally: SMCo prohibits violence in the workplace. Workplace violence involves physical assault, threatening behavior, or threatening language in a work setting. Such conduct includes:

- The use of force with the intent to cause harm (e.g., any unwanted contact such as hitting, fighting, pushing, or throwing objects).
- Acts or threats, made directly or indirectly, that are intended to intimidate, harass, threaten, coerce, or cause fear of harm.
- Acts or threats, made directly or indirectly, by oral or written words, gestures or symbols, that communicate a threat of physical or mental harm.

(2) Firearms: SMCo prohibits any person from possessing unsecured firearms on SMCo property or at any SMCo project site, in accordance with Massachusetts law.

(E) POLITICAL ACTIVITY

Unless the Owners decide, with 100% consensus, to support a particular political party or political candidate, employees shall not use SMCo communications, property, or funds to state or imply that SMCo supports a particular party or candidate, whether local, state, or national. Whenever an employee's personal political activity might be misunderstood as company political activity, the employee should clarify that they are not representing SMCo.

(F) IF YOU EXPERIENCE OR OBSERVE A PROBLEM

In order to apply the above policies well, SMCo employees are expected to report any related incidents or concerns promptly to the CEO (Deirdre) or the Director of Finance & Administration (Siobhán). Additionally, if an employee

observes behavior they reasonably believe poses a potential for workplace violence, such as verbal threats, verbal abuse, or property destruction, they should promptly notify their supervisor and, if necessary, the police.

3. Occupational Health & Safety

Our Mission and Guiding Principles speak of a workplace which supports health and personal fulfillment. With that in mind, SMCo's goal is to provide a safe working environment that is respectful of each employee's need to perform their job efficiently, successfully, and safely. We make every effort to use materials that are environmentally benign and minimally toxic whenever possible and appropriate. We expect our employees and trade partners to use common sense on the job and to responsibly maintain their work areas. We expect vigilance with regard to safety of self and others on project sites. We encourage all to speak up about safety issues we need to be aware of and/or attend to.

(A) OCCUPATIONAL HEALTH & SAFETY MANUAL

The *South Mountain Company Occupational Health & Safety Manual* (see Appendix A), with all its provisions, is hereby incorporated into these Operating Policies. Although this manual is oriented toward work in the Field, many sections are relevant to work in the Shop, Yard, and Office as well. All SMCo employees are required to be familiar with the safety rules outlined in this manual and to observe them at all times.

(B) LACTATION

Mothers shall be provided with time in their workday for lactation purposes and shall be provided with a private, secure space (the room we call "the phone booth") when needed for pumping breast milk or breastfeeding.

(C) MOTOR VEHICLE SAFETY

For details about using a company-owned vehicle, see below *Operations/Use of SMCo Facilities, Equipment, Vehicles & Accounts/Use of Company-Owned Vehicles*. An employee who operates a company-owned vehicle shall:

- Possess a valid drivers license (not suspended or revoked).
- Abide by all applicable motor vehicle laws.
- Operate the vehicle in a safe, courteous, and professional manner.
- Ensure that all occupants of the vehicle use fastened seat belts at all times.
- Secure all vehicle loads properly.
- Never operate a company vehicle under the influence of alcohol or drugs.
- Never transport illegal drugs.
- Never allow an unauthorized person to operate the vehicle.
- Report any vehicle accident or malfunction immediately to both your Project Lead and the Director of Finance & Administration.

(D) ALCOHOL & DRUG USE

SMCo prohibits use of alcohol, drugs, or other intoxicants (such as marijuana/cannabis) during work hours, including lunch and breaks. Reporting to work under the influence of alcohol, drugs, or other intoxicants is also prohibited. This policy does not include the authorized use of alcoholic beverages at company-sponsored activities, and it does not include the use of medications pursuant to the instructions of a licensed medical practitioner.

(E) SMOKING

Smoking is prohibited during the workday, except during scheduled breaks. Smoking, including the use of e-cigarettes and other vaporizers, is prohibited inside SMCo headquarters, inside any SMCo project, inside any SMCo vehicle, and any place outside where the smoke or vapor directly affects or impacts others.

(F) DOGS

(1) Dogs are allowed at SMCo as long as the pet's health and behavior are acceptable in a work setting, and the pet's presence does not adversely affect daily work.

(2) All dogs must be leashed (or tied in a safe location) at all times at project sites and at SMCo HQ (both inside and outside the building).

(3) Dogs are not allowed inside on project sites after flooring is installed. Dogs are not allowed inside any completed project.

(4) All employees, trade partners, and visitors are required to abide by this policy.

4. Concerns

(A) HOW TO REPORT A CONCERN

(1) Generally: We believe that employees should feel comfortable speaking up about concerns, especially regarding discrimination, harassment, violations of law, unethical behavior, safety, or retaliation. It is to all of our benefit to resolve such concerns as soon as possible. In order to support open communication, the SMCo Retaliation-Free Workplace policy (see below) applies to any employee who raises a concern.

(2) Who to Contact: If an employee has a reasonable belief that SMCo or another employee has failed to observe these Policies or has engaged in any action that violates any applicable law or regulation, the employee is expected to immediately report such information to the CEO (Deirdre) or the Director of Finance & Administration (Siobhán). Additionally, an employee may also file a “whistleblowing” complaint with the US Equal Employment Opportunity Commission (EEOC), the Massachusetts Commission Against Discrimination (MCAD), the Occupational Safety and Health Administration (OSHA), or other relevant government agency.

(3) Investigation & Response: All concerns that cannot be resolved immediately will be brought to LT for investigation and review. A response will be provided promptly to the employee who reported the concern. All concerns will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. However, identity may have to be disclosed in order to conduct a thorough investigation or to comply with the law. If LT needs to act immediately during its investigation, it will do its best to ensure that the employee who reported the concern will not be affected. The employment of the alleged wrongdoer may be affected.

(B) RETALIATION-FREE WORKPLACE

(1) Generally: SMCo prohibits retaliation against employees who raise concerns regarding discrimination, harassment, violations of law, unethical behavior, safety, or retaliation. This policy applies regardless of the concern's validity and regardless of whether the concern is raised formally or informally. SMCo also prohibits retaliation against employees who participate in investigations or lawsuits related to such concerns.

(2) Retaliation: When we refer to retaliation, we mean any kind of negative action against a current or former employee that takes the form of punishment and creates a hostile, threatening, or uncomfortable environment as a result of their reported concern. Retaliation in the workplace may be expressed in a variety of ways including, but not limited to: harassment, victimization, termination or retraction of benefits, reduction of compensation, poor work performance evaluation, exclusion from company events or meetings, and defamation of character. Employees who consider engaging in retaliation should be aware that such activity not only harms our trustworthiness and reliability as a company, but it also may expose us to serious legal risk.

(C) FAILURE TO OBSERVE POLICIES

If LT determines that an employee has failed to observe these Operating Policies, LT will review the matter and decide an appropriate response, including any need for corrective action up to and including termination of employment.

5. Operations

(A) GENERAL EXPECTATION

SMCo expects and values individual responsibility rather than constant oversight. Employees are expected to be responsible, take care of themselves, and ask for what they need. At the same time, employees are accountable to supervising staff and receive support from them.

(B) COMMUNICATIONS

(1) Internal Communications

- All employees are responsible for understanding the SMCo Operating Policies, including Appendices.
- All carpenters are responsible for understanding the SMCo Carpenter Manual.
- All employees are responsible for checking their SMCo digital communication platforms during the work week.
- All employees are expected to attend Company meetings, and departmental meetings as required.

(2) External Communications

We believe that all external communications should provide genuine value, and earn attention and trust. Our communications activity is guided by the following principles:

(a) In Marketing

- Be honest about the value of our products and services.
- Be transparent about the social and environmental impacts of our work.
- Be inclusive in written and visual depictions of our work.

- Share only content we have permission to share (images, stories, testimonials).
- Follow ethical practices in search engine optimization (SEO) and link optimization.
- Actively listen and meaningfully respond to concerns and questions.
- Update these ethical practices as the marketing industry evolves.

(b) In Conversation:

- Be transparent about your relationship with SMCo (“I am an Intern / Project Lead / Architect / Owner”).
- Speak only from your point of view, not on behalf of the company.
- Do not share information that is considered confidential, controversial, or proprietary. If you are unsure whether or not a subject falls into one of these categories, err on the side of caution, then follow up with the Communications Coordinator (Abbie).

(c) On Social Media:

- Consider content carefully. Your activity might be seen by clients, trade partners, etc.
- Post only your creations. Steer clear of logos as well as content or ideas generated by others.
- Tag @southmountaincompany in every applicable post, story, or reel.
- In the event of negative or disparaging feedback, resist the temptation to react. Instead, pass it along to the Communications Coordinator (Abbie).

(d) Formal Speaking Engagements:

- See *Professional Development / Professional Outreach*

(C) WORK ARRANGEMENTS, HOURS & ABSENCES

(1) Generally: SMCo allows employees some measure of personal flexibility in their work schedule. Since much of our work, however, is team-based, employees have a responsibility to coordinate and communicate regarding

regular hours, planned absences, and unplanned absences. There is a daily obligation as well as the annual hours obligation to satisfy.

(2) Flexible Work Arrangements: We are open to considering flexible work arrangements on an individual basis. Since each case is specific, we do not have a blanket policy. If this option is something you need, please discuss it with your Department Director.

(3) Hybrid Office: An office employee may choose to work certain hours at an alternate location (such as a home office), with the expectation that they will work at SMCo HQ at least on Tuesdays and Wednesdays, 8:30 AM to 2:30 PM.

(4) Unplanned Absences: If you are going to be absent from work, arrive late, or depart early, it is important to notify your supervisor as far in advance as possible.

(5) Planned Absences: Always indicate planned absences on the SMCo online calendar. It is important to notify your supervisor as far in advance as possible, and it is essential that Administration knows when people are at work or not.

(6) Timesheets: Enter your timesheet information every week, by the end of the day Sunday.

(D) TRANSPORTATION ALLOWANCE

(1) All Employees: Each employee receives an annual transportation allowance, paid weekly as part of their compensation. This allowance is intended to cover employee costs associated with driving for work purposes, such as fuel, maintenance, and depreciation (wear and tear). This allowance (based on the 2025 IRS mileage reimbursement rate) covers the first work-related 3,145 miles driven a year. It would be a rare occasion where an employee exceeds this number of miles per year for work.

(2) Vehicle Used as Tool: In addition to the above allowance, any Production, Field, or Energy Technology Field staff who regularly uses their vehicle as a “tool,” transporting materials, etc., in their daily work, is eligible for a \$1,200 net stipend issued annually on May 1 for work-related maintenance, repairs, and depreciation on their personal vehicle. To apply, contact your Department Director at career conversation time.

(E) BUSINESS TRAVEL

If business travel is approved by LT, employees are paid for both work and travel time. If business is combined with pleasure, employees are paid only for what can be considered legitimate business expenses. Expenses should be billed appropriately. Questions should be referred to the Director of Finance & Administration (Siobhán). (See also: *Compensation & Benefits / Professional Development / Compensation & Reimbursements*)

(F) DRIVE LESS

In order to reduce the impact of commuting, and to promote the health benefits of biking and walking, employees who choose not to bring a vehicle to work may receive the following incentives:

Walking or biking	\$5/day
Public transportation	Value of VTA annual bus pass / year

To receive compensation, submit to the Director of Finance & Administration (Siobhán) a quarterly log detailing the dates you are eligible to be paid for these incentives.

(G) USE OF SMC0 FACILITIES, EQUIPMENT, VEHICLES & ACCOUNTS

(1) Personal Use

(a) Office equipment is available for personal use, as scheduling permits.

(b) The company dump trucks, telehandlers, and shop are available for personal use, but are to be used by SMC0 employees only, and only as scheduling permits. Use of a telehandler requires a qualified driver and approval by the Director of Production (Newell).

(c) Materials from SMC0 inventory for personal use are subject to the policy below regarding Outside Inventory Sales.

(d) SMC0 resources used for personal use will be billed to the employee at the following rates, plus a 5% overhead charge:

Shop and office equipment	No Charge
Company dump truck	No Charge
Telehandler	No Charge
Materials	At Cost

(e) SMC0 charge accounts should not be used for personal purchases except in the case of work on an employee's primary residence. In that case, if SMC0 is not doing the work on the house, the Director of Finance & Administration (Siobhán) should be informed in advance that the employee will be using the accounts and for how long.

(2) Side Job Use

(a) No SMC0 facilities or equipment may be used for a side job during regular business hours.

(b) The company dump trucks, telehandlers, and shop are available for side job use, but are to be used by SMC0 employees only, and only as scheduling permits. Use of a telehandler requires a qualified driver and approval by the Director of Production (Newell).

(c) Materials from SMC0 inventory for any use outside of SMC0 projects are subject to the policy below regarding Outside Inventory Sales.

(d) SMC0 resources used for side jobs will be billed to the employee at the following rates, plus a 5% overhead charge:

Shop and office equipment	\$20/hour
Company dump truck	\$20/hour
Telehandler	\$60/hour
Materials	Retail Price

(e) SMC Co accounts are not to be used for employee side jobs. Employees who do side jobs are expected to set up their own accounts for materials/labor for these jobs.

(3) Outside Inventory Sales: Our inventory materials are mostly for SMC Co projects. We do not sell these materials retail. However, we do occasionally supply materials to current employees, to past clients, and for buildings we've built. In these cases, email a request, including a description of the material and quantities desired, to the Director of Production (Newell) for review. Payment is due at the time of purchase.

(4) Use of Company-Owned Vehicles

(a) Generally

- Company-owned vehicles shall be driven only by SMC Co employees primarily for business purposes (and by non-employees who have obtained permission from an SMC Co Department Director, also for business purposes only).
- Vehicle operators must follow all rules described above in *Motor Vehicle Safety*.
- Please remember to leave the vehicle clean, leave it working, and leave it filled with gas or charged.

(b) Telehandlers: Telehandlers should not leave SMC Co premises or project sites as a general rule. If a qualified operator needs a machine for personal use, they must ask the Director of Production (Newell), who may or may not approve the use.

(c) Dump Trucks: Before using a truck, be sure to sign it out on the shop chalkboard.

(5) Technology

(a) Personal Use: SMC Co laptops, tablets, home office equipment, and cell phones are primarily intended for business use, but they also may be used for personal matters. Please limit personal use to just the employee, not shared family use. (We intend our giveaways to fill that need.) Since each device links to a wider set of SMC Co data than ever before, we need to reduce the risk of damaging or

losing data. Also, since we need to ensure that each device is operating optimally, the fewer people handling these devices, the better.

(b) Home Office Equipment: Due to our hybrid office policy, many employees need equipment and supplies to conduct SMC Co work at home. SMC Co will provide IT equipment and office supplies for this purpose, with the understanding that our policy below in *(H) Responsibility for Resources* extends to the home office.

(c) Cell Phones: SMC Co will provide cell phones and service to all benefitted employees. The IT Coordinator (Mia) should be notified in the event of any international travel.

(d) Phone & Tablet Cases: We require all employees to buy cases for their smartphones and tablets to prevent damage. Submit receipts to the IT Coordinator (Mia) for reimbursement.

(e) Laptop Cases: If you would like to purchase a protective case for your SMC Co laptop computer, submit the receipt for reimbursement.

(6) Generators: If there is a hurricane or general emergency, generators are to remain at the shop, so the facility can be used by everyone. If someone needs a generator at other times, they should ask the Shop Lead (Jon) and sign it out on the shop chalkboard.

(7) Use of Facilities by Nonprofits: Employees who are on the board of, or actively engaged with, a local nonprofit may use SMC Co facilities to host meetings. The employee should use the SMC Co online calendar for room reservations, be present for the duration of the meeting, and ensure that all spaces are left as they were found. The SMC Co employee hosting the meeting is responsible for final cleanup and building lockup, and must be the last person from the meeting to leave the building.

(8) Use of Facilities by Former Employees: Use of facilities by former employees is not permitted except in rare cases with permission. Permission should come from the appropriate party: Director of Production (Newell) for shop, and the Director of Finance & Administration (Siobhán) for office, etc.

(H) RESPONSIBILITY FOR RESOURCES

Care for resources is expected in all situations.

(1) Purchasing: Before purchasing materials or equipment, consider if any existing items can be used. When purchasing, give preference to local suppliers and environmentally-friendly products. Avoid unnecessary waste and spending.

(2) Use: Please use equipment, tools, and materials correctly. Return tools to their places, clean and in good condition. If something is damaged, please inform your supervisor and/or Administration. Please conserve energy.

(3) Disposal: Recycle when possible. Correctly dispose of electronic equipment and hazardous materials through local programs designed for such purposes (e.g., the MV Community Services electronics disposal day and the MV Refuse District hazardous materials disposal day).

(I) PROJECT WASTE & GIVEAWAYS

All materials and items available from houses, or scrap materials, that have a value of less than \$100 will be distributed by Project Leads. All materials with greater value should be reported to Production Admin (Peggy), who will coordinate this process. Employees will be notified of available items via SMC Co communications. Particulars about removal requirements will be included. Interested employees must respond as noted. If more than one employee wants the same item, Production Admin and the interested employees will decide together on the most sensible way to distribute, whether by discussion or lottery.

(J) OUTSIDE EMPLOYMENT

(1) Generally: Outside employment, commonly known as a “side job,” means any private practice, private consulting, or any professional activity performed by an SMC Co employee which is not part of the employee’s official SMC Co duties. Side jobs must always be secondary to consistent performance at SMC Co and should not intrude on the workday in any way. Employees must come to work

fully prepared to concentrate on work and in good condition to perform the work.

(2) Communication: No side job communication should occur at any time during the workday with the exception of scheduled breaks (except caretaking emergencies).

(3) Leaving the Project Site: No side job trips should occur at any time during the work day, except maximum 30 minutes absence from work during lunch (except caretaking emergencies).

(4) Trade Partners: Employees using SMC Co trade partners for side jobs must conscientiously avoid scheduling conflicts with SMC Co projects.

(5) Clients: No employee should engage in architecture or construction side jobs for current or former SMC Co clients unless approved by the CEO (Deirdre).

(6) Use of SMC Co Resources: See *Use of SMC Co Facilities, Equipment, Vehicles & Accounts/Side Job Use*.

(K) FINANCIAL PRACTICES

(1) Investments: The purpose of this policy is to guide the SMC Co Director of Finance & Administration and outside investment managers in investment of the SMC Co Equity Fund. In our investments, we are committed to the following practices:

- Use a diversified portfolio to meet the dual objectives of long-term growth while providing liquidity and protection for distributions.
- Seek out companies that promote positive social and environmental impacts, including environmental sustainability, community development, workplace democracy, and living wages.
- Invest 10% of our Equity Fund in local (200 mile radius) entities that advance our regenerative economy.
- Because we do not agree with the direction that certain industries represent for our society and economy, we will not invest in companies that:

- Are engaged in fossil fuels and other extractives, nuclear energy, tobacco, and weapons manufacture
- Use forced labor or child labor
- Operate for-profit prisons
- Manufacture environmental toxicants

(2) Internal Financial Practices

- All checks in amounts over \$10,000 will require two signatures.
- The signature stamp will be kept in a secure, locked place and will be used only by the primary check-writer for multiple checks.
- Bank statements will be reviewed by the Director of Finance & Administration (Siobhán) before passing on to the Bookkeeper (Mia).
- Regarding financial powers, the Board has passed resolutions to allow: any two of the four officers to borrow; any two of the four officers to pledge securities; and either the President, Vice President, or the Treasurer to wire-transfer funds.
- SMCo will provide gifts for various occasions. Administration will maintain a list of occasions to be recognized and the types and values of gifts to be given.

(L) MEETING PROCEDURES

(1) Generally: Good meetings do not happen by chance. At SMCo, we work to make meetings efficient, productive, inclusive, and satisfying by observing the practices outlined in *Meetings & Decision-Making* (see Appendix B). Note that the SMCo Bylaws have additional specific provisions for Owner meetings and Board meetings.

(2) Facilitation

- Owner meetings are facilitated by the President (Deirdre) or other designee of the Owners.
- Board meetings are facilitated by the CEO (Deirdre).
- Company meetings are facilitated by the CEO (Deirdre) and the LT.

- All other meetings are facilitated by the Chairperson of the particular committee.

(3) Minutes

- All Owner, Board, and LT minutes (with the exception of LT minutes related to staffing matters) will be distributed to all employees. Committee minutes will be distributed to respective committee members.
- Minutes will be distributed within 72 hours of meetings, if possible. Minutes will be distributed via SMCo communications channels.
- Minutes of all meetings will routinely be reviewed by LT.

All SMCo minutes are confidential, for employee use only, and should not be shared or forwarded outside the company. Owner, Board, and LT minutes are particularly sensitive and should be stored and disposed of with care.

A large group of approximately 30 people, mostly young adults, are sitting on a long wooden dock that extends into a calm body of water. They are all smiling and waving at the camera. The dock is made of light-colored wood and has a railing. The water is still, reflecting the sky and the people. In the background, there is a dense line of green trees and bushes. The overall atmosphere is cheerful and social.

E. Employment

1. Types of Employees

(A) GENERALLY

- (1) Employees are the individuals who are responsible for conducting the work of SMCo in alignment with the company’s mission and guiding principles.
- (2) Employees are individuals who are currently on the SMCo payroll.
- (3) SMCo is a worker-owned cooperative, which means that all the Owners of SMCo are employees. Not all employees, though, will become Owners (see the *Ownership* section above for more details).
- (4) The first six months of employment for all new employees (including those who were at one time previously employed by SMCo) will serve as a trial period. At the end of this six-month period, the new employee will be evaluated and SMCo will determine whether or not to continue employment.
- (5) SMCo employees are employed on an “at will” basis. This means that employment is for an indefinite period of time and it is subject to termination by either the employee or SMCo, with or without cause, with or without notice, and at any time. Nothing in these Operating Policies shall be interpreted to eliminate or modify in any way the at will employment status of SMCo employees.

(B) BENEFITTED EMPLOYEE

- (1) **Defined:** A benefitted employee is an SMCo employee who is employed on a continuing full-time or three-quarter time basis, in accordance with the hours requirement chart below.
- (2) **Annual Hours Requirement for Benefits:** All employees are expected to work at least the minimum number of hours for their category during each calendar year. This is the required number of hours to receive benefits. It is not necessarily the number of hours it will take for an employee to do their job (e.g., see the hours requirement for salaried employees in *Compensation &*

Benefits/Compensation). Note that hours worked do not include hours for time off.

Employee Category	Hours
Standard Requirement for Full-Time Employees	1800 Hrs
Reduction for employees who work primarily at project sites, including <i>Carpenters</i> , <i>Solar Installers</i> , and <i>Assistant Project Leads</i> (but not Project Leads). This reduction is in recognition of weather, daylight hours, and the physical component of these jobs.	-50 Hrs
Reduction for employees who are age 60 or older and who work primarily at project sites, including <i>Carpenters</i> , <i>Solar Installers</i> , and <i>Assistant Project Leads</i> (but not Project Leads). This reduction is to acknowledge the physical component of these jobs, and it is in addition to the above project site reduction.	-100 Hrs
Reduction for employees who are age 60 or older and are <i>Project Leads</i> or <i>Shop employees</i> . This reduction is to acknowledge the physical component of these jobs.	-50 Hrs
Reduction for serious medical or personal situations that affect an employee’s ability to fulfill their hours requirement. The employee may petition LT, at calendar year end, to waive all or some of the shortfall.	TBD

- (3) **Three-Quarter Time Employee:** A three-quarter time employee is required to work a minimum of 30 hours per week. The annual hours requirement for a three-quarter time employee will be based on the chart above, adjusted proportionately, and can be confirmed with the Director of Finance & Administration (Siobhán). Proposals for three-quarter time employment need LT approval. All individual arrangements must work for the company as well as the employee.

(C) NON-BENEFITTED EMPLOYEE

(1) Defined: A non-benefitted employee is an SMCo employee who meets one or more of the following criteria:

- Is employed on a part-time basis.
- Is employed for a temporary period.
- Has an employment agreement with SMCo which excludes benefits.

(2) Part-Time Employee: A part-time employee works fewer than 30 hours per week. A part-time employee is not eligible to receive benefits. Proposals for part-time employment need LT approval. All individual arrangements must work for the company as well as the employee.

(D) INTERNSHIPS & MENTORSHIPS

(1) Internships

(a) Purpose: The spirit of our internship program is one of mutual benefit: the intern acquires new skills and is exposed to new environments, and SMCo receives assistance on specific projects and meets qualified young people with new perspectives. Internships are differentiated from other kinds of temporary employees by an active learning component, an assigned mentor, and a substantial project.

(b) Eligibility: Internships in Production are available to high school students with experience, generally through the MVRHS CTE program. Internships in all departments are available for college students or postgraduates. Interns are selected by the level of experience appropriate for projects SMCo has in mind; this varies by department. Internship requests should be directed to LT.

(c) Employment: An intern is a temporary non-benefitted SMCo employee, paid at the applicable SMCo rate. The position has set hours and may be part-time or full-time. An intern may be reimbursed for business-related mileage according to the current IRS formula.

(d) Duration: An internship lasts for a fixed duration (six months maximum). Generally, an internship is considered a one-time experience, but it is possible

for an internship to be extended beyond the six-month maximum, or repeated, with approval by LT.

(e) Program

- As with any new employee, SMCo provides the intern with orientation, desk space and/or tools, substantial feedback, interaction with different areas of the company, and exposure to the inner workings of our business (organizational process, need for confidentiality, importance of teamwork, open book management, etc.).
- When creating internship opportunities within SMCo, each department should identify learning components, substantial projects, and challenging but realistic tasks interns can complete within the time allowed.
- The department should select an employee who will act as a guide throughout the internship – providing leadership, communicating, developing, training, and evaluating.

(2) Mentorships

(a) Purpose: Mentorships are designed to expose students to our field, and to business in general, without expectation that the mentee will generate productive work. Mentees are typically high school students not in the CTE program, sponsored by their schools, and their experience at SMCo is regarded as part of their education.

(b) Arrangements: Mentorship requests should be directed to LT. If approved, a mentor will be assigned to work with the student and to determine the specific program and duration.

(c) Employment: A mentee is not an employee of SMCo and is not paid by SMCo for any work they complete during the mentorship program.

2. Compensation & Benefits

(A) COMPENSATION PHILOSOPHY

At SMC_o, we hire for long-term employment and worker ownership.

Our compensation packages are designed to meet the needs of employees at many stages of their lives and rely on a total-rewards model, of which competitive wages are a key part. We also focus on work/life balance, generous time off, 401K match, housing and electric vehicle grants, professional development opportunities, industry-leading health benefits, and more.

Additionally, our profit-sharing program distributes a portion of the company profits to all employees, and our worker-ownership model distributes a patronage allocation designed to build long-term wealth among SMC_o Owners. Both programs are based on the hours each employee works, not on their wage rate or another hierarchical system.

We strive to maintain a total compensation ratio from highest paid to lowest paid that is no more than 4 to 1, and we commit to paying staff fairly and justly relative to each other.

We increase all wages annually through Cost of Living Adjustments (COLA). Performance is rewarded by progress raises based on skill development and mastery, level of responsibility, recent past performance, and training. Performance bonuses celebrate each year's achievements. We have transparent wage scales that are accessible to all staff.

We generally promote from within, incentivizing career and compensation pathways to move up.

(B) ELIGIBILITY

(1) Benefitted Employees: All Benefitted Employees are eligible to receive employee benefits as described in this section, with the following adjustments applied as appropriate:

(a) Three-Quarter Time Employees: Three-quarter time employee benefits are prorated to 75% of full-time employee benefits. The prorated benefits are: Vacation/Holidays, Sick/Personal Time, Parental Leave, and Tool Allowance. If a three-quarter time employee elects to participate in our health plans, they will contribute 25% of premium costs, which will be taken as a deduction through payroll.

(b) Short Hours: If an employee works less than their minimum hours requirement, they will be expected to pay the product of the number of hours they are short multiplied by the cost of their benefits per hour, unless the hours requirement is waived by LT. This is calculated at the end of the calendar year.

(2) Non-Benefitted Employees: All Non-Benefitted Employees are ineligible to receive employee benefits as described in this section.

(C) COMPENSATION

(1) Base Pay

(a) Hourly Employees: Most employees are paid on an hourly basis.

(b) Salaried Employees: Company Managers and Department Directors are paid on a salary basis. Salaried employees have an hours requirement of 1950 hours per year to receive their full salary (although their hours requirement for benefits is 1800 hours). If a salaried employee does not reach the 1950 hours requirement and does not receive a waiver from LT, they must refund a prorated portion of their salary.

(2) Overtime Pay

(a) Hourly Employees receive overtime compensation at the rate of time-and-a-half for all time worked over 40 hours per week. Each overtime hour counts as one hour only for the purposes of profit sharing and calculating hours worked. Paid time off cannot be used to earn overtime.

(b) Salaried Employees receive compensation, at the rate of salary divided by 1950, for hours they work above 1950 hours per year. This additional compensation will be paid out in a lump sum annually at calendar year end.

Each hour counts as one hour only for the purposes of profit sharing and calculating hours worked.

(3) Base Pay Increases & Bonuses: Increases to an employee’s base pay are determined during the annual employee career conversation process and go into effect on May 1 of each year. Three possibilities are considered.

(a) Cost of Living Adjustment (COLA): An increase to base pay given to all employees.

(b) Progress Raise: An increase to base pay given to an employee to acknowledge growth in their role.

(c) Performance Bonus: A selective one-time bonus given to an employee to recognize an excellent year.

(4) Retirement Plan: SMC Co offers a Regular 401k retirement plan to all employees after one year of employment and a minimum of 1,000 hours worked. The entry date is January 1 or July 1 after one year. Contributions may be made through weekly payroll deductions and/or annual profit sharing payments. The employee contribution for 2025 cannot exceed \$23,500 unless the employee is 50 years or older, in which case an additional \$7,500 catch-up contribution is permitted annually. SMC Co also contributes a match payment equal to 3% of gross wages.

(5) Profit Sharing: SMC Co offers profit sharing based upon “net income before fiscal year-end accounting adjustments” and employee hours worked within each fiscal year. LT decides on the total amount of profit sharing to be distributed each year using the chart below for guidance. The total amount to be distributed is divided by the total hours worked by SMC Co employees. The resulting per-hour factor is multiplied by each employee’s hourly total. Profit sharing payments are processed as a bonus through payroll, and are distributed before the end of the calendar year for the fiscal year that ended on April 30th of that year.

Net Income*	% Distrib.	Distribution Range	Avg.\$/Hour
<\$250,000	35%	\$0-\$87,500	\$0.00-\$1.62
\$250,000-\$500,000	33%	\$82,500-\$165,000	\$1.53-\$3.06
\$500,000-\$750,000	30%	\$150,000-\$225,000	\$2.78-\$4.17
\$750,000-\$1,000,000	28%	\$210,000-\$280,000	\$3.89-\$5.19

**Net income before fiscal year-end accounting adjustments*

(D) TIME OFF

(1) Generally: Employees may take time off from work as described below.

(a) Hourly Employees: Hours of time off do not count as hours worked toward the Annual Hours Requirement for Benefits. All employees are encouraged to pay close attention to the policy regarding short hours (see *Compensation & Benefits/Eligibility/Benefitted Employees/Short Hours*). Certain categories of time off, as indicated below, are paid according to the number of hours taken.

(b) Salaried Employees: Hours of time off do not count as hours worked toward either the salary hours requirement or the Annual Hours Requirement for Benefits. All employees are encouraged to pay close attention to the policy regarding short hours (see *Compensation & Benefits/Eligibility/Benefitted Employees/Short Hours*). In addition, salaried employees are encouraged to pay attention to the policy regarding salary hour requirements (see *Compensation & Benefits/Compensation/Base Pay*). Time off is not paid as such since the value of time off is built in to the salary calculation.

(c) Scheduling: All time off (paid and unpaid) should be discussed with, and endorsed by, your Department Director well in advance and taken as project schedule dictates. If you plan on being away for longer than two weeks, you must have approval from your Department Director and LT. Please remember that long periods of time off have company-wide effects. Running a business as we do depends on each employee working a minimum number of hours, so it’s important to follow this process for long absences.

(2) Vacation/Holidays: SMC Co combines paid vacation and paid holidays into one category. This combined time is accrued beginning at an employee's date of hire and according to the schedule below. Note that ten holidays per calendar year are included in this schedule. In order to promote inclusivity, flexibility, and work-life balance, the dates on which holidays are observed are at employee discretion and do not need to follow the federal holiday calendar. Each employee is free to schedule their holiday time as desired to observe occasions that are important to them. All unused hours in this category will be paid out at the end of each calendar year, unless an employee elects to roll over a maximum of 80 hours into the following year.

At date of hire:	15 days (120 hours) per calendar year
After three years:	20 days (160 hours) per calendar year
After six years:	25 days (200 hours) per calendar year
After nine years:	30 days (240 hours) per calendar year
After twelve years:	35 days (280 hours) per calendar year*

*We recognize that hourly employees who have earned 35 days of vacation/holidays, who work 40-hour weeks, and who have an annual hours requirement of 1800 hours, will not meet their hours requirement in any year that they take all their due vacation/holidays and sick/personal time. Employees who encounter this policy conflict can meet their hours requirement shortfall by working overtime and/or by taking compensation in lieu of vacation.

(3) Sick/Personal Time: SMC Co provides seven days (56 hours) paid sick/personal time per calendar year, four days (32 hours) of which may be carried into the next year. For any work-related illness or injury, see *Compensation & Benefits/Financial Well-Being/Insurance Coverage/Workers Compensation*.

(4) Weather Days for Field Employees: In the event of inclement weather, the Director of Production (Newell) will decide which, if any, project sites will be closed for the day. Energy Technology project sites will be decided by the PV Installation Project Lead (John Mazza). Every effort will be made to assign

affected Field employees to work at an alternative site. In the event that replacement work is not available, SMC Co will provide each affected Field employee with pay up to 8 hours for the Weather Day.

(5) Breaks & Meals: Employees are paid for one 15-minute break during the day and are allowed to take unpaid time for additional breaks or meals. Expenses for unofficial social gatherings, such as meals out, should be self-funded.

(6) Blood Donors: An employee will be paid for one hour of time lost from work when donating blood to the Red Cross.

(7) Firefighters, First Responders, Tactical Response Team: An employee who engages in public service as a firefighter, first responder, or tactical response team member will be paid for hours lost from work when responding to calls.

(8) Jury Duty: Employees who have jury duty will be paid by SMC Co at their regular rate (up to 8 hours/day) for hours lost from work during the first three days. From the fourth day onwards, employees will be paid by SMC Co at their regular rate, less the \$50/day compensation paid by the Commonwealth of MA.

(9) Sabbaticals

(a) Purpose: To encourage Owners to undertake activities that promote rejuvenation and personal/professional enrichment, and ultimately contribute to the collective benefit of SMC Co.

(b) Criteria

- Eligibility begins after 7 years of full-time employment and is open to Owners only.
- In general, at least 6 years must elapse between an individual's sabbaticals.
- In general, sabbaticals will be limited to 2 per year company-wide.
- In general, sabbaticals are not for alternative employment (unpaid time off covers that).

(c) Length: The maximum length of each sabbatical will be 4 months, however it may be extended with LT approval. If an extension is requested, LT will consider the implications of the employee's absence.

(d) Compensation & Benefits: During the sabbatical period, salary and wages are unpaid, except in special situations as determined by LT. All benefits will continue during this period and will be paid for by SMCo. However, if the sabbatical is extended beyond 4 months, the employee must then pay into benefits. A sabbatical differs from unpaid time off in that the Annual Hours Requirement for Benefits, and the salary hours requirement (if applicable), will be prorated relative to the length of the sabbatical.

(e) Process: Applications are submitted to LT. Details and schedules are worked out with LT.

(10) Unpaid Time Off: Employees are allowed to take unpaid time off as needed for any purpose not covered by the *Paid Family & Medical Leave* policy. During unpaid time off, the employee will not receive salary or wages but will continue to receive all benefits.

(E) PAID FAMILY & MEDICAL LEAVE (PFML)

(1) Eligibility: All SMCo employees are eligible for paid family and medical leave under the Massachusetts Paid Family and Medical Leave (MA-PFML) law. This government program is funded through employer and employee contributions and is designed to help people in Massachusetts take paid time off of work for family or medical reasons. Contact our group administrator (Siobhán) for more information or to begin the application process.

(2) Amount: The MA-PFML benefit is based on several factors, including your average weekly wage, the average weekly wage for Massachusetts workers, and the type of leave you are taking. The maximum weekly benefit for 2025 is \$1,171. If the MA-PFML benefit is less than 70% of an SMCo employee's gross wages for a regular 40-hour workweek, then SMCo will supplement the difference up to the 70% wage.

(3) Parental Leave: Upon approval of family leave for bonding with your new child, SMCo will supplement the amount of this paid leave by ensuring that employees receive 100% of their gross wages for a regular work week (40 hours) during the bonding period covered by MA-PFML.

(4) SMCo Benefits & Hours Requirements: All SMCo benefits will remain in force during family and medical leave. The Annual Hours Requirement for

Benefits, and the salary hours requirement (if applicable), will be prorated relative to the length of the family and medical leave.

(F) HEALTH BENEFIT PLAN

(1) Group Health Plan: SMCo provides group health insurance coverage to employees working at least 30 hours per week. SMCo pays 100% of our standard HMO plan premium, deductible, co-pay, and prescription payments for eligible benefits. Details of coverage, and instructions for submitting claims and reimbursement requests, are provided in your health insurance materials.

(2) Group Dental Plan

(a) Generally: SMCo provides group dental insurance coverage to employees working at least 30 hours per week. SMCo pays 100% of our plan premium, deductible payments, and charges above usual and customary fees for eligible benefits up to a maximum of \$2,000 per person per plan year. Details of coverage, and instructions for submitting claims and reimbursement requests, are provided in your dental insurance materials.

(b) Orthodontics: Our plan typically covers 50% up to age 19, with a \$2,000 lifetime maximum benefit. SMCo matches the \$2,000 for a combined lifetime benefit of \$4,000.

(3) Additional Benefits: The following additional benefits are provided per calendar year (January 1-December 31):

(a) Compounded Prescriptions: SMCo will cover compounded prescriptions, if not covered by our health plan, for employees and their eligible family members up to a maximum of \$2,000 per family per health plan period. Instructions for submitting claims and reimbursement requests, are provided in your insurance materials.

(b) Wellness Benefit: SMCo will allow for reimbursement up to the following annual amounts for health expenses related to complementary medicine (gym memberships, gym equipment, fitness classes (yoga, Pilates, exercise), massage, vitamin and mineral supplements), vision expenses, and travel for medical purposes. Whenever a health expense can be covered via some other provision of our Health Benefit Plan (for example, by using an in-network provider, or by applying for the fitness benefit), this Wellness Benefit will not apply to the

amount which could be covered by that provision. Also, if an employee is on an HMO plan, this Wellness Benefit cannot be used for reimbursement of out-of-network charges. Unused portions may not be carried over to the next year. This benefit is taxable based on usage. Reimbursements are through payroll and are paid quarterly.

Employee	\$1,000
Employee & Spouse/Domestic Partner	\$1,250
Employee & Children	\$1,500
Family (Including Domestic Partner)	\$1,750

(c) Mental Health Supplement: Mental health claims should be submitted to our health plan carrier. If our plan does not cover a mental health claim, SMCo will reimburse up to the following amounts per calendar year. Unused portions may not be carried over to the next year. This benefit is taxable based on usage. Reimbursements are through payroll and are paid quarterly.

Employee	\$1,000
Employee & Spouse/Domestic Partner	\$1,250
Employee & Children	\$1,500
Family (Including Domestic Partner)	\$1,500

(d) Hearing Aids: If hearing aids are not covered by our health plan, SMCo will cover 50% of the cost of hearing aids for employees and dependents to a maximum of \$2,500 in payments per individual per year.

(e) Reimbursements: Receipts for additional benefit expenses must be presented to the group administrator (Siobhán) for reimbursement.

(4) Health Benefit Plan Eligibility for Family Members

(a) Generally: Health Benefit Plan coverage is available to spouses, domestic partners, civil union partners, and children of eligible employees.

(b) Domestic Partners: In the case of domestic partnerships, the employee and their partner must cohabitate. In the case of a domestic partner no longer meeting this criteria, SMCo will terminate coverage for the domestic partner.

(c) Children: Children are eligible if the employee is either their birth parent or their adoptive parent.

(5) Opting Out

(a) Generally: Employees may choose to opt out of the Group Health Plan and Group Dental Plan. If an employee formally opts out of either, the employee will receive as compensation the insurance premium equivalency only for their qualifying tier of insurance at the time of opt-out. To formally opt out, an employee must sign a waiver form.

(b) Changes in Value: The value of this opt-out reimbursement may change in two ways:

- If, at annual insurance plan renewal, the insurance premiums are adjusted.
- If an employee's qualifying tier of insurance changes during employment and therefore the value of the premium equivalency may change (up or down). Tiers of insurance are defined as: Employee; Employee and Spouse/Domestic Partner; Employee and Children; Family [Employee, Spouse/Domestic Partner, and Children].

Any annual adjustment in the premium equivalency amount is at the sole discretion of LT.

(c) Opting Back In: An employee may opt back in during the open enrollment period (30 days prior to annual insurance renewal) or if the employee has “a qualifying event.” Common qualifying events are:

- Loss of health coverage (including losing job-based coverage, individual or student coverage, turning 26 and losing coverage through parent plan, etc.).
- Changes in household composition (including divorce, marriage, birth or adoption of a child).

Contact our group administrator (Siobhán) to exercise any of the above options or for more information.

(G) FINANCIAL WELL-BEING

SMCo offers the following benefits to help each employee develop their own comprehensive approach to spending, saving, borrowing, and planning.

(1) Financial Planning: Financial planning is useful when planning a personal budget, debt strategies, buying a house, children’s education, retirement, wills, trusts, and health care directives. SMCo’s investment financial advisor, currently Deborah Tharp of Morgan Stanley, is recommended to each employee to assist with their personal financial planning. Contact the Director of Finance & Administration (Siobhán) for information.

(2) Insurance Coverage

(a) Life Insurance: Our life insurance benefit for employees is \$50,000, provided by Guardian Insurance. Coverage applies for the duration of employment. SMCo pays 100% of our plan premium.

(b) Workers Compensation Insurance: All employees are fully covered (for medical expenses and work time lost) by workers compensation insurance for SMCo work-related accidents or health problems. (Note that workers compensation insurance does not apply to injuries sustained on outside employment or “side jobs.”) In the event of *any work-related* accident, injury, near miss of an injury, or illness, immediately notify your supervisor and the Director of Finance and Administration (Siobhán). If an injury or health problem results in lost work time, SMCo will pay for the first five days of lost work time, after which workers compensation will commence. The employee’s hours requirement will be pro-rated and reduced by the amount of lost work time.

(c) Long-Term Disability Insurance: For disabling accidents or illness, SMCo provides long-term disability insurance for employees (not family members). Coverage is effective the date of hire. Long-term disability begins when the maximum period for Medical Leave is met and continues until Social Security eligibility, or until the employee is able to return to work. The long-term benefit is 60% of average paycheck, to a maximum of \$8,000 per month. Because we include the premium cost in employee earnings annually, long-term disability is a non-taxable benefit. Our carrier is Guardian Insurance.

(3) Employee Rates for Work Performed on Employee’s Primary

Residence: These rates are 30-45% or more below retail and must be negotiated case by case for larger projects. A 5% overhead charge will be added to all bills.

Architecture & Interior Design	\$75/hour
Energy & Project Lead	\$60/hour
Carpenter	\$50/hour
Trade Partners	At cost
Materials	At cost

(4) Employee Bills

Employees will be billed for SMCo labor and use of SMCo resources. All bills should be fully paid off in a maximum of 90 days. Any discounts earned by SMCo are passed along on these bills. Overhead of 5% will be charged on all bills.

(5) Employee Loans

(a) Amount: Interest-free loans of up to \$6,000 are available to employees. To apply for a loan, speak with the Director of Finance & Administration (Siobhán).

(b) Terms: Employee loans will be repaid in equal monthly installments, starting no more than 60 days after receipt of loan, with a maximum of 24 payments (e.g., a \$6,000 loan would be paid back in 24 payments of \$250). It is the full responsibility of the borrower to make these payments on time and regularly.

(c) Total Indebtedness: Total individual indebtedness to the company (excluding the Ownership Fee) should never exceed \$6,000, except in the case of work on an employee’s primary residence.

(d) Cap: The total of all employee loans outstanding to SMCo at any one time shall not exceed a cap of \$50,000. This cap does not apply to ownership payment plans.

(6) Tool Allowance & Repairs

(a) Allowance: Field and shop employees receive a \$450 per calendar year tool allowance for purchasing necessary tools and equipment. This tool allowance is intended to cover the basic tools, work clothing, and footwear needed on a project site as described in the SMC Co Carpenter Manual. It is not intended to cover items that are likely to be used up or worn out by the end of a project (such items should be charged to the project). Unused portions of tool allowances may be carried over from year to year.

(b) Repairs: In addition to the tool allowance, SMC Co pays for tool repairs. Tools must be boxed by the owner and detailed instructions must accompany the tool regarding repairs needed. Production Admin (Peggy) can assist with this process.

(c) Headphones: For all other employees, where appropriate, SMC Co will cover the cost of noise cancelling headphones. The price limit is \$350. Submit receipts to the Director of Finance & Administration (Siobhán) for reimbursement. This benefit is available once every three years.

(7) Truck Rack Purchase: SMC Co will pay up to \$650 if a truck rack is needed for work, as decided by the Director of Production (Newell). If an employee purchases a cap that includes a rack, the employee can receive up to \$650 for the cost portion of the rack. Before an employee sells their truck, racks purchased by SMC Co should be offered to someone in the company who needs it for work.

(8) Photovoltaic Systems: SMC Co will install a PV system on an employee's primary residence and will bill according to the above *Employee Rates for Work Performed on Employee's Primary Residence*.

(9) Electric Vehicle Incentives

(a) Purchase/Lease Incentive: SMC Co will provide an incentive, in the form of a check issued through payroll, for the purchase or lease (36 months minimum) of an electric vehicle (EV) as an employee's daily vehicle (where the primary user is the employee, not another family member). This incentive will be available once to any full-time employee (or three-quarter time employee on a pro-rated basis). A cumulative total of no more than \$20,000 per calendar year will be available on a first-come, first-served basis. This benefit applies as follows:

EV Car	\$3,000
EV Truck or Van	\$5,500

(b) Charging Stations: SMC Co headquarters charging stations are available to charge employee electric vehicles at no cost. SMC Co-owned vehicles have priority use of charging stations.

(10) Adoption Expenses: SMC Co supports adoptive parents and will contribute to adoption expenses (including expenses related to the adoption of stepchildren.) For information, contact the Director of Finance and Administration (Siobhán).

(11) Housing Grants & Rental Subsidies

(a) Purpose: SMC Co is committed to helping employees satisfy their housing needs for the following reasons: to ensure a more stable workforce; to enhance the lives of our employees; and to contribute to the sense of the company as a community. We do this using housing grants and rental subsidies.

(b) Housing Grants

- *Program:* An employee who is building or purchasing a home, or has recently purchased a home, may apply for a maximum grant of \$50,000. All grant amounts will be determined strictly based on need. The threshold for establishing need is defined as the amount it will take for the employee to complete a new house, purchase an existing house, or be able to live in a currently-owned house, and maintain housing costs (mortgage, property taxes, insurance, and condo/lease fees) of *less than* 35% of combined household income.
- *Availability:* The availability of grants shall be based on the financial ability of the company to provide them at the time of need. Our resources are limited.
- *Eligibility:* Employees who have been full-time for a minimum of three years and are on an ownership track (as determined by both the employee and LT) are eligible to apply. The time of employment can be reduced if extenuating circumstances so dictate. Receipt of a rental subsidy does not preclude a future housing grant.

- *Decision-Making:* Each case will be fully considered on its own merits and decided by LT.
- *Discount:* For an employee building their own house, overhead and profit will be waived on building-related purchases made using SMCo accounts.
- *Early Sales:* If an employee who has received a grant sells within five years of grant approval, a prorated proportion of the grant will be repayable at closing (100% up to one year, 80% up to two years, 60% up to three years, 40% up to four years, and 20% up to five years).
- *Employment Termination (effective 06/22/2023):* If an employee who has received a grant ceases to be an SMCo employee within five years of grant approval, a prorated proportion of the grant will be repayable beginning at termination (100% up to one year, 80% up to two years, 60% up to three years, 40% up to four years, and 20% up to five years).
- *Agreement (effective 06/22/2023):* Upon receipt of a grant, the employee will be asked to sign an agreement indicating that they understand and will abide by the Early Sales and Employment Termination provisions above.

(c) Rental Subsidies

- **Program:** An employee who is renting, and is not a homeowner, may apply for a rent subsidy of up to \$500/month for a maximum of two years.
- **Availability:** The availability of rent subsidies shall be based on the financial ability of the company to provide them at the time of need. Our resources are limited.
- **Eligibility:** All employees are eligible. The length of service at SMCo is not a factor. Receipt of a rental subsidy does not preclude a future housing grant.
- **Decision-Making:** Each case will be fully considered on its own merits and decided by LT.

(H) PROFESSIONAL DEVELOPMENT

SMCo believes in proactively advancing the skill sets, learning opportunities, and career goals of all employees. This process is carried out in the following ways.

(1) Orientation: During the first three months of employment, each new employee meets monthly, in our 30-60-90-day program, with their Department Director and the CEO (Deirdre) to ensure their successful transition to SMCo. At the six-month mark, we meet again to confirm that we are moving forward together and to begin identifying strengths and areas for development.

(2) Employee Career Conversations

(a) Purpose: SMCo performs an annual career conversation with each employee. These conversations have several purposes:

- To provide information about job performance for determining compensation and for recognizing progress and/or performance problems.
- To provide information to help us identify how to plan for necessary training or other coaching along with opportunity for feedback to help improve day-to-day performance, achieve goals, and prepare for future responsibilities. Constructive criticism should be welcome and expected.
- To provide a structured time for in-person employee feedback and to provide opportunities for employees to understand the rationale for compensation decisions and performance recommendations.

(b) Process: LT conducts the employee career conversation process. The process has four parts:

- Employee written self-reflection form
- “Spring Outlook” employee meeting in April
- Written summary of the employee meeting
- “Fall Reflection” employee meeting in the fall

(c) Concerns Regarding Job Performance: In the event of repeated job performance concerns, clear performance objectives will be identified and a timeline for achieving them will be agreed upon. If the career conversation process continues to raise concerns regarding an employee’s job performance, LT will review the matter and decide an appropriate response, including any need for corrective action up to and including termination of employment.

(3) Training & Development

(a) Job Training: Upon hiring, SMCo will ensure that each employee receives adequate resources and training to enable them to carry out the responsibilities identified in their job description.

(b) Ongoing Training & Development:

- SMCo promotes access to professional education and training, through opportunities with outside organizations, and through on-the-job training. LT works with employees to identify and acquire the necessary skills and resources needed to support individual professional goals and licensing requirements and to support SMCo's organizational needs and objectives.
- Additionally, SMCo offers community work and occasional non-profit board service opportunities through which employees can gain professional skills and experience outside of their daily role.
- Employees are encouraged to seek out professional development opportunities that:
 - Enhance their job-related skills in pursuit of SMCo's strategic goals
 - Provide access to valuable information and colleagues which they may not come across in their daily lives
 - Support and share their particular passions and contribute to their professional development
 - Maintain their job-related licensing in Massachusetts
- Requests to participate in such opportunities may be made during annual career conversations or to your Department Director at any time. Employees may also request to attend professional development courses held at SMCo that are not directly related to their job. If approved, they would be able to "audit" the course and it would be unpaid time.
- Upon completion of a training or development course, employees will share their experiences verbally at a department meeting and provide a list of resources and ideas for future discussion.

(4) Professional Outreach

(a) Generally: SMCo encourages employees to share their knowledge in the public realm, whenever appropriate. If an employee is invited to do so, they should check in with the Communications Coordinator (Abbie) for review and assistance with content.

(b) Compensation: We encourage the employee to seek compensation from the host organization either in the form of a stipend, expenses, or both. If SMCo is paying the employee for time and/or expenses, and if compensation is offered by the host organization, such compensation should be paid directly to South Mountain Company to reduce SMCo's expenses.

(c) Outside Board Service: Occasionally, at LT's request, an employee serves on an outside board of a nonprofit organization that is aligned with SMCo's mission and, in doing so, advances our company's interests. In such cases, SMCo will pay hours and expenses for the first board term (up to three years) up to 40 hours per fiscal year.

(5) Compensation & Reimbursements: SMCo will provide the following for approved professional development and outreach:

- Payment for a maximum of 8 hours per day for combined class time and travel time
- Payment for cost of course, conference, etc.
- Reimbursement for out-of-pocket transportation costs, including parking and tolls, but not including gas, which is covered by the Transportation Allowance
- Reimbursement for overnight accommodations
- A food stipend of up to \$75/day
- For study and preparation, the employee will only be compensated in special cases. Study time for licensing is not covered.

Reimbursements will be issued when the Bookkeeper (Mia) receives a simple itemized list of expenditures, with receipts.

3. Work Shortage

In the event of insufficient work to provide full-time employment for all employees of the company, the Board of Directors will select from the following options before deciding on permanent layoffs:

- Voluntary unpaid temporary rolling furloughs
- Employ people doing speculative work for a limited period of time
- Employ people doing non-income-producing work for a limited period of time
- Strategically reduce hours worked
- Reduce wages company-wide, on a percentage basis
- Involuntary unpaid temporary rolling furloughs

Before doing any of the above, LT will employ all resources at its disposal to create work for all.

4. Termination of Employment

(A) GENERALLY

As described above in *Types of Employees*, SMC Co employees are employed on at “at will” basis. This means that employment is for an indefinite period of time and it is subject to termination by either the employee or SMC Co, with or without cause, with or without notice, and at any time. In the event of termination of employment, the following provisions are intended to serve as a guideline. LT may, in some circumstances, decide that these provisions do not apply, or may apply them differently.

(B) INVOLUNTARY TERMINATION

In the event of the involuntary termination of an employee, the following severance package will apply:

- Severance pay to be determined.
- Prorated sick/personal and vacation/holiday time paid in full.
- The employee will not be eligible for profit sharing for the hours worked during the fiscal year.
- The employee will be expected to repay all SMC Co bills and loans in full.
- The employee may elect to sign up for COBRA on the SMC Co Health Plan (generally for 18 months) at their own expense.
- An Owner may begin their equity payout as per the existing policy.

This severance will constitute the end of the financial arrangements between SMC Co and the departing employee.

(C) VOLUNTARY TERMINATION

In the event that an employee decides to leave employment at SMC Co voluntarily, the following will apply:

- Prorated sick/personal and vacation/holiday time paid in full.
- Profit sharing for the hours worked during the fiscal year.
- The employee will be expected to repay all SMC Co bills and loans in full.
- The employee may elect to sign up for COBRA on the SMC Co Health Plan (generally for 18 months) at their own expense.
- An Owner may begin their equity payout as per the existing policy.
- An Owner will receive a photo book of their years at SMC Co.
- An Owner who has served 10 years or more as an Owner will be allowed to keep their phone and computer and will be expected to transfer them promptly to their own accounts.
- An Owner who has served 10 years or more as an Owner will receive a gift of \$250 per year served.

(D) SUBSEQUENT PART-TIME EMPLOYMENT

In the event that a former employee wishes to continue to work at SMC Co on a part-time flexible basis, and SMC Co determines that there is a need, the former employee will become a non-benefitted employee at a new wage rate to be determined.

A large group of approximately 30 people are sitting on a long wooden dock that extends into a calm body of water. The dock is made of light-colored wood and has a railing. The people are dressed in casual outdoor attire, including hats, sunglasses, and jackets. Many of them are waving their hands and smiling at the camera. The background is filled with dense green trees and foliage, suggesting a park or natural area. The water in the foreground is still, reflecting the sky and the dock. The overall atmosphere is cheerful and social.

F. Philanthropy

1. Purpose

As part of our commitment to our community and to social change, South Mountain Company donates time, resources, funds, and services to organizations aligned with our Mission and Guiding Principles and with the interests of the Owners and employees of SMCo. Our donations can help to provide leadership and financial assistance to our community on complex social and environmental issues. They also enhance our relationships with local nonprofits and community organizations.

2. Emphasis

We make the majority of our donations to on-island organizations with a strong emphasis on affordable housing, food, and energy initiatives. We make additional donations to organizations that fall within the following categories: Conservation & Environment, Schools & Children, Health & Social Services, Arts & Culture, Progressive Business Organizations, Global Poverty Relief, Crisis Relief, and In Memoriam. We also donate to organizations whose purpose is to promote political participation and community organization/action.

3. Financial Allocation

Our annual goal is to donate 20% of the company's previous year's net profits (per our company financial statements). The Leadership Team is responsible for deciding the actual percentage.

4. Guidelines

SMCo selects recipient organizations using the following guidelines:

- (1) The organization's mission and principles align with SMCo's.
- (2) SMCo, or an individual employee, has a relationship with the organization.
- (3) The organization has limited resources (rather than a large budget and professional fundraising department).
- (4) The organization will be screened using third-party evaluations of their financial health, accountability, and transparency.
- (5) The donation is consistent with this policy's stated Emphasis.
- (6) Cash donations are made only to US corporations classified as IRS 501(c)(3) nonprofit organizations.

5. Process

(A) DISTRIBUTION

Each year, after our company financial statements are finalized, the Leadership Team will determine the amounts available for distribution. The annual amount set aside for SMCo donations is generally distributed 50% via Cash Donations and 50% via Community Work, as specified below. The Leadership Team (LT) makes a detailed annual report to the Board of all donations and philanthropic impact.

(B) CASH DONATIONS

Cash Donations are distributed via two programs: Employee-Directed Giving and Strategic Giving.

(1) Employee-Directed Giving

- The purpose of the Employee-Directed Giving program is to financially support organizations that are important to employees of SMCo.
- The funds allocated to this program are 50% of the annual amount allocated for Cash Donations.
- In late October, the amount available for Employee-Directed Giving will be allocated equally among the employees. Each employee may earmark their portion for donations to 501(c)3 organizations of their choice.
- The Employee Donations Coordinator (Mia) will notify each employee of the amount allocated for their distribution, collect requests for distribution from employees, and make the distributions in November, a time when nonprofit organizations often have matching programs. If an employee prefers not to select any recipient organizations, they can select a category of giving from our list of philanthropic emphases, and SMCo will donate to a relevant organization with whom we are working closely at that time.

- The CEO (Deirdre) can make other decisions on donation requests that arise during the year for amounts up to \$250.
- In January of each year, the Board will review the list of donations made on behalf of employees.

(2) Strategic Giving

- The purpose of the Strategic Giving program is to make larger cash donations to nonprofit organizations in order to support their progress and/or effect change in areas important to SMCo. We prioritize organizations where we believe our donation can make the biggest impact, and/or the organization's projects align with our Strategic Plan.
- The funds allocated to this program are 50% of the annual amount allocated for Cash Donations.
- LT decides which organizations to support. Employees are encouraged to recommend opportunities to LT.
- As part of this process, LT will define and evaluate desired outcomes.

(C) COMMUNITY WORK

(1) Generally: Community Work is distributed via two programs: Employee Community Hours and Community Projects.

(2) Employee Community Hours

- The purpose of the Employee Community Hours program is to allow employees and SMCo to benefit from the experience of volunteering, and in doing so contribute to and strengthen our community ties.
- Each employee is eligible to be paid to volunteer for a local organization for four (4) hours per fiscal year. This time should be recorded as Community Hours, with a note on your timesheet about how the time has been used. This time will be counted towards hours worked.
- At the completion of their community hours, each employee should write up a paragraph on how they spent their four hours and submit to the Director of Finance & Administration (Siobhán) for LT.

(3) Community Projects

- The purpose of the Community Projects program is to make larger service and in-kind donations to local organizations/projects in order to support their progress and/or effect change in areas important to SMCo, prioritizing areas where our expertise and our staff can make the biggest impact.
- The amount available for Community Projects will be the amount set aside for Community Work, less the allocation for Employee Community Hours.
- LT decides which Community Projects to support. Employees are encouraged to recommend opportunities.
- As part of this process, LT will define and evaluate desired outcomes.

A large group of approximately 30 people, mostly men, are sitting on a long wooden dock that extends into a calm body of water. They are all smiling and waving at the camera. The dock is made of light-colored wood and has a railing. The water is still, reflecting the people and the surrounding greenery. In the background, there is a dense line of trees and bushes. The overall scene is bright and cheerful.

APPENDIX A

Occupational Health & Safety Manual

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Policy

- The South Mountain Company (SMCo) Occupational Health & Safety Policy, as summarized in our Operating Policies, states:

“Our Mission and Guiding Principles speak of a workplace which supports health and personal fulfillment. With that in mind, SMCo’s goal is to provide a safe working environment that is respectful of each employee’s need to perform their job efficiently, successfully, and safely. We make every effort to use materials that are environmentally benign and minimally toxic whenever possible and appropriate. We expect our employees and trade partners to use common sense on the job and to responsibly maintain their work areas. We expect vigilance with regard to safety of self and others on project sites. We encourage all to speak up about safety issues we need to be aware of and/or attend to.”

- This *Occupational Health & Safety Manual* is an important part of the SMCo safety policy. In particular, the section entitled “Health & Safety Rules” outlines the steps we take to prevent injuries, disabilities, fatalities, and property damage. SMCo employees are required to be fully familiar with these rules and to observe them at all times.
- Please see the Operating Policies for related policies regarding: Harassment, Violence, Motor Vehicle Safety, and Alcohol & Drug Use.
- This manual applies to all individuals working on SMCo project sites, at SMCo headquarters, and with SMCo equipment and vehicles, including all SMCo employees and all trade partners and their employees. (Trade partners, please see your Trade Partner Agreement with SMCo for details.)
- Wherever the term “Project Lead” appears in this manual, office employees shall understand that this term means their immediate supervisor.

Health & Safety Rules

(A) INTRODUCTION

- At SMCo, we use the following occupational health and safety rules in order to work towards eliminating all dangerous job-related behavior and situations.
- Additional rules are provided during periodic occupational health and safety training sessions and are found on equipment and materials labeling.
- To ensure that a safe workplace is maintained, SMCo employees must develop safe work habits and must observe all occupational health and safety rules throughout their workday.

(B) GENERAL PROJECT SITE SAFETY

- Do not bypass any safety rules in order to meet production demands.
- Work in such a manner as to ensure your own safety, as well as that of coworkers and others. Be on the lookout for potential hazards. The leading causes of worker deaths on construction sites are:
 - Falling (this accounts for over 1/3 of all deaths in construction)
 - Being struck by an object
 - Electrocutation
 - Being caught in or between

Other common hazards include:

- | | |
|------------|---------------------------|
| • Heat | • Compression/Rollover |
| • Dust | • Chemical Exposure |
| • Fire | • Explosion |
| • Puncture | • Light/Optical Radiation |

- Do not do a job unless you know how to do it safely and understand the hazards involved. Request assistance when unsure about how to perform any task safely.
- Do not wear loose clothing, dangling jewelry, loose-fitting gloves, or wrist-cinching gloves. Do not wear headphone cords or hoodie strings outside of shirt. Long shirt tails should be tucked in front, and shirt cuffs should be buttoned or rolled up. Confine long hair in a cap or fasten securely to the back of the head.
- Wear personal protective equipment appropriate to whatever task you are doing.
- Avoid engaging in horseplay, practical jokes, or distracting activity which could lead to injury of self or others.
- Immediately report to your Project Lead all unsafe actions, practices, equipment, or conditions you observe. If you believe that a reported concern is not satisfactorily addressed, then speak with the Director of Production (Newell).
- Any SMCo employee or trade partner employee actively working on a project site is authorized to stop work on the project site due to a safety concern. This means that all workers affected by the employee's safety concern must stop work immediately in the area affected, unless it is essential for a worker to complete a task in order to prevent additional safety concerns from arising. Whoever calls for work to stop must immediately report the safety concern to the Project Lead, the Director of Production (Newell), or the Director of Energy Technology (Rob). Work in the affected area shall not resume until authorized by the Project Lead, the Director of Production, or the Director of Energy Technology.
- In the event of *any work-related* accident, injury, near miss of an injury, or illness, immediately notify your supervisor, the Director of Production (Newell), and the Director of Finance and Administration (Siobhán). Additionally, as soon as possible, coordinate with the Production Administrator (Rachel) to complete the appropriate SMCo report.
- Suggest ideas for accident prevention to your Project Lead or to the Director of Production.

(C) HOUSEKEEPING

- Keep work areas clean and orderly at all times. Keep project site debris, including lumber with protruding nails, clear from all work areas.
- Store and move all materials in such a way as to prevent tipping, sliding, falling, or collapsing.
- Place materials, trucks, skids, racks, boxes, ladders, and other equipment so that they do not block exits, fire fighting equipment, lighting, or power panels. Building exits must be free of all obstructions so they can be used immediately in case of fire or emergency.
- If a tool or piece of equipment is broken or damaged, clearly tag it "Do Not Use" and remove it from the project site.
- Keep all stairways, ramps, and their approaches, clear for safe passage.
- Do not place materials or debris on stairways or ramps.
- Correct slippery conditions on stairways and ramps immediately.
- Always maintain clear access to fire extinguishers, fire alarms, circuit panels, gas shutoffs, and exits. Do not store materials or equipment in front of this equipment.
- Be alert to fire hazards and take action to ensure that these hazards are eliminated.
- Ensure that all hazardous materials on the project site (thinners, fuel, powder cartridges, poisons, acids, adhesives, solvents, flammable liquids, etc.) are stored and labeled properly to protect from accidental exposure, fire, explosion, or spillage.

(D) PERSONAL PROTECTIVE EQUIPMENT

Generally

- Use appropriate personal protective equipment (PPE) in all operations where you are exposed to hazardous conditions.

- Whenever possible, control hazards using methods other than PPE. For example, incorporate engineering controls, use a less toxic material, or use a different method.
- SMC Co will train you in proper use of PPE. All PPE that is required will be provided, maintained, and paid for by the company. If you want to provide your own PPE, have your Project Lead inspect the equipment prior to use in order to ensure its adequacy.

Head Protection

- A hard hat is provided and should be worn at appropriate times. Such times include when overhead, falling, or flying hazards exist. Be especially alert to hazards posed by roofing, framing, and trade partner activity. Also, be alert to hazards when working on or near heavy equipment such as a telehandler, excavator, bobcat, crane, aerial lift, or similar hoisting or lifting equipment.
- Inspect your hard hat at the start of each shift for dents, cracks, and deterioration. Maintain your hard hat in good condition. Do not drill, clean with strong detergents or solvents, paint, or store in extreme temperatures.
- If your hard hat takes a heavy blow or electrical shock, replace it even when you detect no visible damage.

Foot Protection

- Do not wear open-toed shoes on the project site. Composite high-profile toe safety shoes are recommended in areas where hazards exist. Such areas may include construction sites, the shop, the yard, and all material storage areas. When in the field or the shop, wear shoes with slip-resistant and puncture-resistant soles.

Eye and Face Protection

- Wear appropriate eye and face protection (such as safety glasses or face shields) when exposed to eye or face hazards. Be especially alert to hazards posed by cutting, nailing, welding, using power or impact tools, working on tasks that produce dust or flying chips, working with concrete, and working with harmful chemicals.

- Use the equipment that correctly suits the hazard. Eye and face protectors are designed for particular hazards.
- If your vision requires the use of prescription lenses, wear either protective devices fitted with prescription lenses or protective devices designed to be worn over regular prescription eyewear. SMC Co will reimburse this expense. Submit your receipt to the Director of Finance & Administration (Siobhán).
- Replace poorly fitting or damaged face shields and safety glasses.

Hand Protection

- Wear appropriate protective gloves when your hands are exposed to cuts, abrasions, punctures, burns, chemicals, and similar hazards.
- Wear the right gloves for the job. No gloves provide protection against all potential hand hazards.
- If wearing gloves in a potentially hazardous situation, do not wear loose-fitting or wrist-cinching type gloves.
- Replace gloves that fit poorly, are damaged, or have an abraded grip surface.
- Button shirt cuffs.

Hearing Protection

- Wear appropriate hearing protection in high noise areas, including:
 - When using or working near equipment that produces sustained noise, such as power tools, power saws, pneumatic tools, floor sanders, and chippers.
 - When metalworking or working near metal hammering, cutting, drilling, or forming.
 - When working near operating compressors or other noisy machinery.
- When in doubt, if sustained noise requires you to raise your voice to be heard at a distance of 4', wear appropriate hearing protection.
- Project site music and hearing protection should be such that you can easily hear someone yelling at 15'.
- Project site music should be no louder than the loudest tool on the job.

Respiratory Protection

- Wear appropriate respiratory protection equipment (such as a dust mask or a NIOSH-certified respirator) when there is a risk of exposure to materials, dust, or vapors that could cause respiratory injury.
- Silica is a particular respiratory hazard. Take special care when exposed to dust resulting from cutting of concrete, stone, or masonry.
- Wear the correct respiratory equipment for the job, and ensure that it fits properly.
- Replace respiratory equipment when poorly fitting or damaged.

Fall Protection

- See all information below in section (G) *Fall Protection*.
- Wear appropriate fall protection equipment (such as a safety belt, lifeline, lanyard, personal fall arrest system) as appropriate when working at heights.
- Do not use fall protection equipment unless you have been properly trained.
- Carefully inspect all of your fall protection equipment, including the anchor point, before using the equipment.

Exposure Protection

- Take care to protect yourself from extremes of temperature. Wear appropriate clothing to protect against wet conditions, and apply sunscreen and skin protection to guard against solar exposure.

OSHA Links for Additional Guidance

- PPE Generally
<https://www.osha.gov/sites/default/files/publications/OSHA3151.pdf>
- Respiratory Protection
https://www.osha.gov/publications/respiratory_protection_bulletin_2011
<https://www.osha.gov/sites/default/files/publications/3384small-entity-for-respiratory-protection-standard-rev.pdf>
- Silica
<https://www.osha.gov/sites/default/files/publications/OSHA3902.pdf>

- Noise Protection

<https://www.osha.gov/sites/default/files/publications/3498noise-in-construction-pocket-guide.pdf>

(E) TOOLS & EQUIPMENT

All Tools & Equipment

- Do not use unsafe tools or equipment.
- Regularly inspect all tools and equipment that you use (whether they belong to you or the company), and maintain them in a safe condition.
- If a tool or piece of equipment is broken or damaged, clearly tag it “Do Not Use” and remove it from the project site.
- Any tool or equipment repair must be approved by an authorized person.
- Report any unsafe equipment to your Project Lead immediately.
- Operate tools and equipment only in well-lighted and safe work areas.
- Operate tools and equipment only when you can maintain good footing and balance.

Hand Tools

- Keep wooden handles free of splinters and cracks, and be sure the handles stay tight in the tool.
- Do not use wrenches when the jaws are sprung to the point of slippage. Replace them.
- Do not use impact tools with mushroomed heads. Grind off mushroomed heads or replace the tools.

Power Tools & Equipment

- Use power tools only when they are properly grounded or are marked as double-insulated.
- Use power tools only with GFCI protection. Run tools through a GFCI protected spider box when in doubt.
- Turn off or disconnect tools when not in use, before servicing or adjusting, and when changing accessories such as blades and bits.

- Do not adjust a machine setup while the machine is operating.
- Ensure that a tool's power cord is protected from damage in the course of work: do not raise or lower tool by its cord; do not pull cord to disconnect it from the receptacle; keep cord away from heat, oil, and sharp edges; do not remove ground prong from cord; and ensure that cord does not present a tripping hazard.
- Do not use electric tools in damp or wet locations unless they are approved for that purpose.
- Do not hold fingers on the switch button while carrying an energized tool.
- For air tools, see *(M) Gas Cylinders & Compressed Gases*.

Powder-Actuated Tools

- Do not use powder-actuated tools unless you have been properly trained.
- Do not load a powder actuated tool until immediately before use.
- Do not leave cartridges and loaded tools unattended.
- Store cartridges in a safe place.

OSHA Links for Additional Guidance

- Hand & Power Tools
<https://www.osha.gov/sites/default/files/publications/osh3080.pdf>
- Woodworking Hazards
<https://www.osha.gov/sites/default/files/publications/osh3157.pdf>
- Safeguarding Equipment
<https://www.osha.gov/sites/default/files/publications/osh3170.pdf>

(F) POWER SAWS

Generally

- Inspect power saws prior to use. Confirm that blades, guards, belts, etc. are all in good condition and adjusted properly.
- Guards are standard equipment on most power saws. Do not remove or disable a saw guard for operating convenience. Inform the Safety

Committee of tasks that are not possible to complete with a saw guard in place.

- Use the appropriate blade for the task.
- Blade depth should not be set to greater than the minimum required depth.
- Properly support all pieces of stock, including the cut and uncut ends.
- Never leave a machine unattended in the “on” position.
- Do not clean sawdust or scrap from a saw while it is running.

Handheld Circular Saws

- All handheld circular saws must have intact and functional saw guards 100% of the time.
- Use cordless saws when possible, since they have a quicker inherent braking and are generally safer than corded saws.

Table Saws

- Riving knives, feather boards, and push sticks are important safety tools for table saws. Ensure that they are present and use them as appropriate.
- Exercise care when presenting material to the blade.
- Do not saw freehand. Always hold the stock against a gauge or fence, or use a skill saw with bed supported and material clamped.
- Drop cuts should not be performed on the table saw. Use a plunge or track saw instead.

Chainsaws

- Chainsaws are extremely dangerous, should be used with caution, and only when no other tool can be practically substituted. Chainsaws require special training and use of full protective gear, including kevlar chaps and steel-toed boots.
- A functional kickback guard cutoff switch must be in place and tested regularly.
- Battery-operated chainsaws are safer and should be used where possible.
- Ensure the chainsaw engine is the appropriate size for the project.

- Identify and clear any obstacles that may interfere with stable footing, cutting, or impede retreat paths.
- Clear away dirt, debris, small tree limbs, and rocks from the chainsaw's path.
- Look for nails, spikes, or other metal objects prior to cutting.
- Plan the cut, and watch for objects under tension.
- Plan where the object will fall, and avoid felling an object into other objects.
- Do not cut directly overhead.
- Take breaks as needed as fatigue increases the risk for accident and injury.

OSHA Links for Additional Guidance

- Chainsaws

<https://www.osha.gov/sites/default/files/publications/chainsaws.pdf>

(G) ELECTRICITY

- Inspect existing conditions before starting work on or near electrical circuits. Determine operating voltage of equipment and lines before working on or near energized parts. For buried power line locations, contact Dig Safe (see *Emergency Contacts*).
- Assume that all electric equipment and lines are energized until determined otherwise.
- Do not work near live parts of electrical circuits, unless you deenergize and ground the parts, or you guard the parts using approved insulation. Cover-up material, consisting of line hoses or blankets installed by the electric utility company, is for visual identification only and must not be regarded as protective equipment.
- If a piece of equipment or circuit needs to be deenergized, do not proceed until an authorized person conducts the approved Lockout-Tagout procedures.

- Do not operate any machine or equipment which has been deactivated according to Lockout-Tagout procedures. (Machines or equipment which may cause injury due to unexpected energization or start up, or from the release of stored energy, will be subject to Lockout-Tagout procedures. These procedures will be performed only by authorized and trained employees.)
- Use caution if using a jack hammer, bar, shovel, or other hand tool that may contact an underground electrical line.
- Maintain at least a 10' clearance from overhead power lines.
- Be alert to metal equipment that can contact power lines, such as backhoes, forklifts, concrete pumpers, cranes, raised dump truck beds, long-handled tools, metal building materials, antennae, metal ladders, and scaffolds.
- When working near power lines, use nonconductive wood or fiberglass ladders.
- Install and use listed, labeled, or certified electrical equipment only in accordance with the instructions included in the listing, labeling, or certification.
- If you install temporary light bulbs for general illumination, ensure that: bulbs are protected from breakage, metal shell sockets are grounded, and lights are not suspended by their cords unless they are so designed.

Extension Cords

- Use extension cords only as a means of temporary wiring.
- Ensure that all receptacles that are not part of the permanent wiring are protected by GFCI's.
- Use only extension cords of the three-wire type, marked for hard or extra hard use, 12 gauge or better.
- Inspect all extension cords before use. If you see an extension cord that has one or more of the following characteristics, take it out of service immediately, tag it "Do Not Use", and remove it from the project site (SMCo will pay for cord replacement):
 - Cord has only two wires

- Cord is damaged, worn, or frayed
- Cord has been modified
- Cord is missing ground prong
- Do not modify an extension cord. SMC Co will pay for cord replacement.
- Keep work spaces, walkways, and similar locations clear of extension cords.
- To reduce the likelihood of extension cord damage:
 - Remove cords from receptacles by pulling on the plugs, not the cords.
 - Keep cords away from heat, oil, and sharp edges.
 - Do not run cords through holes in walls, through doorways, in paths of traffic, across pinchpoints, or near moving parts of machinery.
 - Do not fasten extension cords with staples or hang them from nails.
- When a generator is set up on project site for ongoing use, ensure that the generator is grounded.

OSHA Links for Additional Guidance

- Electricity Generally
<https://www.osha.gov/sites/default/files/publications/OSHA3942.pdf>
- Electric Arc Flash Hazards
<https://www.osha.gov/sites/default/files/publications/OSHA4472.pdf>

(H) FALL PROTECTION

Generally

- If you or others are exposed to falling 6' or more, do not continue working until you consult with your Project Lead and implement an appropriate fall protection system (such as a fence, barricade, cover, catch platform, guardrail system, or personal fall arrest system).
- Before each shift, carefully inspect all fall protection equipment.
- Install warning lines, using caution tape or paint, 6' back from all open sides and edges.

- If you or others are exposed to falling through a surface due to lack of structural strength or integrity, do not work or travel over that surface until the problem is corrected.

Personal Fall Arrest Systems

- A personal fall arrest system is a system used to safely stop (arrest) a worker who is falling from a working level. It consists of an anchorage, connectors, and a body harness. It also may include a lanyard, deceleration device, and a lifeline.
- Before each shift, carefully inspect all components of your personal fall arrest system.
- Do not use a personal fall arrest system unless you have been properly trained.

Guardrail Systems

- Top edge height of top rails must be 39-45" above the walking/working level. Guardrail system must be capable of withstanding at least 200 pounds of force applied within 2" of the top edge, in any direction and at any point along the edge.
- Midrails must be midway between the top edge of the guardrail system and the walking/working level. Midrails and other intermediate members must be installed between the top edge and the walking/working surface when there is no wall or other structure at least 21 inches high. Midrails and other intermediate members must be capable of withstanding at least 150 pounds of force applied in any direction at any point.
- Other structural members (such as additional midrails or architectural panels) must be installed so as to leave no openings wider than 19 inches.
- Guardrail systems must not have rough or jagged surfaces that would cause punctures, lacerations, or snagged clothing.

Working at Heights

- Do not work on a roof unless you are protected from falling by a personal fall arrest system or by a catch platform (consisting of supported scaffolds with standard guardrails, no more than 4' below the entire edge of the roof).

- During installation of rafters and trusses, do not work from the top plate unless you are protected from falling by a personal fall arrest system or by a catch platform.
- During installation of floor joists or end plates, do not work from the top of the foundation wall. Use a ladder or scaffolds from the inside of the foundation.

Floor Openings

- Guard floor openings of 12" or more with a secured and appropriate cover, a standard guardrail, or equivalent on all sides (except at entrances to stairways).
- Hole covers must be able to withstand at least twice the weight that may be imposed on them. Generally, a minimum of 3/4" plywood must be used for covers, but in situations where the span exceeds 2' in any direction, 2"x4" lumber must be used for additional support. Materials such as poly, sheetrock, tar paper, Tyvek, cardboard, or foam must not be used as hole covers.
- Standard guardrails must be 42" high, with 21" midrails, and capable of supporting 200 lbs. of pressure in any direction.
- When creating a stairwell:
 - Prior to cutting floor sheathing to the size of the rough opening, install warning lines, using caution tape or paint, 6' back from all sides of the opening.
 - Install standard guardrails around the opening.

Wall Openings

- If a rough door opening creates a fall hazard, install a top guardrail at 42" and a midrail at 21", fastening both rails to the interior of the wall studs.
- If a large rough window opening, or similar wall opening, has a bottom lower than 42", install a guardrail at 42". If the bottom is lower than 21", also install a midrail at 21". Fasten rails to the interior of the wall studs.

Roof Openings

- When feasible, do not remove sheathing for roof openings and skylights until immediately prior to placing the skylight or object that must project through the roof opening.
- Guard roof openings with a secured and appropriate cover. Hole covers must be able to withstand at least twice the weight that may be imposed on them. Generally, a minimum of 1/2" plywood must be used for covers, but in situations where the span exceeds 2' in any direction, 2"x4" lumber must be used for additional support. Materials such as poly, sheetrock, tar paper, Tyvek, cardboard, or foam must not be used as hole covers.

OSHA Links for Additional Guidance

- Fall Protection in Construction
<https://www.osha.gov/sites/default/files/publications/OSHA3146.pdf>
- Protecting Roofing Workers
<https://www.osha.gov/sites/default/files/publications/OSHA3755.pdf>

(I) STAIRS & RAMPS

- Keep all stairways, ramps, and their approaches, clear for safe passage.
- Do not place materials or debris on stairways or ramps.
- Correct slippery conditions on stairways and ramps immediately.
- Each project site will have a designated primary stairway. When building a temporary stairway, ensure that the following standards are met:
 - Stairways must be installed at least 30 degrees, and no more than 50 degrees, from the horizontal.
 - Landings must be at least 30" deep and 22" wide at every 12' or less of vertical rise.
 - Treads must cover the entire step and landing.
 - Handrail height must be between 30" and 37" from the upper surface of the handrail to the surface of the tread, in line with face of riser at forward edge of the tread.

- Unprotected sides and edges of stairway landings must be provided with a guardrail system.
- Each project site will have a designated primary utility ramp. When building a temporary ramp (or walkway), ensure that the following standards are met:
 - No ramp shall be inclined more than a slope of 1' vertical to 3' horizontal (20° above the horizontal).
 - If the slope of a ramp is steeper than 1' vertical to 8' horizontal, the ramp shall have cleats not more than 14" apart which are securely fastened to the planks to provide footing.
 - Ramps 6' or more above lower levels shall have guardrail systems.

OSHA Links for Additional Guidance

- Stairways & Ladders
<https://www.osha.gov/sites/default/files/publications/OSHA3124.pdf>

(J) LADDERS

- Always inspect your ladder before use. Look for defects such as structural damage, corrosion, split or bent side rails, and broken or missing rungs. Also inspect for grease, dirt or other contaminants that could cause slips or falls. All extension ladders must have hoisting ropes.
- If a ladder is not safe for use, immediately remove it from service, tag it "DO NOT USE", and notify the Project Lead so it can be repaired or replaced. SMC Co will pay for ladder replacement.
- Stud ladders must not be painted, and they must be decommissioned at the end of each project.
- Use only a ladder that is long enough to safely reach the work area. Ladders must extend 3' above landings.
- Place your ladder at a pitch of 1:4, so the rails are at roughly shoulder height arms length when standing at the base.

- Place your ladder only on stable and level surface, unless secured to prevent accidental movement. Do not place a ladder on boxes, barrels, or other unstable bases to obtain additional height. Use extreme care when a ladder rests on a slippery building wrap such as Tyvek.
- Maintain three points of contact with the ladder at all times. (For example: both feet and one hand, or both hands and one foot.)
- Do not lean away from the ladder to carry out your task. Maintain your center of gravity between the side rails to ensure that the ladder does not tip over or kick out.
- When using a stepladder, do not use the top two steps, and ensure that both spreaders are locked.
- Never load ladders beyond the manufacturer's rated capacity (including the weight of the user, materials, and tools).
- When working near electrical work or overhead power lines, only use ladders with nonconductive siderails.
- Do not place a ladder in front of a door that opens toward the ladder, unless the door is blocked, locked, or guarded.

OSHA Links for Additional Guidance

- Extension Ladders
<https://www.osha.gov/sites/default/files/publications/OSHA3660.pdf>
- Stud Ladders
<https://www.osha.gov/sites/default/files/publications/OSHA3661.pdf>
- Step Ladders
<https://www.osha.gov/sites/default/files/publications/OSHA3662.pdf>

(K) SCAFFOLDS

Scaffolds include pipe staging, pump staging, and site-built scaffolding.

- When working on scaffolds, be alert to fall hazards, falling object hazards, electrical hazards, handling of materials, and maximum intended loads.

- Erect, move, dismantle, and alter scaffolds only under the supervision of an authorized and qualified person.
- Do not use any scaffolds unless:
 - The scaffolds have been inspected by an authorized and qualified person prior to the work shift and after any occurrence which could affect their structural integrity.
 - The scaffolds are erected on solid footing. (Unstable objects, such as barrels, boxes, loose bricks or concrete blocks must not be used to support scaffolds.)
 - The scaffolds are sound, rigid, and sufficient to carry their own weight plus four times the maximum intended load without settling or displacement.
 - Scaffold platforms are tightly planked with scaffold plank grade material, creating a work area at least 18" wide. A platform must not deflect more than 1/60 of the span (2" deflection per 10' of span) when loaded.
- When scaffold platforms are more than 24" above the point of access, an appropriate stairway, ramp, or ladder must be supplied. Cross braces are prohibited as a means of access.
- When scaffold platforms are above 6', an appropriate fall protection system must be supplied.
- When there is a danger of tools, materials, or equipment falling from a scaffold and striking workers below, the area below to which objects can fall shall be barricaded to prevent worker entry. Alternatively, install toeboards, guardrails, nets, or deflectors to provide protection from falling objects.

OSHA Links for Additional Guidance

- Narrow Frame Scaffolds
<https://www.osha.gov/sites/default/files/publications/OSHA3722.pdf>
- Ladder Jack Scaffolds
<https://www.osha.gov/sites/default/files/publications/OSHA3857.pdf>

(L) FIRE PROTECTION

- Be alert to fire hazards and take action to ensure that these hazards are eliminated. Fire is the primary threat to the existence of the SMCo headquarters (due to our materials storage, woodworking shop, and high traffic). Fire poses a similar threat on our project sites.
- Locate firefighting equipment so that it is conspicuous and readily accessible at all times. At least one fire extinguisher should be located on each floor of each building. Travel distance from any point of the protected area to the nearest fire extinguisher must not exceed 100'. Keep all fire extinguishers in designated and clearly marked locations when they are not being used.
- Always maintain clear access to fire extinguishers, fire alarms, circuit panels, gas shutoffs, and exits. Do not store materials or equipment in front of this equipment.
- If you see a fire extinguisher that is not fully charged, or any other firefighting equipment that is not in operable condition, notify your Project Lead immediately so the problem can be corrected.

Trash & Debris

- Keep all project sites and work areas clean of trash and debris.
- Do not place combustible trash (like rags, cardboard, and small pieces of wood) in cardboard cartons, wooden crates, or other flammable containers.
- Place combustible trash only in containers constructed of metal. Dispose of cigarettes, matches, and similar sources of ignition in separate containers constructed of metal.
- Place outdoor receptacles for combustible trash at least 15' from the building and other combustible materials, and keep water in the bottom.

Flammable & Combustible Liquids

- Store flammable and combustible liquids:
 - Only in areas free from weeds, debris, and other combustible materials.
 - Only in containers approved for such purpose.

- Only in clearly labeled containers.
- Do not store more than 25 gallons of flammable or combustible liquids indoors.
- Close all containers when not in use.
- Do not smoke or use open flames in areas where flammable and combustible liquids are used or stored.
- Use flammable and combustible liquids only in small quantities.
- Do not use gasoline as a cleaner or solvent.
- Use only proper transfer equipment when transferring a flammable liquid such as gasoline for refueling.
- Do not refuel a hot or running engine. Clean up spills before restarting.

Welding, Cutting & Burning

- When welding or doing other “hot work”, take proper precautions for fire prevention, including: isolate the work area, remove fire hazards from the vicinity, and provide a fire watch.
- Do not weld, cut, or heat where the application of flammable paints or the presence of other flammable compounds or heavy dust concentrations create a fire hazard.

(M) HAZARDOUS MATERIALS

- Material Safety Data Sheets (MSDS) for hazardous materials used by the company are available on the SMC Co Smartsheet SAFETY page.
- Be familiar with characteristics of the hazardous materials in use on your project site. Refer to the MSDS as necessary.
- Ensure that all hazardous materials on the project site (thinners, fuel, powder cartridges, poisons, acids, adhesives, solvents, flammable liquids, etc.) are stored and labeled properly to protect from accidental exposure, fire, explosion, or spillage.
- Store all hazardous materials separately from all other substances. (See above: Fire Protection / Flammable & Combustible Liquids.)

- If you find any of the following hazardous materials on a project site, notify your Project Lead immediately. Only authorized and qualified employees are permitted to handle or remove these materials:
 - Asbestos
 - Lead (including lead paint)
 - Explosives
 - Radioactive materials
- Dispose of hazardous waste properly. Do not dump hazardous waste in drains, sewers, dumpsters, or onto the ground. If you do not know the proper disposal method, consult with your Project Lead or the Director of Production.

OSHA Links for Additional Guidance

- Hazardous Materials Generally
<https://www.osha.gov/sites/default/files/publications/OSHA3695.pdf>

(N) GAS CYLINDERS & COMPRESSED GASES

- Ensure that all pressure regulators, gauges, valves, and connectors are of the correct type for the gas and in proper working order while in use.
- Do not exceed the manufacturer’s safe operating pressure for all fittings.
- Secure all hoses in a positive manner to prevent accidental disconnection.
- Inspect and maintain safety clips and retainers on pneumatic impact tools to prevent attachments from being accidentally expelled.
- If a hose exceeds 1/2” inside diameter, ensure that a safety device is installed at the source of supply or branch line to reduce pressure in case of hose failure.
- Always assume that a cylinder is pressurized.
- Handle cylinders carefully. Do not throw, bang, tilt, drag, roll, or drop a cylinder.
- Secure cylinders in an upright position at all times, except if necessary for short periods of time when cylinders are being hoisted or carried.
- When moving or storing cylinders, ensure that valves are closed and that valve protection caps are secured in place.

- Keep all ignition sources, (e.g., welding torches, lit cigarettes, electric arcs, electrostatic charges, and pilot lights) away from flammable gases at all times.
- Keep cylinders far enough away from welding and cutting operations so that sparks, hot slag, or flame will not reach them.
- Do not use a flame to detect flammable gas leaks. Use soapy water or other approved methods.
- Do not transfer compressed gases between cylinders.
- Do not use cylinders for any purpose other than as a source of gas.
- Always close cylinder valves when work is finished.
- When shutting down a system, close the cylinder valves and then vent the pressure from the entire system. Do not leave pressure in a system that is not being used.
- When using compressed air for dusting or cleaning clothing, wear appropriate eye protection to prevent particles from blowing into your eye.

(O) EXCAVATION & TRENCHING

- Every open excavation must be covered or fenced. Determine access controls in advance when site planning.
- All excavations must be inspected for cave-in potential by a competent and authorized employee (a) on a daily basis prior to any entry, and (b) after any hazard-increasing event such as a rainstorm, vibrations, or excessive spoil loads.
- Do not enter an excavation until a competent and authorized employee has conducted the daily inspection and approved entry.
- Do not enter an excavation greater than 5' in depth unless it is protected from cave-in by an approved method of sloping walls, shoring walls, and/or shielding workers. For excavations greater than 20' in depth, the cave-in protection system must be designed by a registered engineer.
- Do not enter an excavation when digging equipment is in use.

- If any potential for cave-in develops, stop work immediately and exit the excavation. Fix the problem before work starts again.
- Before excavating, call Dig Safe and determine the location of underground utilities such as sewer, telephone, fuel, electric, and water lines.
- Install a stairway, ladder, ramp, or other safe means of egress in excavations that are 4' or more in depth so as to require no more than 25' of lateral travel for workers.
- Keep all materials, equipment, and excavated spoils at least 2' from the edge of excavations.
- After foundation walls are constructed, be alert to the potential for cave-ins in the area between the excavation wall and the foundation wall.

OSHA Links for Additional Guidance

- Excavation & Trenching Generally
<https://www.osha.gov/sites/default/files/publications/osh2226.pdf>

(P) CONFINED SPACES

- Be alert to any potential need to work in a confined space. Confined spaces are work areas that have limited means for entry or exit, such as: crawlspaces, storage tanks, bins, ventilation or exhaust ducts, sewers, underground utility vaults, tunnels, pipelines, and open top spaces more than 4' deep such as pits, tubs, vaults, and vessels. Confined spaces present risks of insufficient oxygen, contaminated air, difficult exit in the event of an emergency, and difficult access to a disabled employee.
- Do not work in a confined space until you have been instructed about:
 - The hazards involved
 - The precautions to be taken
 - The use of required protective and emergency equipment

OSHA Links for Additional Guidance

- Confined Spaces Generally
<https://www.osha.gov/sites/default/files/publications/OSHA3825.pdf>

- Attics, Basements, Crawlspace

<https://www.osha.gov/sites/default/files/publications/OSHA3914.pdf>

- Pits

<https://www.osha.gov/sites/default/files/publications/OSHA3788.pdf>

(Q) DEMOLITION

- Do not proceed with the demolition of any structure until a competent and authorized person has made a survey of the structure to determine the condition of the framing, floors, walls, electrical system, and the possibility of unplanned collapse of any portion of the structure.
- During balling or claiming operations, do not work in the demolition area unless your work is necessary for the performance of these operations.

OSHA Links for Additional Guidance

- Demolition Generally

https://www.osha.gov/sites/default/files/publications/demolition_cleanup.pdf

(R) FALLING OBJECT PROTECTION

- Always wear a hardhat when you are exposed to falling objects. If exposure is significant, consult with your Project Lead to determine the need for a screen, canopy, barricade, or other protective system.
- Always wear a hardhat when overhead work (such as framing, roofing, sheathing, stonework, masonry, and siding) is ongoing.
- Do not work directly below other workers. Coordinate work to prevent any worker working directly below another worker.
- Secure all tools and parts to prevent them from falling on workers below.
- Install toeboards to prevent objects falling from elevated surfaces, or through floor holes, onto workers below.
- Stack and secure all materials to prevent sliding, falling, or collapse onto lower levels.

- When working with cranes and other hoisting devices, inspect all components (such as wire ropes, lifting hooks, and chains) to ensure that they are in good condition.
- Do not work underneath loads being moved by cranes, telehandlers, boom forklifts, or delivery trucks.

(S) CONCRETE & MASONRY CONSTRUCTION

- Prior to the construction of a masonry wall, construct a limited access zone that:
 - Is established on the side of the wall that will be unscaffolded
 - Is equal to the height of the wall to be constructed plus 4'
 - Runs the entire length of the wall
 - Is restricted to entry by workers actively engaged in constructing the wall
 - Remains in place until the wall is adequately supported to prevent collapse
- Do not work under concrete buckets while buckets are being elevated or lowered into position.
- Wear appropriate respiratory protection equipment (such as a dust mask or a NIOSH-certified respirator) when there is a risk of exposure to materials, dust, or vapors that could cause respiratory injury.
- Silica is a particular respiratory hazard. Take special care when exposed to dust resulting from cutting of concrete, stone, or masonry.

OSHA Links for Additional Guidance

- Silica

<https://www.osha.gov/sites/default/files/publications/OSHA3902.pdf>

(T) TELEHANDLERS, CRANES & HEAVY EQUIPMENT

- Do not operate any telehandler, excavator, bobcat, crane, aerial lift, or similar hoisting, lifting, or heavy equipment unless you have received formal training (and, for certain equipment, certification) and are approved by SMCo to operate the particular equipment.
- Do not operate such equipment until a competent person has conducted a safety inspection of the equipment during the current work shift. If the equipment is in need of repair, do not operate it until repairs have been made.
- Secure all vehicle loads properly.
- Do not disconnect back-up alarms on vehicles that have them installed.
- Use spotters when heavy equipment must be moved.
- When working within the swing radius of heavy equipment, loading, unloading, or otherwise working in conjunction with operators of such equipment:
 - Do not ride on the equipment in any way not designated by the manufacturer.
 - Do not stand or work in any location where the equipment poses a crushing hazard.
 - Do not stand, pass, or work under the empty or loaded elevated portion of any equipment, unless it has been blocked effectively to prevent it from falling.
 - Do not load equipment in excess of its rated capacity.
 - Be prepared to alert the operator of any unexpected hazards, overhead power lines, and potential obstructions.

OSHA Links for Additional Guidance

- Moving Heavy Equipment on a Project Site
https://www.osha.gov/sites/default/files/publications/work_zone_traffic_safety.pdf
- Cranes
<https://www.osha.gov/sites/default/files/publications/OSHA3433.pdf>

- Aerial Lifts

<https://www.osha.gov/sites/default/files/publications/aerial-lifts-factsheet.pdf>

(U) MOVING & LIFTING

- When moving:
 - Configure machines, work stations, and tasks to avoid sustained activity in awkward positions (such as bending, crouching, leaning, twisting, and reaching overhead).
 - Take breaks to avoid repetitive physical motion.
 - If you work at a desk, avoid sustained sitting with poor posture.
- When lifting:
 - Do not attempt to lift or push objects that may be too heavy for you. Use a material-handling device when possible. Get help from a coworker when you need it.
 - Before lifting, always test the load for stability and weight.
 - When working at heights or on uneven surfaces, exercise extreme caution and assess the safest option before moving a heavy object.
 - Lift properly to avoid strains: bend your knees, keep your body erect, then push up with your legs. Keep the load as close to your body as possible. Do not twist your torso while lifting.
 - Pace yourself to avoid fatigue.

(V) EXTREME TEMPERATURES

- Monitor your exposure to extreme temperatures. Thresholds vary from person to person regarding tolerance of heat and cold. Consequently, the risk of illness and injury also varies from person to person. Although Project Leads are instructed to monitor workplace temperatures for safety, you must remain alert to your particular needs.

- Be alert for the symptoms of cold-related and heat-related stress (frostbite, heat stroke, etc.). Watch for these symptoms in yourself and co-workers. Report such symptoms to your supervisor immediately.
- When temperature extremes exist, give greater allowances to yourself and others. For example, increase rest times and postpone tasks which are not urgent.
- Make use of provided shading and heaters to take breaks in extreme conditions.
- Monitor your hydration and drink water before you are thirsty. All project sites are provided with drinking water,

OSHA Links for Additional Guidance

- Heat Illness
<https://www.osha.gov/sites/default/files/publications/OSHA3743.pdf>
- Cold Stress
<https://www.osha.gov/sites/default/files/publications/OSHA3156.pdf>

(W) STORMS

- When a major storm is expected, conduct the tasks specified on the relevant checklists located on the SMC Co Smartsheet SAFETY page.

(X) EMERGENCY PROCEDURES

Injury

- Call 911, go to the emergency room, or provide first aid.

Fire

- Call 911 (unless the fire can safely and immediately be extinguished with a fire extinguisher).
- Evacuate the work area. Do not re-enter until notified by the fire department.
- Conduct a head count to confirm that all workers are accounted for.

Hazardous Materials Event

- If a hazardous material is accidentally released and can potentially cause harm, evacuate the area immediately.
- Call 911 from a safe location.
- Do not attempt to clean up or control the release of a hazardous material. SMC Co retains the services of Clean Harbors to handle hazardous materials events. See Emergency Contacts on the SMC Co Smartsheet SAFETY page.

Motor Vehicle Accident

- In the event of injury or hazard, call 911.
- Call and wait for the police.
- If possible, take pictures of damage and the accident scene.
- If another vehicle is involved, get the driver's license number, contact info, plate number, vehicle description, VIN, and insurance company info.

Reporting

- In the event of *any work-related* accident, injury, near miss of an injury, or illness, immediately notify your supervisor and the Director of Finance and Administration (Siobhán).

Administration

(A) ASSIGNMENT OF RESPONSIBILITIES

Safety Committee

The Safety Committee shall be responsible to oversee administration and enforcement of SMCo's occupational health and safety program.

Leadership Team (LT)

LT shall be responsible to share in the enforcement of all occupational health and safety policies, rules, and procedures, as specified in the "Failure to Observe Policies" section of this manual.

Director of Production

The Director of Production shall be SMCo's occupational health and safety officer and shall be responsible to perform, or delegate the performance of, the following:

- Develop and administer the company's occupational health and safety program.
- Annually review the *SMCo Occupational Health & Safety Manual*, and revise as necessary.
- Develop and administer an ongoing occupational health and safety training program for all employees.
- Conduct monthly safety meetings. The purpose of these meetings is to review injury and near-miss reports and statistics, review safety inspection reports, review safety procedures, and provide guidance on how best to provide a safe work environment.
- Conduct frequent and regular safety inspections of all project sites (including work procedures, ergonomic hazards, work areas, storage areas, and the storage, labeling and disposal of hazardous materials).
- Conduct frequent and regular safety inspections of all equipment, including: power tools, power equipment, company-owned vehicles, and office electrical equipment. Maintain a log of all equipment, including inspection schedules, and service dates.
- Conduct periodic inspections when new substances, processes, procedures or equipment are introduced that present new potential hazards.
- Assess each work area or operation and determine the need for personal protective equipment.
- Select, purchase, issue, monitor, and maintain all personal protective equipment.
- Maintain a current inventory of hazardous chemicals used by the company and a file of all corresponding Material Safety Data Sheets (MSDS). Maintain a system to make all this information readily available to employees.
- Ensure that all trade partners working on SMCo project sites receive a safety orientation. The purpose of this orientation is to ensure that all workers on each project site are following the same safety procedures.
- Monitor employee compliance with the "Health and Safety Rules" described in this manual.
- Conduct a prompt investigation of every accident. Determine the cause of the accident and take measures necessary to prevent any recurrence.
- Maintain a recordkeeping and reporting system that meets all OSHA requirements. At minimum, this system must include: safety inspection reports, injury and near-miss reports (including related medical records), training records, and safety meeting minutes.
- Monitor company compliance with all applicable federal, state, and local safety regulations. Keep abreast of changes to regulations.
- Periodically report to LT on performance of the above responsibilities.

Project Leads

Project Leads shall be responsible to:

- Ensure the occupational health and safety of all employees under their management.
- Plan for occupational health and safety in every aspect of an operation. Anticipate, mitigate, or eliminate all accident-producing situations.
- Provide employees with necessary personal protective equipment (PPE) and instructions for its proper use and care.
- Conduct a daily occupational health and safety inspection of their project site, including, but not limited to:
 - Potential hazards (materials, equipment, procedures, falling, weather, etc.)
 - Warning signs, barriers, and other hazard indicators
 - Site organization, cleanliness, and tidiness
 - Hazardous materials storage and labeling
 - First aid kit
 - Fire extinguishers
 - Scaffolding, guardrails, temporary stairs, ladders
 - Trenches or holes
 - Personal protective equipment
 - Guards on machines and equipment
 - Heavy equipment such as telehandlers, excavators, bobcats, cranes, aerial lifts, or similar hoisting or lifting equipment.
- Correct all unsafe work conditions and work habits immediately upon discovery.
- Conduct weekly safety meetings with their crew. The purpose of these meetings shall be to encourage safety awareness, motivate observance of proper practices, encourage reporting and discussion of job hazards, and introduce new safety procedures.
- Ensure that all trade partners on the project site are advised of hazardous materials present, and ensure that all trade partners report hazardous materials that they are bringing onto the project site.
- Investigate all accidents and near-misses immediately. In the event of *any work-related* accident, injury, near miss of an injury, or illness, immediately notify your supervisor and the Director of Finance and Administration (Siobhán).
- Monitor employee compliance with the “Health and Safety Rules” described in this manual.
- Ensure that the project site is properly protected against fire:
 - Assess the need for firefighting equipment, and ensure that sufficient equipment is available to effectively meet all fire hazards as they occur.
 - Locate firefighting equipment so that it is conspicuous and readily accessible at all times. At least one fire extinguisher should be located on each floor of each building. Travel distance from any point of the protected area to the nearest fire extinguisher must not exceed 100’.
 - Periodically inspect firefighting equipment and maintain it in good operating condition.
 - If you must remove a fire extinguisher from its location for service, replace it with a spare extinguisher during the period of service.
- Ensure that the project site is provided with required sanitation facilities:
 - An adequate supply of drinking water. Drinking water containers must be capable of being tightly closed and equipped with a tap. Use of a common drinking cup is prohibited.
 - One toilet per 20 persons, unless employees have transportation readily available to nearby toilet facilities.
 - Adequate washing facilities for employees engaged in operations involving harmful substances.

Employees

Employees shall be responsible to:

- Be fully familiar with the “Health and Safety Rules” described in this manual and observe them at all times.
- Speak up about safety issues we need to be aware of and/or attend to. “If you see something, say something.”
- In the event of *any work-related* accident, injury, near miss of an injury, or illness, immediately notify your supervisor and the Director of Finance and Administration (Siobhán).
- Participate in all required safety meetings and training programs.
- Ask questions whenever a safety rule or training instruction is not fully understood.

(B) LEGAL OBLIGATIONS

Generally

The *South Mountain Company Occupational Health & Safety Manual* is designed primarily to support the SMC Co occupational health and safety policy. It is also designed to help SMC Co meet its legal obligations under the Federal Occupational Safety and Health Act and related safety regulations. Since this manual cannot address all the laws and regulations which might apply, our goal is to balance legal requirements with recognized occupational health and safety procedures and common sense. Many provisions in this manual are required by law. This section includes additional obligations that deserve special attention.

OSHA Site Inspections

The US Occupational Safety & Health Administration (OSHA) is legally permitted to conduct onsite inspections of worksites to enforce OSHA laws. According to OSHA, inspections are initiated without advance notice and are conducted using onsite or telephone and fax investigations. In the event of an OSHA site inspection, SMC Co policy is as follows:

- The Project Lead must:
 - Instruct all employees to cease work and leave the working area, but remain on the project site.
 - Confirm the inspector’s credentials.
 - Notify the Director of Production or CEO immediately.
 - Record as much information as possible relevant to the inspector’s visit (photographs, videos, notes, etc.)
 - If a violation can easily be fixed while the inspector is present, do so.
- The Director of Production or CEO must:
 - Notify all SMC Co Project Leads immediately.
 - Proceed to the project site to serve as the formal representative of the company.
 - Bring a camera, notepad, and pen to the project site.
 - Record as much information as possible relevant to the inspector’s visit.
- Employees at the project site must:
 - Cease work and leave the working area, but remain on the project site.
 - Be prepared for the OSHA inspector to ask questions. (You are free to speak with the OSHA inspector during an inspection. You also have the right to decline to be interviewed.)

Project Site Requirements

The following facilities are required at all work sites:

- An adequate supply of drinking water.
- One toilet per 20 persons.
- Adequate washing facilities for employees engaged in operations involving harmful substances.
- Readily available first aid supplies.
- Fire extinguishers.

Hazardous Materials Requirements

- Employer is required to provide employees with:
 - Information and training on hazardous chemicals in their work area.
 - Proper notice whenever a new hazard is introduced into their work area.
 - The location and availability of the required list of hazardous chemicals, and Material Safety Data Sheets (MSDS).
- Employer is required to communicate hazard information to trade partners and other non-employees working on the project site.
- Employer is required to ensure that each container of hazardous chemicals in the workplace is marked with the identity of the hazardous chemical(s) contained therein and with general information regarding the hazards of the chemical.

Personal Protective Equipment Requirements

- Employer is required to provide employees with appropriate personal protective equipment for tasks that require it.
- Employer is responsible for requiring employees to wear appropriate personal protective equipment in all operations where there is an exposure to hazardous conditions.

OSHA Poster Requirement

- The law requires that employees be informed of the protections provided under the Occupational Safety and Health Act. All employers must post and maintain in a conspicuous place of major travel copies at each establishment of the OSHA Notice “Job Safety and Health”.

Recordkeeping Requirements

- See current OSHA requirements at <www.osha.gov/recordkeeping>.
- The following basic OSHA records must be maintained:
 - OSHA Form 300 (Log of Work-Related Injuries and Illnesses)
 - OSHA Form 300A (Summary of Work-Related Injuries and Illnesses)

- OSHA Form 301 (Injury and Illness Incident Report)
- Form 300A must be posted in the workplace every year from February 1 to April 30.
- Current and former employees, or their representatives, have the right to access injury and illness records. Employers must give the requester a copy of the relevant record(s) by the end of the next business day.
- OSHA Forms 300, 300A, and 301 must be retained by the company for 5 years following the end of the year to which they relate.
- Employee medical and exposure records must be retained by the company for the duration of employment plus an additional 30 years.
- The Director of Production must ensure that the following records are created and retained:
 - All OSHA reports
 - Safety inspection reports
 - Project site inspection reports
 - List of all equipment in use (including inspection schedules and service dates)
 - Equipment inspection reports
 - Accident reports (including initial reports and investigation reports)
 - Employee safety rule violation reports
 - Training records
 - Employee Acknowledgement of Receipt of Safety Manual
 - Safety Training Event reports
 - Safety meeting minutes
 - Reference materials
 - Tool and equipment manuals
 - Material Safety Data Sheets (MSDS)
 - Medical & Exposure Records

Reporting Requirements

- See current OSHA requirements at <www.osha.gov/recordkeeping>.
- Employer is required to notify OSHA when an employee is killed on the job or suffers a work-related hospitalization, amputation, or loss of an eye. A fatality must be reported within 8 hours. An in-patient hospitalization, amputation, or eye loss must be reported within 24 hours.
 - OSHA national toll free number: 800-321-OSHA (6742)
 - OSHA regional office in Boston: 617-565-9860
- General requirements for recording incidents:
 - Employer must record all work-related fatalities.
 - Employer must record all work-related injuries and illnesses that result in days away from work, restricted work or transfer to another job, loss of consciousness or medical treatment beyond first aid.
 - Employer must record significant work-related injuries or illnesses diagnosed by a physician or other licensed health care professional, even if it does not result in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, or loss of consciousness.
 - Injuries include cases such as, but not limited to, a cut, fracture, sprain, or amputation.
 - Illnesses include both acute and chronic illnesses, such as, but not limited to, a skin disease (i.e. contact dermatitis), respiratory disorder (i.e. occupational asthma, pneumoconiosis), or poisoning (i.e. lead poisoning, solvent intoxication).
 - Work-related injuries, illnesses and fatalities are those in which an event or exposure in the work environment either caused or contributed to the condition. In addition, if an event or exposure in the work environment significantly aggravated a pre-existing injury or illness, this is also considered work-related.

Training

Training in occupational health and safety is not a one-time event. Rather, it is a periodic and ongoing process intended to keep all employees actively alert to how we can protect our health and safety.

(A) TRAINING PROGRAM

- All new employees, upon hiring, will receive training in:
 - SMCo “Health and Safety Rules” (in entirety)
 - Safe operation of specialized tools and equipment
- All employees will receive periodic in-service training in:
 - SMCo “Health and Safety Rules” (in parts)
 - Safe operation of specialized tools and equipment
 - Safe use of specific hazardous materials
 - First aid and CPR
 - Lockout-Tagout procedures
- All Project Leads will receive periodic in-service training in:
 - Conducting routine occupational health and safety meetings and encouraging employees and trade partners to develop safe work practices
 - Conducting routine occupational health and safety inspections
 - Conducting accident investigations
 - Lockout-Tagout procedures
 - Confined Space procedures
 - Managing personal protective equipment

- Managing emergencies
- Recordkeeping requirements

(B) TRAINING ADMINISTRATION

- Training reports must include: training dates, training location, training topics, trainer names and signatures, trainee names and signatures.
- Training report copies go to:
 - Individual employee file
 - Director of Production's safety file

Failure to Observe Policies

If LT determines that an employee has failed to observe any policies in the *South Mountain Company Occupational Health & Safety Manual*, LT will review the matter and decide an appropriate response, including any need for corrective action up to and including termination of employment.

Forms, Resources & Contacts

All safety forms, resources, and emergency contacts are available on the SMCo Smartsheet SAFETY page



APPENDIX B

Meetings & Decision-Making

Introduction

Good meetings do not happen by chance. This document outlines the key elements that we use to make meetings go well.

Good meetings are important – they empower, enliven, and inspire us. Poor meetings, by comparison, are unfocused, dysfunctional, boring, confusing, and waste our time.

Good meetings are essential to our practice – they are one of the ways we get work done, they are at the heart of our communication with each other, and they help develop and refine our culture.

Elements of a Good Meeting

Meetings are generally efficient, productive, inclusive, and satisfying when:

- Everyone has had sufficient time to review the agenda and prepare for what will be discussed
- Agreement on the “rules of the road” is confirmed before beginning
- The meeting begins with a check-in to warm up participants
- The agenda and goals of the meeting are clear to everyone
- Everyone remains focused on the task at hand
- Everyone’s input is heard and acknowledged
- Decisions are made which are agreeable to all and which do not result in a dissatisfied minority
- Everyone is clear about what has previously been decided and what is currently being decided
- Everyone is clear about necessary follow-up at the end of the meeting
- The meeting includes time to offer appreciations

The Facilitator

The facilitator leads the meeting by helping the group to clarify and move through its agenda in a clear, respectful, and timely manner. The facilitator serves as a “meeting navigator.” Typically, a facilitator:

- Develops the agenda for the meeting in consultation with all participants or representatives
- Makes sure the meeting space is in order (chairs, lighting, sound, flip charts, etc.)
- Convenes and adjourns the meeting in a timely manner
- Helps the group move through its agenda, focusing on one item at a time
- Makes suggestions to encourage an open and balanced flow of discussion
- Helps the group gain deeper understanding, by asking questions such as *What made you say that?* or *Can you say more about what you mean?* or *Thanks for that suggestion; what benefit do you think would come from doing that?*
- Intervenes when there are interruptions, distractions, or overly long comments
- Asks clarifying questions, and makes suggestions
- Listens carefully, occasionally summarizes points of agreement and points of divergence, and asks for reactions to the summary so the group can move ahead
- Assists the group through its established decision-making process
- Confidently summarizes for the group where they have arrived, and seeks confirmation by asking *Does that sound good?* or *Did I get that right?*
- Helps the group plan follow-up, clarifying who, what, when, and where
- Makes sure that the minute-taker has a record of all action items

- Relinquishes facilitator responsibilities to another when they need to contribute to the meeting content in a way that makes it difficult to be fully attentive to the meeting process.

The Meeting Participant

Every meeting participant is either a beneficial or detrimental force. No one can simply “attend” a meeting. To improve the quality of the meeting, a participant:

- Reviews all meeting materials prior to arriving at the meeting
- Arrives in time for the beginning of the meeting
- Assists the group in staying focused on its agreed agenda
- Maintains awareness of the meeting process (tone, timing, fairness, efficiency, etc.)
- Participates fully in discussion, being mindful to keep comments brief so that all have the opportunity to participate
- Is solution-centered, but is not attached to any one particular solution
- Is open to fairly examining all the pros and cons
- Listens carefully and respectfully when others are speaking, especially when others are expressing different views
- Voices concerns in a manner which invites constructive response and is respectful of the opinions of others
- Understands and fully participates in the decision-making process used by the group

The Agenda

A meeting agenda is an outline of what items will be discussed by the group and the order of discussion.

- Prior to the meeting, the facilitator develops this plan in consultation with meeting participants or representatives. This advance preparation reduces the likelihood that a meeting will get bogged down by too much work, unforeseen issues, or vague topics.
- At SMCo, agendas are distributed to all meeting participants prior to meetings.
- When the meeting begins, the agenda is reviewed and adjusted by the participants. The group then proceeds with this roadmap, making additional adjustments as necessary.

The Minutes

Minutes are the written record of the meeting.

- They identify the name of the group meeting, when and where the meeting was held, who attended the meeting, who was absent, and the minute-taker.
- Minutes are not a transcript of everything said, but a concise summary of key points raised, decisions made, next steps, doers, and deadlines.
- Minutes should use polite and clear language, and acronyms should be avoided.
- In order to ensure accuracy, minutes are typically reviewed at the following meeting of the group, at which time corrections can be noted for the record.
- At SMCo, minutes should be distributed to meeting participants within 24 hours of the meeting, if possible.

Decision-Making

Who makes decisions?

Our management and governance system establishes what decisions are made by whom (Owners, Board of Directors, Leadership Team, etc.).

Why do we prioritize consensus decision-making?

- In order to make good decisions – ones that are widely supported and based on the best thinking that each of us has to offer – we work to build consensus.
- Although many organizations make decisions by majority-rule, that process often squelches creative thinking and leaves a minority dissatisfied.
- Making decisions by consensus sometimes requires more effort, but we have found that the process and results are better for us as employees, and better for SMCo.

What do we mean by consensus?

- Consensus is a process of synthesizing the wisdom of all the participants into the best decision possible at the time.
- It is not necessarily unanimous agreement and, in fact, participants may consent to a decision they disagree with.
- The root of consensus is consent, which means to give permission or approval.
- Consensus is a type of accommodation where all agree to something that they feel is best for the group. It includes supporters of a position, those who don't have a strong opinion either way, and those who don't fully support the position but don't have enough of a problem with it to stand in the way.

How do we reach consensus?

The process of reaching consensus is guided by the facilitator and involves the following steps.

- Presentation: A group member presents a proposal, usually with background information.
- Discussion: The group analyzes and clarifies the information presented.
- Ideas: Ideas are offered, reconfigured, and synthesized.
- Testing: The facilitator tests for consensus. “Is there anyone who does not approve of the group proceeding in this way? Does anyone have any serious concerns regarding this suggestion?”
- Concerns: If one or more group members have outstanding concerns, the concerns are clarified and discussed. The group works to shape a creative solution that addresses these concerns, or the group might ask for a new proposal to be brought to the next meeting. As a solution emerges, the facilitator again tests for consensus.
- Consensus: When everyone consents to the proposal, the group then clarifies how the decision will be implemented (who, what, when, how, etc.).

How can someone support consensus if they have a serious concern?

- A central element of the consensus process is the group's careful consideration of individual concerns. Concerns are not stumbling blocks, rather they are building blocks for crafting a decision which is wise and widely supported.
- If someone has a genuine concern, they should raise it for consideration and then work with the group to explore creative options. If the group does not adequately address the concern, one has the power to withhold consent, thereby requiring the group to continue looking for a more acceptable course.

- Most group members, however, are able to support the group by offering some form of consent. Consider this range of options:
 - Endorsement (“I like it.”)
 - Agreement, with reservations (“I can live with it.”)
 - Stand aside (“I don’t like this, but I don’t want to hold up the group.”)
 - Will consent if future reconsideration is built-in (“I want to include a sunset clause, or a trial period.”)
 - Formal disagreement, but willing to consent (“I want my disagreement noted in the minutes, but I will support the decision.”)
 - Block (“I do not consent this proposal.”)
- Consensus builds relationships between people and improves group dynamics.
- Consensus agreements tend to enjoy broader support and require less enforcement.
- Consensus moves us toward doing what is best for the common interest, generally prioritizing the good of the whole over any one individual.

What happens if the group cannot reach consensus?

Since it is not always possible to gain the consent of every group member, we have two alternatives.

- Further Exploration: The group decides to take more time to think, discuss, or research before reconsidering the matter at a later date. (One process we use when faced with a difficult decision is to make a decision, sleep on it, and then revisit it at a subsequent meeting. Any meeting participant may call for this procedure.)
- Backup Voting Procedure: The group establishes a modified majority-rule voting procedure for use in such situations. (The SMC Co bylaws provide that if we cannot reach a decision via consensus, then a decision can be made with a supermajority vote of 75%. Any meeting participant can call for a vote.)

So, why do we make decisions by consensus?

- Consensus gathers the experience and wisdom of all group members.
- Consensus makes a genuine effort to identify and address all significant concerns.
- Consensus values creative solutions.

SMCo Meeting Reminders

To help make our meetings more efficient, productive, and satisfying . . .

Before the Meeting

- Do your homework. Read your materials in advance.
- Don't come with "the plan." Come with "an idea" or "a proposal."
See where the group takes it.
- Don't own ideas. Be ready to give them away to the group.
- Arrive and get settled early enough so the meeting can start on time.

During the Meeting

- Help the group stay focused on the agenda.
- Help the group create space for everyone to participate.

When Listening

- Be attentive and gain understanding of what others are saying.
- Be patient and respectful.
- Accept that "information" comes in many useful forms – facts, opinions, hunches, ideas, feelings, mistakes, and silence.

When Speaking

- Be concise.
- Express one idea at a time.
- Use "I" statements to define your needs. Own your feelings.
- Give the reasons behind your thinking.
- Be solution centered.
- Take a dose of humility.

When Deliberating

- Take a long-term view.
- Be open to outcome.
- Don't lobby your idea.
- Don't set limits.
- Look fairly and equally at all pros and cons, and encourage others to do the same.
- Learn when to let go.

After the Meeting

- Evaluate: *What worked well?* and *What might we do differently?*
- Assign commitments: *Who's doing what, by when?*
- Follow-up on commitments assigned to you.



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