

## UMC Food Ministry Temporary Bonus Policy

UMC Food Ministry is establishing a **Temporary Bonus System "TBP"** in which all employees are eligible. This has been developed to reward our employees during these difficult times, and to encourage strong performances across the board. The TBP will be based on a point system that rewards availability, promptness, and performance. Your base wage/salary will not be affected by the following stipulations, and remember, this bonus will not be around forever, eventually ending. The TBP is anticipated to **last at least until the end of 2020**, and we hope it will last into 2021; however, UMC Food Ministry reserves the right to terminate the TBP at any time and for any reason whatsoever. During the time of this bonus, no raises will be given to employees and the current \$1.00/Hour Covid Bonus will no longer be paid. This system **will go into effect October 1<sup>st</sup>**. Here is how the TBP will work:

The bonus will be determined by calculating eligible hours worked in a month in which the TBP is in effect. Overtime, vacation, or FFCRA (Families First Coronavirus Response Act) hours are not eligible hours and will not be considered for the bonus. Once eligible hours are determined for a given employee in a month, that amount is multiplied by the applicable bonus rate to determine the allowable bonus amount that an employee is eligible to receive if they maintain their employment through the end of the following month and the TBP has not been terminated by UMC Food Ministry.

Here is how the point system will work: at the beginning of each month, you start at 0 Points which equals a bonus rate of \$5.00/hour; for every point received, the bonus rate decreases \$1.00/Hour. So, to be clear, here are the bonus rates based on points accumulated at the end of the month:

0 Points - \$5.00/Hour Bonus	1 Point - \$4.00/Hour Bonus	2 Points - \$3.00/Hour Bonus
3 Points - \$2.00/Hour Bonus	4 Points - \$1.00/Hour Bonus	5+ Points - \$0.00/Hour Bonus

For example, if you worked 40 eligible hours a week for 4 weeks in October and your Point Value is \$5, because you had not received any points, you would be eligible for an **\$800.00 bonus for October**. **You must maintain your bonus eligibility by continuing your employment through the last day of November**. On the first paycheck of December you would receive your regular pay **plus an \$800 bonus**.

Here is the list of ways you could receive a point:

**1-Point - If you are not available to work full-time (At least 40 hours any of 7 days a week)**

- This is based on availability and NOT actual hours worked.

**1-Point - If you are not available to work weekends or holidays**

- You have to be available to work both weekends AND holidays to not receive a point on this one.
- Typically, UMC Food Ministry has tried to keep weekends and holidays free for our employees. However, with the pandemic we have seen the need to feed children grow exponentially. So, we hope that you understand if working weekends and holidays means more children will have food, we will continue to do so to fulfill our mission!

#### **1-Point – For every write-up/corrective action plan**

- Note: Managers can be written up if paperwork is missing, late, or incorrectly filled out.
  - Managers will be held to a different standard. Late inventories, meals arriving late to sites, or unorganized kitchens could constitute a manager write-up.

#### **1-Point – For every unexcused call-off**

- **The burden is on you** to provide your supervisor with valid proof that you had a legitimate excuse for calling off without 2 weeks of notice.
- You must give at least 12 hours' notice for a call-off to be considered excused if possible.
  - We know that with some emergencies this will not be possible, and it will be up to your supervisor to determine, based on the circumstance of the call-off, if your notice time was sufficient to be considered excused.
- The following reasons for calling off without 2 weeks of notice will be considered excused:
  - 1) **Sickness** - You MUST provide a doctor's note. Calling off sick WITHOUT a doctor's note = unexcused
  - 2) **Death** in your immediate family
  - 3) **Extenuating Family Circumstances**
    - We know this one is vague but there are so many legitimate family issues that could arise that could require you to call-off.
    - The extent to whether said family circumstance is considered excused is left up to your supervisor.

#### **Tardy Point System:**

- **0-Points - 1 excused or unexcused tardy** – Your 1<sup>st</sup> one is free!
- **1-Point - If you are tardy a 2<sup>nd</sup> time and it is deemed unexcused** (If your 2<sup>nd</sup> tardy is excused, you would still not receive a point)
- **1-Point – For every excused or unexcused tardy after 2**
  - Example: You had 2 excused tardies and 2 unexcused tardies during a month. You would receive 2-Points based on those four tardies alone.

**Again, the burden is on you** to provide your supervisor with valid proof that you had a legitimate excuse for being late.

- For a tardy to be considered excused, **you must have called in to your supervisor before the start of your shift.**
- The following reasons for being late with proper documentation will be considered excused:
  - 1) An **unusually** high volume of traffic due to a wreck
    - Unusually is the key word here. Typical Cincinnati traffic is not a legitimate excuse and make sure you provide photo or video evidence on why the traffic you experienced was unusual.
  - 2) **Vehicle issues**
    - Again, photo or video evidence must be provided (A few examples would be a flat tire, dead battery, or busted windshield)
  - 3) **Extenuating Family Circumstances**
    - Again, we know this one is vague but there are so many legitimate family issues that could arise that could make you late.
    - As with an excused call-off, the extent to whether said family circumstance is considered excused is left up to your supervisor.

**Grace Point Opportunity:** If you refer an employee that works at least 60 days, you can receive a grace point that you can use within 6 months of receiving it. This means you can use this to **remove any point that you have received within the 6-month allowable period.**

You are **welcome to appeal** any decision made by your supervisor based on unexcused tardies/call-offs. Also note, **the executive team holds the right to override any decisions made as well.** If you wish to appeal a decision the following process will take place:

- 1) You must fill out an appeal form within one week of your unexcused call-off or tardy.
- 2) You must return the form to our Trinity offices with attached documentation evidencing why you believe your call-off or tardy should have been excused.
- 3) The Director of HR will review your form and do and any necessary follow-ups with you your supervisors, and coworkers.
- 4) The Director of HR will present the evidence before the Executive Team (CEO, CFO, CAO, and COO)
- 5) The Executive Team will objectively determine whether or not your point should remain or be removed within one week of receiving your appeal form.
- 6) **The Executive Team's determination is final.**

If at any point during the month, you would like to check on your point total, please speak with the CFO or COO. They will do their best to keep your points as up-to-date as possible on a weekly basis. We hope that this system will encourage each and every one of you to continue to work hard as well as reward you for all the hard work you have given us in the past.

To participate in this new bonus system, you must return a signed copy of this document and fill out the attached Availability Form. By signing this document, you are agreeing with all the terms spelled out in this policy. You further acknowledge and agree that nothing herein shall be construed to constitute or create a contract for employment and that your employment is on an at-will basis. You further understand and agree that the TBP is not a wage increase and is discretionary pay which UMC Food Ministry reserves the right to terminate at any point and for any reason whatsoever. Finally, you acknowledge and agree that, notwithstanding the foregoing, nothing herein shall obligate UMC Food Ministry to pay any bonus to any employee and that the determination whether to pay any and all bonuses is at the sole discretion of UMC Food Ministry.

Employee Name (Printed): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### UMC Food Ministry Availability Form

This form will be used to determine if you meet the standards for the bonus system according to availability. If you check that you are available to work full-time, we will schedule you accordingly. The same applies if you check that you can work holidays and weekends. Therefore, if you have checked either of these boxes and we schedule you accordingly, you will receive a point if you tell us that you can't work those days.

- I am available to work full-time (At least 40 hours a week and any of 7 days a week)
- I am available to work weekends AND holidays

If either of these boxes are unchecked, they will each count automatically as a point against your bonus going forward.

If you become more available in the future, you can fill out a new availability form. Your kitchen managers and the office staff at Trinity will have them on hand.

**By signing this form, you are stating your honest availability and we will use this form to calculate your bonus eligibility every month.**

Employee Name (Printed): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## FREQUENTLY ASKED QUESTIONS

1. Why are you giving out this bonus?
  - a. We recognize we are in a time of great uncertainty, and we recognize that we are in a time of high unemployment. We want to make sure our employees are able to keep up with their financial obligations, while at the same time, making sure that UMCFood has the best employees who are committed to our mission.
2. How much bonus can I receive?
  - a. You can receive an amount equal to up to \$5 per hour for each eligible hour worked.
    - i. Every employee is automatically eligible for a \$3 per hour bonus. If you are late, don't show up for work, or are written up for not fulfilling your job duties, you will lose points. Each non-excused violation will result in a \$1 per hour reduction of your bonus eligibility for that MONTH. See the guidelines for how points will be assigned. Basically, if you show up on time every day, and do your work—you are eligible for a \$3 per hour bonus.
    - ii. You may receive an additional \$1 per hour simply by being available on weekends and holidays. We don't like to work weekends, but in the PANDEMIC we are finding that in order to keep up, we are needing to add shift son weekends and holidays. If you don't want to/can't work weekends or holidays, you are still eligible for the \$3 per hour bonus. UMCFood will ask for volunteers to work weekend and holiday shifts, and utilize those volunteers before automatically assigning people for those shifts. If you indicate you are available weekends and holidays, and don't volunteer—that may be ok, as long as we get folks to volunteer and we can do it without you. HOWEVER: If you say you can work, and your bonus is calculated on your say-so, and then refuse a weekend or holiday shift (without an otherwise valid reason), you will be considered "Not available for weekend/holidays" and will lose the ability to receive this extra \$1 per hour. We will try and honor your requests off, as we know weekends and holidays are important to work/life balance, but if you indicate you are available, you need to be available.
    - iii. You may receive an additional \$1 per hour by being available full time. FULL TIME means 7 days a week. You clearly won't work 7 days a week. If you work more than 40 hours per week, you will still receive overtime for over 40. HOWEVER, overtime hours will not be considered for bonus eligibility or calculations.. **NOTE THAT IN ORDER TO BE ELIGIBLE FOR the full-time availability, you must also be available weekends and holidays. If you are not available weekends and holidays, even If you say you are**

**available 40 hours Monday – Friday, you will NOT be eligible for the full time extra \$1 per hour bonus.**

3. Why don't you just raise our pay rates, instead of all these bonus rules?
  - a. We are doing well financially right now. We don't usually operate with a surplus like we have now, but we wanted to pass this on to our frontline staff. Since we don't know how long our surplus will last, we can't make this a part of your hourly rate or permanent.
  - b. People have different levels of work ethics. Some people just want to do as little as possible to get a paycheck, while others will go all out to do whatever possible to support UMCFood's mission. We want to reward those who go all out by contributing to their financial health.
4. When are we eligible for these bonuses?
  - a. You are eligible from day one of employment, as long as the bonus structure is in place.
  - b. You must also be employed on BOTH the last day of the month in which the bonus eligibility is based upon, AND you must be employed on the last day of the month after the month in which the bonus eligibility is based upon. If you resign/quit/fired before either of these dates, no bonus will be awarded. Since it is a bonus, it is only paid at UMCFood's discretion and it is not part of your earned wages.
5. When will the bonuses be paid out
  - a. The bonus will be awarded and paid on the FIRST paycheck following the month after the month in which the bonus eligibility is based upon. Example: Your bonus is calculated on September hours, and you are still employed with UMCFoods on October 31, the bonus will be paid on the FIRST pay processing date in NOVEMBER, in one lump sum.
6. Why don't I get this bonus even if I quit before the end of the following month? I worked the whole month prior upon which is used to determine the bonus eligibility amount.
  - a. One of the key reasons UMCFood is doing this is to RETAIN (keep) good employees. It costs a lot of money to advertise, onboard and train staff, and we will reward those who stick with us. Structuring these extra dollars in this manner will hopefully encourage employees to stick with us.
  - b. To accomplish this goal, we use the preceding month to determine bonus amounts, but the bonus is not actually awarded until the employee is end of the following month.
7. Will I know in advance when the bonuses will stop?
  - a. UMCFood will make diligent a effort to give a 30 day notice that the bonus structure will stop or change; however, UMCFood reserves the right to terminate or change the bonus structure at any time.
8. Who determines what an "acceptable excuse" is?

- a. UMCFood, at its sole discretion, will decide acceptable excuses. There is an appeal process if you disagree with a decision.
- 9. Why do I get pointed after 2 excused or unexcused tardies, even if it is for an excusable reason?
  - a. You can come up with legitimate excuses for almost anything. We want to encourage employees who “plan for the unexpected”, while still offering grace to truly unavoidable situations which may cause us to be less than 100% present for our job.
- 10. When will this end?
  - a. We’re not sure. We want to share with our staff that which God has blessed us with, but we know we live in uncertain times.
  - b. If we find that paying this kind of money to our staff greatly reduces our need to go out and advertise, train and place staff, we may look at a more permanent higher wage structure. You can help us move in that direction.

