

CONFIDENTIAL

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XIII. MONITORING POLICY

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1. GENERAL POLICIES AND PROCEDURES

GENERAL POLICIES AND PROCEDURES

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A. EQUAL EMPLOYMENT OPPORTUNITY. Diamond Diva Empowerment Foundation is an equal opportunity employer. We will extend equal opportunities to all individuals without regard to race, religion, color, sex (including pregnancy, sexual orientation, and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. Our policy reflects and affirms Diamond Diva Empowerment Foundation's commitment to the principles of fair employment and the elimination of all discriminatory practices.

This commitment to equal employment opportunity applies to all terms and conditions of employment with Diamond Diva Empowerment Foundation, including recruiting, hiring, training, transfers, promotions, job assignments, compensations, disciplines, and dismissals.

Employees with questions or concerns about discrimination or harassment in the work environment should feel free to discuss these issues with their immediate supervisor, or Business Manager. Employees can report discrimination or harassment without fear, reprisal, or retaliation. Retaliation against any person who has complained about harassment or discrimination, filed a charge of harassment or discrimination, or otherwise participated in an investigation will not be tolerated, and may lead to corrective action up to and including termination.

B. ANTI-DISCRIMINATION POLICY & PROCEDURES. Discrimination based on race, color, sex, gender identity, sexual orientation, religion, creed, national origin, age, ancestry, veteran status, disability unrelated to job requirements, genetic information, military service, pregnancy, or any other legally protected basis is unlawful and intolerable to Diamond Diva Empowerment Foundation. This policy applies to all terms and conditions of employment. All employees are held accountable for strictly adhering to this policy.

C. DISCRIMINATION COMPLAINT REPORT. Any Employee who feels that they are a victim of discrimination is encouraged to discuss the matter with their supervisor or local human resources officer will seek to complete the Discrimination Complaint ordinarily within two to

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three weeks after receipt of the request. The resolution, if reached, will be documented in writing, and will include both the underlying allegation(s) and the terms of the agreed upon resolution. At any point prior to such resolution, the employee who initiated the Discrimination Complaint may withdraw the request and initiate a formal complaint.

D. DIVERSITY, EQUITY, AND INCLUSION POLICY. Diamond Diva Empowerment Foundation is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion. Our human capital is the most asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.

Diamond Diva Empowerment Foundation diversity initiatives are applicable - but not limited - to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

1. Respectful communication and cooperation between all employees.
2. Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
3. Work/life balance through flexible work schedules to accommodate employees' varying needs.
4. Employer and employee contributions to the communities we serve to promote a greater understanding and respect for diversity.
5. All employees of Diamond Diva Empowerment have a responsibility to always treat others with dignity and respect. All employees are expected to exhibit conduct that

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reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.

Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.

Employees who believe they have been subjected to any kind of discrimination that conflicts with Diamond Diva Empowerment Foundation's diversity policy and initiatives should seek assistance from a supervisor or an Executive Board member.

E. ADDRESSING WORKPLACE CONCERNS. Diamond Diva Empowerment Foundation strives to provide a work environment conducive to open and constructive communication. From time to time, employees may find that they have concerns, problems, and/or suggestions about work-related issues. When this occurs, employees are welcome to bring these issues to the attention of their supervisor or Business Manager. As such issues/concerns will be discussed and addressed and/or referred to the appropriate individuals for consideration and resolution.

F. BUSINESS ETHICS POLICY. The successful business operation and reputation of Diamond Diva Empowerment Foundation is built upon the principles of fair dealing and the ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of all applicable laws and regulations, as well as certain standards of conduct, quality, and personal integrity. The continued success of Diamond Diva Empowerment Foundation is dependent upon our client's trust, and we are dedicated to preserving that trust. This policy of business ethics and conduct is the responsibility of every employee. The following policies describe some of our core professional standards.

G. CONFLICTS OF INTEREST. The purpose of the following policy and procedures is to prevent the personal interest of staff members, board members, and volunteers from interfering with the performance of their duties to Diamond Diva Empowerment Foundation, or result in personal financial, professional, or political gain on the part of such persons at the expense of Diamond Diva Empowerment Foundation or its Members, supporters, and other stakeholders.

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a) **DEFINITIONS.** Conflict of Interest means a conflict, or the appearance of a conflict, between the private interests and official responsibilities of a person in a position of trust. Persons in a position of trust include staff members, officers, and board members of Diamond Diva Empowerment Foundation. Board means the Board of Directors. Officer means an officer of the Board of Directors. Volunteer means a person -- other than a board member -- who does not receive compensation for services and expertise provided to Diamond Diva Empowerment Foundation and retains a significant independent decision-making authority to commit resources of Diamond Diva Empowerment Foundation. Staff Member means a person who receives all or part of her/his income from the payroll of Diamond Diva Empowerment Foundation. Member means a Member of Diamond Diva Empowerment Foundation which shall be a state association of nonprofit organizations that represent a statewide and multi-sector or sub-sector 501(c)(3) constituency with a diverse range of corporate identities, or a regional association of nonprofit organizations that represent a specific region within a state or multi-state geographic area and a multisector or sub -sector constituency with a diverse range of corporate identities. Supporter means corporations, foundations, individuals, 501(c)(3) nonprofits, and other nonprofit organizations who contribute to Diamond Diva Empowerment Foundation

Interested Person means any director, principal officer, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person. Financial Interest means a person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

- a. An ownership or investment interest in any entity with which the Organization has a transaction or arrangement,
- b. A compensation arrangement with the Organization or with any entity or individual with which the Organization has a transaction or arrangement, or
- c. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the Organization is negotiating a transaction or arrangement.

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Compensation means direct and indirect remuneration as well as gifts or favors that are not insubstantial. A financial interest is not necessarily a conflict of interest. Under Article III, Section 2, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

b) POLICIES AND PRACTICES. Full disclosure, by notice in writing, shall be made by the interested parties to the full Board of Directors in all conflicts of interest, including but not limited to the following:

- a. A board member is related to another board member or staff member by blood, marriage, or domestic partnership.
- b. A staff member in a supervisory capacity is related to another staff member whom she/he supervises.
- c. A board member or their organization stands to benefit from a Diamond Diva Empowerment Foundation transaction or staff member of such organization receives payment from Diamond Diva Empowerment Foundation for any subcontract, goods, or services other than as part of her/his regular job responsibilities or as reimbursement for reasonable expenses incurred as provided in the bylaws and board policy.
- d. A board member's organization receives grant funding from Diamond Diva Empowerment Foundation.
- e. A board member or staff member is a member of the governing body of a contributor to Diamond Diva Empowerment Foundation.
- f. A volunteer working on behalf of Diamond Diva Empowerment Foundation who meets any of the situations or criteria listed above.

c) PROCEDURES

- a. **DUTY TO DISCLOSE.** In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board delegated powers considering the proposed transaction or arrangement.
- b. **DETERMINING WHETHER A CONFLICT OF INTEREST EXISTS.** After disclosure of the financial interest and all material facts, and after any discussion with

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the interested person, The remaining board or committee members shall decide if a conflict of interest exists.

Following full disclosure of a possible conflict of interest or any condition listed above, the Board of Directors shall determine whether a conflict of interest exists and, if so, he/she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The Board shall vote to authorize or reject the transaction or take any other action deemed necessary to address the conflict and protect Diamond Diva Empowerment Foundation's best interests. Both votes shall be by a majority vote without counting the vote of any interested director, even if the disinterested directors are less than a quorum provided that at least one consenting director is disinterested.

d) PROCEDURES FOR ADDRESSING THE CONFLICT OF INTEREST

- a) An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
- b) The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
- c) After exercising due diligence, the governing board or committee shall determine whether the Organization can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
- d) If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the Organization's best interest, for its own benefit, and whether it

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is fair and reasonable. In conformity with the above determination, it shall make its decision as to whether to enter into the transaction or arrangement.

e) **VIOLATIONS OF THE CONFLICTS OF INTEREST POLICY**

- a) If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
- b) If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

f) **RECORDS OF PROCEEDINGS.** The minutes of the governing board and all committees with board delegated powers shall contain:

- a) The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing boards or committee's decision as to whether a conflict of interest in fact existed.
- b) The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

g) **COMPENSATION**

- a) A voting member of the governing board who receives compensation, directly or indirectly, from the Organization for services is precluded from voting on matters pertaining to that member's compensation.

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- b) A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Organization for services is precluded from voting on matters pertaining to that member's compensation.
- c) No voting member of the governing board or any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Organization, either individually or collectively, is prohibited from providing information to any committee regarding compensation.
- h) **ANNUAL STATEMENTS.** Each director, principal officer, and member of a committee with governing board delegated powers shall annually sign a statement which affirms such person:
 - a) Has received a copy of the conflicts of interest policy,
 - b) Has read and understands the policy,
 - c) Has agreed to comply with the policy, and
 - d) Understands the Organization is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.
- i) **PERIODIC REVIEWS.** To ensure the Organization operates in a manner consistent with charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:
 - a) Whether compensation arrangements and benefits are reasonable, based on competent survey information, and the result of arm's length bargaining.
 - b) Whether partnerships, joint ventures, and arrangements with management organizations conform to the Organization's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes and do not result in inurement, impermissible private benefit or in an excess benefit transaction.

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j) USE OF OUTSIDE EXPERTS. When conducting the periodic reviews as provided for in Article VII, the Organization may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the governing board of its responsibility for ensuring periodic reviews are conducted.

H. BOARD MEMBER CONSIDERING EMPLOYMENT. A Board member or Committee member who is formally considering employment with Diamond Diva Empowerment Foundation must take a temporary leave of absence until the position is filled. Such a leave will be taken within the Board member's elected term which will not be extended because of the leave. A Board member or Committee member who is formally considering employment with Diamond Diva Empowerment Foundation must submit a written request for a temporary leave of absence to the Business Manager of the Diamond Diva Empowerment Foundation Board, c/o the Diamond Diva Empowerment Foundation's office, indicating the time of the leave. The Business Manager of Diamond Diva Empowerment Foundation will inform the Chair of the Board of such a request. The Chair will bring the request to the Board for action. The request and any action taken shall be reflected in the official minutes of the Diamond Diva Empowerment Foundation.

An interested Board member, officer, or staff member shall not participate in any discussion or debate of the Board of Directors, or of any committee or subcommittee thereof in which the subject of discussion is a contract, transaction, or situation in which there may be a perceived or actual conflict of interest. However, they may be present to provide clarifying information in such a discussion or debate unless objected to by any present board or committee member.

Anyone in a position to make decisions about spending Diamond Diva Empowerment Foundation's resources (i.e., transactions such as purchases contracts) – who also stands to benefit from that decision – has a duty to disclose that conflict as soon as it arises (or becomes apparent); she/he should not participate in any final decisions.

A copy of this policy shall be given to all Board members, staff members, volunteers, or other key stakeholders upon commencement of such person's relationship with Diamond Diva Empowerment Foundation or at the official adoption of stated policy. Each board member,

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officer, staff member, and volunteer shall sign and date the policy at the beginning of her/his term of service or employment and each year thereafter. Failure to sign does not nullify the policy.

- I. PROTECTION AND PROPER USE OF COMPANY ASSETS.** All Company property and assets should be used only for legitimate business purposes. Employees should maintain proper and thorough documentation regarding the use, allocation, allotment, and disposal of all Company property and assets. Company property shall include computer hardware and software, equipment, furniture, perks, confidential or proprietary information or other data, or any other property or information with monetary value. Employees are expected to use sound and proper judgment when determining how Company property and assets are used and allocated. Failure to exercise sound judgment in this regard is subject to disciplinary action. Diamond Diva Empowerment Foundation will not construe or apply this Policy in a manner that improperly interferes with or limits employees' rights under the National Labor Relations Act.
- J. FAIR DEALING.** Diamond Diva Empowerment Foundation does not seek competitive advantages through illegal or unethical business practices. Accordingly, each employee shall endeavor to deal honestly, ethically, and fairly with Diamond Diva Empowerment Foundation's business partners, competitors, vendors, and clients. No employee should take unfair advantage of anyone through fraud, manipulation, concealment, abuse or privileged information, misrepresentation of material facts, or any unfair business practice (including, without limitation, false advertising, trade defamation, misappropriation, theft or infringement of intellectual property rights and price fixing or other business practices in violation of antitrust laws.
- K. MEDIA POLICY.** All Company employees should adhere to the following policy to ensure the timely and accurate dissemination of Company information.
- a) DEFINITIONS.** "Media requests" include anything intended to be published, broadcast or viewable by others in some form such as television, radio, newspapers, newsletters, periodicals, web sites, mobile applications, social media, and other such mass communication outlets. "Designated Company Spokespersons" include the Executive

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Director or the Business Manager of Diamond Diva Empowerment Foundation. “Subject Matter Spokespersons” include company employees designated by Executive Director or the Business Manager to speak on a specific Company topic (such as, but not limited to, special events, promotions, security, or other topics) and who have been trained to conduct media interviews by Diamond Diva Empowerment Foundation.

- b) **POLICY.** Except for routine events and basic information that is readily available to the public, all requests by the media for interviews, information, or access to Company Information are to be routed through the Executive Director or the Business Manager of Diamond Diva Empowerment Foundation, so that they can be promptly and efficiently handled. Only “Designated Company Spokespersons” or “Subject Matter Spokespersons” are authorized to speak to the media on behalf of Diamond Diva Empowerment Foundation. Under no circumstances should a member of the media be granted access to the officer under (i) proper credentials or (ii) an escort of a Company employee.
- c) **SOCIAL MEDIA.** The term “social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board, or a chat room, whether associated or affiliated with Diamond Diva Empowerment Foundation, as well as any other form of electronic communication. The same principles and guidelines found in Diamond Diva Empowerment Foundation rules, policies and procedures apply to an employee’s social media activities online.

Any conduct that adversely affects Diamond Diva Empowerment Foundation’s legitimate business interests may result in disciplinary action, up to and including termination. Similarly, inappropriate postings, including but not limited to, discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may result in disciplinary action, up to and including termination. However, this restriction will not apply to any postings made in the exercise of any rights granted to an employee of federal law.

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Diamond Diva Empowerment Foundation will, in its discretion, review social media activity to the fullest extent permitted by applicable law. If an employee engages in social media activity anonymously or using a pseudonym, which violates this policy, Diamond Diva Empowerment Foundation may, in inappropriate circumstances, take steps to determine such employee's identity. Nothing in this policy is intended or should be constructed to violate any local, state, or federal law or regulation. Diamond Diva Empowerment Foundation will not construe or apply this policy in a manner that prevents employees from communicating with each other about wages, hours, or other terms and conditions of employment.

L. CLIENTS' RIGHTS, RESPONSIBILITIES & GRIEVANCES POLICY

Diamond Diva Empowerment Foundation is committed to a mutually beneficial and respectful relationship with our clients and their families. Our staff and volunteers recognize and value the partnership we have with our clients, and we want you to be aware of your rights and responsibilities as a client.

As a partner of Diamond Diva Empowerment Foundation, you have the following rights:

1. To receive services without regard to sex, sexual orientation, economic status, educational background, race, color, religion, ancestry, national origin, marital status, or illness.
2. To receive considerate, respectful, and quality social services.
3. To participate actively in decisions regarding your services.
4. To have all communications and records pertaining to your services treated with complete confidentiality according to the law of the State of Missouri. No information will be released to agencies or persons outside of Diamond Diva Empowerment Foundation without your written consent, except in the case of medical emergency or as permitted by law.
5. To meet with a staff member with whom you feel comfortable, including the right to request a change in staff if you wish.

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6. To accept or decline Diamond Diva Empowerment Foundation's services, including contact and follow-up.
7. To follow Diamond Diva Empowerment Foundation's grievance procedures if you are dissatisfied with the services you receive, or if you believe your rights or the rights of someone else have been violated.

a) CLIENTS' RESPONSIBILITIES. We ask that all clients respect the following list of responsibilities while receiving services:

1. To the best of your knowledge, report accurate and complete information regarding any matters pertaining to your care.
2. Make sure you clearly understand the proposed course of action and what is expected of you. If you do not understand, ask for clarification from the staff or volunteers whom you are working with.
3. Keep appointments. If unable to do so, notify the person with whom you have an appointment and reschedule.
4. Treat staff, volunteers, and other clients with respect.
5. Respect the confidentiality of all who are associated with Diamond Diva Empowerment Foundation.
6. Notify Diamond Diva Empowerment Foundation staff of any changes in your circumstances (e.g., address, phone number, health, or financial status, etc.)
7. Actively participate in the development of a care plan, if appropriate, that is specific to you and includes your agreement to work toward defined health plan needs.

b) CLIENTS' CODE OF CONDUCT. To assure a respectful, safe, and secure environment for clients, staff, volunteers and visitors, clients are required to follow this:

1. Physical violence, threats of violence, weapons, intimidation, or harassment will not be tolerated.

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2. Verbal abuse, profanity, or remarks that are derogatory, racist, sexist, or homophobic will not be tolerated.
3. Overt sexual behavior towards another person, or in the presence of another person, will not be tolerated. Safer sex discussions between staff and clients for educational purposes are appropriate.
4. If you possess, consume or are under the influence of illicit drugs, alcohol, or mood alternating drugs while you are at Diamond Diva Empowerment Foundation, you will be asked to leave and return when you are able to interact appropriately with staff and/or volunteers.
5. Disruptive behavior that interferes with the ability of clients, staff, or volunteers to use Diamond Diva Empowerment Foundation's facility and/or that results in damage to Diamond Diva Empowerment Foundation's property will not be tolerated.
6. Violations of the confidentiality of any person(s) you may see at Diamond Diva Empowerment Foundation will not be tolerated.

Depending upon the seriousness of a violation of any of these rules:

1. You may be required to leave the premises immediately.
2. You may be required to meet with the Executive Director before accessing any additional services.
3. You may have conditions placed upon you with which you must comply to continue receiving services.

c) **GRIEVANCE PROCEDURES FOR CLIENTS.** The Diamond Diva Empowerment Foundation is committed to assisting clients in resolving their concerns or complaints in a timely manner. The following outline identifies the steps to be taken to resolve a grievance with Diamond Diva Empowerment Foundation.

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A grievance must be filed if a client experiences dissatisfaction with decisions concerning the client or with services or information provided and/or if the client is making allegations of discrimination or mistreatment.

- 1. Talk to the staff member with whom the problem occurred.** Many times, a grievance or complaint can be cleared up directly with the staff member. If the client is not satisfied with the resolution at this level, the staff member will give the client the name of his/her immediate supervisor.
- 2. Talk to the staff member's supervisor.** In most cases, concerns or complaints can be resolved at this level.
- 3. Talk to the Executive Director.** If the client's complaint is with the supervisor, or if the client is not satisfied with the solution proposed by the supervisor or if the Executive Director is the immediate supervisor, the client should discuss his/her problem or complaint with the Executive Director. The Executive Director can be reached at 314.328.4348, Ext 4. The Executive Director will propose a resolution to the grievance.
- 4. Appeal to the Board of Directors.** If the client is still dissatisfied with the proposed resolution, he/she may make a written appeal to the Board of Directors. The appeal should outline the client's issue(s), the steps the client has taken to resolve the problems (Steps 1-3 above) and the reason for the continued dissatisfaction with the proposed resolution. The written appeal should be sent to the Board of Directors at the agency, 1027 S. Vandeventer, Sixth Floor, Saint Louis, Missouri 63110. The envelope should be marked "Private/Confidential".

The Board shall decide upon a process for handling the grievance, make a decision regarding the grievance, and reply to the client in writing within no more than 30 days. If you file a grievance, you have the following rights:

1. Not to be denied service or otherwise retaliated against because you have filed a grievance.

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2. To have your identity kept confidential to the extent possible while allowing for an investigation.
3. To take other avenues of review or redress provided by law even though you have used this grievance procedure.
4. To be provided with copies of agency information that you request related to the grievance that is not confidential and/or legally protected from disclosure. You may be required to pay a copying charge for this service, but this charge may be waived under certain circumstances.
5. To choose a representative to be present at any time during the grievance process to act as an advocate and observer. This other person may be a friend, another client, family member, or formal advocate and must be provided at your own expense.
6. To file a grievance orally, or when necessary, in another format to accommodate a disability. If the grievance is filed orally, the agency will summarize the grievance in writing.

M. CONFIDENTIALITY POLICY. All information concerning clients, former clients, staff, volunteers, financial data, and business records of Diamond Diva Empowerment Foundation is confidential. “Confidential” means that you are free to talk about Diamond Diva Empowerment Foundation and about your program/position, but you are not permitted to disclose clients’ names or talk about them in ways that will make their identity known. No information may be released without appropriate authorization. This is a basic component of client care and business ethics. The Board of Directors, staff and our clients rely on paid and volunteer staff to conform to this rule of confidentiality.

Diamond Diva Empowerment Foundation expects you to respect the privacy of clients and to maintain their personal and financial information as confidential. All records dealing with specific clients must be treated as confidential. General Information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential. Staff members are responsible for maintaining the confidentiality of information

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relating to other staff members or volunteers, in addition to clients. Failure to maintain confidentiality may result in termination of your employment, or other corrective action. This policy is intended to protect you as well as Diamond Diva Empowerment Foundation because in extreme cases, violations of this policy also may result in personal liability.

a) **RATIONALE.** Confidentiality is the preservation of privileged information. By necessity, personal and private information is disclosed in a professional working relationship. Part of what you learn is necessary to provide services to the applicant or client; other information is shared within the development of a helping, trusting relationship. Therefore, most information gained about individual clients through an assignment is confidential in terms of the law, and disclosure could make you legally liable. Disclosure could also damage your relationship with the client and make it difficult to help the person.

Before you begin your assignment as a staff member/volunteer, you should be aware of the laws and penalties for breaching confidentiality. Although the agency is liable for your acts within the scope of your duty, giving information to an unauthorized person could result in the agency's refusal to support you in the event of legal action. Violations of the State statutes regarding confidentiality of records are punishable upon conviction by fines or by imprisonment or by both.

N. COMPANY VEHICLE POLICY. The Diamond Diva Empowerment Foundation company vehicle policy gives employees guidelines for obtaining, qualifying for, and using a company vehicle. A "company vehicle" is any vehicle Diamond Diva Empowerment Foundation assigns to employees. This policy applies to all employees who use a company vehicle and applies during and outside of working hours.

a) **QUALIFYING FOR A COMPANY VEHICLE.** Employees may qualify for a company vehicle if they drive a certain number of miles per year for work purposes, need a company vehicle for their daily work, or are supposed to get use of a vehicle as a benefit. If you have not been assigned a company vehicle and believe you need one, contact Human Resource.

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To be eligible for a company vehicle, employees must complete a form and submit a copy of their driver's license. Employees are only allowed to drive a company car if they have a valid driver's license and a clean driving record for at least 5 years.

A clean driving record means the employee has not been held at fault for a car accident or arrested on charges of violating vehicle and traffic laws. Diamond Diva Empowerment Foundation can assign and revoke access to company vehicles at its discretion.

b) COMPANY VEHICLES FOR EMPLOYEES WITH DISABILITIES. Diamond Diva Empowerment Foundation will make reasonable accommodations to facilitate company vehicle use for eligible employees with disabilities.

c) VEHICLE COMPANY RULES.

1. Obey traffic laws in your jurisdiction and be courteous toward other drivers.
2. Document driving expenses.
3. Monitor gas, tire pressure, and all fluid levels.
4. Report any damage or problems to your assigned vehicle immediately.
5. Report changes to your driver privileges, such as driver's license suspension, immediately.
6. Always lock company cars.
7. Bring the vehicle to scheduled maintenance appointments.
8. Do not drive while intoxicated, fatigued, or on medication that affects your driving ability.
9. Do not smoke in any company vehicle.
10. Do not lease, sell, or lend a company vehicle.
11. Do not use a phone or text while driving.

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12. Do not allow unauthorized drivers to use a company vehicle unless required by an emergency. Employees who violate company vehicle rules are subject to disciplinary actions which may include verbal and written warnings, suspension of vehicle privileges, termination, and legal action.

d) ACCIDENTS. Contact Mr. Eddie Ross, the Director of Operations, immediately. They will contact the insurance provider.

1. Follow legal guidelines for exchanging information with other drivers and report the accident to local police if required.

2. Do not guarantee payment or accept responsibility without company authorization.

e) DIAMOND DIVA EMPOWERMENT FOUNDATION RESPONSIBILITIES:

1. Ensuring vehicles are safe before assigning them.

2. Scheduling regular maintenance.

3. Providing car insurance.

4. Retiring and replacing cars as needed.

f) WHAT DIAMOND DIVA EMPOWERMENT FOUNDATION IS NOT RESPONSIBLE FOR:

1. Paying fines employees receive while driving company vehicles they are responsible for.

2. Making bail for employees who are arrested while driving company cars.

O. VISITOR POLICY. Our Workplace Visitors policy outlines our rules for receiving visitors at our premises. We want to ensure that visitors will not:

1. Pose threats to our premises and property.

2. Distract employees from their work.

3. Be exposed to danger.

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a) **SCOPE.** This policy applies to all employees. “Workplace visitors” may refer to employees’ friends and family (referred to as personal visitors) contractors, external vendors, stakeholders, and the public. This policy does not refer to remote employees or employees from other company locations. To ensure safety at work, employees who are on parental leave may enter our premises with visitor passes.

b) **ELEMENTS.** The following rules apply for all kinds of visitors:

1. Visitors should sign in at the front desk or receptionist desk and show some form of identification, if requested.
2. Visitors will receive a visitor’s pass and return it to the receptionist once the visit is over.
3. Employees must always tend to their visitors while they are inside our premises.

Our internet usage, data protection and confidentiality policies temporarily cover our visitors while they are on company premises. They must not misuse our internet connection, disclose confidential information, or take photographs of restricted areas. If they don’t conform, they may be escorted out or face prosecution if appropriate.

c) **PERSONAL VISITORS.** As a rule, employees may not allow access to our buildings to unauthorized personal visitors. We can make exceptions on a case-by-case basis. Employees may bring visitors to company events or after obtaining authorization from the Executive Board. To avoid confusion or misunderstanding, authorization should be in writing. The Executive Board may also give verbal authorization, when appropriate, but must also inform reception and security guards. Common areas, like lobbies, may be open to visitors. We advise our employees to only permit visitors in those areas for a short time and for specific reasons. Employees are responsible for always accompanying any of their underage visitors.

d) **CONTRACTORS AND SERVICE VENDORS.** Contractors, suppliers, and service vendors, like IT technicians and plumbers, can enter the premises only to complete their job duties. The Business Manager and receptionist are responsible for providing contractors and vendors with badges and for instructing them to always wear those badges on our premises.

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- e) **OTHER VISITORS.** Our company may occasionally accept the following types of visitors. Students, investors, customers, job candidates and business partners. Those visitors should receive written authorization from management before entering our premises. They should always be accompanied by an employee while on company property.
- f) **DELIVERIES.** Anyone who delivers orders, mail or packages for employees should remain at the building's reception or gate. Management is responsible for notifying the employee who expects the delivery. If that employee is unable to receive their order, front office employees may accept the order on the employee's behalf upon request.
- g) **UNAUTHORIZED VISITORS.** Staff who spot unauthorized visitors may ask them to leave. Visitors who misbehave (e.g., engage in hate speech, cause disruption, or steal property) will be asked to leave and be prosecuted if appropriate. Employees who spot unauthorized visitors may refer them to the Executive Board.
- h) **DISCIPLINARY ACTION.** Employees who violate this policy may face disciplinary consequences in proportion to their violation. Human Resource and/or Business Manager will determine how serious an employee's offense is and take the appropriate action:

For minor violations (e.g., bringing in personal visitors without authorization), employees may only receive verbal reprimands.

1. For more serious violations (e.g., bringing in unauthorized visitors who rob or damage company property), employees may face severe disciplinary actions up to and including termination.

P. OUTSIDE EMPLOYMENT POLICY. Although it is discouraged, employees of a nonprofit may hold outside jobs if they also continue to meet all performance standards of their position with Diamond Diva Empowerment Foundation. All employees will be expected to meet Diamond Diva Empowerment Foundation's performance expectations and scheduling requirements, regardless of outside work obligations. All outside work should occur while the employee is not working for Diamond Diva Empowerment Foundation – either before or after, but not during the primary workday. This includes business calls about the outside work, which

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should be conducted in the employee's own time. If Diamond Diva Empowerment Foundation determines that an employee's outside work interferes with performance or the ability to meet the job requirements of Diamond Diva Empowerment Foundation, the employee may be asked to terminate the outside employment if he or she wishes to remain employed by Diamond Diva Empowerment Foundation. Employees who are engaged in outside employment must notify the Executive Director in writing of the name of the employer and the nature of the work. If this work is deemed by Diamond Diva Empowerment Foundation to create a conflict with Diamond Diva Empowerment Foundation's best interests, the employee will be notified of the conflict in writing. In this case, the employee will cease this outside employment or address the conflict of interest to the satisfaction of Diamond Diva Empowerment Foundation, or the employee will be terminated from employment with Diamond Diva Empowerment Foundation.

Q. WHISTLEBLOWER POLICY. Diamond Diva Empowerment Foundation requires directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Diamond Diva Empowerment Foundation, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

a) REPORTING RESPONSIBILITY. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that Diamond Diva Empowerment Foundation can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees, and volunteers to report concerns about violations of Diamond Diva Empowerment Foundation's code of ethics or suspected violations of law or regulations that govern Diamond Diva Empowerment Foundation's operations.

b) NO RETALIATION. It is contrary to the values of Diamond Diva Empowerment Foundation for anyone to retaliate against any board member, officer, employee, or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Diamond Diva Empowerment Foundation. An employer who

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retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

R. CONDUCTING BUSINESS WITH STAFF & EMPLOYEES. The organization recognizes that the skills, talents and relationships of its staff and employees are among its richest assets. The organization is also aware that acquiring goods or services from, or engaging in transactions with its staff, employees, or entities in which they have a financial interest or with which they are affiliated may create an appearance of impropriety. In order to protect the organization against any improper appearance, the Organization shall enter into its business only upon the following terms and conditions:

- a) **NO PECUNIARY INTEREST.** No staff or employee shall knowingly or intentionally have any pecuniary interest in or derive a profit from a contract or purchase by the corporation unless such they make a full disclosure of his or her pecuniary interest in, or profit from, such contract to the Board of Directors and such transaction complies with the provisions of the corporation's Articles and Bylaws. Upon full disclosure of the interest, the non-interested Directors must approve the transaction by a majority vote.
- b) **BUSINESS REGISTRATION, LICENSE, MEMORANDUMS OF AGREEMENT, AND CONTRACTS FOR SERVICE.** Documentation must be submitted to support the legal formation and registration of the business in which the organization enters into agreement for products or services (i.e. State formation documentation and/or business license: LLC, Articles of Organization, etc.) Other documentation that must be submitted includes w9 and proof of business insurance. A memorandum of agreement or contract for services must be approved and signed by the board of directors detailing the terms and conditions and the compensation to be received.
- c) **COMMERCIALY REASONABLE TERMS.** The corporation may acquire goods or services from, or otherwise transact business with, staff and employee, only if the goods or services are provided to the corporation, or the transaction is, on terms no less advantageous to the corporation than the terms that they generally extend to others.

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II. BUSINESS POLICIES AND PROCEDURES

GENERAL POLICIES AND PROCEDURES

II. BUSINESS POLICIES AND PROCEDURES

DISABILITY ACCOMMODATION. To comply with applicable laws ensuring equal employment opportunities for individuals with disabilities, Diamond Diva Empowerment Foundation will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee, unless undue hardship and/or a direct threat to the health and/or safety of the individual or others would result. Any employee who requires an accommodation to perform the essential functions of his or her job, enjoy an equal employment opportunity, and/or obtain equal job benefits should contact the Business Manager to request such an accommodation. The Business Manager will communicate with the employee and engage in an interactive process to determine the nature of the issue and what, if any, reasonable accommodation(s) may be appropriate. In some cases, this interactive process may be triggered without a request from the employee, such as when Diamond Diva Empowerment Foundation receives notice from its own observation or another source that a medical impairment may be impacting the employee's ability to perform his or her essential job functions.

Employees who believe they need accommodation must specify, preferably in writing, what barriers or limitations prompted the request. Diamond Diva Empowerment Foundation will evaluate information obtained from the employee, and possibly his or her health care provider or another appropriate health care provider, regarding any reported or apparent barriers or limitations, and will help to eliminate or otherwise address the barrier(s) or limitations(s). If an identified accommodation is reasonable and will not impose an undue hardship on Diamond Diva Empowerment Foundation will generally make the accommodation, or it may propose another reasonable which may also be effective. Employees are required to cooperate with this process by providing all necessary documentation supporting the need for accommodation and being willing to consider alternative accommodation when applicable.

Diamond Diva Empowerment Foundation will also consider requests for reasonable accommodation for medical conditions related to pregnancy, childbirth and lactation were supported by medical documentation and/or as required by applicable federal, state, or local law. Employees who wish to

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request unpaid time away from work because of a qualifying disability should speak to the Executive Director regarding proposed accommodation.

A. RELIGIOUS ACCOMMODATION. Diamond Diva Empowerment Foundation will provide reasonable accommodation for employees' religious beliefs, observances, and practices when a need for such accommodation is identified, and reasonable accommodation is possible. A reasonable accommodation is the one that eliminates the conflict between an employee's religious beliefs, observances, or practices and the employee's job requirements, without causing undue hardship to Diamond Diva Empowerment Foundation. Diamond Diva Empowerment Foundation has developed an accommodation process to assist employees, management, and Board Members. Through this process, Diamond Diva Empowerment Foundation establishes a system of open communication between employees and Diamond Diva Empowerment Foundation to discuss conflicts between religion and work and to take action to provide reasonable accommodation for employees' needs. The intent of this process is to ensure a consistent approach when addressing religious accommodation requests. Any employee who perceives a conflict between job requirements and religious beliefs, observance, or practice should bring the conflict and his or her request for accommodation to the attention of your direct supervisor or Business Manager to initiate the accommodation process. Diamond Diva Empowerment Foundation requests that accommodation requests be made in writing, and in the case of schedule adjustments, as far in advance as possible.

B. BREAK TIME FOR NURSING MOTHERS. The Federal Fair Labor Standards Act (FLSA) allows employees to take reasonable, unpaid break time to express breast milk as needed for up to one (1) year after the birth of a child. Diamond Diva Empowerment Foundation will provide a place for the employee to express breast milk, other than a bathroom, that is shielded from view and free from intrusion from co-workers and the public. Employees will not be discharged or in any other manner discriminated against in exercising their rights under this policy.

C. JOB DESCRIPTIONS. Diamond Diva Empowerment Foundation has a title for each position and certain job descriptions which set forth essential functions of the job and provide a benchmark of the responsibilities, skills, and knowledge needed for the position. Job descriptions

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also provide you and your supervisor with a starting point for understanding and discussing the expected job performance. Job descriptions are established to serve as guidelines and may be modified from time to time. As positions and needs of Diamond Diva Empowerment Foundation may evolve or otherwise change from time to time, employees may be asked to perform duties and handle responsibilities that are not in the job description.

D. EMPLOYMENT CRITERIA. Diamond Diva Empowerment Foundation is committed to following the employment laws and guidelines established by the local, state, and federal government. The Administrative staff of Diamond Diva Empowerment Foundation is responsible for ensuring that all applicable laws, guidelines, and procedures are followed, that all paperwork is completed and submitted in a timely manner, and that all personnel meet the requirements of the positions.

a) **PROCEDURES.** The Business Manager is responsible for all hiring processes and arranging all training for staff members who will be working or have the potential to work with consumers. It shall be explained to all new employees, contracted staff, adult household members over 18 student workers, and volunteers who will be in contact with consumers that Diamond Diva Empowerment Foundation is in accordance with State of Missouri statute 9 CSR 10-5.90, will obtain for employment purposes, a copy of the information provided by the Family Care Safety Registry. Diamond Diva Empowerment Foundation will also obtain a Family Care Safety Registry Worker Registration.

A personnel file on each employee is created as soon as she/he is hired and kept confidential by the Business Manager. If an employee begins work before all the required record checks are returned, and any of these come back with an unsatisfactory record, the employee shall be terminated. If educational records show that the employee does not meet the requirements of the job, the employee shall be terminated.

b) **REFERENCES.** Diamond Diva Empowerment Foundation will maintain and preserve the confidentiality of employment records for current and former employees in accordance with all applicable laws. It is Diamond Diva Empowerment Foundation's

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policy that all official requests for employment verification and all official requests for employment references on behalf of Diamond Diva Empowerment Foundation are responded to only by the Office Manager. Other employees, including immediate supervisors and managers, who receive official requests for verification or references on behalf of Diamond Diva Empowerment Foundation, must refer them to the Office Manager.

Unless otherwise required by law, the Business Manager will release only the following information to lending institutions, credit bureaus, government agencies or prospective employers and only in response to written requests.

1. Employment dates
2. Position(s) held.
3. Wages and salary information (verification only)
4. Location of employee's current or final job site
5. Personnel file access by employees and former employees will be provided in response to a legal subpoena or court order. Such cases will be handled on an individual basis. All employee files are the property of Diamond Diva Empowerment Foundation.

E. SCREENING FOR EMPLOYMENT. All Diamond Diva Empowerment Foundation staff will be screened in accordance with this policy. Screening will include at least the following:

- a) **WRITTEN APPLICATION.** All potential staff must complete and sign a written application form that includes A Family Care Safety Registry allowing the Diamond Diva Empowerment Foundation to conduct a background information search. The application will request basic information from the applicant and will inquire into previous experience with children, reference, and employment information, as well as disclosure of any previous criminal convictions. The application form will be maintained in a personnel file at the Diamond Diva Empowerment Foundation's administrative office.

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- b) **PERSONAL INTERVIEW.** A personal interview will be conducted with the applicant by management staff to discuss the position and the applicant's talents, qualifications, and abilities. Multiple and/or group interviews may be conducted as appropriate.
- c) **REFERENCE CHECKS.** All applicants must provide at least two (2) references. References may be personal or professional and be presented in written form or by providing contact information. All references will be confirmed by management staff and documented in the applicant's personnel file. At least one reference will be from a personal contact if available.
- d) **CRIMINAL BACKGROUND CHECK.** Criminal background checks will be conducted for all potential staff after they have completed an application. Background checks will comply with applicable regulations governing programs. Applicants will not be considered for positions when checks show evidence of convictions for an offense involving children and/or for offenses involving violence, dishonesty, illegal substances, indecency, and any conduct contrary to the mission of Diamond Diva Empowerment Foundation. Failure to disclose a criminal conviction on the application form may also terminate an individual's application.
- e) **TRAINING AND EDUCATION.** All staff will receive an orientation that includes:
 - 1. Review and receipt of the Diamond Diva Empowerment Foundation Code of Conduct; and original signed copy will be kept in the individual's personnel file - at the time of activation.
 - 2. Review of policies related to policy & procedures of agency and emergency procedures - within the first week of their activation.
 - 3. Staff training and orientations will be updated and refreshed each year.
 - 4. All staff will fulfill a probationary period of three months until all training and orientation is completed.

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Documentation of all training will be maintained in individual personnel files. The Diamond Diva Empowerment Foundation will offer educational information and resources for the community, parents and youth workshops, programs, and the use of printed and/or audio-visual resources.

F. SCREENING OF PAST CHILD ABUSE & NEGLECT POLICY. The Diamond Diva Empowerment understands the importance of protecting youth in community and in our programs and therefore wishes to provide a safe environment. The Board of Directors of the Diamond Diva Empowerment Foundation will provide practices that will protect youth from incidents of misconduct or inappropriate behavior and protect the employees and volunteers from false accusations.

- a) **DEFINITIONS:** Staff: All employees, full and part-time and program volunteers, that have any contact with youth or access to facilities. **Youth:** Individuals 17 years of age or younger.
- b) **SUPERVISION.** Supervision of youth, programs, facilities, and staff will be designed to always protect youth and staff. Practices to ensure a safe and caring environment will include:
 - 1. Management staff will make unannounced visits at least two times per month to every youth program.
 - 2. Staff members will never be alone with an individual youth where they are not observable by others.
 - 3. All sites of operation will have access to a telephone on location during operating hours.
 - 4. Youth will never be left unsupervised, including bathrooms, locker rooms or showers.
 - 5. Facilities will be well lit indoors and outside.
 - 6. Guests, service, and contractors will sign-in to all facilities.

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7. Staff will never release youth to anyone other than the authorized parent(s), guardian(s) or an individual authorized by parents in writing or verified by phone. Sign-in will be in place for all youth programs.
 8. Staff will check for signs of physical injury or emotional abnormality each time a child reports to the program.
 9. Staff will utilize constructive methods for maintaining group control and managing youth behavior.
 10. Staff will not disrobe a child other than outer garments without the presence of another staff member.
 11. Staff will avoid changing clothes in front of young people.
 12. All staff will fulfill a probationary period of three months until all training and orientation is completed.
- c) **CONTACT WITH YOUTH.** It is understood that caring quality will develop positive relationships with youth while involved in Diamond Diva Empowerment Foundation programs. The following practices will be followed to ensure the protection of both you and staff outside of Diamond Diva Empowerment Foundation programs.
1. Staff will not initiate contact with or accept supervisory responsibility for youth outside of Diamond Diva Empowerment programs and activities, including babysitting or private instructions. Staff with prior or family relationships with youth may be relieved of this restriction with prior documented Executive approval.
 2. Staff will not communicate with youth outside of Diamond Diva Empowerment Foundation programs via written, electronic, or other means without express Executive approval.
 3. Staff will always appear and behave in a manner consistent with the mission and values of Diamond Diva Empowerment Foundation while on or off duty, including electronic written and verbal communications.

d) COMMUNICATIONS. The Diamond Diva Empowerment Foundation will promote positive values and youth protection strategies in its programs, facilities, with parents in the community.

1. Parents will receive regular written information about the program's content and schedules; feedback regarding their child's participation in the program including behavior and general health; and an introduction to the program staff.
2. Parents will be allowed to observe programs at any time as appropriate.
3. Parents and the community will be made aware of the Diamond Diva Empowerment Foundation youth protection efforts through regular written and/or electronic communication including: the staff code of conduct, abuse prevention training for staff and youth, how to report suspicious behavior and that staff is not allowed to contact youth outside of programs.

The Diamond Diva Empowerment Foundation will designate a spokesperson to the media and community in the event of any incident concerning abuse or neglect.

e) REPORTING REQUIREMENTS. For purposes of this policy, "child abuse" is any action (or lack of action) that endangers or harms a child's physical, psychological, or emotional health and development. All Diamond Diva Empowerment Foundation staff are recognized as mandated reporters and will report known or suspected child abuse immediately or as soon as possible. The Diamond Diva Empowerment Foundation will follow current regulations and guidelines for the reporting of abuse. Staff will follow an internal chain of command for the reporting of abuse and may report directly to local authorities if their supervisor does not handle any report immediately.

If an incident of abuse or neglect is alleged to have occurred at or during Diamond Diva Empowerment Foundation programs or activities, the following procedure shall be followed:

1. The parent or guardian of the child will be notified.

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2. The appropriate authorities will be notified; consistent with local, state and/or federal regulations.
3. The alleged perpetrator of the abuse or misconduct will immediately be placed on leave from Diamond Diva Empowerment Foundation pending an investigation.
4. The insurance company will be notified, and an incident report will be completed.
5. The Diamond Diva Empowerment Foundation will cooperate with any investigation of the incident by state or local authorities. In the event there is no investigation of the incident by state or local authorities, a management team will be formed to investigate the circumstances of the incident. The team should act only in consultation with our insurance company and/or attorney.
6. Any person who is not found innocent of the alleged abuse or misconduct will be removed from their position with the Diamond Diva Empowerment Foundation.

G. DOCUMENT RETENTION AND DESTRUCTION. The Document and Retention Policy identifies the record retention responsibilities of staff, volunteers, members of the board of directors, and contractors for maintaining and documenting the storage and destruction of Diamond Diva Empowerment Foundation's ("organization") documents and records.

Diamond Diva Empowerment Foundation's staff, volunteers, members of the board of directors and committee members (independent contractors via agreements with them) are required to honor the following rules:

- a) Paper or electronic documents indicated under the terms for retention in the following section will be transferred to and maintained by the Office Manager.
- b) All other paper documents will be destroyed after three years.
- c) All other electronic documents will be deleted from all individual computers, databases, networks, and back-up storage after one year.
- d) No paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation.

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Type of Document	Minimum Requirement
Accounts payable ledgers and schedules	7 years
Audit reports	Permanently
Bank reconciliations	2 years
Bank statements/ Employment applications	3 years
Checks (for important payments and purchases)	Permanently
Contracts, mortgages, notes, and leases (expired)	7 years
Correspondence (general)	2 years
Correspondence (legal and important matters)	Permanently
Correspondence (with customers and vendors)	2 years
Deeds, mortgages, and bills of sale	Permanently
Depreciation schedules	Permanently
Expense analyses/expense distribution schedules	7 years

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Type of Document	Minimum Requirement
Year-end financial statements	Permanently
Insurance records, current accident reports, claims, policies and so on (active and expired)	Permanently
Internal audit reports	3 years
Inventory records for products, materials, and supplies	3 years
Invoices (to customers, from vendors)	7 years
Minute books, bylaws, and charter	Permanently
Payroll records, timesheets, and summaries	7 years
Personnel files (terminated employees)	7 years
Retirement and pension records	Permanently
Tax statements, returns, and worksheets	Permanently
Trademark registrations and copyrights	Permanently



III. EMPLOYMENT POLICIES AND
PROCEDURES

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- A. PERSONAL DATA CHANGES.** It is the responsibility of each employee to promptly notify the Business Manager of any changes in personal data. Personal mailing addresses, telephone numbers, dependent information, emergency contact information, educational accomplishments, and other personal status changes should be accurate and always kept current. Please contact the Business Manager if you need to make a change to the personal information in your personnel record.
- B. ACCESS TO PERSONNEL FILES.** Diamond Diva Empowerment Foundation maintains a personnel file on each employee. The personnel file may include such information as the employee's job application, resume, records of training, documentation of performance appraisals and other employment records. All personnel files and records are the property of Diamond Diva Empowerment Foundation and access to the information they contain is restricted. Diamond Diva Empowerment Foundation respects the employee's right to have the information in the personnel file treated confidentially. Generally, only immediate supervisors and management personnel of Diamond Diva Empowerment Foundation have a legitimate reason to view information in a file and are allowed to do so. Access to personnel records of employees and former employees will be provided in response to a legal subpoena or court order, or as otherwise may be required by law.
- C. NO SOLICITATION POLICY.** Diamond Diva Empowerment Foundation has established the following rules applicable to all employees and nonemployees that govern solicitation, distribution of written material and access to Company property:
1. Employees may engage in solicitation activities only during non-working times. No employee may engage in solicitation during his or her working time or during the working time of the employee or the employees at whom such activity is directed:
 2. Employees may distribute or circulate any written or printed material only in non-working areas, during non-working times. No employee may distribute or circulate any written or printed material in work areas at any time of the employee or employees at whom such activity is directed.

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3. Nonemployees are not permitted to solicit or to distribute written material for any purpose on Company property; and
4. Off-duty employees are not permitted in work areas.

Strict compliance with these rules is required. As used in this policy, “working time” includes all time for which an employee is paid and/or is scheduled to be performing services for Diamond Diva Empowerment Foundation; it does not include break periods, meal periods, or periods in which an employee is not performing and is not scheduled to be performing services or work for Diamond Diva Empowerment Foundation.

D. DRESS CODE POLICY AND PROCEDURES

a) **POLICY BRIEF AND PURPOSE.** Diamond Diva Empowerment Foundation dress code policy outlines how we expect our employees to dress at work. Employees should note that their appearance matters when representing our company in front of clients, visitors, or other parties. An employee’s appearance can create a positive or negative impression that reflects on our company and culture. This policy applies to all our employees.

b) **POLICY ENHANCEMENTS.** These dress code rules always apply:

1. All employees must be clean and well-groomed, including clothing and hair.
2. All clothes must be work-appropriate; clothes that are typical of workouts and outdoor activities are not allowed.
3. All clothes must project professionalism; clothes that are too revealing or inappropriate are not allowed.
4. All clothes must be clean and in good shape; examples of attire that will not be permitted include, but are not limited to:
 - a. Any sheer, revealing, low cut or provocative clothing; backless dresses or tops.
 - b. Worn, tattered, cut-off or ripped clothing.
 - c. Clothes with harassing, discriminatory, obscene, violated, or threatening slogans or designs
 - d. Mini-skirts, shorts or skorts, spandex leggings, jeggings or other form fitting pants, cargo pants, and carpenter pants.

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- e. Any improper or tight-fitting clothing; tight pants, skirts, or dresses
- f. Tank tops, T-shirts, spaghetti strap tops, low necklines, sweatshirts, crop and midriff tops, jerseys
- g. Physical fitness, sporting, or leisure activity (i.e., spandex biking pants, yoga pants, jogging suits, sweatpants, etc.)
- h. Athletic footwear (leather or canvas type) - (i.e., sneakers, tennis shoes, sandals, clogs, etc.)
- i. Casual sandals (i.e., flip flops, thongs, crocs, house/shower shoes, etc.)

c) **WHAT IS BUSINESS DRESS CODE.** Our company's official dress code is Business Casual. We may change our dress code based on special cases. Our company dress code also maintains a "Dress Down Friday" when employees can wear more casual clothing like jeans; with a company t-shirt and/or polo shirt only. This will not apply if employees are meeting with clients, partners and other external parties unless approved by management. If employees frequently meet with clients or prospects, they should always conform to a business casual dress code.

E. MANAGEMENT RESPONSIBILITIES. Employees in management positions are expected to be good role models for other employees. As such, managers are expected to be familiar enough with our handbook to effectively communicate its guidelines and answer the questions of those who report to them. In addition, managers are encouraged to create a comfortable work environment that encourages employees to come to them with questions or concerns.

Managers have a responsibility to be alert and sensitive to situations that could result in actions that might violate our handbook, company policies and/or laws and regulations and report them promptly to their supervisors for our Company to be timely notified of possible violations. Managers have additional duties under our Handbook. These include leading by example and maintaining a workplace environment in which employees feel comfortable raising concerns. At our Company, ethical leadership is an essential component of effective leadership.

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- F. APPEARANCE AS WITNESS.** An employee called to appear as a witness will be permitted time off to appear, but without pay. Employees will be permitted to use accrued vacation time when appearing as witnesses.
- G. SECURITY AND WORKPLACE SAFETY.** The safety of every employee is a primary concern for Diamond Diva Empowerment Foundation. You should report unsafe working conditions, faulty or damaged equipment, security incidents, thefts, fire, smoke, injuries, or suspicious persons to your supervisor immediately.
- H. FIRE AND EMERGENCIES.** If fire or smoke is detected in your area, notify the Office Manager. Then alert employees in your immediate area and exit the building using the nearest exit. Do not use the elevator. Fire extinguishers are located throughout the building and should be used when necessary.
- I. ACCIDENT OR INJURY.** You should notify your supervisor immediately of any on-the-job injuries, no matter how minor. If you have a question about proper safety procedures, such as lifting heavy objects, etc., consult your supervisor for instructions.
- J. THREATS AND VIOLENCE.** Our policy is to maintain a work environment free from intimidation, threats, and harmful or violent acts. This includes, but is not limited to; intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, carrying weapons of any kind on Company property (unless authorized and secured by executive team), or any other act that, in management's opinion, is considered inappropriate in the workplace.

If you feel you have observed, witnessed or have been subjected to any of the behaviors listed above you should immediately report the incident to a supervisor or to the Executive Director. Complaints will be investigated, and disciplinary action will be taken as deemed appropriate based on results.

Diamond Diva Empowerment Foundation reserves the right to conduct searches or inspections of lockers, desks, cabinets, computer files, briefcases, purses, lunch pails, thermoses, etc., without prior notice. Illegal or unauthorized articles discovered may be taken into custody and

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may be turned over to law enforcement authorities. An employee found in possession of prohibited articles is subject to disciplinary action, up to and including termination.

K. WORKPLACE SEARCHES AND INSPECTIONS. To help ensure a safe and healthy work environment and to accomplish the objectives of this policy, Diamond Diva Empowerment Foundation reserves the right to conditional entry upon Company Premises, including any parking areas and all grounds and work areas to which employees are assigned. Diamond Diva Empowerment Foundation reserved the right to search the person and personal property of any entrant before entry or at any time while on the premises or in work areas, for illegal and unauthorized drugs, drugs paraphernalia, controlled substances, alcoholic beverages, and unauthorized weapons. Such searches may include, but are not limited to automobiles, toolboxes, lunch kits and purses, employee lockers, desks, or other property under the control of the employees. Refusal to permit a search may subject an employee to immediate discipline, up to and including termination. Searches and inspections will be performed with concern for the individual's privacy, dignity, and confidentiality. Illegal substances, drugs, and other prohibited items discovered through these searches and inspections may result in the proper law enforcement authorities being advised in this regard as required by law.

a) PENALTIES FOR VIOLATING POLICY. Failure to comply with the provisions of this policy may be grounds for disciplinary action, up to and including immediate termination. If an employee voluntarily reports a substance abuse problem before any circumstances warranting testing and/or disciplinary actions occur, the employee may report the circumstance to the supervisor or Executive Team Member(s). The cost and expenses of any treatment or any counseling program will be the sole responsibility of the employee, subject to benefits available, if any, under any applicable employee individual insurance program. Diamond Diva Empowerment Foundation may request certification that the employee has continued in treatment during the granted leave period. If the employee does not continue proper treatment during the granted leave, or the needed leave period extends a time that will cause an undue hardship on Diamond Diva Empowerment Foundation, the employee may

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be offered the opportunity to reapply once able to continue employment in lieu of disciplinary action up to and including immediate termination.

Any employee who does not fully comply with Diamond Diva Empowerment Foundation's requirements for a leave that is granted, or who is not released to return to full duty by the end of the granted leave of absence with medical documentation of successful treatment and/or test results may be subject to immediate termination. Employees who return to work following such voluntary treatment may be tested periodically by Diamond Diva Empowerment Foundation to ensure that they stay drug-free. If they subsequently have a positive test for controlled substances, they may be subject to termination. Nothing contained in this policy guarantees any applicant a right to employment with Diamond Diva Empowerment Foundation upon testing "negative", nor does this policy create any contractual or other rights on the part of any applicant or employee. This policy is subject to waiver, revision, addition, amendment, or elimination by Diamond Diva Empowerment Foundation in whole or in part, with or without prior notice, as is deemed appropriate by Diamond Diva Empowerment Foundation and/or in accordance with applicable laws.

- L. SUBSTANCE ABUSE.** Diamond Diva Empowerment Foundation recognizes alcohol and drug abuse as potential health, safety, and security problems. Diamond Diva Empowerment Foundation expects all employees to assist in maintaining a work environment free from the effects of alcohol, drugs or other employment, and violations of the policy may lead to discipline and/or discharge.

All employees are prohibited from engaging in unlawful manufacture, possession, use, distribution or purchase of illicit drugs, alcohol, or other intoxicants, as well as the misuse of prescription drugs on Company premises or at any time and any place during work hours. While we cannot control your behavior off the premises of your own time, we certainly encourage you to always behave responsibly and appropriately. All employees are required to report to their jobs in appropriate mental and physical condition, ready to work. Any violator of this substance abuse policy will be subject to disciplinary action up to and including termination and employment.

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- a) **MARIJUANA USE.** Diamond Diva Empowerment Foundation is committed to ensuring a safe, healthy, and productive work environment for all employees. Using marijuana in the workplace hurts productivity and poses a danger to everyone. For these reasons, Diamond Diva Empowerment Foundation prohibits the use of marijuana in the workplace. Compliance with this policy is a condition of continued employment for all employees.

Diamond Diva Empowerment Foundation complies with all state and federal laws and regulations regarding marijuana use. This policy addresses the prohibition against using marijuana in the workplace during work hours.

- b) **DRUG TESTING.** Diamond Diva Empowerment Foundation reserves the right to test an employer based on a reasonable suspicion that the employee is under the influence. A reasonable suspicion of drug use must generally be based on facts and logical inferences, such as:

1. Direct observation of drug use or its physical symptoms, including slurred speech, agitated or lethargic demeanor, uncoordinated movement, and inappropriate responses to questions.
2. Abnormal conduct or erratic behavior while at work, or significant deterioration in work performance.
3. A report of drug use provided by a reliable and credible source that has been independently corroborated.
4. Evidence that the employee has tampered with current drug test results.
5. Information that the employee has caused or contributed to an accident at work, or evidence that the employee has used, possessed, sold, solicited, or transferred drugs while working or at work.

This test is only performed when a manager or another employee has made direct observations of an employee's unusual employee. No random drug testing will take place.

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- c) **SMOKING.** To provide a safe and comfortable working environment for all employees, Tobacco and electronic cigarette use is prohibited within Company offices and any other work areas (including, without limitation, common work areas, conference and meeting rooms, private offices, elevators, hallways, lounges, stairs, restrooms, employer-owned or leased vehicles), or such other locations Employee may be assigned to work.

Tobacco includes use of all tobacco products for smoking as well as smokeless use, including vaping. Electronic cigarettes refer to electronic nicotine delivery systems or electronic smoking devices, also commonly called e-cigarettes, e-pipes, e-hookahs, and e-cigars, whether such products contain nicotine or tobacco derivatives.

- d) **VIOLATIONS OF MARIJUANA USE POLICY.** Employees who fail to comply with Diamond Diva Empowerment Foundation's marijuana use policy are subject to discipline, up to and including termination.

M. PROTECTING THE ENVIRONMENT. We respect the environment in which we live and work. This means, in part, that we comply with all applicable federal, state, and local environmental laws. Our Company is also committed to protecting the environment by minimizing the impact of our operations.

We recognize and accept our responsibility to be a good steward of the environment and to help achieve a state of sustainable development. In support of these responsibilities, our Company has established the following commitment:

1. Prevention of pollution in all its forms.
2. Conservation of natural resources, including energy, through source reduction, reuse, and recycling wherever practical.
3. Continual environmental performance improvement through the involvement of all employees, subcontractors, suppliers, and through partnerships with local communities.
4. Integrate environmental considerations into our business activities (i.e. - policies and procedures as a response to national emergencies.)

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N. CLEAN DESK POLICY. To improve the security and confidentiality of data, Diamond Diva Empowerment Foundation has adopted a Clean Desk Policy for workspaces. This policy reduces the risk of unauthorized access, loss, and damage to information during and outside of normal business hours or when workstations are left unattended.

a) POLICY

1. Users must ensure that all unclassified, restricted and/or controlled data in hardcopy or electronic form is removed from their workspace and secured in a drawer when the desk is unoccupied at the end of the workday.
2. Company owned computing devices must be session locked when not in use or when left unattended. A password must be required to unlock the session lock.
3. Computer workstations in publicly accessible spaces must be shut down at the end of the workday unless they need to be on to receive scheduled updates.
4. Paper based file storage locations containing restricted or controlled information must be kept closed and locked when not in use or when left unattended.
5. If left unattended in a public space, laptops, tablets, and any other portable computing device must be either secured with a locking cable, locked in a drawer, secured room, and encrypted.
6. Printouts containing restricted or controlled information must be immediately removed from any shared printer.
7. Restricted or controlled documents must be shredded upon disposal.
8. Keys used to access restricted or controlled data must be secured in accordance with documented company processes.
9. Supervisors must verify compliance with this policy through various methods including periodic walk-throughs of work areas.

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O. INTERNET USAGE POLICY. This internet usage policy applies to all employees of Diamond Diva Empowerment Foundation who have access to the internet to be used in the performance of their work only. Use of the internet by employees of Diamond Diva Empowerment is permitted and encouraged where such use supports the goals and objectives of the business. However, access to the internet through Diamond Diva Empowerment Foundation is a privilege and all employees must adhere to the policies concerning computers, email, and internet usage. Violation of these policies could result in disciplinary and/or legal action leading up to and including termination of employment. Employees may also be held personally liable for damage caused by violations of this policy. All employees are required to acknowledge receipt and confirm that they understood and agree to abide by the rules hereunder.

a) COMPUTER, EMAIL, AND SOFTWARE USAGE

1. Job-related activities include research and educational tasks that may be found via the internet that would help in an employee's role.
2. Emails sent via Diamond Diva Empowerment Foundation email system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images sites and downloads may be monitored and/or blocked by Diamond Diva Empowerment Foundation if they are deemed to be harmful and/or not productive to business.
3. The installation of software such as, but not limited to, instant messaging technology is strictly prohibited.

All internet data that is composed, transmitted, and/or received by Diamond Diva Empowerment Foundation computer system is considered to belong to Diamond Diva Empowerment Foundation and is recognized as its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties. Electronic information deemed to belong to Diamond Diva Empowerment Foundation is not permitted to be emailed, copied, or otherwise transferred to anyone's personal account, phone, or email. Anyone found transmitting information to a personal account, phone or email will result in immediate termination.

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The equipment, service and technology used to access the internet are the property of Diamond Diva Empowerment Foundation and Diamond Diva Empowerment Foundation reserves the right to monitor internet traffic and monitor/access data is composed, sent, or received through its online connection.

UNACCEPTABLE USE OF THE INTERNET INCLUDES BUT IS NOT LIMITED TO:

1. Sending or posting discriminatory, harassing, or threatening messages or images on the internet or Diamond Diva Empowerment Foundation email services.
 2. Using computers to perpetrate any form of fraud, and/or software, film, or music piracy, Streaming is strictly prohibited.
 3. Stealing, using, or disclosing someone else's password without authorization.
 4. Downloading, copying, or pirating software and electronic files that are copyrighted or without authorization.
 5. Sharing confidential material, trade secrets, or proprietary information outside of Diamond Diva Empowerment Foundation.
 6. Hacking into unauthorized websites.
 7. Sending or posting information that is defamatory to Diamond Diva Empowerment Foundation, its products/services, colleagues and/or customers.
 8. Introducing malicious software or hardware into Diamond Diva Empowerment Foundation network and/or jeopardizes the security of Diamond Diva Empowerment Foundation's electronic communications systems.
 9. Sending or posting chain letters, solicitations or advertisements not related to business purposes or activities.
 10. Passing off personal views as presenting those of Diamond Diva Empowerment Foundation.
- b) **INTERNET ACCESS.** Access to the internet is given principally for work-related activities or approved educational/training activities. Incidental and occasional personal use and study use is permitted. This privilege should not be abused and must not affect the employee's performance of employment-related activities.

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If an employee is unsure about what constitutes acceptable internet usage, then she/he should ask her/his supervisors for further guidance and clarification.

- c) **EMAIL.** The email system is the property of Diamond Diva Empowerment Foundation. All emails are archived on the server in accordance with our records retention policy, and all emails are subject to review by Diamond Diva Empowerment Foundation. You may make limited use of our email system for matters involving your own personal business, so long as such use is kept to a minimum and does not interfere with your work. Diamond Diva Empowerment Foundation email system is Company property, and as such, is subject to monitoring. System monitoring is done for your protection and the protection of the rights or property of the provider of these services. Please consider this when conducting personal business using Company hardware and software.

Electronic mail is like any other form of Company communication and may not be used for harassment or other unlawful purposes. Your email account is a Company-provided privilege and is Company property. Remember that when you send emails from Company domain, you represent Diamond Diva Empowerment Foundation whether your message is business-related or personal.

All terms and conditions as stated in this document are applicable to all users of Diamond Diva Empowerment Foundation network and internet connection. All terms and conditions as stated in this document reflect an agreement of all parties and should be governed and interpreted in accordance with the policies and procedures mentioned above. Any user violating these policies is subject to disciplinary actions deemed appropriate by Diamond Diva Empowerment Foundation.

- d) **TELEPHONES.** Access to Diamond Diva Empowerment Foundation telephone system is given principally for work-related activities or approved educational/training activities. Incidental and occasional personal use is permitted. This privilege should not be abused and must not affect the employee's performance of employment-related activities. Telephone usage should be based upon cost-effective practices that support Diamond Diva Empowerment Foundation's mission

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and should comply with applicable rules and regulations. You should use common sense and your best judgment when making or receiving personal cellular phone calls at work. To the extent possible, employees should make personal phone calls during their breaks or lunchtimes. The use of cameras on cell phones during work hours is prohibited to protect the privacy of Diamond Diva Empowerment Foundation as well as fellow employees. However, this restriction will not apply to any recordings made in the exercise of any rights granted to an employee by federal law. Diamond Diva Empowerment Foundation telephone system is always the property of Diamond Diva Empowerment Foundation, you acknowledge that Diamond Diva Empowerment Foundation has the right to monitor its telephone system from time to time to ensure that employees are using the system for its intended purposes.

- P. REMOTE WORK SAFETY.** While technology has made telecommuting easier, it also presents increased opportunities for cybersecurity vulnerabilities. Remote work environments usually don't have the same safeguards as in the office, so it's even more important to practice good cybersecurity hygiene.
- Q. KEEP YOUR SOFTWARE PROTECTED AND UP TO DATE.** Update your software frequently, so that you know you have the latest and best security measures installed. Make sure you have anti-virus software and create strong, varied passwords.
- R. WATCH OUT FOR PUBLIC THREATS.** There are several ways a cyber threat can infiltrate your system, even with the above precautions. Be wary of potential phishing emails and avoid using public Wi-Fi hackers can get into your system far more easily if you share the same network. Use a VPN or a personal hotspot instead.
- S. CHECK YOUR HOME OFFICE FOR SAFETY HAZARDS.** Your home often represents a place of comfort and security, which means that potential safety hazards can often be overlooked. With the increased use of electrical equipment, such as laptops, tablets, and phones, it's even more important to identify potential risks and follow best practices to minimize the safety hazards. To protect yourself against any such electrical danger, heed these recommendations from the Electrical Safety Foundation International:

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1. Don't overload outlets.
2. Unplugged appliances that aren't in use to save energy and mitigate the risk of shock and fire.
3. Regularly inspect electrical and extension cords for damage. Use extension cords only temporarily.
4. Never run cords under rugs, carpets, doors, or windows. Make sure cords don't become tripping hazards.
5. Keep paper and other possibly combustible items at least three feet away from space heaters and heat sources. Don't plug space heaters or fans into an extension cord or power strip.
6. Use the proper wattage for lamps and lighting.
7. Test your home's smoke alarms monthly, change their batteries annually, and replace units every 10 years.

T. SAFETY AND HEALTH AT HOME. As a remote worker, it's your responsibility to ensure you've created a space to work that is safe and healthy for you. In these unprecedented times this means adjusting to the challenges posed by working from home, regularly checking in with yourself and your team, and maintaining a positive outlook for the future.

U. MENTAL WELLNESS DAY POLICY

- a) **PURPOSE:** The Mental Wellness Hour policy was established to prioritize the mental well-being of our staff members at Diamond Diva Empowerment Foundation. This initiative aims to create a supportive and healthy work environment by dedicating a monthly hour to focus on mental wellness activities.
- b) **POLICY STATEMENT:** All staff members are required to participate in the monthly Mental Wellness Hour, which will take place once a month, on a prescheduled day. During this hour, regular work activities will be suspended, and employees are encouraged to engage in activities that promote mental well-being.

While participation is mandatory, employees are encouraged to choose activities that best suit their personal preferences and needs. Respect for individual choices is paramount during Mental Wellness Day. An unaffiliated certified professional counselor/therapist will be

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provided at no additional cost to the employee. Discussions and activities during Mental Wellness Day are confidential. Employees should feel free to express themselves without fear of judgment or reprisal.

Managers and supervisors are expected to actively support and encourage their team members to participate in the Mental Wellness Day. They should lead by example and foster an open dialogue about mental health in the workplace.

The scheduled date of the Mental Wellness Day will be communicated to all staff members through company-wide email notification. Compliance will be monitored, and any concerns regarding mental wellness Day or the implementation of this policy should be reported to the Business Manager.

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**IV. EMPLOYEE CONDUCT AND
CORRECTIVE ACTION POLICY**

GENERAL POLICIES AND PROCEDURES

IV. EMPLOYEE CONDUCT AND CORRECTIVE ACTION POLICY

A. PROFESSIONAL CONDUCT. As an employee of Diamond Diva Empowerment Foundation, your primary responsibility is to perform your job in an efficient and productive manner. You are expected to meet reasonable standards of work performance and comply with Company rules, including following Company policies and rules, adhering to safe working practices, and cooperating with management and fellow employees. It is not possible to create an exhaustive list of behaviors that are prohibited in the workplace.

Examples of the types of conduct that may result in disciplinary action, up to and including termination of employment include, but are not limited to, the following:

1. Violations of Federal/State/Local laws or regulations.
2. Violations of Company policies.
3. Engaging in discriminatory or harassing conduct based on any protected factor or engaging in retaliatory behavior in violation of Company rules.
4. Gambling or other unlawful conduct on Company property or at client work sites.
5. Working under the influence of alcohol, prescribed or over the counter medications that inhibit work performance or drugs.
6. The use, sale, possession or distribution of alcohol, drugs, or other weapons.
7. Workplace violence including fighting, threatening, or intimidating behavior, assaulting, or attempting to assault another person or provoking another person to engage in an assault or fight.
8. Profane or abusive language.
9. Insubordination or otherwise refusing to comply with management's directions regarding job duties.
10. Engaging in conduct that causes damage to employer-owned or client-owned property.

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11. Theft or, without obtaining permission from Company management, removal, or possession of Company property.
12. Using Company property for unlawful or unethical purposes or in violation of Company rules.
13. Falsification of timecards, including clocking in and out or failure to maintain required time records.
14. Creating an unsafe work environment by not following safety policies, through horseplay or failure to report an unsafe condition of which you are aware.
15. Excessive absenteeism, tardiness, or absenteeism without notice, unless the reason is legally protected.
16. Sabotage, negligence, or improper conduct leading to damage of employer-owned or customer-owned property.
17. Improper conduct may be damaging to the reputation of Diamond Diva Empowerment Foundation.
18. Unauthorized or improper use of Company material, time, equipment, or property.
19. Unsatisfactory performance or conduct.
20. Other unprofessional conduct during work hours or on Company premises.

Misconduct not specifically described in these guidelines will be handled as warranted by the circumstances involved. Unless otherwise agreed by Diamond Diva Empowerment Foundation in a written contract signed by Diamond Diva Empowerment Foundation and the applicable employee, all employees of Diamond Diva Empowerment Foundation are employed at-will and Diamond Diva Empowerment Foundation or the employee may terminate employment at any time, with or without notice and without following any particular procedure.

B. EMPLOYMENT RELATIONS POLICY. Diamond Diva Empowerment Foundation strives to provide a work environment that is collegial, respectful, and productive. This policy establishes

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rules for the conduct of personal relationships between employees, including supervisory personnel, to prevent conflicts and maintain a productive and friendly work environment.

- a) **PROCEDURE.** A “personal relationship” is defined as a relationship between individuals who have or have had a continuing relationship of a romantic or intimate nature.

An employee who is involved in a personal relationship with another employee may not occupy a position in the same department as, work directly for or supervise the employee with whom he or she is involved.

Diamond Diva Empowerment Foundation reserves the right to take prompt action if an actual or potential conflict of interest arises concerning individuals who engage in a personal relationship that may affect the terms and conditions of employment. Supervisors and managers are prohibited from dating subordinates and may be disciplined for such actions, up to and including termination.

When a conflict or the potential for conflict arises because of a personal relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment, or terminated from employment. If such a personal relationship between employees develops, it is the responsibility and obligation of the employees involved to disclose the existence of the relationship to the department director or manager.

When a conflict or a potential for conflict affecting terms or conditions of employment arises because of the relationship, the individuals concerned will be given the opportunity to decide who is to be transferred to another position, or terminated, if no position is available. If no decision is made within 30 calendar days of the offer to resolve the situation, Diamond Diva Empowerment Foundation will determine who is to be transferred or, if necessary, terminated from employment.

- C. **ANTI-BRIBERY POLICY.** Diamond Diva Empowerment Foundation strictly prohibits bribery or other improper payments in any of its business operations. This prohibition applies to all business activities, anywhere in the world, whether involving government officials or other commercial enterprises. A bribe or other improper payment to secure a business advantage is never

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acceptable and can expose individuals and Diamond Diva Empowerment Foundation to possible criminal prosecution, reputational harm, or other serious consequences. This Policy applies to everyone at Diamond Diva Empowerment Foundation, including all officers, employees and agents or other intermediaries acting on Diamond Diva Empowerment Foundation's behalf. Each officer and employee of Diamond Diva Empowerment Foundation has a personal responsibility and obligation to conduct Diamond Diva Empowerment Foundation's business activities ethically and in compliance with all applicable laws based on the countries wherein Diamond Diva Empowerment Foundation does business. Failure to do so may result in disciplinary action, up to and including dismissal. Improper payments prohibited by this policy include bribes, kickbacks, excessive gifts or entertainment, or any other payment made or offered to obtain an undue business advantage. These payments should not be confused with reasonable and limited expenditures for gifts, business entertainment and other legitimate activities directly related to the conduct of Diamond Diva Empowerment Foundation's business.

D. ANTI-CORRUPTION POLICY. This Anti-Corruption Policy supports Diamond Diva Empowerment Foundations' commitment to maintaining the highest standards of professional and ethical conduct. Diamond Diva Empowerment Foundation will not tolerate any form of corruption. This Policy reinforces the expectation that employees place ethics at the center of all that we do by conducting business activities on behalf of Diamond Diva Empowerment Foundation with honesty and integrity. Professional and straightforward business practices protect Diamond Diva Empowerment Foundations' reputation and ensure Diamond Div Empowerment Foundation and its employees do not violate anti-corruption laws, which have severe penalties. This Policy applies to Diamond Diva Empowerment Foundation and to all employees, including directors, officers, independent contractors, and other persons subject to an employment-type relationship with Diamond Diva Empowerment Foundation, as well as business partners acting on Diamond Diva Empowerment Foundation's behalf.

E. ANTI-HARASSMENT POLICY. Diamond Diva Empowerment Foundation prohibits harassment in the workplace by any person in any form. Harassment can be a violation of the law

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and is a form of employee misconduct that Diamond Diva Empowerment Foundation does not tolerate.

a) HARASSMENT DEFINED. Diamond Diva Empowerment Foundation is committed to providing a work environment that is free of illicit harassment. As a result, Diamond Diva Empowerment Foundation maintains a strict policy prohibiting sexual harassment and harassment against applicants and employees based on any legally-recognized basis including, not limited to: race, color, religion, sex, pregnancy (including medical conditions related to childbirth and lactation), sexual orientation, gender identity, ancestry, national origin, age, physical or mental disability, marital status, veteran status, genetic information (including characteristics and testing) or any other characteristic protected by applicable state, local or federal laws or any other consideration protected by federal, state or local law. All such harassment is prohibited.

Our anti-harassment policy applies to all persons involved in our operations and prohibits harassing conduct by any employee of Diamond Diva Empowerment Foundation, including nonsupervisory employees, supervisors, and managers. This policy also protects employees from prohibited harassment by third parties, such as vendors, clients, or temporary or seasonal workers. If such harassment occurs on the job by someone not employed by Diamond Diva Empowerment Foundation, the procedures in this policy should be followed.

b) SEXUAL HARASSMENT DEFINED. Sexual harassment includes unwanted sexual advances, requests for sexual favors or visual, verbal, or physical conduct of sexual nature when:

1. Submission to such conduct is made a term or condition of employment.
2. Submission to, or rejection of, such conduct is used as a basis for employment decisions affecting the individual.
3. Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment also includes various forms of offensive behavior based on sex. The following is a partial list:

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1. Unwanted sexual advances.
 2. Offering employment benefits in exchange for sexual favors.
 3. Making or threatening reprisals after a negative response to sexual advances.
 4. Visual conduct: leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons, posters, websites, emails, or text messages.
 5. Verbal conduct: making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about an employee's body or outfit.
 6. Verbal sexual advances or propositions.
 7. Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, suggestive of obscene letters, notes, or invitations.
 8. Physical conduct: touching, assault, impeding or blocking movements.
 9. Retaliation for making reports or threatening to report sexual harassment.
 10. Use of electronic/communications systems (e.g., email, voicemail, internet, telephone, etc.) to convey, display, circulate or distribute harassing or obscene messages or images based on any or directed towards an individual.
- c) **OTHER TYPES OF HARASSMENT.** Prohibited harassment on the basis of any legally protected classification, including, but not limited to: race, color, religion, sex, pregnancy (including medical conditions related to childbirth and lactation), sexual orientation, gender identity, ancestry, national origin, age, physical or mental disability, marital status, veteran status, genetic information (including characteristics and testing) or any other characteristic protected by applicable state, local or federal laws and includes behaviors similar to the illustrations above pertaining to sexual harassment. They include conduct such as:
1. Verbal conduct includes threats, epithets, derogatory comments, or slurs based on an individual's protected classifications.
 2. Visual conduct including derogatory posters, photography, cartoons, drawing, or gestures based on protected classifications.
 3. Physical conduct including assault, unwanted or blocking or normal movement because of an individual's protected status.

F. WORKPLACE BULLYING. Diamond Diva Empowerment Foundation is committed to providing a healthy and safe work environment free of bullying behavior. Diamond Diva Empowerment Foundation considers workplace bullying unacceptable behavior and will not tolerate it under any circumstances. This policy applies to all employees of Diamond Diva Empowerment Foundation during work hours, at work related or sponsored events, and while traveling on work related business. Diamond Diva Empowerment Foundation defines bullying as persistent, malicious, unwelcome, severe, and pervasive mistreatment that harms, intimidates, offends, degrades, or humiliates an employee, whether verbal, physical or otherwise, at the place of work and/or in the course of employment. Diamond Diva Empowerment Foundation encourages all employees to report any instance of bullying behavior to the Business Manager.

a) **REPORTING PROCEDURE.** Any employee who believes she or he is being harassed, bullied, or discriminated against in violation of this policy or who observes or is aware of discrimination against bullying or harassment of others should immediately report the situation to her or his supervisor. If an employee feels it would be inappropriate to discuss the incident with her/his supervisor, or if the supervisor is the subject of the complaint, the employee should contact the Business Manager immediately.

1. No supervisor or manager at any level in Diamond Diva Empowerment Foundation has the authority to take any harassing, bullying, or discriminatory action against any employee. Any manager or supervisor who becomes aware of conduct that may constitute discrimination, harassment or retaliation in violation of this policy or that may create hostile work environment and fails to report it pursuant to this policy will be subject to disciplinary action, up to and including termination.
2. Reports of alleged harassment or discrimination will be investigated in a timely, objective manner. No person who is the subject of such a complaint shall conduct such an investigation or have control over the investigation. Disclosure regarding such matters will be on a need-to-know basis, consistent with the rights of all persons involved, and with the obligation of Diamond Diva Empowerment Foundation to

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investigate the report and, when necessary, to take disciplinary action, up to and including termination.

b) PROHIBITION AGAINST RETALIATION. Diamond Diva Empowerment Foundation will not tolerate any improper retaliation against any employee who makes a report or complaint of perceived acts of discrimination, bullying or harassment, or who cooperates in the investigation of a discrimination or harassment complaint. However, any employee who is found to have intentionally given false information may be subject to disciplinary action, up to and including termination. If anyone believes the no-retaliation policy has been violated, the employee should immediately bring it to the attention of the Business Manager.

c) DISCIPLINARY ACTION FOR POLICY VIOLATIONS. Any employee who is found to have engaged in discrimination, bullying, harassment, or retaliation in violation of the policy set forth in section four will be subject to disciplinary action, up to and including termination.

I. CORRECTIVE ACTION. Employees are expected to follow Company rules and maintain a high level of job performance. It is the policy of Diamond Diva Empowerment Foundation that any conduct that, in its view, interferes with or adversely affects employment is grounds for disciplinary action, up to and including immediate termination. Diamond Diva Empowerment Foundation, in its sole discretion, will determine what disciplinary action (if any) is appropriate in each situation. Diamond Diva Empowerment Foundation reserves the right in its sole discretion to determine the type of disciplinary action issued in response to rule violations and performance issues. Diamond Diva Empowerment Foundation may, for example, first give a verbal warning, followed by more severe discipline up to and including termination. The decision to use a specific type of discipline, however, does not in any way alter the at-will nature of an individual's employment. In situations where employee misconduct is an issue, Diamond Diva Empowerment Foundation may investigate to determine what occurred and the employee's role in the situation. Employees are expected to cooperate with the investigation.

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Nothing in this policy is intended or should be constructed to modify or eliminate the at-will policy.

J. WORKPLACE. Employees are responsible for maintaining the workspace assigned to them. A clean, orderly workspace provides an environment conducive to working efficiently. Employees should keep in mind that their workplace is part of a professional environment that portrays Diamond Diva Empowerment Foundation's overall dedication to providing quality service to its clients. Therefore, your workplace should be clean, organized, and free of items that are not required to perform your job.

K. OFFICE EQUIPMENT. Certain equipment is assigned to staff depending on the needs of the job such as a calculator, personal computer, printer and access to our central computers and servers. This equipment is the property of Diamond Diva Empowerment Foundation and cannot be removed from the office without prior approval from your supervisor. Diamond Diva Empowerment Foundation expects that you will treat this equipment with care and report any malfunctions immediately to staff members equipped to diagnose the problem and take corrective action.



V. PERFORMANCE REVIEW POLICIES

V. PERFORMANCE REVIEW POLICIES

A. NO CALL NO SHOW. A no call no show incident occurs when an employee doesn't show up for work or inform their manager they won't be at work. Having time off usually requires a designated amount of notice, such as at least one week in advance. If your employees are paid hourly and work varying shifts, you may require more notice before creating the next schedule. An illness or emergency may necessitate last-minute time off, but the employee still needs to call and notify you before their shift starts.

a) CONSEQUENCES FOR VIOLATIONS:

1. First Offense: A verbal warning
2. Second Offense: A Written warning
3. Third Offense: Termination of employment
4. It is important to note that Missouri is an at-will state. If needed Diamond Diva Empowerment Foundation can terminate an employee immediately without cause or notice.

B. INSUBORDINATION. Employees are required to obey company directives issued by their supervisor or manager. A refusal to obey a supervisor's order or a lack of respect directed toward that supervisor will subject that employee to Diamond Diva Empowerment Foundation's discipline plan.

a) CONSEQUENCES FOR VIOLATIONS:

1. First Offense: A verbal warning
2. Second Offense: A Written warning
3. Third Offense: Termination of employment

It is important to note that Missouri is an at-will state. If needed Diamond Diva Empowerment Foundation can terminate an employee immediately without cause or notice.

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C. EXCESSIVE TARDINESS. Punctual and regular attendance is an essential responsibility of each employee at Diamond Diva Empowerment Foundation. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees are also expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided. Repeated tardiness will be subject to disciplinary action. Tardiness an hour or later than an employee's original start time will be subject to disciplinary action. If an employee knows in advance, they will be late, they need to let the Business Manager know.

a) CONSEQUENCES FOR VIOLATIONS:

1. First Offense: A verbal warning
2. Second Offense: A Written warning
3. Third Offense: Termination of employment

It is important to note that Missouri is an at-will state. If needed Diamond Diva Empowerment Foundation can terminate an employee immediately without cause or notice.

D. DRESS CODE VIOLATIONS. Managers or supervisors are expected to inform employees when they are violating the dress code. Employees in violation are expected to immediately correct the issue. This may include having to leave work to change clothes. Repeated violations or violations that have major repercussions may result in disciplinary action being taken up to and including termination.

a) CONSEQUENCES FOR VIOLATIONS:

1. First Offense: A verbal warning
2. Second Offense: A Written warning
3. Third Offense: Termination of employment

It is important to note that Missouri is an at-will state. If needed Diamond Diva Empowerment Foundation can terminate an employee immediately without cause or notice.

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E. UNPROFESSIONAL ETIQUETTE. It is essential for every individual to behave in a socially acceptable way. There are certain actions and behaviors you just shouldn't bring with you into a professional workplace. Doing so can have major negative impacts on your career. It is important to behave well at the workplace to earn respect and appreciation.

1. **Never adopt a casual attitude at work.** Your office pays you for your hard work and not for loitering around.
2. **Be respectful to your peers.**
3. **Put your cellphone in the silent or vibrating mode at the workplace.** Loud ringtones are unprofessional and disturb other people.
4. **Don't open anyone else's notepads or files without his/her permission.**
5. **It is bad manners to sneeze or cough in public without covering your mouth.** Use a handkerchief or tissue for the same.
6. **Keep your workstation clean and tidy.** Throw unwanted paper in the trashcan and keep files in their respective drawers.
7. **Never criticize or make fun of any of your colleagues.** Remember fighting leads to no solution. There are several other ways to express displeasure. Sit with your colleagues, discuss issues face to face and decide on something which is mutually acceptable.
8. **Take care of your pitch and tone at the workplace.** Never shout at anyone or use foul words. It is unprofessional to lash out at others under pressure. Stay calm and think rationally.
9. **Pass on information to all related recipients in the desired form.** Communicate through written modes of communication preferably through emails. Keep your reporting boss in the loop. Make sure your email signatures are correct.
10. **Reach the office on time.** One must adhere to the guidelines and policies of Diamond Diva Empowerment Foundation. Discipline must be maintained at the workplace.

Repeated violations of this policy will result in disciplinary action.

a) CONSEQUENCES FOR VIOLATIONS:

1. First Offense: A verbal warning
2. Second Offense: A Written warning
3. Third Offense: Termination of employment

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Diamond Diva Empowerment Foundation is committed to assisting in improving the employee's performance. Meeting these expectations, however, is considered a requirement of this position. Failure to meet these requirements will result in termination of your employment.



VI. CODE OF CONDUCT POLICY

VI. CODE OF CONDUCT POLICY

- A. POLICY.** At Diamond Diva Empowerment Foundation, we require that all employees conduct themselves according to the highest standards of ethics, integrity, and behavior when dealing with our clients, colleagues, and other stakeholders. This includes, but is not limited to, full compliance with all legal obligations imposed by statute or any other source of law. This Code establishes the standards of behavior that must be met by all employees. Where these standards are not met, appropriate disciplinary action will be taken. In cases where the breach involves serious misconduct, this may result in summary dismissal. In cases where a breach of the policy involves a breach of any law, then the relevant government authorities or the police may be notified.
- B. OPERATION.** The purpose of this policy is to make clear what Diamond Diva Empowerment Foundation expects from employees, and the employees are required to be familiar with and always comply with the terms of this policy. Failure to do so may result in disciplinary action, including potentially termination of employment. In so far as this policy imposes any obligations on Diamond Diva Empowerment Foundation, those obligations are not contractual and do not give rise to any contractual rights. To the extent that this policy describes benefits and entitlements for employees, they are discretionary in nature and are also not intended to be contractual. Diamond Diva Empowerment Foundation may unilaterally introduce, vary, remove, or replace this policy at any time.
- C. STANDARDS OF CONDUCT.** The standards expected of employees include:
1. Compliance with all Company and workplace policies, procedures, rules, regulations, and contracts.
 2. Compliance with all laws.
 3. Compliance with all reasonable and lawful instructions given by or on behalf of Diamond Diva Empowerment Foundation.
 4. Devotion of the employee's entire time, attention, and skill during normal working hours and at other times as reasonably necessary for the employee to perform their duties.

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5. To be honest and fair in dealings with customers, clients, co-workers, management, and the public, and to treat them with courtesy and respect.
6. To be faithful and diligent, and actively always pursue Diamond Diva Empowerment Foundation's best interest.
7. To work in a safe and compliant manner, and to observe all workplace health and safety rules and responsibilities.
8. Refraining from any discriminatory, bullying, or harassing behavior towards customers, clients, co-workers, management, and the public.
9. To not make any statement to the media about Diamond Diva Empowerment Foundation's business, unless expressly authorized to do so by Diamond Diva Empowerment Foundation (request for social media statements should be referred to the Business Manager).
10. To not make any statements about Diamond Diva Empowerment Foundation on social media, or any other public platform, that may harm Diamond Diva Empowerment Foundation's reputation.
11. To not, in connection with the employee's employment, accept any financial or other benefit from any entity other than Diamond Diva Empowerment Foundation - unless acceptance of such benefit is in accordance with Diamond Diva Empowerment Foundation's other workplace policies or is otherwise disclosed to Diamond Diva Empowerment Foundation and expressly permitted by Diamond Diva Empowerment Foundation.
12. To not engage in any employment or provide any services to any person or entity other than Diamond Diva Empowerment Foundation, except with Diamond Diva Empowerment Foundation's prior written consent.
13. To not engage in any employment or provide any other services to a supplier or competitor of Diamond Diva Empowerment Foundation, except with Company's prior written consent.
14. Immediately disclosing any potential, perceived or actual conflict of interest (whether direct or indirect) that may give rise to a conflict with the performance of the employee's obligations to Diamond Diva Empowerment Foundation, or Diamond Diva Empowerment Foundation's business, confidential information, or reputational interests. Diamond Diva Empowerment Foundation may direct employees to take action to eliminate or reduce any such conflict, and employees must comply with such directions.
15. To not engage in conduct, whether during or after work hours, that in the opinion of Diamond Diva Empowerment Foundation causes damage or potential damage to Diamond Diva Empowerment Foundation's property or reputation.

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16. To not use or come into work while affected using prohibited drugs or alcohol.
17. To not discriminate based on personal characteristics including (but not limited to) sex, race, disability, pregnancy, age, marital status, or sexual orientation.
18. To ensure and maintain punctuality.
19. To respect Diamond Diva Empowerment Foundation's property.
20. To dress in an appropriate manner and to ensure that appearance is presentable, clean, neat, and tidy (including but not limited to wearing any uniform that is required of you by Diamond Diva Empowerment Foundation).
21. To not use Company internet to access and/or download sexually explicit material or other offensive material.
22. To not use email to send sexually explicit or suggestive material, or other offensive or harassing material.
23. To maintain both during employment and after termination of employment with Diamond Diva Empowerment Foundation, the confidentiality of any confidential information, records or other materials acquired during employment.
24. At all times, behave in a way that upholds Diamond Diva Empowerment Foundation's core values and the integrity and good reputation of Diamond Diva Empowerment Foundation.
25. Reporting any conduct of other workplace participants which is in breach of any of the above, or potentially in breach of any of the above, without delay.

D. OUR CORE VALUES. These core values guide our actions as we unite and strengthen survivors of domestic violence.

1. **Serving others by listening and leading.** Our leadership in the sector is informed by listening deeply to the needs of frontline nonprofits and seeking insights from many perspectives. Keeping our hearts and minds open is vital to being bold and nimble advocates for nonprofits and the people they serve.
2. **Getting things done, together.** We can't do this work alone - and we wouldn't want to. With the combined knowledge and power of our dynamic networks and trusted partners, we share insights and develop real-world solutions to get results that matter.

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3. **Earning trust in everything we do.** We are committed to acting with integrity in every aspect of our work, every day. We build and maintain trust by providing timely and practical information, conducting accurate analysis, and generating reliable resources.
4. **Centering equity in all our work.** In pursuit of a more civil and just society, we embed diversity, equity, and inclusion throughout our organization and the ways we carry out our mission. We purposely and tangibly apply these principles in our internal operations, programs, policies, and external leadership. We focus first on racial equity because systematic racism impacts all individuals and communities.
5. **Honoring the nonprofit workplace.** Nonprofits and their employees should have the respect and the resources needed to get their work done. In our own office, we practice what we advocate. Through our collegial culture, we celebrate each other's victories and have each other's backs - which helps us build a stronger team, a thriving sector, and a better future for all.
6. **Bringing passion into everything we do.** A passionate workforce can work together more effectively since their goals align with company objectives. We love what we do, we love why we do it, we love the people we work for, and we love the people we serve.

E. OUR CODE OF ETHICS: Diamond Diva Empowerment Foundation will:

1. Respect for the communities we work with and serve.
2. Integrity in our actions.
3. Responsibility for our decisions and their consequences.
4. We are committed to it.
5. Acting honestly, truthfully and with integrity in all our transactions and dealings.
6. Avoiding conflicts of interest.
7. Appropriately handling actual or apparent conflicts of interest in our relationships.
8. Treating our grantees fairly.
9. Treating every individual with dignity and respect.

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- 10.** Treating our employees with respect, fairness and good faith and providing conditions of employment that safeguard their rights and welfare.
- 11.** Being a good corporate citizen and complying with both the spirit and the letter of the law.
- 12.** Acting responsibly toward the communities in which we work and for the benefit of the communities that we serve.
- 13.** Being responsible, transparent, and accountable for all our actions.
- 14.** Improving accountability, transparency, ethical conduct, and effectiveness of the nonprofit field.

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VII. COMPENSATION AND
WORK HOURS POLICY

GENERAL POLICIES AND PROCEDURES

VII. COMPENSATION AND WORK HOURS POLICY

A. COMPENSATION POLICY. The Compensation Policy is designed to be competitive, based on job responsibilities and to recognize individual contributions.

B. WORK HOURS FOR OFFICE. Office hours are Monday through Friday from 9:00 a.m. to 5:00 p.m. Diamond Diva Empowerment Foundation reserves the right to assign employees to different schedules as required by business need. Employees should follow the Office hours schedule unless instructed differently by their department heads.

C. SPECIAL TIME REQUIREMENTS. Each department has responsibility for supporting the unique needs and time demands Diamond Diva Empowerment Foundation has as a service, non-profit organization. When those demands require certain employees to work extended hours outside and in addition to regular office hours, specifically during emergencies and/or case calls, department heads will work with staff to allow time off during the work week that will not interfere with the department's ability to meet its business needs and goals; provided, however, that such permitted time off shall be as soon as practical and may not be rolled over the following year. In permitting and coordinating such time off by such employees, each department head must ensure that there is always adequate coverage within such department.

Those employees with emergency and case management duties understandably may work outside of the Monday through Friday core office hours with Supervisor approval. In the event an employee works more than five successive days, his or her department head may allow the employee to take alternative time off at a mutually agreed upon time.

D. TIME RECORDS. Diamond Diva Empowerment Foundation is required to maintain time records for employees to comply with federal and state laws. All employees, if applicable, are required to record the time they start their workday and record the time they end their workday. Said employees should also record their time at the start and conclusion of all meal periods. No employee shall clock in or out on behalf of another employee. When employees receive their paychecks, they should verify immediately that their working time was recorded accurately, and they were paid correctly for all hours worked. Employees, if applicable, must report all the time

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worked and not work any time that is not authorized by their supervisors. This means said employees must not start work early, finish work late, work during a meal break, or perform any other extra or overtime work unless directed to do so. Employees who have questions about when or how many hours they are expected to work should contact their supervisor.

It is a violation of Diamond Diva Empowerment Foundation's policy for anyone to instruct or encourage another employee to work "off the clock," to incorrectly report hours worked, or to alter another employee's time records. If any employee is directed or encouraged to incorrectly report hours worked, or to alter another employee's time records, he or she should report the incident immediately to a supervisor or to the Business Manager. Employees need to report absences to the designer within each department so that time off may be properly approved and recorded.

- E. OVERTIME.** Hourly employees will be paid a base hourly wage for all hours worked and shall not exceed a 40-hour work week unless approved by their supervisor. Once the maximum allowed hours have been reached within a workweek, employees will cease working for the remainder of the workweek to prevent excess.
- F. ATTENDANCE.** Regular and consistent attendance is a very important component of performance. Diamond Diva Empowerment Foundation expects employees to be reliable and punctual in reporting to work. Excessive absenteeism and tardiness place an undue burden on other employees and on Diamond Diva Empowerment Foundation. An employee who is unable to report to work and who is not on a previously approved leave of absence, is required to give reasonable notification to their immediate supervisor. Notification must be made as soon as the employee is aware that he or she will not be able to report to work and no later than one hour prior to the employee's scheduled start time. Attendance of the employees within each department will be recorded by a person within the department designated by the applicable department head, and such attendance records will be reported to the Executive Team on a regular basis.

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The preferred method of notification is to call the supervisor at Diamond Diva Empowerment Foundation work or otherwise preferred number. If the employee fails to notify the supervisor of the absence in accordance with this procedure, the employee may be subject to disciplinary action. If the employee is out for more than one day, the employee is required to notify the supervisor each day, in accordance with the initial notification procedure, of his or her continued absence. If the employee is out for at least three consecutive days, the supervisor should notify the Business Manager of the absence. Unexcused or unreported absence for more than three days will be considered job abandonment. In cases of emergency that may result in the need to leave early, please inform your supervisor as soon as possible. In cases of illness, you may be required to return to work with a doctor's release or other verification. In these cases, we will record your absence as "excused". Unexcused and excused absences do not count as hours worked. All excused and unexcused absences are deemed as non-compensable.

Poor attendance and excessive tardiness are disruptive to the work environment. Excessive tardiness or absences from work may lead to disciplinary action, up to and including termination of employment, unless the reason for the absence or tardiness is legally protected.

- G. PAYCHECKS PAYDAY.** Employees are paid every two weeks based on the applicable calendar year. If a regular pay day falls on a weekend or holiday, checks will be distributed on the preceding workday. Should you have any questions about the information recorded on your paycheck, please contact the Business Manager for assistance.
- H. DIRECT DEPOSIT.** You may choose to relieve your paycheck at work or have it deposited directly into your savings and/or checking account through Diamond Diva Empowerment Foundation's convenient Direct Deposit Program. If you choose direct deposit, a direct deposit statement will be available for you.
- I. DEDUCTIONS FROM PAY.** Certain deductions from your paycheck may be voluntary, such as optional employer offered benefits, or mandatory for those deductions that are required by law. Mandatory deductions include items such as federal income taxes, Social Security (Diamond Diva Empowerment Foundation also contributes on your behalf), garnishments or

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child support orders, state income taxes, and various county or city taxes, if applicable. Garnishments, tax levies, and wage assignments are legal orders requiring Diamond Diva Empowerment Foundation's compliance. Therefore, the proper handling of a garnishment, tax levy, or wage assignment is extremely important. As the laws regarding garnishments, tax levies, and wage assignments may differ from state to state, all such notices should immediately be brought to the attention of the Office Manager. It will be the responsibility of the Business Manager to ensure proper handling of the garnishment, tax levy, or wage assignment. Your pay stub itemizes all deductions, lists year-to-date deductions for taxes and year-to-date earnings. Ask the Business Manager if you have questions about these deductions.

a) **WHAT TO DO IF AN IMPROPER DEDUCTION OCCURS.** If you believe that an improper deduction has been made to your salary, you should immediately report this information to your direct supervisor or to the Office Manager. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed.

J. EMPLOYEE EXPENSE REPORTING. Diamond Diva Empowerment Foundation will reimburse employees for ordinary and necessary expenses incurred by employees while performing their job responsibilities. Employees must communicate expenses verbally before proceeding with purchases. Employees must provide the expense reporting document along with receipts to the Office Manager. Expenses will be reimbursed post Executive Director approval. All reports must be submitted within two business days of the purchase.

K. EMPLOYEE CLASSIFICATIONS. Diamond Diva Empowerment Foundation maintains employment classifications to determine your employment status and eligibility for benefits. Employees are classified as full-time, part-time, or seasonal and as defined by federal and state wage and hour laws. The Executive Team is responsible for classifying employees.

L. CIVIC JURY DUTY LEAVE. Diamond Diva Empowerment Foundation encourages employees to fulfill their civic duties. To that end, employees will be allowed leave to serve on a jury, if summoned. We request that you give us a copy of your summons notice as soon as you

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receive it, so that we may keep it on file. If you are called during a particularly busy period, we may ask you to request a postponement. Diamond Diva Empowerment Foundation will provide additional documentation in this regard, if necessary, to obtain such postponement.

Jury duty can last from a portion of a single day to several months or more. During this time, you will be considered on a leave of absence and will be entitled to continue to participate in insurance and other benefits as if you were working. While serving on jury duty, you are expected to call your supervisor periodically to keep him or her apprised of your status.

Diamond Diva Empowerment Foundation will not compensate employees for jury duty, however, will not request the reporting of compensation received for days served.

M. VOTING. Diamond Diva Empowerment Foundation encourages all employees to vote. Most polling facilities for elections for public office have hours that are scheduled to accommodate working voters. Diamond Diva Empowerment Foundation, therefore, requests that employees schedule their voting for before or after their work shifts. An employee who expects a conflict, however, should notify his or her supervisor in advance so that schedules can be adjusted if necessary.

N. LEAVE OF ABSENCE. This policy outlines the guidelines and procedures for employees seeking a leave of absence to address personal, family, or medical needs while ensuring compliance with applicable laws and promoting a healthy work-life balance. All full-time and part-time employees who have completed 90 days of service are eligible to apply for a leave of absence.

Employees must submit a written request for a leave of absence at least three (3) business days in advance or as soon as practical to their immediate department supervisor. Requests should include the reason for the leave, anticipated duration, and any supporting documentation.

The department supervisor will review leave requests based on organizational policies and the information provided. Employees will receive a written response within two (2) business days of the request.

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The minimum duration for each leave of absence is seven (7) days. The maximum leave of absence permitted is 30 days. Extensions may be considered based on circumstances but require approval. This policy complies with federal, state, and local laws, including the FMLA and other relevant legislation, regarding leaves of absence. All information regarding an employee's leave request and related medical documentation will be kept confidential.

MILITARY LEAVE. Both state and federal law provide employees with the right to take leave to serve in the military. At the federal level, military leave rights are governed by the Uniformed Services Employment and Reemployment Rights Act, commonly referred to as USERRA. This policy discusses military leave under USERRA. USERRA establishes a “floor” for employees’ rights with respect to military leaves. States may provide an employee with greater or additional rights with respect to military leave than those under USERRA. If the employee works in a state that provides an employee with greater or additional rights with respect to military leaves than those under USERRA, Diamond Diva Empowerment Foundation will provide those rights. If an employee plans to request leave based on military service, he or she should contact the Business Manager for information on any additional rights or requirements, if applicable, under state law. Members of the state military forces who are ordered to active duty by the governor are entitled to the same reemployment rights as those provided under the federal Uniformed Services Employment and Reemployment Rights Act.

ELIGIBILITY. Diamond Diva Empowerment Foundation provides unpaid military leaves of absence to employees who serve in uniformed services as required by USERRA and applicable state laws. The uniformed services are defined as Army, Navy, Marine Corps, Air Force, Coast Guard, Army National Guard, Air National Guard, Commissioned Corps of Public Health Service, and any other category of persons designated by the President of the United States in time of war or national emergency. The uniformed services also include participation in the National Disaster Medical System when activated to aid in response to a health emergency, to be present for a short period of time when there is a risk of a public health emergency, or when they are participants in authorized training. Service consists of performing any of the following on a voluntary or involuntary basis: active duty, active duty for training, initial active duty,

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inactive duty training, full time National Guard duty, absence from work for examination to determine fitness for such duty, and absence for performing funeral honors duty. Total military leave time may not exceed five years during employment, except in certain, defined circumstances.

NOTICE OF LEAVE. Advance notice of leave is required, preferably in writing, unless giving of notice is impossible or unreasonable, or notice is prohibited by military necessity (which is defined by the United States Department of Defense). When notice is required, employees must provide their supervisors with as much advance notice as possible of any anticipated leave of absence for military leave.

REINSTATEMENT. To be eligible for reinstatement, an employee must have provided advance notice of the need for military leave (where required) and have completed his or her service on a basis that is not dishonorable or otherwise prohibited under USERRA. Employees whose military service will be for fewer than 31 days must report back to work at the beginning of the first full, regularly scheduled workday following completion of service, after allowing for a period of safe travel home and eight hours of rest. Employees whose military service will be for more than 30 days, but fewer than 180, must apply for reemployment within 14 days after completing service. Employees whose service is greater than 180 days must apply for reemployment within 90 days after completing service.

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**VIII. NON-DISCLOSURE
POLICY & PROCEDURES**

GENERAL POLICIES AND PROCEDURES

VIII. NON-DISCLOSURE POLICY & PROCEDURES

A. PURPOSE: In carrying out Diamond Diva Empowerment Foundation’s business, employees often learn Confidential Company Information. Employees shall not disclose, divulge, or communicate in any fashion, form or manner to any person, firm, partnership, corporation, or other entity, or use for an employee’s own benefit, or for any other person’s benefit, any Confidential Information. Employees must maintain the confidentiality of all Confidential Information, except when disclosure is authorized by Diamond Diva Empowerment Foundation or legally mandated. It is also against Company policy for any employee to profit from Confidential Company Information, including by selling any Confidential Company Information. All Confidential Company Information is and shall remain solely and exclusively the property of Diamond Diva Empowerment Foundation.

IN CONSIDERATION OF and as a condition of the Employer employing the Employee and the Employer providing the Confidential Information to the Employee in addition to other valuable consideration, the receipt and sufficiency of which consideration is hereby acknowledged, the parties to this Manual agree as follows: Confidential Information the Employee acknowledges in any position the Employee may hold, in and as a result of the Employee’s employment by the Employer, the Employee will, or may, be making use of, acquiring or adding to information about certain matters and things which are confidential to the Employer and which information is to exclusive property of the Employer, including, without limitation:

‘Confidential Information’ means all data and information relating to the business and management of the Employer, including proprietary and trade secret technology and accounting records to which access is obtained by the Employee, including Work Product, Production Processes, Other Proprietary Data, Business Operations, Computer Software, Computer Technology, Marketing and Development Operations, and Customers. Confidential Information will also include any information that has been disclosed by a third party and the Employer and governed by a non-disclosure agreement entered between the third party and the Employer. Confidential Information will not include information that is generally known in the industry of the Employer; is now or subsequently becomes generally available to the public through no wrongful act of the Employer;

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the Employee rightfully had in her possession prior to the disclosure to the Employee by the Employer; is independently created by the Employee without direct or indirect use of Confidential Information; the Employee rightfully obtains from a third party who has the right to transfer or disclose it.

‘Work Product’ means work product resulting from or related to work or projects performed or to be performed for the Employer or for clients of the Employer, of any type or form in any stage of actual or anticipated research and development.

‘Production Processes’ means processes used in the creation, production, and manufacturing of the Work Product, including but not limited to formulas, patterns, molds, models, methods, techniques, specifications, processes, procedures, equipment, devices, programs, and designs.

‘Other Proprietary Data’ means information relating to the Employer’s proprietary rights prior to any public disclosure of such information, including but not limited to the nature of the proprietary rights, production data, technical and engineering data, technical concepts, test data and test results, simulation results, the status and details of research and development of products and services, and information regarding acquiring, protecting, enforcing and licensing property rights (including patents, copyrights and trade secrets);

‘Business Operations’ means internal personnel and financial information, vendor names and other vendor information (including vendor characteristics, services, and agreements), purchasing and internal cost information, internal services and operational manuals, and the manner and methods of conducting the Employer's business.

‘Computer Software’ means all sets of statements, instructions, or programs, whether in human readable or machine-readable form, that are expressed, fixed, embodied or stored in any matter and that can be used directly or indirectly in a computer (‘Computer Programs’); any report format, design or drawing created or produced by such Computer Programs; and all documentation, design specifications and charts, and operating procedures which support the Computer Programs.

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‘Computer Technology’ means all specific and technical information or material pertaining to any machine, appliance, or process, including specifications, proposals, models, designs, formulas, test results and reports, analyses, simulation results, tables of operating conditions, materials, components, industrial skills, operating and testing procedures, shop practices, know-how and show-how.

‘Marketing and Development Operations’ means marketing and development plans, price and cost data, price and fee amounts, pricing and billing policies, quoting procedures, marketing techniques and methods of obtaining business, forecast, and forecast assumptions and volumes, and future potential strategies of the Employer which have been or are being discussed.

‘Customer’ means names of customers and their representatives, contracts and their contents and parties, customer services, data provided by customers and the type, quantity and specifications of products and services purchased, leased, licensed, or received by clients of the Employer.

Except as otherwise provided in this Manual, the Confidential Information will remain the exclusive property of the Employer and will only be used by the Employee for the permitted purpose. The Employee will not use the Confidential Information for any purpose that might be directly or indirectly detrimental to the Employer or any of her affiliates or subsidiaries. The obligations to ensure and prevent the disclosure of the Confidential Information imposed on the Employee in this Manual and any obligations to provide notice under this Manual will survive the expiration or termination of this Manual and will continue for a period of ten (10) years from the date of such expiration of termination.

The Employee may disclose any of the Confidential Information: to such of her employees, agents, representatives and advisors that have a need to know for the Permitted Purpose provided that the Employee has informed such personnel of the confidential nature of the Confidential Information, such personnel agree to legally bound to the same burdens of non-disclosure and non-use as the Employee; the Employee agrees to take all necessary steps to ensure that the terms of this Manual are not violated by such personnel, and the Employee agrees to be responsible for and indemnify the Employer for any breach of this Manual by her personnel. To a third party where the Employer has

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consented in writing to such disclosure; and to the extent required by law or by the request or requirement of any judicial, legislative, administrative, or other governmental body.

Avoiding Conflict of Opportunities is understood and agreed that any business opportunity relating to or like the Employer's current or anticipated business opportunities coming to the attention of the Employee during the Employee's employment is an opportunity belonging to the Employer. Accordingly, the Employee will advise the Employer of the opportunity and cannot pursue the opportunity, directly or indirectly, without the written consent of the Employer.

Without the written consent of the Employer, the Employee further agrees not to solely or jointly with others undertake or join any planning for or organization of any business activity competitive with the current or anticipated business activities of the Employer; and directly or indirectly, engage or participate in any other business activities which the Employer, in her reasonable discretion, determines to be in conflict with the best interests of the Employer.

Non-Solicitation any attempt on the part of the Employee to induce others to leave the Employer's employ, or any effort by the Employee to interfere with the Employer's relationship with her other employees and contractors would be harmful and damaging to the Employer. The Employee agrees that during the term of the Employment and for a period of three (3) years after the end of term of the Employment, the Employee will not in any way, directly or indirectly:

Induce or attempt to induce any employee or contractor of the Employer to quit employment or retainer with the Employer. Otherwise interfere with or disrupt Employer's relationship with her employees and contractors. Discuss employment opportunities or provide information about competitive employment to any of the Employer's or contractors; or solicit; entice; or hire away any employee or contractor of the Employer.

This obligation will be limited to those that were employees or contractors of the Employer when the Employee was employed Non-Competition other than through employment with a bona-fide independent party, or with the express written consent of the Employer, which will not be unreasonably withheld, the Employee will not, during the continuance of this Manual or within three (3) years after the termination or expiration, as the case may be, of this Manual, be directly or

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indirectly involved with a business which is in direct competition with the particular business line of the Employer that the Employee was working during any time in the last year of employment with the Employer. For a period of three (3) years from the date of termination or expiration, as the case may be, of the Employment, the Employee will not divert to attempt to divert from the Employer any business the Employer had enjoyed, solicited, or attempted to solicit, from her customers, prior to termination or expiration, as the case may be, of the Employment.

The Employee acknowledges and agrees that all rights, title, and interest in any Confidential Information will remain the exclusive property of the Employer. Accordingly, the Employee specifically agrees and acknowledges that the Employee will have no interest in the Confidential Information, including, without limitation, no interest in know-how, copyright, trademarks, or trade names, notwithstanding the fact that the Employee may have created or contributed to the creation of the same.

The Employee does hereby waive any moral rights that the Employee may have with respect to the Confidential Information. This Manual will not apply in respect of any intellectual property, process, design, development, creation, research, invention, know-how, trade names, trademarks, or copyrights for which; no equipment, supplies, facility, or Confidential Information of the Employer was used, was developed entirely on the Employee's own time, and does not: relate to the business of the Employer, relate to the Employee's actual or demonstrably anticipated processes, research, or development, or result from any work performed by the Employee for the Employer.

The Employee agrees to immediately disclose to the Employer all Confidential Information developed in whole or in part by the Employee during the term of the Employment and to assign to the Employer any right, title or interest the Employee may have in the Confidential Information. The Employee agrees to execute any instruments and to do all other things reasonably requested by the Employer (both during and after the term of the employment) to vest more fully in the Employer all ownership rights in those items transferred by the Employee to the Employer.

The Employer agrees and acknowledges that the Confidential Information is of a proprietary and confidential nature and that any disclosure of the Confidential Information to a third party in breach

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of this Manual cannot be reasonably or adequately compensated for in money damages and would cause irreparable injury to the Employer. Accordingly, the Employee agrees that the Employer is entitled to, in addition to all other rights and remedies available to her at law or in equity, an injunction restraining the Employee and any agents of the Employee, from directly or indirectly committing or engaging in any act restricted by this Manual in relation to the Confidential Information.

Return of Confidential Information the Employee agrees that, upon request of the Employer, or in the event that the Employee ceases to require use of the Confidential Information, or upon expiration or termination of this Manual , or the expiration or termination of the Employment, the Employment, the Employee will turn over to the Employer all documents, disks or other computer media, or other material in the possession or control of the Employee that: may contain or be derived from ideas, concepts, creations, or trade secrets and other proprietary and Confidential Information as defined in this Manual; or

Notices if the Employee is required in a civil, criminal, or regulatory proceeding to disclose any part of the Confidential Information, the Employee will give to the Employee prompt written notice of such request so the Employer may seek appropriate remedy or alternatively to waive the Employee's compliance with the provisions of this Manual in regard to the request.

If the Employee loses or makes unauthorized disclosure of any of the Confidential Information, the Employee will immediately notify the Employer and take all reasonable steps necessary to retrieve the lost or improperly disclosed Confidential Information.

Any notices or delivery required in this Manual will be deemed completed when hand-delivered, delivered by agent, or seven (7) days after being placed in the plot, postage prepaid, to the parties at the addresses contained in this Manual or as the parties may later designate in writing.

The address for any notice to be delivered to any of the parties concerning this Manual, is as follows:

Diamond Diva Empowerment Foundation - St. Louis Division
1027 S. Vandeventer Ave., 6th Floor, Saint Louis, MO 63110

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In providing the Confidential Information, the Employer makes no representation, either expressly or impliedly as to its adequacy, sufficiency, completeness, or its lack of defect of any kind, including any patent or trademark infringement that may result from the use of such information. Termination of this Agreement will automatically terminate on the date that the employee's employment with the employer terminates or expires. Except as otherwise provided in this Manual, all rights and obligations under this agreement will terminate at that time.

Assignment except where a party changed its corporate name or merged with another corporation, this Manual may not be assigned or otherwise transferred by either party in whole or part without the prior written consent of the other party to the Agreement. The clauses, paragraphs, and subparagraphs contained in this Manual are intended to be read and construed independently of each other. If any part of this Manual is held to be invalid, this invalidity will not affect the operation of any other part of this Manual.

The Employee is liable for all costs, expenses and expenditures including, and without limitation, the complete legal costs incurred by the Employer in enforcing this Manual because of any default of this Manual by the Employee. This Employer and the Employee acknowledge that this Manual is reasonable, valid, and enforceable. However, if a court only to the extent deemed necessary by that court to render the provision reasonable and enforceable, bearing in mind that it is the intention of the Employee to give the Employer the broadest possible protection against disclosure of the Confidential Information.

No failure or delay by the Employer in exercising any power, right, or privilege provided in this Manual will operate as a waiver, nor will any single or partial exercise of such rights, powers or privileges preclude any further exercise of them or the exercise of any other right, power or privilege provided in this Manual.

This Manual constitutes the entire agreement between the parties and there are no further items or provisions, either oral or otherwise.



IX. PROCUREMENT POLICY

IX. PROCUREMENT POLICY

A. POLICY. This policy set forth in this document establishes standards and guidelines for the procurement of supplies, equipment, construction, and services to ensure that they are obtained as economically as possible through an open and competitive process, and that contracts are managed with good administrative practices and sound business judgment.

B. CODE OF CONDUCT. This Code of Conduct shall govern the performance, behavior, and actions of Diamond Diva Empowerment Foundation (“the Organization”), including Board members, employees, directors, volunteers, or agents who are engaged in any aspect of procurement, including - but not limited to - purchasing goods and services; awarding contracts and grants; or administration and supervision of contracts.

No employee, officer, director, volunteer, or agent of Diamond Diva Empowerment Foundation shall participate in selection, award or administration of a bid or contract supported by Federal funds if a conflict of interest is real or apparent to a reasonable person.

Conflicts of interest may arise when any employee, officer, director, volunteer, or agent of Diamond Diva Empowerment Foundation has a financial, family or any other beneficial interest in the vendor firm selected or considered for an award.

No employee, officer, director, volunteer or agent of Diamond Diva Empowerment Foundation shall do business with, award contracts to, or show favoritism toward a member of his/her immediate family, spouse’s family or to any company, vendor or concern who either employs or has any relationship to a family member; or award a contract or bid which violates the spirit or intent of Federal, State and local procurement laws and policies established to maximize free and open competition among qualified vendors.

Diamond Diva Empowerment Foundation’s employees, officers, directors, volunteers, or agents should neither solicit nor accept gratuities, gifts, consulting fees, trips, favors or anything having a monetary value more than one-hundred dollars (\$100.00) from a vendor or bidder; or from any party to a sub-agreement or ancillary contract.

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As permitted by law, rule, policy or regulation, Diamond Diva Empowerment Foundation shall pursue appropriate legal, administrative, or disciplinary action against an employee, officer, director, volunteer, vendor, or vendor's agent who is alleged to have committed, has been convicted of or plead no contest to a procurement related infraction. If said person has been convicted, disciplined, or plead no contest to a procurement violation, said person shall be removed from any further responsibility or involvement with grants management, procurement actions or bids, consistent with State or Federal policy.

C. SOLICITATION AND COMPETITION. All procurement transactions will be conducted to provide - to the maximum extent possible – free and open competition among suppliers. Diamond Diva Empowerment Foundation must begin with an analysis of the need for procurement, to avoid the purchase of unnecessary items (this may include an examination of lease versus purchase alternatives). The purchaser must then identify and clearly specify standards for the goods or services desired and seek competitive offers where possible to obtain the best quality at the best possible price.

D. IN GENERAL.

1. Some form of cost or price analysis shall be made and documented in the procurement files in connection with every procurement action. Price analysis may be accomplished in various ways, including the comparison of price quotations submitted and market prices, together with discounts.
2. Bids must be sought for goods and services exceeding \$1,000.
3. Whenever possible, Diamond Diva Empowerment Foundation must engage in affirmative efforts to utilize small business, minority owned firms and women's business enterprises.
4. For procurements that exceed the Federal "small purchase" threshold (the federal threshold is \$100,000, but the locality or State may set a lower threshold), competitive bids will be utilized and requests for these bids will be written in a way that does not restrict competition. (A clear and accurate description of the technical requirements for the material, product, or service to be procured; all requirements which offerors must fulfill; and all other factors to be used in evaluating bids or proposals.) Procurement files must include the following:
5. Basis for contractor selection.

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6. Justification for lack of competition when competitive bids or offers were not obtained.
7. Basis of award cost or price.

E. SELECTION. Price should be one of the factors in the evaluation of responses, but Diamond Diva Empowerment Foundation is not required to take the lowest price if other factors are important to the decision.

1. There should be an objective method for selection, and any factors for evaluation and selection should be listed in the procurement documents.
2. Awards shall be made to the bidder or offeror whose bid is responsive to the solicitation and is most advantageous to Diamond Diva Empowerment Foundation (price, quality and other factors considered).
3. A bid may be rejected when it is in Diamond Diva Empowerment Foundation's interest to do so.

F. DOCUMENTATION. At a minimum, procurement record must clearly show how Diamond Diva Empowerment Foundation:

1. Executed price sampling for small purchases.
2. Selected the method of procurement and the type of contract to be used.
3. Determined which bids or proposals to accept and which to reject.
4. Determined the basis for the contract cost or price.

G. CONTRACT ADMINISTRATION. Diamond Diva Empowerment Foundation has an overall system of contract administration to ensure proper oversight and management of procurement actions. Diamond Diva Empowerment Foundation is responsible for evaluating contractor performance and documenting, as appropriate, whether contractors have met the terms, conditions, and specifications of the contract. This may include progress inspections, interim products, inspections of goods delivered, and such other methods that provide assurance that the goods or services purchased are being delivered within the scope of the contract.

1. The method of procurement is documented, and records maintained for five years after the final payment is made.

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2. All activities are carried out and costs are incurred in compliance with applicable requirements.
3. Before payment is made, services performed are adequate and consistent with the contract scope of services.

H. SUSPENSION AND DEBARMENT POLICY. These procedures address how to check for Suspension or Debarment from an entity or agency that subawards or contracts for goods and/or services.

- a) **REASON FOR POLICY.** To ensure contracts or purchases to an entity or agency are not made if they have been Suspended or Debarred from doing business with the federal government. Procurement of goods and/or services with federal funds from a supplier or contractor should be checked for Debarment before purchasing and/or rewarding a contract or subaward Debarment should be checked prior to purchasing or contracting with any entity or agency that has not been Debarred or Suspended by the federal government at the System for Award Management (SAM.gov - previously EPLS). Each leader responsible to ensure all templates for any type of procurement transaction, and all procurement contracts and agreements for both goods and services must have the following verbiage included in the documentation immediately adjacent to the signature line: “Debarment and Suspension Certification - The contractor (or vendor, or consultant, depending on the transaction) certifies to the best of its knowledge and belief that its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or involuntarily excluded from covered transactions by any Federal department or agency in accordance with 2 CFR 200.213 and 2 CFR 180.”

After a subaward is awarded, the UM System Controller’s officer must verify the subrecipient is not listed on the SAM.gov website at the time an annual risk assessment is prepared during the life of each Federally funded subaward. The Suspension and Debarment verification must be documented by including a screen print of Exclusions search with the other subrecipient monitoring documentation. If at any time the SAM.gov website indicates

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the subrecipient has active exclusions, no invoices will be paid until the agency is removed from the exclusion listing.

b) DEFINITIONS.

1. Debarred or Debarment - the exclusion of a person from participating in procurement transactions with the federal government, generally for no more than three years.
2. Suspended or Suspension - an action which suspends federal assistance under an award pending corrective action by the awardee or pending a decision to terminate the award.

c) ACCOUNTABILITIES OF THE EXECUTIVE DIRECTOR

1. Document evidence of verification that subrecipients are not Suspended or Debarred at the time annual risk assessments are prepared on active subawards.
2. Document evidence of verification that subrecipients are not Suspended or Debarred prior to awarding a subaward.



X. FINANCIAL POLICY AND PROCEDURES

X. FINANCIAL POLICY AND PROCEDURES

A. PURPOSE. The purpose of this manual is to describe all accounting policies and procedures currently in use at Diamond Diva Empowerment Foundation and to ensure that the financial statements conform to generally accepted accounting principles; assets are safeguarded; guidelines of grantors and donors are complied with; and finances are managed with accuracy, efficiency, and transparency. The financial records of Diamond Diva Empowerment Foundation are maintained by QuickBooks using the cash basis of accounting.

All Diamond Diva Empowerment Foundation's staff with a role in the management of fiscal and accounting operations are expected to comply with the policies and procedures in this manual.

These policies will be reviewed annually and revised as needed by the staff and approved by the Executive Director and Finance Committee of the Board of Directors.

B. DIVISION OF RESPONSIBILITIES. The following is a list of personnel who have fiscal and accounting responsibilities:

a) Board of Directors

1. Reviews and approves the annual budget.
2. Reviews annual and periodic financial statements and information.
3. Reviews Executive Director's performance annually and establishes the salary.
4. Two members of the board will be appointed by the board to be authorized signers on the bank accounts.
5. Reviews and approves all contracts over \$15,000.
6. Reviews and approves all non-budgeted expenditures over \$2,500.
7. Reviews and advises staff on internal controls and accounting policies and procedures.
8. Determines whether Diamond Diva Empowerment Foundation should have an audit and, if so, chooses and contracts with the auditor.

b) Executive Director/Director of Operations

1. Reviews and approves all financial reports including cash flow projections.

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2. Sees that an appropriate budget is developed annually.
3. Reviews and signs all issued checks and/or approves check signing procedures.
4. Reviews and approves all contracts under \$2,500.
5. Reviews and approves all grant submissions and oversees reporting.
6. Approves inter-account bank transfers.
7. Reviews all incoming and outgoing invoices.
8. Is on-site signatory for all bank accounts.
9. Oversees the adherence to all internal controls.
10. Initiates donors thank you letter acknowledgements.
11. Make no contractual commitment for bank loans, corporate credit cards, or for real estate leases or purchases without specific approval of the Board.

c) Treasurer/Chief Financial Officer

1. Prepares and reviews all financial reports including cash flow projections.
2. Approves all program expenditures.
3. Monitors program budgets.
4. Reviews/process payroll and is responsible for all personnel files.
5. Reviews and manages cash flow.
6. Reviews and approves all reimbursements and fund requests.
7. Processes all inter-account bank transfers.
8. Reviews all bank statements, reviews for any irregularities, and reviews completed monthly bank reconciliations.
9. Assists Executive Director with the development of annual budgets.
10. Receives and opens all incoming accounting department mail except bank statements.
11. Monitors and manages all expenses to ensure the most effective use of assets.
12. Monitors grant reporting and appropriate release of temporarily restricted funds.
13. Oversees expense allocations.
14. Make bank deposits.

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15. Reviews, revises, and maintains internal accounting controls and procedures.
16. Reconciles all bank accounts.

d) Bookkeeper/Business Manager

1. Overall responsibility for data entry into the accounting system and integrity of accounting system data.
2. Processes invoices and prepares checks for signature.
3. Processes credit card donations.
4. Maintains general ledger.
5. Prepares monthly and year-end financial reports.
6. Mails vendor checks.
7. Manages accounts receivable.

C. CHART OF ACCOUNTS AND GENERAL LEDGER. Diamond Diva Empowerment Foundation has designated a Chart of Accounts specific to its operational needs and the needs of its financial statements. The Chart of Accounts is structured so that financial statements can be shown by natural classification (expense type) as well as by functional classification (program vs. fundraising vs. administration). The Treasurer/Chief Financial Officer is responsible for maintaining the Chart of Accounts and revising as necessary. The Chart of Accounts is attached to this manual as an addendum.

The general ledger is automated and maintained using our accounting software, QuickBooks Online and an Interoffice database. All inputting and balancing of the QuickBooks Online software are the responsibility of the Treasurer/Chief Financial Officer with final approval by Operations Director. All inputting and balancing of the Interoffice database are the responsibility of the Bookkeeper/Business Manager with final approval by the Treasurer/Chief Financial Officer.

The Treasurer/Chief Financial Officer should review the general ledger on a periodic basis for any unusual transactions.

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D. CASH RECEIPTS. Cash receipts generally arise from: Grants, direct donor contributions, fundraising activities, supportive service engagements, etc. The principal steps in the cash receipts process are:

The Bookkeeper/Business Manager receives incoming mail and forwards it to the Treasurer/Chief Financial Officer. The Bookkeeper/Business Manager opens, date stamps, and distributes the mail. The Treasurer/Chief Financial Officer enters all checks into a log, stamps all checks “for deposit only,” and makes two (2) copies of each check. A copy of the check is kept in a locked cabinet until processed and deposited by the Director of Operations. The other copy is gathered and given to the Bookkeeper/Business Manager for internal purposes.

Weekly (or more often if necessary), the Treasurer/Chief Financial Officer submits the following to the Director of Operations for processing: the endorsed checks, the deposit logbook, and the correct account allocation for each deposit. The Director of Operations processes the deposit and takes it to the bank for deposit. A copy of the deposit slip is attached to the deposit. The deposits are put in a file to attach to the bank statement. The deposit logbook is returned to the Treasurer/Chief Financial Officer.

All cash received will be counted, verified, and signed off by the Treasurer/Chief Financial Officer and Bookkeeper/Business Manager. The cash will immediately be posted using the appropriate allocation. A receipt will be given to the paying party and a copy kept for internal purposes. The cash will be kept in a locked, secure location and deposited within 24 business hours.

E. INTER-ACCOUNT BANK TRANSFERS. The Director of Operations monitors the balances in the bank accounts to determine when there is a shortage or excess in the checking account. The Director of Operations recommends to the Treasurer/Chief Financial Officer when a transfer should be made to maximize the potential for earning interest. The Treasurer/Chief Financial Officer is directed in writing when to make a transfer and in what amount. A copy of the transfer is given to the Bookkeeper/Business Manager for internal purposes.

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F. CASH DISBURSEMENTS & INTERNAL CONTROLS. Cash disbursements are generally made for:

1. Payments to vendors for goods and services
2. Taxes/license fees
3. Staff training and development
4. Memberships and subscriptions
5. Meeting expenses
6. Employee reimbursements
7. Marketing/promotional materials
8. Social services engagements

Checks are processed weekly. Invoices submitted to the Treasurer/Chief Financial Officer by Wednesday will be processed and paid by Friday of the same week. Checks can be prepared manually within one day, but this should be limited to emergency situations.

1. Requests for cash disbursements are submitted to accounting in three ways:
2. Original invoice
3. Purchase request (submitted on approved form)
4. Employee expense report or reimbursement request

All invoices must have the account code written on them and approved by the Treasurer/Chief Financial Officer prior to being submitted to accounting. Every employee reimbursement or purchase request must be documented on the approved form with travel authorization, date, receipts, nature of business, program allocation, and funding source (if applicable) before approving for reimbursement as follows:

1. Lodging: An itemized receipt from the hotel detailing all charges, the person(s) for whom the lodging was provided, and the specific business purpose.
2. Meals and Entertainment: A receipt must be provided showing the cost of food, beverage, and gratuities, including the names of every person for whom food or beverage was provided, and the specific business purpose.

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3. Other Expenditures: A receipt from the vendor detailing all goods or services purchased (including the class of service for transportation) and the specific business purpose.

The Treasurer/Chief Financial Officer reviews all requests for payment and:

1. Verifies expenditure and amount.
2. Approves for payment if in accordance with budget.
3. Provides or verifies appropriate allocation information.
4. Provides date of payment considering cash flow projections.
5. Submits to the Bookkeeper/Business Manager for processing.

The Treasurer/Chief Financial Officer processes all payments and:

1. Immediately enter them into the Accounts Payable module.
2. Prints check according to allocation and payment date provided by the invoice.
3. Submits checks, with attached backup documentation, to the Director of Operations for approval and signature. All checks more than \$2,500 require a second signature from an authorized board or staff member; checks more than \$15,000 must be authorized by the Board of Directors.
4. Stamps invoice “paid”.
5. Mails checks and appropriate backup documentation.
6. Files all backup documentation in the appropriate file.

The Treasurer/Chief Financial Officer runs accounts payable aging at the middle and end of each month and submits them to the Operations Manager to assure timely payment of all invoices.

The Treasurer/Chief Financial Officer processes client services requests and:

1. The program Director submits a client services payment request through an interoffice request form.

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2. Treasurer/Chief Financial Officer and Executive Director/Director of Operations approves client's services payment request within 3-5 business days of the request. All requests more than \$2,500 require the approval of the Executive Team; requests more than \$5,000 must be authorized by the Board of Directors within 5-7 business days.
3. The Executive Director/Director of Operations takes a copy of the request form to the bank and gets a cashier check for the exact amount of the request plus associated bank fees.
4. The cashier check is returned to the Treasurer/Chief Financial Officer to confirm validity, and to make two (2) sets of copies of the check; one to be kept within the treasurer's files and another copy sent to the Program Director to be placed in the client's file.
5. The Treasurer/Chief Financial Officer stamps the request form "paid" with today's date.
6. The Executive Director/Director of Operations or Treasurer/Chief Financial Officer mails the checks along with the appropriate programmatic documentation.
7. The Treasurer/Chief Financial Officer runs accounts payable aging at the middle and end of each month and submits them to the Executive Director/Director of Operations to assure timely payment of all invoices.

G. EXPENSE ALLOCATIONS. Most non-salary expenses that benefit more than one cost center (administration, fundraising, and program) are spread across centers using a shared cost method. Under this method, the number of full-time equivalents (FTEs) within a department are divided by the total number of FTEs at Diamond Diva Empowerment Foundation to determine the percentage of shared costs they should bear. This is done monthly by the Treasurer/Chief Financial Officer. Occupancy expenses may be split between departments based on the percentage of square footage that is used by each department.

H. CREDIT CARD POLICY AND CHARGES. All staff members who are authorized to carry an organization credit card will be held personally responsible if any charge is deemed personal or unauthorized. Unauthorized use of the credit card includes personal expenditures of any kind; expenditures which have not been properly authorized; meals, entertainment, gifts, or other

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expenditures which are prohibited by budgets, laws, and regulations, and the entities from which Diamond Diva Empowerment Foundation receives funds.

The receipts for all credit card charges will be given to the Bookkeeper/Business Manager within one (1) week of the purchase along with proper documentation. The Treasurer/Chief Financial Officer will verify all credit card charges with the monthly statements. A record of all charges will be given to the Bookkeeper/Business Manager with applicable allocation information for accounting reconciliation. The Executive Director's credit card usage will be provided to the Board Chair and the Treasurer/Chief Financial Officer.

I. BANK ACCOUNT RECONCILIATIONS. All bank statements are given unopened to the Treasurer/Chief Financial Officer. The Treasurer/Chief Financial Officer reviews the statements for unusual balances and/or transactions.

The Treasurer/Chief Financial Officer provides timely reconciliation as follows: a comparison of dates and amounts of deposits as shown in the accounting system and on the statement, a comparison of inter-account transfers, an investigation of any rejected items, a comparison of cleared checks with the accounting record including amount, payee, and sequential check numbers.

The Treasurer/Chief Financial Officer will verify that voided checks, if returned, are appropriately defaced and filed.

The Treasurer/Chief Financial Officer will investigate any checks that are outstanding over six months.

The Treasurer/Chief Financial Officer will attach the completed bank reconciliation to the applicable bank statement, along with all documentation.

The reconciliation report will be reviewed, approved, dated, and initialed by the Bookkeeper/Business Manager.

J. PROPERTY AND EQUIPMENT. Property and equipment include items such as:

1. Office furniture and equipment

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2. Computer hardware
3. Computer software
4. Leasehold improvements

It is Diamond Diva Empowerment Foundation's policy to capitalize all items which have a unit cost greater than one thousand dollars (\$1,000). Items purchased with a value or cost less than one thousand dollars (\$1,000) will be expensed in the period purchased. The depreciation period for capitalized assets is as follows:

- | | |
|---------------------------|-----------------|
| 1. Computer Hardware | 36 months |
| 2. Office Equipment | 60 months |
| 3. Office Furniture | 60 months |
| 4. Computer Software | 36 months |
| 5. Leasehold improvements | Length of lease |

A Fixed Asset Log is maintained by the Bookkeeper/Business Manager including date of purchase, asset description, purchase/donation information, cost/fair market value, donor/funding source, identification number, life of asset.

The Fixed Asset Log will be reviewed by the Director of Operations. Annually, a physical inspection and inventory will be taken of all fixed assets and reconciled to the general ledger balances.

The Director of Operations shall be informed in writing of any change in status or condition of any property or equipment. Depreciation is recorded at least annually. Depreciation is computed using the straight-line method over the estimated useful lives of the related assets. Any impaired assets discovered during the inventory will be written down to their actual value.

K. PAYROLL PROCESSING. Timesheets are to be prepared by all staff on the approved form and submitted every Friday. If a Friday of the month falls on a weekend or holiday, the timesheets are to be submitted the day prior to the weekend or holiday. Exceptions to the submittal date may occur and will be communicated accordingly.

1. Timesheets are to be kept daily and completed in ink – unless prepared electronically.

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2. Any corrections to timesheets are to be made by making a single line through the error and writing in the correction. Correction fluid and/or tape are not allowable.
3. Timesheets are to be signed and dated by the employee and the employee's supervisor for submission to the Treasurer/Chief Financial Officer.
4. Any changes to the standing information of the payroll register from the prior period including addition of new employees, deletion of employees, or changes in base pay rate must be accompanied by an Employment Information Form and signed by the Treasurer/Chief Financial Officer before the change can be made.
5. The Treasurer/Chief Financial Officer will process payroll in a timely manner and record vacation time, holiday hours, sick time, and any other information deemed necessary to properly reflect time worked.
6. Paychecks will be distributed by the Treasurer/Chief Financial Officer every 2 weeks based on the applicable calendar year. If a regular pay day falls on a weekend or holiday the paychecks will be distributed the day before.
7. If the employee requests that his/her check be turned over to a third party, the request must be made in writing prior to distribution.
8. Employees may choose to direct deposit to a designated bank account. Their paycheck is deposited directly into the designated account on the payroll date. The employee will receive a verification stub.
9. The Treasurer/Chief Financial Officer will review payroll expenditures and allocations monthly.
10. All quarterly federal and state payroll reports will be prepared and filed appropriately.
11. All W-2 statements are issued to employees prior to January 31st of the following year for the prior calendar year.

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L. MONTH END RECONCILIATIONS. Make sure all journal entries have been made and all accounts are up to date in QuickBooks. Be sure to sync PayPal, Venmo, Cash App apps and add Class to all transactions. Print all bank statements: Central Bank and Enterprise Bank.

Bank Accounts | PayPal | Venmo | Cash App:

1. Log in to print bank statements.
2. When all reconciliations are done, email statements and reconciliations to Treasurer/Chief Financial Officer.
3. File all statements and reconciliations in the financial binder.
4. At the end of each month and fiscal year end, the Treasurer/Chief Financial Officer will review all balance sheet accounts including verification of the following balances: cash accounts match the bank reconciliations, fixed assets accounts reflect all purchases, write-downs and retirements, accounts receivable and payable accounts match outstanding amounts due and owed.
5. The income and expense accounts review will include reconciliation of amounts received and expended and verification that payroll expenses match the payroll reports including federal and state payroll tax filings.
6. Once the final monthly and fiscal year-end financial statements are run, reviewed, and approved by the Director of Operations and Treasurer/Chief Financial Officer, no more entries or adjustments will be made into that month or year's ledgers.
7. At the end of the fiscal year, an outside CPA will prepare the annual Return for Organization Exempt from Income Tax (IRS Form 990). The return will be reviewed by the Director of Operations and Treasurer/Chief Financial Officer prior to issuance. Upon issuance, the return will be made available to the Board of Directors.
8. All other appropriate government filings including those required by the state tax board and attorney general's office will be completed and filed with the appropriate agency by the Treasurer/Chief Financial Officer.

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M. FINANCIAL REPORTS. The Bookkeeper/Business Manager will prepare the monthly and annual financial reports for distribution to the Director of Operations and Treasurer/Chief Financial Officer. The reports will include balance sheet, statement of income and expenses, budget versus actual report for each program which has an established budget, a budget versus actual report for Diamond Diva Empowerment Foundation, accounts receivable aging, accounts payable register and aging, cash flow projection, and any other requested reports.

1. Periodic and annual financial reports will be submitted to the Treasurer/Chief Financial Officer and Board of Directors for review and approval.

N. THIRD PARTY (IN-KIND) CONTRIBUTIONS: External individuals and/or entities may contribute resources to a sponsored project awarded to the Foundation. These costs are not accumulated in the Foundation's financial statements; therefore, the third party is required to maintain and submit detailed documentation for the costs contributed to the project. The documentation should include items such as name of individual/entity, date(s) of service, hours worked, rate of pay, a dollar amount and description of the items/supplies utilized:

Third party services furnished by professional and technical personnel, consultants, and unskilled labor may be counted as costs sharing if the service is an integral and necessary part of an approved project program. Rates for third party services shall be consistent with those paid for similar work at the Foundation. In those instances, in which the required skills are not found at the Foundation, rates shall be consistent with those paid for similar work in the labor market in which the Foundation competes for the kind of services involved. In either case, paid fringe benefits that are reasonable, allowable, and allocable may be included in the valuation.

When an employer, other than the foundation, furnishes the services of an employee, these services shall be valued at the employee's regular rate of pay (plus an amount of fringe benefits that are reasonable, allowable, and allocable, but exclusive of overhead costs), provided these services are in the same skill for which the employee is normally paid.

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Detailed cost sharing information should be certified by the third party or a responsible individual within the third-party entity and submitted to the Principal Investigator on a timely basis.

The Director of Operations is responsible for monitoring the goods/services that the third party contributes to the project. He/she should also review the cost sharing data submitted by the third party to ensure that the costs are reasonable, allocable, and allowable under Foundation and the sponsored agency's guidelines. After the DOO's review, copies of the data should be forwarded to the Accounting Department for inclusion in the financial reports.

O. SUPPLEMENT, NON-SUPPLANTING POLICY. To ensure that federal funds are used to provide services that are in addition to the regular services normally provided by the foundation for participating families, the foundation must use these funds to supplement, not supplant regular non-Federal funds.

“Supplement, Not Supplant” procedures describe how the foundation ensures that federal funds are used only to supplement, and not supplant, state and local funds that would, in the absence of federal funds, be spent on programs of the same purpose. The procedures below will assist the foundation in demonstrating that it uses federal funds only to supplement, and to the extent practical, increase the level of funds that would, in the absence of federal funds, be made available from non-Federal sources for the servicing of families participating in federal programs.

The foundation must demonstrate that federal funds supplement those funds that are required to be provided to servicing programs. Possible evidence include:

1. Foundation budget, project budgets, and back-up documentation demonstrating that the foundation is receiving proper amount of funds for services.

P. FISCAL POLICY STATEMENTS.

1. All cash accounts (except petty cash) owned by Diamond Diva Empowerment Foundation will be held in financial institutions which are insured by the FDIC. No bank account will carry a balance over the FDIC insured amount.

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2. All capital expenditures which exceed one thousand dollars (\$1,000) will be capitalized.
3. Employee or public personal checks will not be cashed through the petty cash fund.
4. No salary advances will be made under any circumstances.
5. No travel cash advances will be made except under special conditions and pre-approved by the Executive Director.
6. Reimbursements will be paid upon complete expense reporting and approval using the official Diamond Diva Empowerment Foundation form. Reimbursements to the Executive Director will be authorized by the Board Chair.
7. Any donated item with a value exceeding (\$50) will be recorded and a letter acknowledging the donation will be sent to the donor within two weeks of the receipt of the donation.
8. All volunteer time shall be recorded as in-kind donations.
9. The Executive Director, one designated Board member, and one designated staff member are the signatories on Diamond Diva Empowerment Foundation's bank accounts. Disbursements exceeding \$2,500 require a second signature by an authorized board or staff member. Checks over \$15,000 require approval from the Board of Directors.
10. Bank statements will be reconciled monthly. All bank statements will be given unopened to the Executive Director for review.
11. Correction fluid and/or tape will never be used in preparing timesheets or any accounting documents.
12. Accounting and personnel records will be kept in locked file cabinets in the finance office and only parties with financial and/or HR responsibility will have access to the keys.
13. No advances of funds to employees, officers, or directors are authorized. Direct and necessary expenses including travel for meetings and other activities related to carrying out responsibilities shall be reimbursed. In no case shall Diamond Diva Empowerment

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Foundation borrow funds from any employee, officer, or director of the organization without specific authorization from the Board of Directors.

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XI. BYLAWS OF DIAMOND DIVA
EMPOWERMENT FOUNDATION

GENERAL POLICIES AND PROCEDURES

XI. BYLAWS OF DIAMOND DIVA EMPOWERMENT FOUNDATION

PURPOSE AND POWERS

- A. PURPOSE.** The purpose or purposes of the corporation, Diamond Diva Empowerment Foundation Initiative (2D.E.F.), as established in the articles of incorporation, are those specifically designated in the Internal Revenue Code of 1986 Section 501(c)(3), as amended, or the corresponding section of any future federal tax law. Specifically, 2D.E.F is dedicated to educating, strengthening, and empowering women and children affected by domestic violence and various conditions. Additionally, 2D.E.F provides education and awareness regarding the impact of domestic violence within families and communities. We encourage healing, safety, rebuilding the core of an individual & social change by providing a broad range of preventative & responsive services ultimately aiding survivors of domestic violence and healing the community.
- B. POWERS.** The corporation has the power to do all lawful acts that may be necessary or convenient to affect the corporation's purposes. It has the power to aid or assist other organizations or persons whose activities further accomplish, foster, or attain such purposes. The powers may include, but the acceptance of contributions from the public and private sectors both financial and in-kind.
- a. **Limitations on Activities.** The corporation may not engage, participate, or intervene in any activities not permitted by a corporation exempt from federal income tax. The corporation may not endorse, contribute to, work for, or otherwise support or oppose a candidate for public office unless otherwise allowable by law. The assets and income of the corporation may not be used to benefit the trustees, directors, officers, employees, or other contractors except for payment of reasonable compensation for services rendered.
- C. MEMBERS.** The corporation has no members. All rights and duties of members under any state law, will be exercised by and belong to the Board of Directors.
- a. **BOARD OF DIRECTORS:**
- i **POWERS.** Subject to the provisions of any state law, federal law, the articles of incorporation, and the bylaws, the Board of Directors will manage all

business and affairs of the corporation. All corporate powers will be used by the Board of Directors.

- ii STANDARD OF CARE.** Each Director must use corporate powers and perform corporate duties in good faith, in the best interest of the corporation, with reasonable care using ordinary prudence, and loyalty to the corporation. Each Director will be accountable and subject to disciplinary action by the corporation as permitted by state and federal law for failure to meet the necessary standards of care for the corporation.
- iii NUMBER AND QUALIFICATION.** The Board of Directors consists of six presiding Directors. The number of active Directors may increase by an amendment to the articles of incorporation or as permitted by law. However, the number of Directors will never be fewer than six at any time. Directors do not have to be members unless otherwise required in the articles of incorporation.
- iv ELECTION AND TERM OF DIRECTORS.** Members of the Board of Directors will be elected annually. Each Director, including a director elected to fill a vacancy, will hold office until both the expiration of the elected term and until a successor has been elected and qualified.,
- v VACANCIES.** A vacancy in the Board of Directors exists when there are fewer Directors holding office than authorized in the articles of incorporation because of death, removal, resignation, or disqualification. A vacancy may be filled by majority approval of the remaining Directors, although this may be less than a quorum or by the sole remaining Director.
- vi RESIGNATION.** Any Director may resign effective upon giving written notice to the Secretary unless the notice specifies a later time for that resignation to become effective.

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vii REMOVAL. Any Director may be removed from the Board of Directors, with or without cause, by a majority vote of the Board of Directors then sitting unless otherwise restricted by law, the articles of incorporation, or the bylaws.

However, no Director may be removed without cause if the votes cast against the Director's removal would be sufficient to elect the Director under cumulative voting at an election of the entire Board of Directors.

No reduction of the authorized number of Directors pursuant to the articles of incorporation may have the effect of removing any Director before the Director's term of office expires.

D. MEETINGS.

- a. **TIME AND PLACE OF MEETINGS.** Quarterly meetings of the Board of Directors at a time and location designated in the notice of the meetings. Reminder notices of these standing meeting dates will be sent to directors at least 10 days prior to the meeting via email.
- b. **TELEPHONIC, VIDEO OR ELECTRONIC TRANSMISSION OF MEETINGS.** Unless otherwise restricted by law, the articles of incorporation, or the bylaws, members of the Board of Directors and any committee designated by the Board of Directors may participate in any meeting by means of conference telephone, video communication, or other electronic transmission methods so long as all Directors or committee members can hear each other and have the capacity to propose or object to specific actions proposed to be taken by the corporation.
- c. **SPECIAL MEETINGS.** Special meetings of the Board of Directors may be held for any purpose at any time by the Chairman of the Board, the President, any Vice President, the Secretary, or any two Directors.
- d. **NOTICE OF SPECIAL MEETINGS.** Notice of the time and place for special meetings must be given at least two (2) days before the date set for the meeting. Notice may be given by telephone (including voice messaging system), by electronic mail, by facsimile,

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or by any other means as permitted by law including first class postal mail. Meeting notice by telephone (including voice messaging system) requires a follow-up written notice by electronic mail. The “Notice of Special Meetings” need not specify the purpose of the meeting, but must indicate date, time, and place the meeting is to be held including the principal executive office of the corporation.

- e. **WAIVER OF NOTICE.** Any deficiency in the notice of a Board meeting can be waived by attending the meeting without objecting at the commencement of the meeting, by written waiver before or after the meeting filed with the corporate records, or by an approval of the minutes of the meeting.

E. QUORUM AND VOTING. Two-thirds of the total number of Directors constitute a quorum for the transaction of business at a Board of Directors meeting. The act of two-thirds of the Directors present at any meeting where a quorum is present will be considered the act of the Board of Directors, except as may otherwise be provided by law or by the articles of incorporation.

If a quorum is not present at any meeting of the Board of Directors, the Directors present may adjourn the meeting without notice other than an announcement at the meeting until a quorum is present.

A meeting where a quorum is initially present may continue to transact business notwithstanding the withdrawal of Directors if any action taken is approved by two-thirds of the Board of Directors required to constitute a quorum for that meeting.

F. DIRECTORS ACTING BY UNANIMOUS WRITTEN CONSENT WITHOUT MEETING. Unless otherwise restricted by the articles of incorporation or these bylaws, any action required or permitted to be taken at any meeting of the Board of Directors, or of any committee thereof, may be taken without a meeting if all members of the Board or committee consent in writing or by electronic transmission. A record of the unanimous written consent must be filed in the corporate records. Notwithstanding the foregoing, a Board of Directors

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constituting less than the full number of authorized Directors may act by written consent according to procedures established herein to fill vacancies.

G. FEES AND COMPENSATION. Unless otherwise provided by law or the articles of incorporation, Directors and members of a committee may receive compensation for their services and may receive reimbursement for expenses. The Board of Directors has the authority to fix the compensation and approve reimbursement of expenses, if any, by resolution. Any Director or committee member may serve the corporation in another capacity, for instance as an officer, employee, or otherwise, and may receive compensation for such services.

H. COMMITTEES. The Board may appoint committees by resolution passed by two-thirds the Board of Directors, committee membership, and composition subject to rules and procedures as permitted by law and the articles of incorporation. Each committee has such powers as may be delegated to it by resolution of the Board except those powers expressly non-delegable by law or the articles of incorporation.

I. OFFICERS

a. PRINCIPAL OFFICERS AND TENURE. The officers of the corporation shall be President, a corporate secretary, and a Treasurer and also any such other officers, including one or more Vice presidents or assistants to these officers as the Board of Directors from time to time may consider necessary for the proper conducting of the business of the corporation. The same person may hold two or more of the above offices, except those of President and Vice president. However, no officer shall execute, seal, acknowledge, verify, or deliver any instrument in more than one capacity if such instrument is required by law or by these Bylaws to be executed, sealed, or acknowledged, verified, or delivered by any two or more officers. Officers, other than the President, may be removed upon majority vote of the Board of Directors or by unilateral decision of the President.

b. PRESIDENT: The President shall serve a head leadership of the corporation. He or she shall preside at all meetings of the Board of Directors. He or she may have the power to

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transact all of the usual, necessary, and regular business of the corporation as may be required evidence prior authorization of the Board of Directors as may be required by these Bylaws, to execute such contracts, deeds, bonds and other evidences of indebtedness, leases, and other documents as shall be required by the corporation; and in general, shall perform all such other duties as may from time to time be assigned to him or her by the Board of Directors.

- c. CORPORATE SECRETARY:** The Secretary shall keep a true and accurate record of the meetings of the Board of Directors at all regular meetings and any special business meeting of the Board of Directors. The Secretary shall be the custodian of all legal documents of the corporation, and shall keep them in that place, or places, designated by the Board of Directors.
- d. TREASURER:** The Treasurer shall be entrusted with the financial affairs of the corporation and as provided in the Bylaws. The Treasurer shall oversee the itemized account of the receipts and expenditures of all monies of the corporation. The Treasurer shall submit a financial report at the regular meetings of the Board of Directors and shall oversee the filing of any reports with the government as may be required at local, state, and federal levels with the assistance of assigned and designated staff and contractors.
- J. SUBORDINATE OFFICERS AND TENURE.** The corporation may also have at the discretion of the Board of Directors, one or more Vice Presidents and such other subordinate officers as may be appointed and removed by the President as the business of the corporation may require. Subordinate officers have such authority and will perform such duties as provided in the bylaws or as the Board of Directors may determine from time to time. Additionally, in the absence or disability of the principal officer for which they assist and support, the subordinate officers will perform all the duties and have all the powers and restrictions of their principal officer.
- K. STANDARD OF CARE.** Each principal and subordinate officer must exercise corporate powers and perform corporate duties loyally, in good faith, in a manner such officer believes to

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be in the best interest of the corporation, and with reasonable care using the ordinary prudence that a person in similar position would use under comparable circumstances. Each officer may be held accountable and subject to disciplinary action by the corporation as permitted by state and federal law for failure to meet the necessary standard of care towards the corporation.

L. REMOVAL AND RESIGNATION

- a. **PRINCIPAL OFFICER.** Subject to any contractual employment rights that the principal officer may have, any principal officer may be removed, with or without cause, by a majority of the Directors at the time in office at any regular or special meetings of the Board.
- b. **SUBORDINATE OFFICER.** Subject to any contractual employment rights that a subordinate officer may have, any subordinate officer may be removed by the President, with or without cause, as the business of the corporation may require.
- c. **VACANCIES IN OFFICE.** A vacancy in any office because of death, resignation, removal, disqualification, or any other cause must be filled in the manner described in the bylaws for regular appointments to such office.

M. INDEMNIFICATION

- a. **DIRECTORS AND OFFICERS.** The corporation must indemnify its Directors and officers to the extent permitted by law, the articles of incorporation, and the Directors' or officers' individual contracts against expenses (including attorneys' fees), judgments, fines, settlements, and other amounts actually and reasonably incurred in connection with any proceeding arising by reason of the fact that such person is or was a Director or officer of the corporation.

Irrespective of the foregoing, the corporation may not be required to indemnify any Director or officer in connection with any proceeding (or part thereof) initiated by the Directors or officers themselves unless such indemnification is expressly required by law; or the proceeding was authorized by the Board of Directors.

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- b. EMPLOYEES AND OTHER AGENTS.** The corporation must indemnify its employees and other agents to the extent permitted by law, the articles of incorporation, and any applicable individual contracts against expenses (including attorneys' fees), judgments, fines, settlements, and other amounts actually and reasonably incurred in connection with any proceeding arising by reason of the fact that such person is or was an employee or agent of the corporation.

Irrespective of the foregoing, the corporation may not be required to indemnify any employee or agent in connection with any proceeding (or part thereof) initiated by the employee or agent themselves unless such indemnification is expressly required by law; or the proceeding was authorized by the Board of Directors.

N. GENERAL PROVISIONS

- a. RECORD DATE.** For the purposes of determining the notice of any meeting, to vote, or for any proper purposes or corporate action, the Board of Directors may fix a record date in advance no less than ten (10) nor more than sixty (60) days before the date of the meeting or proposed corporate action.
- b. FISCAL YEAR.** The corporation's fiscal year is the twelve (12) consecutive months beginning July 1st and ending on June 30th or as fixed by resolution of the Board of Directors and may be amended by the Board of Directors.
- c. CHECKS, DRAFTS, AND EVIDENCE OF INDEBTEDNESS.** All checks, drafts, and other payment of money, notes, or any form of indebtedness, issued in the name of or payable to the corporation, must be signed or endorsed by such person or persons in such manner as, from time to time, is determined by resolution of the Board of Directors.
- d. EXECUTING CORPORATE CONTRACTS AND INSTRUMENTS.** The Board of Directors, except as otherwise provided in the bylaws, may authorize any officer or agent to enter into any contract or execute any instrument in the name of or on behalf of the corporation. Such authority may be general or confined to specific instances. Unless so authorized or ratified by the Board of Directors or by an officer acting within proper agency

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power, no officer, agent, or employee has any power or authority to bind the corporation by any contract or engagement or to pledge its credit or render it liable for any purpose or to any amount.

O. CONFLICTS OF INTEREST. The Corporation recognizes that the skills, talents and relationships of its Directors and Officers are among its richest assets. The Corporation also is aware that acquiring goods or services from, or engaging in transactions with its Directors, Officers, or entities in which they have a financial interest or with which they are affiliated (collectively such persons and entities are referred to as “Interested Persons”), may create an appearance of impropriety. In order to protect the Corporation against any improper appearance, the Corporation shall enter into its business dealings with Interested Persons according to the organizations adopted and executed Conflict of Interest Policy (Policy Attached)

P. AMENDMENTS TO BYLAWS. The bylaws may be adopted, amended, or repealed by the Board of Directors.

Q. DISSOLUTION. Except as otherwise provided by statute or the articles of incorporation, the nonprofit may be dissolved only with authorization of a majority vote of the Board of Directors given at a meeting called for that specific purpose.

Upon dissolution of the nonprofit, assets will be distributed for one or more exempt purposes within the meaning of section 501(c)(3) of the Internal Revenue Code or the corresponding section of any future federal tax code or will be distributed to the federal government or to a state or local government, for a public purpose.

R. OFFICES. The principal office of Diamond Diva Empowerment Foundation Initiative (2.D.E.F.) will be in the state of Missouri in the city of at such place as designated in the Annual Registration filed with the Missouri Secretary of State; but the meetings of the Members and the Board may be held as such places as designated by the Board of Directors. The registered office of 2D.E.F, required under the laws of the State of Missouri to be maintained in the State of Missouri, may be, but need not be, identical with the principal office. The address of the

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registered office may be changed, from time to time, in conformity with the laws of the State of Missouri.

- S. GOVERNING LAW.** The bylaws will be governed, construed, and interpreted by, though, and under the laws of Missouri.
- T. TEMPORARY GOVERNING POWERS UPON BOARD DISMANTLING.** If the Board must be dismantled due to the inability to properly fulfil its duties, having the capacity or experience to properly execute the duties, the Executive Director will temporarily resume the powers of the board of directors until a new board can be appointed and assume governance or the organization is dissolved.
- U. CORPORATE SEAL.** The Board of Directors may adopt a corporate seal, which may be altered from time to time with majority Board approval. The seal may be used by causing it, or a facsimile thereof, to be impressed or affixed or reproduced in any other manner.



XII. JOB DESCRIPTIONS

XII. JOB DESCRIPTIONS

BOARD OF DIRECTORS

PRESIDENT OF THE BOARD

The President of the Board is expected to serve as the head of the board of directors and the organization and provide leadership regarding the overall governance of the organization. In addition, the overall general responsibilities of a director of the board the President is responsible for the following:

ROLE & RESPONSIBILITIES

- Responsible for the overall decision making regarding the organization's mission, vision, programs, and funding.
- Responsible for leading the development and implementation of the organization's strategic planning.
- Acts as a face of the organization and ensures that the mission and vision is effectively carried out and represented positively in the community.
- Effectively shares the mission and vision of the organization through networking to businesses, other organizations, and community stakeholders.
- Partners with organization's leadership to promote the nonprofit organization.
- Instrumental in hiring and supervising the CEO, Executive Director, and other leadership staff.
- Calls and conducts board meetings and ensures that the board's directives are implemented and monitored.
- Creates committees and appoints committee chairs.
- Reviews and Monitors reports and records and directs members their roles.
- Provides direction on fundraising, overall fund development of the organization and seeks out donors.
- Provides orientation, education, and training to new directors, facilitates board evaluations and ensures succession planning.
- Contributes to the mission of the organization financially and through use of talents, connections, and resources.

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VICE PRESIDENT OF THE BOARD

The Vice President serves directly under the chair of the board, who they support in performing their duties and responsibilities. The Vice President needs to be able to successfully perform the duties of the President because they take on the role of the acting President during periods when the President is absent. The Vice President works closely with the President and Executive Director to assist with carrying out any directives, establishing agendas for board meetings and supervising formal assessments of the Board of Directors.

ROLE & RESPONSIBILITIES

- Responsible for the overall decision making regarding the organization's mission, vision, programs, and funding.
- Responsible for leading the development and implementation of the organization's strategic planning.
- Acts as a face of the organization and ensures that the mission and vision is effectively carried out and represented positively in the community.
- Effectively shares the mission and vision of the organization through networking to businesses, other organizations, and community stakeholders.
- Partners with organization's leadership to promote the nonprofit organization.
- Instrumental in hiring and supervising the CEO, Executive Director, and other leadership staff.
- Calls and conducts board meetings and ensures that the board's directives are implemented and monitored.
- Creates committees and appoints committee chairs.
- Reviews and Monitors reports and records and directs members their roles.
- Provides direction on fundraising, overall fund development of the organization and seeks out donors.
- Provides orientation, education, and training to new directors, facilitates board evaluations and ensures succession planning.
- Contributes to the mission of the organization financially and through use of talents, connections, and resources.

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SECRETARY OF THE BOARD

The Secretary of the Board is expected to provide support to the President, committees, and board of directors, is responsible for the overall legal and regulatory compliance. In addition to the overall general responsibilities of a director on the board the Secretary is responsible for the following:

ROLE & RESPONSIBILITIES

- Provides support to the President of the Board and board of directors.
- Responsible for the organization' legal and regulatory compliance with local, state, and federal entities ensuring timely filings.
- Monitors the organization's activities to make sure the actions of the organization follow the bylaws.
- Prepares and maintains board records, such as minutes and committee report and ensures the accuracy and security of the records.
- Communicates with other board members regarding meeting logistics and other business on behalf of the President.
- Should be prepared to assume the leadership role when the preside and vice president are unavailable.
- Assists with providing orientation, education, and training to new directors, facilitate board evaluations.
- Assists other committee chairs and members with meeting preparation, minutes and reporting as needed.
- Provides valuable direction on the organization's mission, vision, programs, governance framework and funding.
- Effectively shares the mission and vision of the organization through networking to businesses, other organizations, and community stakeholders.
- Assists with fundraising, overall fund development of the organization and seeks out donors.
- Contributes to the mission of the organization financially and through use of talents, connections, and resources.

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TREASURER OF THE BOARD

The Treasurer of the Board serves as the organization's point of accountability regarding fiscal and financial matters. In addition to the overall general responsibilities of a director of the board the President is responsible for the following:

ROLE & RESPONSIBILITIES

- Serves as key person and point of accountability regarding fiscal management.
- Responsible for monitoring and managing the organization's fiscal matters including budgets, donations & gifts, records of receipts, and disbursements.
- Reviews monthly reconciliation reports, financial statements, and compares budgets vs actuals.
- Serves as Chairperson of the finance committee.
- Prepares and presents organization financial report at board meetings.
- Works with CFO, other organization financial staff and accountants to ensure the fiscal integrity of the organization, its financial policies and procedures, and best practices.
- Participates in audits, financial reviews, and 990 preparation.
- Helps to monitor and communicate the financial position of the organization and offer guidance as needed.
- Participants in strategic planning by providing fiscal position and budget guidance.
- May be a signatory on organization accounts.
- Assists with ensuring the organization mission and vision is effectively carried out and represented in the community.
- Effectively shares the mission and vision of the organization through networking to businesses, other organizations, and community stakeholders.
- Partners with organization's leadership to promote the nonprofit organization.
- Assists with fundraising, overall fund development of the organization and seeks out donors.
- Contributes to the mission of the organization financially and through use of talents, connections, and resources.

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BOARD OF DIRECTOR'S MEMBERSHIP AGREEMENT

As a member of the board of Diamond Diva Empowerment Foundation, I understand and agree that I am responsible, collectively with my fellow board members, for ensuring effective governance of fiscally sound programs as well as strategic direction of the organization. To that end, I understand my responsibilities require me to:

1. Understand and ensure that Diamond Diva Empowerment Foundation reaches its mission and vision.
2. Understand the values of Diamond Diva Empowerment Foundation and use them in my decision making.
3. Attend regular and special board meetings and actively participate in proceedings.
4. Serve on at least one committee. Attend regular committee meetings and actively participate in the proceedings.
5. Be accessible, at least by phone or e-mail, to staff and other board members as needed.
6. Participate in board member orientations and strategic planning meetings.
7. Support Diamond Diva Empowerment Foundation by making a meaningful financial gift to the organization of at least \$5,000.00 each calendar year.
8. Solicit the financial, in-kind, and support of others, including employers and friends, and obtain at least \$10,000.00 in actual donations made to Diamond Diva Empowerment Foundation each fiscal year, in addition to my personal contribution.
9. Attending as many organizational events and fundraisers as possible.
10. Share resources and talents with the organization, including expertise, contacts for financial support, and contacts for in-kind contributions.
11. Serve as an advocate for the organization within my circles of influence - personal, business, faith, civic, etc.
12. Fulfill commitments within agreed-upon deadlines.

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13. Maintain and promote high ethical standards including good-faith board decision making and avoiding an actual or perceived conflict of interest with other activities, interests, and/or organizations with which I may be involved.
14. Maintain the confidentiality of the private information of the organization, staff, clients, and other board members.
15. Understand and approve global Diamond Diva Empowerment Foundation policies.
16. Be fiscally responsible for the organization by being familiar with and approving Diamond Diva Empowerment Foundation's budget and fiscal matters.
17. Communicate effectively and respect the diverse opinions of others.
18. Agree that in the event, for whatever reason, I can no longer fulfill my duties and responsibilities as Diamond Diva Empowerment Foundation Board Member, I will immediately notify the board chair and make arrangements to transfer any outstanding responsibilities to other members of the board and formally resign my position.

THE EXECUTIVE TEAM

EXECUTIVE DIRECTOR

The Executive Director is responsible for overall leadership and strategic plan execution for the agency. Main responsibilities include ensuring quality program delivery, sustainable funding sources and levels for agency programs, and setting expectations for agency staff. The Executive Director also serves as a spokesperson for the agency and protects and promotes the reputation of the agency in the communities served.

ADVANCING THE STRATEGIC DIRECTION & WORKPLACE CULTURE

- Demonstrates future orientation and planning to address changing community, program, event, and service needs.
- Provides leadership, quality assurance, and excellence for Diamond Diva Empowerment Foundation events, programs, and services.
- Provides a strategic level of thinking and implementation of business development initiatives to support the viability of the organization.
- Provides leadership to the board and staff with respect to political advocacy necessary to fulfill the operations of the organization.
- Implements an anti-oppression leadership practice for both internal and external stakeholders.
- Oversees business systems to ensure an effective and sustainable infrastructure in collaboration with the leadership team.
- Oversees and engages in high-level human resources issues relating to significant issues concerning employees, volunteers, or contractors; and
- Creates a safe and motivational work environment, through proactive conflict management and mentoring, to enhance employee satisfaction and productivity.
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PHILANTHROPIC CULTIVATION AND STEWARDSHIP

- Provides leadership, guidance, and mentorship to enhance the financial strength and viability of Diamond Diva Empowerment Foundation.
- Develops foundations for strong and positive relationships with all donors, funders, business support, and potential funders to realize stronger revenue for the organization into the future.
- Balances the needs of the existing donors with the programming direction of Diamond Diva Empowerment Foundation and cultivates diversification of the current funding base.
- Develops and implements fundraising plan in partnership with Board of Directors, staff, and volunteers with cultivation, solicitation, and stewardship components. Includes overseeing donor stewardship and partnership with all United Way funding affiliates for reporting and required partnership activities.

STRATEGIC STAKEHOLDER AND COMMUNITY RELATIONS

- Creates and maintains strong and positive relationships with internal stakeholders (staff, contractors, volunteers, and the Board of Directors) and cultivates an equitable, diverse, and inclusive internal culture.
- Cultivates and maintains strong and positive relationships with the community donors, sponsors, funders, potential supporters, and other stakeholders and finds pathways for future collaborative working relationships.
- Creates and builds public profile with queer communities, as well as government and other community stakeholders, to enhance the visibility of Diamond Diva Empowerment Foundation.
- Prepares and controls the annual operating plans to align with the Strategic Plan.
- Works in adherence with prudent financial practices; and
- Provides leadership in contract negotiations/ contract management.

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IMPLEMENTATION OF THE STRATEGIC PLAN

- Works with the board to design annual strategic planning sessions to identify opportunities to meet emerging trends, key opportunities, known and unknown challenges, and community interest/needs.
- Aligns operations and develops staff buy-in with current Strategic Plan through an impact focused lens.
- Ensures that the Strategic Plan is communicated, as appropriate, with internal and external stakeholders; and
- Communicates with the Board of Directors in a timely manner to present the work accomplished or any challenges experienced in implementing the strategic plan.

RISK MITIGATION

- Oversees legal, regulatory, and professional requirements for a charitable organization.
- Ensures the provision of adequate insurance for Directors' Liability, facility and properties, staff coverage and other, as required.
- Ensures that organizational practices follow all regulatory and legal standards.
- Oversees organization finances and clearly and immediately communicates to the Board President or delegate Board Member any financial exposure that has potential to cause harm to Diamond Diva Empowerment Foundation; and
- Stays abreast of community developments and helps to identify and address potential public relations challenges.

BOARD RELATIONSHIP AND COLLABORATION

- Provides the Board of Directors with relevant and current information for its consideration regarding governance decisions.

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- In partnership with the Board Chair, navigates and contributes to healthy boundaries between governance and operations.
- Provides strong and clear communication through established written reports to the Board, in addition to verbal reports and discussions at regular Board meetings.
- Ensures that the Board Chair or delegate is informed of any potential risk exposure that has the potential to cause harm to Diamond Diva Empowerment Foundation in a timely manner; and
- Creates a positive environment that attracts and motivates qualified and competent Board Members to engage in Diamond Diva Empowerment Foundation’s governance role.

STRATEGIC/COLLABORATIVE LEADERSHIP

- Work collaboratively across various social service agencies with diverse, strong, and influential partners to achieve common goals through MOUs.
- Engage in national, state, and local-level political and agency-based relationship building to increase Diamond Diva Empowerment Foundation visibility and ensure strategic programmatic and organizational growth.
- Participate as an active “good standing” member for at least one (1) regional and/or municipal governing board, to inform and lead the organization’s social service strategies and approaches.
- Seek and develop new funding relationships and then leverage those relationships to write and submit successful grant proposals and contract bids.
- Write and submit proposals and bids in response to P2B, P2H and P2P programs on a consistent basis, in alignment with fundraising and portfolio goals, and in collaboration with staff and external partners.
- Increase Diamond Diva Empowerment Foundation public profile by serving as a spokesperson and advocate, as well as a visible and influential leader in social service.

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REQUIRED QUALIFICATIONS:

EDUCATION:

The Executive Director has a *preferred* MA degree in social justice, business, non-profit management, or equivalent experience; as well as 3 to 5 years of professional work experience in a leadership role working in complex environments and serving diverse communities, including LGBTQ+. Minimum of 1-2 years of experience working with survivors of domestic violence, and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence. *Bachelors required.*

EXPERIENCE:

- Experience working with survivors of sexual abuse and domestic violence.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Demonstrated success in grant writing and proposal development for social service programs.
- Superior writing skills in terms of analysis, content, and mechanics. Published articles are a plus.
- Strong focus on being strategic, problem solving, and solution focused.
- Experience working with community-based coalitions and organizations, community capacity building efforts, technical assistance, and group facilitation.
- General knowledge and familiarity with political contexts at the federal, state, and local levels.
- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track multiple projects/programs tasks as delegated to program staff.
- Demonstrated understanding of current and emerging social service issues.

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- Demonstrated political acumen and intellectual curiosity as well as the ability to view old problems with fresh perspectives.
- Strong budget management experience, detail-oriented, and able to work well in evolving circumstances.
- Excellent written and oral presentation skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate, and resolve conflicts effectively while preserving important relationships with partners and funders.
- Ability to research and quickly disseminate relevant, emerging, and existing evidence-based practices and models.
- Demonstrated ability to work effectively with policy makers, community leaders, and the media.
- High level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating other resources, and building strategic partnerships.
- Trustworthy, ethical, and authentic in all situations.

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DIRECTOR OF OPERATIONS

The Director of Operations (DOO) leads, manages, and holds all staff accountable to deliver safe, compassionate, and high-quality services to every client. The DOO must demonstrate the skills, abilities, and competencies to recruit, hire, teach and develop a high-performance office and community outreach team. The DOO will partner closely with the Director of Programs and The Business Office Manager to maximize patient-centered care, revenue goals, and profitability.

The Director of Operations is responsible for improving revenues and profits through excellent leadership operations, manage human resources including recruiting and retention, excellent customer service, designing and executing business plans and budgets, and ensuring compliance and knowledge of all required regulations, licensures, and accreditations for the agency.

RESPONSIBILITIES:

CORE DEVELOPMENT:

- Serve as a culture builder and transformative leader to department heads and managing partners. Provide leadership and tactical support to entire Diamond Diva Empowerment Foundation department and/or programs ensuring that all organizational systems, policies, and practices reflect core values and mission statement.
- Coordinate and ensure strong execution across the Leadership and Executive Team in accordance with the strategic plan and drive strong cross-team systems.
- Develop actionable business strategies and plans that ensure alignment with short-term and long-term objectives developed in tandem with Diamond Diva Empowerment Foundation mission statement.
- Establish operational benchmarks and resources needed to achieve strategic goals, proactively driving improvements as necessary; work in concert with the Director of Programs to set standards of accountability and clearly defined measurements of success for each program.

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- Effectively align systems and structures across teams and functions to maximize impact
Provide strategic leadership around all Human Resources-related issues.

FINANCIAL DEVELOPMENT:

- Oversee financial strategy, supporting the Finance team in the development of financial models, budgets, and analyses; leverage data to drive key operational decisions.
- Ensure the design and implementation of a long-range strategy in order to maintain financial health and create sustainability in a time of growth and scaling.
- Oversee annual budgeting and audit; manage/mitigate the organization's legal risk and govern all compliance related issues; ensures budgets and financial allocations are aligned to organizational strategic priorities.
- Develop and strengthen financial expertise in team members and build systems across teams; strengthen financial skills of team members to maximize resources for impact.
- Drives contingency planning, ensuring organization can manage unexpected financial situations, market shifts and periods of both growth and contraction.
- Engages directly with the Board to ensure financial transparency and to communicate key financial goals and priorities.
- Defines key financial metrics aligned with performance measurement system and works with People team to design and maintain sustainable compensation and benefits structure.

HUMAN RESOURCE MANAGEMENT:

- Oversee multi-level departmental operations and employee productivity, building a highly inclusive culture ensuring team members thrive and organizational outcomes are met.
- Ensure effective recruiting, onboarding, professional development, performance management, and retention.
- Adhere to company, federal, state, and local business requirements, enforcing HIPPA compliance and acting when necessary.

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PROGRAM DEVELOPMENT

- Provide strategic and operational leadership for Pathways to Brightness, Pathways to Healing, Pathways to Prosperity and other special programs as needed.
- Generate ideas, plans, pricing, and budgets for new programs and products based on member needs; create and present proposals to the Board of Directors; and oversee implementation.
- Monitor internal processes and identify and employ the most efficient methods of running the organization.
- Lead STFM's program assessment process, working with the Program Assessment Chair and program/staff champions.

STRATEGIC/COLLABORATIVE LEADERSHIP

- Work collaboratively across various social service agencies with diverse, strong, and influential partners to achieve common goals through MOUs.
- Engage in national, state, and local-level political and agency-based relationship building to increase Diamond Diva Empowerment Foundation visibility and ensure strategic programmatic and organizational growth.
- Participate as an active “good standing” member for at least one (1) regional and/or municipal governing board, to inform and lead the organization's social service strategies and approaches.
- Seek and develop new funding relationships and then leverage those relationships to write and submit successful grant proposals and contract bids.
- Write and submit proposals and bids in response to P2B, P2H and P2P programs on a consistent basis, in alignment with fundraising and portfolio goals, and in collaboration with staff and external partners.
- Increase Diamond Diva Empowerment Foundation public profile by serving as a spokesperson and advocate, as well as a visible and influential leader in social service.

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REQUIRED QUALIFICATIONS:

EDUCATION:

The Director of Operations has a *preferred* MA degree in social justice, business, non-profit management, or equivalent experience; as well as 10 to 12 years of professional work experience in a leadership role working in complex environments and serving diverse communities, including LGBTQ+. Minimum of 1-2 years of experience working with survivors of domestic violence, and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence. *Bachelors required.*

EXPERIENCE:

- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Demonstrated success in grant writing and proposal development for social service programs.
- Superior writing skills in terms of analysis, content, and mechanics. Published articles are a plus.
- Strong focus on being strategic, problem solving, and solution focused.
- Experience working with community-based coalitions and organizations, community capacity building efforts, technical assistance, and group facilitation.
- General knowledge and familiarity with political contexts at the federal, state, and local levels.
- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track multiple projects/programs tasks as delegated to program staff.
- Demonstrated understanding of current and emerging social service issues.

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- Demonstrated political acumen and intellectual curiosity as well as the ability to view old problems with fresh perspectives.
- Strong budget management experience, detail-oriented, and able to work well in evolving circumstances.
- Excellent written and oral presentation skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate, and resolve conflicts effectively while preserving important relationships with partners and funders.
- Ability to research and quickly disseminate relevant, emerging, and existing evidence-based practices and models.
- Demonstrated ability to work effectively with policy makers, community leaders, and the media.
- High level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating other resources, and building strategic partnerships.
- Trustworthy, ethical, and authentic in all situations.

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CHIEF FINANCIAL OFFICER

The Chief Financial Officer is a key member of the Team, responsible for managing financial and accounting activities for the organization. This includes our current and future programs and projects, current and prospective programs, and social enterprise. The CFO is a key participant in the development and implementation of Diamond Diva Empowerment Foundation's strategic plan, particularly as it relates to financial resources and the fiscal health of the organization. The CFO role demands a high degree of integrity, which contributes to an open and positive work environment, an ethical approach to decision-making and fulfillment of our fiduciary responsibility. The CFO exhibits a strong commitment to the Diamond Diva Empowerment Foundation's mission and participates in exploring opportunities to advance Hacienda's goals and priorities.

RESPONSIBILITIES:

FINANCIAL LEADERSHIP:

- Develop the financial well-being of the organization by providing financial projections and accounting services, preparing growth plans, and directing staff.
- Accomplish finance human resource strategies by determining accountabilities; communicating and enforcing values, policies, and procedures; implementing recruitment, selection, orientation, training, coaching, counseling, disciplinary, and communication programs; planning, monitoring, appraising, and reviewing job contributions; and planning and reviewing compensation strategies.
- Develop finance organizational strategies by contributing financial and accounting information, analysis, and recommendations to strategic thinking and direction and establishing functional objectives in line with organizational objectives.
- Establish finance operational strategies by evaluating trends; establishing critical measurements; determining production, productivity, quality, and customer-service strategies; designing systems; accumulating resources; resolving problems; and implementing change.

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- Develop organization prospects by studying economic trends and revenue opportunities; projecting acquisition and expansion prospects; analyzing organization operations; identifying opportunities for improvement, cost reduction, and systems enhancement; and accumulating capital to fund expansion.
- Develop financial strategies by forecasting capital, facilities, and staff requirements; identifying monetary resources; and developing action plans.
- Support all Program Directors and staff in responding to requests and provides assistance as a means of facilitating program operations.
- Provide advice to the Executive Director/CEO regarding optimal allocation of resources to redeem maximum value for the organization.
- Formulate and execute comprehensive operational, program, technology, and people strategies that will ensure consistency throughout the organization and ensure excellence in all the agency's services and business supports.
- Monitor financial performance by measuring and analyzing results, initiating corrective actions, and minimizing the impact of variances.
- Maximize return on invested funds by identifying investment opportunities and maintaining relationships with the investment community.
- Report financial status by developing forecasts, reporting results, analyzing variances, and developing improvements.

STRATEGIC/COLLABORATIVE LEADERSHIP

- Work collaboratively across various social service agencies with diverse, strong, and influential partners to achieve common goals through MOUs.
- Engage in national, state, and local-level political and agency-based relationship building to increase Diamond Diva Empowerment Foundation visibility and ensure strategic programmatic and organizational growth.

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- Participate as an active “good standing” member for at least one (1) regional and/or municipal governing board, to inform and lead the organization’s social service strategies and approaches.
- Seek and develop new funding relationships and then leverage those relationships to write and submit successful grant proposals and contract bids.
- Write and submit proposals and bids in response to P2B, P2H and P2P programs on a consistent basis, in alignment with fundraising and portfolio goals, and in collaboration with staff and external partners.
- Increase Diamond Diva Empowerment Foundation public profile by serving as a spokesperson and advocate, as well as a visible and influential leader in social service.

REQUIRED QUALIFICATIONS:

EDUCATION:

The Chief Financial Officer has a *preferred* MA degree in social justice, business, non-profit management, or equivalent experience; as well as 3 to 5 years of professional work experience in a leadership role working in complex environments and serving diverse communities, including LGBT2Q+. Minimum of 1-2 years of experience working with survivors of domestic violence, and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence. *Bachelors required.*

EXPERIENCE:

- Experience working with survivors of sexual abuse and domestic violence.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Demonstrated success in grant writing and proposal development for social service programs.

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- Superior writing skills in terms of analysis, content, and mechanics. Published articles are a plus.
- Strong focus on being strategic, problem solving, and solution focused.
- Experience working with community-based coalitions and organizations, community capacity building efforts, technical assistance, and group facilitation.
- General knowledge and familiarity with political contexts at the federal, state, and local levels.
- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track multiple projects/programs tasks as delegated to program staff.
- Demonstrated understanding of current and emerging social service issues.
- Demonstrated political acumen and intellectual curiosity as well as the ability to view old problems with fresh perspectives.
- Strong budget management experience, detail-oriented, and able to work well in evolving circumstances.
- Excellent written and oral presentation skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate, and resolve conflicts effectively while preserving important relationships with partners and funders.
- Ability to research and quickly disseminate relevant, emerging, and existing evidence-based practices and models.
- Demonstrated ability to work effectively with policy makers, community leaders, and the media.

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- High level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating other resources, and building strategic partnerships.
- Trustworthy, ethical, and authentic in all situations.

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DIRECTOR OF PROGRAMS

The Director of Programs (DOP) plays a central role in ensuring the effectiveness of the Diamond Diva Empowerment Foundation programs. Reporting to the Board of Directors, the Director of Programs is responsible for developing, managing, evaluating, and improving all the Pathways programs and partnerships to maximize their impact. Through strategic implementation, direction, and mentoring, this role effectively articulates and supervises the development and implementation of three programs: Pathways to Brightness, Pathways to Healing, Pathways to Prosperity.

The Director of Programs has both internal and external facing responsibilities, ranging from program responsibilities (e.g., design, development, implementation, evaluation, oversight, and program fund development) to developing resources that support the program's environment and community outreach. The Director of Programs will partner closely with the Executive Team to chart the Diamond Diva Empowerment Foundation future growth and strategic response to a dynamic and challenging environment.

OVERSIGHT/FISCAL MANAGEMENT/GRANT DEVELOPMENT

- Oversee management of programmatic budgets to ensure effective and compliant use of grant and contract funds.
- Adhere to Diamond Diva Empowerment Foundation administrative and recordkeeping guidelines to support accurate documentation of activities.
- Effectively engage staff assets to support the ongoing work of grants and contracts.
- Interact with Program Case Manager to maintain consistent understanding of program status and deliverables and identify variances and errors to ensure sound fiscal management of each program.
- Direct budget development for new programs and renewals.
- Develop new programs in collaboration with Diamond Diva Empowerment Foundation staff and funders.

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- Write and submit grant proposals to secure new resources that expand Diamond Diva Empowerment Foundation programmatic portfolio as well as its capacity to engage in innovative and prioritize social service work across Missouri.
- Ensure compliance for all program grants and contracts; work with grants team to implement and/or improve reporting tools; and ensure timely, accurate reports and communications to funders.
- Seek and develop new funding relationships and then leverage those relationships to write and submit successful grant proposals and contract bids.
- Write and submit proposals and bids in response to P2B, P2H and P2P programs on a consistent basis, in alignment with fundraising and portfolio goals, and in collaboration with staff and external partners.
- Direct, lead, and manage the development of grants applications and reports through collaborative writing with assigned staff teams.

PROGRAM DEVELOPMENT, DIRECTION, AND MANAGEMENT

- Develop and effectively direct programmatic activities to ensure social service methodology is sound and they position Diamond Diva Empowerment Foundation to be a leader regionally and nationally.
- Serve as a senior leader for social service content, program design, evaluation, and dissemination across all programs.
- Monitor scopes of work to ensure timeliness, quality, and accuracy of activities regarding contractual and grant commitments.
- Ensure programmatic excellence through development and implementation of innovative performance and outcomes measures.

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- Ensure and direct the development of regular and timely programmatic updates across all programs to ensure cross-pollination of ideas, knowledge-building, and resource sharing. This includes helping to develop a knowledge management system and supporting processes.
- Facilitate small and large group meetings, internally and externally. This may also include facilitating on-site community meetings.
- Monitor and research national, state and partnering domestic violence programs, as well as programmatic innovations and best practices from other social service agencies to ensure that
- Diamond Diva Empowerment Foundation’s program staff remains well-informed and knowledgeable. Ensure that innovations and best practices are incorporated into the Diamond Diva Empowerment Foundation’s programmatic activities based on said research.
- Lead the collaborative development of survey, monitoring, and monthly evaluation tools.

STAFF DEVELOPMENT

- Direct continuous learning (focused on social service practice, the evidence base, and the latest innovations) for Diamond Diva Empowerment Foundation’s staff.
- Promote and foster an environment in which proactive thinking and creativity are encouraged and rewarded.
- Identify capacities needed (skill sets and competencies) to achieve programmatic and organizational goals. Work with senior staff to ensure those capacities are developed or acquired.
- Serve as resource advisor to program staff and support their work by managing resources, opportunity, time, and information.
- Participate in yearly performance assessments of program staff, goal setting, and support professional development on an ongoing basis.

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STRATEGIC/COLLABORATIVE LEADERSHIP

- Work collaboratively across various social service agencies with diverse, strong, and influential partners to achieve common goals through MOUs.
- Engage in national, state, and local-level political and agency-based relationship building to increase Diamond Diva Empowerment Foundation visibility and ensure strategic programmatic and organizational growth.
- Participate as an active “good standing” member for at least one (1) regional and/or municipal governing board, to inform and lead the organization’s social service strategies and approaches.
- Seek and develop new funding relationships and then leverage those relationships to write and submit successful grant proposals and contract bids.
- Write and submit proposals and bids in response to P2B, P2H and P2P programs on a consistent basis, in alignment with fundraising and portfolio goals, and in collaboration with staff and external partners.
- Increase Diamond Diva Empowerment Foundation public profile by serving as a spokesperson and advocate, as well as a visible and influential leader in social service.

REQUIRED QUALIFICATIONS:

EDUCATION:

The Director of Programs has a *preferred* MA degree in social justice, business, non-profit management, or equivalent experience; as well as 3 to 5 years of professional work experience in a leadership role working in complex environments and serving diverse communities, including LGBT2Q+. Minimum of 1-2 years of experience working with survivors of domestic violence, and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence. *Bachelors required.*

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EXPERIENCE:

- Experience working with survivors of sexual abuse and domestic violence.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Demonstrated success in grant writing and proposal development for social service programs.
- Superior writing skills in terms of analysis, content, and mechanics. Published articles are a plus.
- Strong focus on being strategic, problem solving, and solution focused.
- Experience working with community-based coalitions and organizations, community capacity building efforts, technical assistance, and group facilitation.
- General knowledge and familiarity with political contexts at the federal, state, and local levels.
- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track multiple projects/programs tasks as delegated to program staff.
- Demonstrated understanding of current and emerging social service issues.
- Demonstrated political acumen and intellectual curiosity as well as the ability to view old problems with fresh perspectives.
- Strong budget management experience, detail-oriented, and able to work well in evolving circumstances.
- Excellent written and oral presentation skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate, and resolve conflicts effectively while preserving important relationships with partners and funders.
- Ability to research and quickly disseminate relevant, emerging, and existing evidence-based practices and models.
- Demonstrated ability to work effectively with policy makers, community leaders, and the media.

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- High level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating other resources, and building strategic partnerships.
- Trustworthy, ethical, and authentic in all situations.

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THE BUSINESS MANAGER

The Business/Office Manager (BOM) is responsible for the organization and coordination of office operations, procedures, and resources to facilitate organizational effectiveness and efficiency. Typically oversees reception staff, supplies, equipment, and vendor relations, building access, security, and office space logistics. Responsible for administering building or office leases, communicating with building landlord and property managers to maintain office operations. Other responsibilities include performing a variety of support functions including administrative activities, supply ordering, scheduling appointments and travel, answering incoming calls, mail distribution, overseeing the postage and shipping accounts, leading oversight for our travel systems, and providing meeting/training support.

RESPONSIBILITIES:

ADMINISTRATIVE SUPPORT:

- Provide administrative support to Executives as needed.
- Assist with travel arrangements for certain employees and take lead on the administration of corporate travel. Also, provide input to the organizational travel policy.
- Coordinate coffee & beverage service and kitchen duties.
- Oversee building maintenance schedule.
- Greet visitors to the office.
- Coordinate scheduling of the meeting spaces.
- Order office supplies and food for Executive and office meetings, as well as training events.
- Supervise and approve office supply orders for all locations. Choose standard office supplies and negotiate pricing with suppliers to drive towards annual cost savings goals.
- Answer and refer incoming calls to the appropriate person or department.
- Stamp, sort, and distribute incoming mail.
- Oversee the shredding service, postage machine, and shipping agreements/contracts for all offices.

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- Train personnel at each location on office procedures, inter-office protocols and official mandates.
- Assist in planning company meetings and events.
- Perform analytic and query work, as well as compile reports based on data collected.

OFFICE SUPPORT

- Provide general office support with a variety of clerical activities and related tasks.
- Manage office operations (building lease, equipment lease, vendor contracts, office moves, office insurance requirements, equipment / furniture purchases, landlord and property manager communications, etc.)
- Design, implement, and oversee adherence to office policies and procedures.
- Analyze and monitor internal processes.
- Monitor office supplies inventory, review, and approve orders.
- Perform or assign clerical and administrative responsibilities.
- Maintain a safe and secure working environment.
- Maintain filing system and documentation as needed.
- Communicate and implement administrative priorities of local executive team.
- Coordinate and communicate Divisional staff activities to ensure maximum efficiency.
- Coordinate divisional training, meetings and travel as needed.
- Coordinate room logistics partnering with additional resources such as IT.
- Participate in various staff committees.
- Assist in the orientation and training of new staff members.
- Oversee and manage the day-to-day responsibilities of Receptionist/Office Assistant
- Conduct meetings to review workload and expectations to ensure the accomplishment of objectives.
- Cover the front reception desk as needed.
- Oversee the office appearance- stocking supplies, light cleaning etc.
- Oversee mail service. Open, sort and distribute mail, packages etc.

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REQUIRED QUALIFICATIONS:

EDUCATION:

The Business Office Manager has a *required* BA degree in social justice, business, non-profit management, or equivalent experience; as well as 7 to 10 years of professional work experience in a leadership role working in complex environments and serving diverse communities, including LGBT2Q+. Minimum of 1-2 years of experience working with survivors of domestic violence, and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence.

EXPERIENCE:

- Experience working with survivors of sexual abuse and domestic violence.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Demonstrated success in grant writing and proposal development for social service programs.
- Superior writing skills in terms of analysis, content, and mechanics. Published articles are a plus.
- Strong focus on being strategic, problem solving, and solution focused.
- Experience working with community-based coalitions and organizations, community capacity building efforts, technical assistance, and group facilitation.
- General knowledge and familiarity with political contexts at the federal, state, and local levels.
- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track multiple projects/programs tasks as delegated to program staff.
- Demonstrated understanding of current and emerging social service issues.
- Demonstrated political acumen and intellectual curiosity as well as the ability to view old problems with fresh perspectives.
- Strong budget management experience, detail-oriented, and able to work well in evolving circumstances.

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- Excellent written and oral presentation skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate, and resolve conflicts effectively while preserving important relationships with partners and funders.
- Ability to research and quickly disseminate relevant, emerging, and existing evidence-based practices and models.
- Demonstrated ability to work effectively with policy makers, community leaders, and the media.
- High level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating other resources, and building strategic partnerships.
- Trustworthy, ethical, and authentic in all situations.

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STAFF & CONTRACTED POSITIONS

CASE MANAGER

The Case Manager works with the Director of Programs to provide wrap-around case management services to survivors of domestic violence. To achieve programming and financial goals set by the Director of Programs, the Case Manager will use a multi-disciplinary, evidence-based approach to help survivors address a variety of challenges, including but not limited to housing assistance and other emergency needs.

RESPONSIBILITIES:

CLIENT MANAGEMENT/TRACKING

- Provides strengths-based culturally specific emotional support, safety planning, legal advocacy, information, and referral services to victims/survivors of sexual assault, domestic violence, sex trafficking, and other victims of crime.
- Preliminary screening with new/current members of the community to assess needs in a highly confident manner (housing, employment, education, domestic violence, mental & spiritual health, substance abuse treatment, health, parenting referrals.
- Conduct trauma-informed Domestic Violence (DV) pre-assessments/post assessment and develop safety plans with each client.
- Track client progress to ensure weekly follow up while carrying a case load of up to ten (20) new clients per one (1) month cycle.
- Accurately enter all client activity and provide service in Charity tracker within 1 business day of activity or service.

HOUSING MANAGEMENT

- Determine the housing-specific need of the client (i.e. placement or rental assistance)
- Work with landlords and property managers to collect required program documentations.
- Review and/or prepare payment requests.

RESOURCE MANAGEMENT

- Provide follow-up and wrap around services identified through Diamond Diva Empowerment Foundation's mission and vision statement.

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- Refer consumers to support services as needed per the Housing Stability Plan.
- Coordinate directly with the support services provider to track and ensure support services were provided.
- Build and maintain an extensive knowledge of community resources to match consumers with eligible resources.

ADMINISTRATION

- Complete daily and weekly data logs, time sheets, client demographics, and input of client data into Efforts to Outcomes (ETO) within 24 hours of providing services to the survivor.
- Attend scheduled training sessions and other training geared toward professional growth. Attending agency staff meetings.
- Keep thorough and up-to-date client case files in accordance with agency and contract file requirements.
- Provide information to the general public regarding domestic violence programs through personal and social media marketing.
- Accept other appropriate duties/responsibilities as assigned by Diamond Diva Empowerment Foundation's management.

REQUIRED QUALIFICATIONS:

EDUCATION:

The Case Manager has a *required* BA degree in social justice, business, non-profit management, or equivalent experience; as well as 3 to 5 years of professional work experience in a leadership role working in complex environments and serving diverse communities, including LGBT2Q+. Minimum of 1-2 years of experience working with survivors of domestic violence, and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence.

EXPERIENCE:

- Experience working with survivors of sexual abuse and domestic violence.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.

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- Demonstrated success in grant writing and proposal development for social service programs.
- Superior writing skills in terms of analysis, content, and mechanics. Published articles are a plus.
- Strong focus on being strategic, problem solving, and solution focused.
- Experience working with community-based coalitions and organizations, community capacity building efforts, technical assistance, and group facilitation.
- General knowledge and familiarity with political contexts at the federal, state, and local levels.
- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track multiple projects/programs tasks as delegated to program staff.
- Demonstrated understanding of current and emerging social service issues.
- Demonstrated political acumen and intellectual curiosity as well as the ability to view old problems with fresh perspectives.
- Strong budget management experience, detail-oriented, and able to work well in evolving circumstances.
- Excellent written and oral presentation skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate, and resolve conflicts effectively while preserving important relationships with partners and funders.
- Ability to research and quickly disseminate relevant, emerging, and existing evidence-based practices and models.
- Demonstrated ability to work effectively with policy makers, community leaders, and the media.
- High level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating other resources, and building strategic partnerships.
- Trustworthy, ethical, and authentic in all situations.

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INTAKE/ENROLLMENT COORDINATOR

The Intake/Enrollment Coordinator is an internal customer service position responsible to coordinate the referral-to-admission process for home health, hospice, and infusion patients. Provides administrative support to admission team to ensure that all eligible patients receive care, barriers to admissions are addressed and resolved and agencies growth and profitability is maximized.

RESPONSIBILITIES:

INTAKE DUTIES:

- Facilitate the Intake process of the Pathways to Brightness Housing Assistance Program, by conducting telephone pre-screen/in-person interviews with potential clients, informing client regarding program's responsibilities, requirements, and objectives.
- Review and process all incoming referrals provided by referrals sources to make initial determination of applicant's eligibility for admission.
- Collect and document client information such as medical, psychological, educational, and domestic violence eligibility factors contributing to client's situation, and evaluates the client's needs for services.
- Assesses the level of urgency and to what level of care would be the most appropriate to insure the client's immediate need.
- Refers clients to community resources and other organizations when determined that client does not meet eligibility criteria for program admission.
- Keep privileged information confidential in accordance with HIPAA regulations.

ENROLLMENT

- Meets or exceeds established enrollment goals for the assigned territory.
- Advise/counsel/enroll clients into required classes for program completion.
- Ensure that each client is successfully registered for classes and group session through interoffice database.
- Provide general office and specialized program support to meet operational needs of the organization.

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ADMINISTRATION

- Provide administrative and clerical support for the Pathways to Brightness Housing Program
- Complete daily and weekly data logs, time sheets, client demographics, and input of client data into Efforts to Outcomes (ETO) within 24 hours of providing services to the survivor.
- Attend scheduled training sessions and other training geared toward professional growth. Attending agency staff meetings.
- Keep thorough and up-to-date client case files in accordance with agency and contract file requirements.
- Provide information to the public regarding domestic violence programs through personal and social media marketing.
- Accept other appropriate duties/responsibilities as assigned by SEI management.
- General office duties as needed.

REQUIRED QUALIFICATIONS:

EDUCATION:

The Intake/Enrollment Coordinator has a *required* BA degree in social justice, business, non-profit management, or equivalent experience; as well as 3 to 5 years of professional work experience in a leadership role working in complex environments and serving diverse communities, including LGBT2Q+. Minimum of 1-2 years of experience working with survivors of domestic violence, and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence.

EXPERIENCE:

- Experience working with survivors of sexual abuse and domestic violence.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Demonstrated success in grant writing and proposal development for social service programs.

CONFIDENTIAL

- Superior writing skills in terms of analysis, content, and mechanics. Published articles are a plus.
- Strong focus on being strategic, problem solving, and solution focused.
- Experience working with community-based coalitions and organizations, community capacity building efforts, technical assistance, and group facilitation.
- General knowledge and familiarity with political contexts at the federal, state, and local levels.
- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track multiple projects/programs tasks as delegated to program staff.
- Demonstrated understanding of current and emerging social service issues.
- Demonstrated political acumen and intellectual curiosity as well as the ability to view old problems with fresh perspectives.
- Strong budget management experience, detail-oriented, and able to work well in evolving circumstances.
- Excellent written and oral presentation skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate, and resolve conflicts effectively while preserving important relationships with partners and funders.
- Ability to research and quickly disseminate relevant, emerging, and existing evidence-based practices and models.
- Demonstrated ability to work effectively with policy makers, community leaders, and the media.

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- High level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating other resources, and building strategic partnerships.
- Trustworthy, ethical, and authentic in all situations.

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PROGRAM ASSISTANT

The Program Assistant works with the Pathways to Brightness (P2B) program to provide wrap-around case management services to survivors of domestic violence. To achieve programming and financial goals set by the P2B Program Director, the Case Manager will use a multi-disciplinary, evidence-based approach to help survivors address a variety of challenges, including but not limited to housing support, employment placement, mental / trauma support, substance abuse and crisis intervention. This P2B program model assists clients for up to 12 months (depending on need) and is contingent on grant funding.

RESPONSIBILITIES:

CLIENT MANAGEMENT/TRACKING

- Provides strengths-based culturally specific emotional support, safety planning, legal advocacy, information, and referral services to victims/survivors of sexual assault, domestic violence, sex trafficking, and other victims of crime.
- Preliminary screening with new/current members of the community to assess needs in a highly confident manner (housing, employment, education, domestic violence, mental & spiritual health, substance abuse treatment, health, parenting referrals).
- Conduct trauma-informed Domestic Violence (DV) pre-assessments/post assessment and develop safety plans with each client.
- Track client progress to ensure weekly follow-up while carrying a case load of up to ten (10) new clients per one (1) month cycle.
- Accurately enter all client activity and provide service in Charity tracker within 1 business day of activity or service.

HOUSING MANAGEMENT

- Develop and maintain an individualized Housing Stability Plan (HSP) for each clients, including those transitioning from referring shelters.
- Determine the housing-specific need of the client (i.e. placement or rental assistance)
- Work with landlords and property managers to collect required program documentations.

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- Review and/or prepare payment requests.

TRAINING MANAGEMENT

- Lead/Schedule weekly literacy classes and support groups for survivors of DV trauma.
- Coordinate classes/training with partnering agencies, community faith leaders and other social service agencies.
- Provide emotional support and education around the impacts of trauma to survivors.
- Lead development/implementation of innovative strategies for community outreach/engagement/client recruitment.

RESOURCE MANAGEMENT

- Provide follow-up and wrap around services identified through 2DEF mission and vision statement.
- Refer consumers to support services as needed per the Housing Stability Plan.
- Coordinate directly with the support services provider to track and ensure support services were provided.
- Build and maintain an extensive knowledge of community resources to match consumers with eligible resources.

ADMINISTRATION

- Complete daily and weekly data logs, time sheets, client demographics, and input of client data into Efforts to Outcomes (ETO) within 24 hours of providing services to the survivor.
- Attend scheduled training sessions and other training geared toward professional growth. Attending agency staff meetings.
- Keep thorough and up-to-date client case files in accordance with agency and contract file requirements.

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- Provide information to the general public regarding domestic violence programs through personal and social media marketing.
- Accept other appropriate duties/responsibilities as assigned by 2DEF management.

REQUIRED QUALIFICATIONS:

EDUCATION:

The Program Assistant has a *required* BA degree in social justice, business, non-profit management, or equivalent experience; as well as 3 to 5 years of professional work experience in a leadership role working in complex environments and serving diverse communities. Minimum of 1-2 years of experience working with survivors of domestic violence, and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence.

EXPERIENCE:

- Experience working with survivors of sexual abuse and domestic violence.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Demonstrated success in grant writing and proposal development for social service programs.
- Superior writing skills in terms of analysis, content, and mechanics. Published articles are a plus.
- Strong focus on being strategic, problem solving, and solution focused.
- Experience working with community-based coalitions and organizations, community capacity building efforts, technical assistance, and group facilitation.
- General knowledge and familiarity with political contexts at the federal, state, and local levels.

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- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track multiple projects/programs tasks as delegated to program staff.
- Demonstrated understanding of current and emerging social service issues.
- Demonstrated political acumen and intellectual curiosity as well as the ability to view old problems with fresh perspectives.
- Strong budget management experience, detail-oriented, and able to work well in evolving circumstances.
- Excellent written and oral presentation skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate, and resolve conflicts effectively while preserving important relationships with partners and funders.
- Ability to research and quickly disseminate relevant, emerging, and existing evidence-based practices and models.
- Demonstrated ability to work effectively with policy makers, community leaders, and the media.
- High level of knowledge and understanding, especially as it relates to program replication, connecting programs to funding, creatively generating other resources, and building strategic partnerships.
- Trustworthy, ethical, and authentic in all situations.

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CVI COMMUNITY ENGAGEMENT SPECIALIST

CVI Community Engagement Specialist will develop and maintain partnerships with local economic development agencies, religious organizations, community centers and non-profit organizations serving low-income communities. The role will be focused on building and sustaining relationships that result in increased utilization of our services by women of color. CVI Community Engagement Specialist will also recruit and train and support community liaison interns to disseminate information about Diamond Diva Empowerment Foundation's program.

CORE DUTIES AND RESPONSIBILITIES:

- Research and identify appropriate partnerships that will lead to long term sustainable relationships within communities of color.
- Assist in the development and implementation of public relations to support brand building initiatives/innovation/corporate promotions.
- Build relationships with key media contacts and identify opportunities to proactively pitch brand and sponsorship opportunities to private community foundations.
- Secure mutually beneficial partnership agreements.
- Develop and manage internal/external corporate and local business diversity and inclusion relationships.
- Develop and manage internal/external corporate and local community outreach events.
- Develop and manage internal/external corporate and local community partnerships and sponsorships.
- Scope and develop viable programs with community partners that are mutually beneficial to both organization's missions.
- Ensures effective overall administration and sound fiscal management of program goals and objectives.
- Attend and participate in all monthly community outreach events.
- Maintain a detailed database of all donors, partnerships and sponsorship relationship developed.
- Other duties as assigned.

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REQUIRED QUALIFICATIONS:

- Bachelor's degree.

PERFERRED SKILLS:

- Minimum of 1-year of experience working with survivors of domestic violence and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child.
- Minimum of 2 - 5 years previous experience in a role focused on relationship building, community engagement in diverse communities.
- Experience in community networking, case coordination for multi-disciplinary teams, providing a safe environment for victims/survivors and demonstrated organizational skills required.
- Must comply with rules and regulations of the 2DEF, local hospitals and law enforcement agencies.
- Must have reliable, personal transportation.
- Additional consideration given to candidates who are bilingual or possess related advanced certifications or licensure.
- Case management principles.
- Must possess proficient computer skills and in-depth knowledge of relevant Microsoft office required.
- Background check required.

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COMMUNITY OUTREACH DIRECTOR

The Community Outreach Director will develop and maintain partnerships with local economic development agencies, religious organizations, community centers and non-profit organizations serving low-income communities. The role will be focused on building and sustaining relationships that result in increased utilization of our services by women of color. The Community Outreach Director will also recruit and train and support community liaison interns to disseminate information about Diamond Diva Empowerment Foundation's program.

CORE DUTIES AND RESPONSIBILITIES

- ✓ 30% Partnership Development
 - Research and identify appropriate partnerships that will lead to long term sustainable relationships within communities of color.
 - Create and implement an annual outreach plan.
- ✓ 20% Communication
 - Assist in developing print materials, website content, presentations and displays to be used in partner recruitment and community outreach efforts.
 - Recruit, train and supervise a team of culturally competent community liaison interns.
- ✓ 20% Program Development
 - Secure mutually beneficial partnership agreements.
 - Scope and develop viable programs with community partners that are mutually beneficial to both organization's missions.
- ✓ 20% Management and Coordination
 - Manage events related to partnership and community recruitment at partner sites.
 - Ensure effective planning, implementation and evaluation of program events and activities.
 - Plan and implement formal and informal partner recognition activities.
 - Regularly meet with community liaison interns, giving them work direction, feedback and guidance.
- ✓ 8% Government Grant Compliance

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- Record activity in client records as required by grant guidelines.
- ✓ 2% Annual Work Plan
 - Develop and execute annual work plan to accomplish goals as established by Executive Director and Board of Directors.
 - Other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's degree.
- 2 - 5 years previous experience in a role focused on relationship building in diverse communities.

PREFERRED SKILLS

- Excellent interpersonal and communications skills.
- Excellent meeting facilitation skills, including the ability to effectively present information to a wide variety of audiences.
- Strong project planning and organizational competency.
- Expertise with Microsoft Suite and other standard professional software.

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HOUSING COORDINATOR

The Housing Coordinator works with the Director of Programs to provide wrap-around case management services to survivors of domestic violence. To achieve programming and financial goals set by the Director of Programs, the Housing Coordinator will use a multi-disciplinary, evidence-based approach to help survivors address a variety of challenges, including but not limited to housing assistance and other emergency needs.

RESPONSIBILITIES

CLIENT MANAGEMENT/TRACKING

- Provides strengths-based culturally specific emotional support, safety planning, legal advocacy, information, and referral services to victims/survivors of sexual assault, domestic violence, sex trafficking, and other victims of crime.
- Preliminary screening with new/current members of the community to assess needs in a highly confident manner (housing, employment, education, domestic violence, mental & spiritual health, substance abuse treatment, health, parenting referrals).
- Conduct trauma-informed Domestic Violence (DV) pre-assessments/post assessment and develop safety plans with each client.
- Track client progress to ensure weekly follow-up while carrying a case load of up to ten (10) new clients per one (1) month cycle.
- Accurately enter all client activity and provide service in Charity tracker within 1 business day of activity or service.

HOUSING MANAGEMENT

- Determine the housing-specific need of the client (i.e. placement or rental assistance)
- Work with landlords and property managers to collect required program documentations.
- Review and/or prepare payment requests.

RESOURCE MANAGEMENT

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- Provide follow-up and wrap around services identified through Diamond Diva Empowerment Foundation's mission and vision statement.
- Refer consumers to support services as needed per the Housing Stability Plan.
- Coordinate directly with the support services provider to track and ensure support services were provided.
- Build and maintain an extensive knowledge of community resources to match consumers with eligible resources.

ADMINISTRATION

- Complete daily and weekly data logs, time sheets, client demographics, and input of client data into Salesforce within 24 hours of providing services to the survivor.
- Attend scheduled training sessions and other training geared toward professional growth. Attending agency staff meetings.
- Keep thorough and up-to-date client case files in accordance with agency and contract file requirements.
- Provide information to the general public regarding domestic violence programs through personal and social media marketing.
- Accept other appropriate duties/responsibilities as assigned by Diamond Diva Empowerment Foundation's management.

REQUIRED QUALIFICATIONS

EDUCATION

The Housing Coordinator has a *required* BA degree in social justice, business, non-profit management, or equivalent experience; OR 3 to 5 years of social work/case management experience and serving diverse communities, including LGBT2Q+. Minimum of 1-2 years of experience working with survivors of domestic violence, and/or sexual assault including dating violence, stalking, human trafficking or other dangerous or life-threatening conditions that relate to violence.

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EXPERIENCE

- Experience working with survivors of sexual abuse and domestic violence.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Strong focus on being strategic, problem solving, and solution focused.
- Experience working with community-based coalitions and organizations, community capacity building efforts, technical assistance, and group facilitation.
- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track multiple projects/programs tasks as delegated to program staff.
- Demonstrated understanding of current and emerging social service issues.
- Strong budget management experience, detail-oriented, and able to work well in evolving circumstances.
- Excellent written and oral presentation skills, with ability to engage, inspire, build credibility, and engender trust with diverse audiences. This includes the ability to build coalitions, negotiate, and resolve conflicts effectively while preserving important relationships with partners and funders.
- Ability to research and quickly disseminate relevant, emerging, and existing evidence-based practices and models.
- Trustworthy, ethical, and authentic in all situations.

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LEGAL ADVOCATE

The Legal Advocate provides information, education, and advocacy on all relevant legal issues to survivors of domestic violence and other gender-based crimes. Candidate must be outgoing, empathetic, a good listener, and an effective advocate for survivors of gender violence. This is a full time, exempt position.

RESPONSIBILITIES

- Provide crisis-intervention and legal counseling to individuals and family members and significant others affected by domestic violence or sexual assault.
- Accompany individuals through procedures at area hospitals, police departments, prosecutor's office, and court.
- Assist Individuals with case-related medical and legal information.
- Present educational programs in schools, community and church groups, and other professional organizations.
- Assist with additional outreach efforts and attend scheduled events.
- Provide case management assisting with resources, provide appropriate referrals for survivors and safety planning.
- Coordinate and facilitate support group services for survivors of sexual violence.
- Respond to 24-hour hotline, accompany individuals through procedures at area hospitals, police departments, prosecutor's office, and court.
- Provide individuals with case-related medical and legal information.
- Maintain individual case files, following state and agency guidelines.
- Complete monthly and quarterly statistics and reports.
- Participate in community collaboration meetings.
- Meet the goals/outcome of grant requirements.

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- Assist with office procedures pertinent to the operations of the program.
- Attend court room hearings and/or assist with other legal matters such as restraining and stalking orders.

REQUIREMENTS

- Bachelor's degree in social sciences, social work, psychology, or related fields; or an equivalent mix of experience and education is preferred.
- At least 3 - 5 years of overall work experience in direct services including internships.
- 40-Hour Domestic Violence certification and foundational understanding of gender violence, gender issues, and cultural competency.
- Experience working with diverse populations in culturally competent settings.
- Fluency in a second language preferred.
- Excellent interpersonal and intercultural communication skills; excellent oral communication skills and ability to participate in public events and group settings; excellent conflict management and conflict resolution skills.
- Excellent organizational, analytical, and problem-solving skills.
- Excellent collaboration, teamwork, and teambuilding skills.

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SOCIAL WORKER

The Social Worker will provide support, advocacy, referral, and assistance survivors of domestic violence. This position is responsible for crisis intervention, safety planning, outreach and education, and planning and facilitating weekly support group sessions for survivors. The Social Worker will work collaboratively with other domestic violence, sexual assault, and partnering agencies to ensure seamless response to the survivors' needs.

RESPONSIBILITIES

- Provide support, advocacy, referral, and case management services to domestic violence/sexual assault survivors. Work with clients willing to participate in case management to establish individual goals.
- Promote quality and cost-effective interventions, including referrals to community partners, based on their goals; and draft a written plan.
- Conduct formal meetings with clients at least twice per month, help them make informed decisions, and review case progress.
- Assist survivors with accessing other services (job training, counseling, housing, medical services, etc.); set up appointments, and provide transportation to and from appointments.
- Network with other providers to help survivors access community resources.
- Assess need for and provide, within budgetary guidelines, direct client support such as hotel vouchers, prescription assistance, medical needs, car repairs, work-related needs, bus tickets, deposits for housing/utilities.
- Determine case closure and conduct client satisfaction surveys for the shelter and case management services.
- Enter information about clients, outcomes achieved, and survey results in Salesforce database.
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REQUIRED QUALIFICATIONS

- Radical kindness and a passion for helping others.
- Effective communication and teamwork and accepting direction.
- Excellent organization, time management, and multi-tasking.
- Extreme discretion and problem solving.
- Effective work with minimal supervision.
- Strength-based in focus and non-judgmental in approach while holding clients accountable.
- Case management principles.

EXPERIENCE

- Average to expert computer skills, preferred.
- 1-3 years related experience in social work (preferably with interest in DV, SV, violence, or homelessness), required.
- Bachelor's degree, preferred.
- Must possess proficient computer skills and in-depth knowledge of relevant Microsoft office & Goode workspace, required.
- Background checks required.

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RECEPTIONIST/OFFICE ASSISTANT

Receptionist/Office Assistant is responsible for performing a range of clerical and administrative tasks to support daily operations in an office setting. Their duties include sorting and distributing mail throughout the office, greeting office visitors, and directing them to employees and coordinating with Managers to schedule appointments or update schedules. The Receptionist/Office Assistant will report to the Business Manager.

OFFICE ASSISTANT RESPONSIBILITIES

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Notifies company personnel of visitor arrival.
- Maintains security and telecommunications system.
- Informs visitors by answering or referring inquiries.
- Directs visitors by maintaining employee and department directories.
- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Operates telecommunication system by following manufacturer's instructions for house phone and console operation.
- Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- Supports continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

OFFICE ASSISTANT REQUIREMENTS

- High school diploma or associate degree required.
- 2-3 years of office experience as an office assistant or in a related field.
- Ability to write clearly and help with word processing when necessary.
- Ability to work well under pressure.
- Great communication skills.
- Have reliable transportation and a valid driver license.

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LICENSED PROFESSIONAL COUNSELOR

The Licensed Professional Counselor will provide counseling services to children/adults who have been victims/survivors of sexual assault and/or domestic violence. Facilitate therapeutic and/or didactic groups via virtual and/or in-person sessions. Will also act as a site supervisor for counseling interns, as applicable. Perform other duties as assigned. Evening and weekend work may be necessary.

RESPONSIBILITIES

- Develop and nurture mutual relationships and confidence with clients.
- Evaluate clients' conditions to determine the level of care and assistance they need.
- Retrieve clients' personal and social health history to determine their conditions.
- Work together with clients to come up with effective and realizable treatment techniques.
- Enhance clients' cognitive and behavioral changes that are in line with the overall treatment.
- Evaluate the efficiency of all treatments administered to clients and identify the most effective ones.
- Understand the individuality of clients and develop treatments that meet their individual conditions.
- Attend courses/training organized for clinical social workers to learn new skills and techniques.
- Keep clean records and documentation of clients' information, conditions, treatments, and progress.
- Direct clients to available community resources which are beneficial to them.
- Ensure that clients are aware of assistance from the government and help them get it.
- Check on clients even after treatment, to avoid a relapse of their condition.
- Work with the family of clients to provide all the care and support they need to heal faster.

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SKILLS

- Have good human relations.
- Have good communication skills.
- Ability to evaluate conditions.
- Ability to empathize with people.
- Ability to intervene in crises.

EDUCATION AND EXPERIENCE

- Master's degree in counseling or bachelor's degree in human services, psychology, counseling, or closely related field
- Documented licensure as Licensed Professional Counselor (LPC). Will consider a Counselor in Training for licensure in the state of MO (2 years) or Student supervised externship for Counseling.
- 1-3 years related experience (preferably with interest in DV, SV, violence, or homelessness)
- State-specific licensure & State-specific driver's license required.
- Background checks required.



XII. POLICIES & PROCEDURES
MONITORING POLICY

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POLICIES & PROCEDURES MONITORING POLICY

MONITORING. These policies will be reviewed and updated as needed by the Diamond Diva Empowerment Foundation Board of Directors or its designee on an annual basis. Adopted on January 3, 2024, by the Diamond Diva Empowerment Foundation Board of Directors.

Created & Printed by:
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Anna Stearn, Intern
Diamond Diva Empowerment Foundation
December 2023