



Board of Directors

Agenda

Clubhouse Four

Tuesday, September 29, 2020, 10:00 a.m.

Via Live Stream

To view the live GRF Board meeting:

- Go to www.lwsb.com
- Click on the [Live GRF Board](#) meeting tab.
- The live streaming uses YouTube live and terminates at the close of the meeting

- 1) Call to Order/Pledge of Allegiance
- 2) Roll Call
- 3) President's Comments
 - a) Announcements
- 4) Seal Beach City Council Member's Update
- 5) Health Care Advisory Board Update (pp. 1-12)
- 6) Shareholder/Member Comments
 - a) Written, submitted prior to meeting
 - b) Verbal, via live streaming

Note: Foundation Shareholder/Members are permitted to make comments before the meeting business of the Board begins. The Open Meeting Act allows boards of directors to establish reasonable time limits for the open forum and for speakers to address the board. ([Civ. Code §4925\(b\).](#)) Time limits, per speaker, are limited to:

- 4 - minute limit per speaker, when there are no more than 15 speakers
 - 3 – minute limit per speaker, 16 - 25 speakers
 - 2 – minute limit per speaker, over 26 speakers
- 7) Consent Calendar (pp. 13-46)
 - a) GRF Board of Directors Minutes, August 25, 2020 (pp. 13-20)
 - b) Special GRF Board of Directors Minutes, August 31, 2020 (pp. 21-24)
 - c) Special GRF Board of Directors Minutes, September 17, 2020 (pp. 25-34)
 - d) Accept Financial Statements, August 2020, for Audit (pp. 35-42)
 - e) Approve Reserve Funds Investment Purchase (pp. 43-44)
 - f) Approve Capital Funds Investment Purchase (pp. 45-46)

8) Reports

- a) COVID-19 Ad hoc Committee
- b) Facilities and Amenities Review (FAR) Ad hoc Committee (pp. 47-48)
- c) Management Services Review Ad hoc Committee (pp. 49-50)
- d) Strategic Planning Ad hoc Committee
- e) Website Ad hoc Committee

9) New Business

- a) General
 - i) Reserve Funding Request – 2020 Paving Project Contingencies (Ms. Rapp, pp. 51-56)
- b) Communications/IT Committee
 - i) Capital Funding Request – Synology NAS Backup Solution (Ms. Isom, pp. 57-58)
- c) Executive Committee
 - i) Approve Amended GRF Employee Handbook (Ms. Stone, pp. 59-128)
 - ii) Amend 30-5094-4, Custodian of Record (Ms. Gerber, pp. 129-132)
 - iii) Amend 30-5155-3, Plan Investment Administration Committee (Mr. Pratt, pp. 133-134)
- d) Finance Committee
 - i) Reserve Funding Request – Forklift (Mr. Friedman, pp. 135-139)

9) Board Member Comments

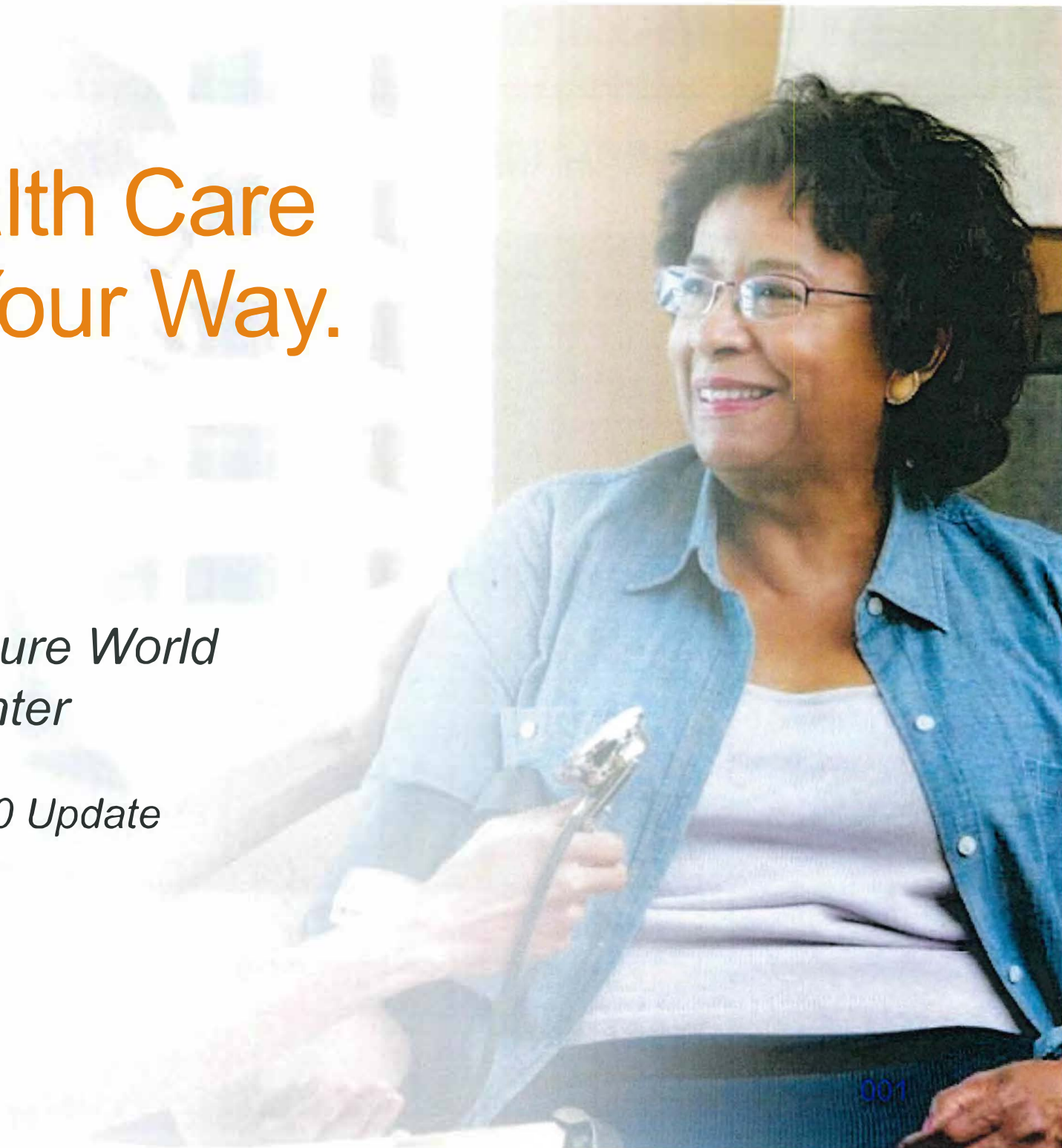
10) Next Meeting/Adjournment

Next regular GRF Board of Directors meeting, Tuesday, **October 27, 10:00 a.m.**, Clubhouse Four.

Your Health Care Center, Your Way.

*Seal Beach Leisure World
Health Care Center*

September 23, 2020 Update

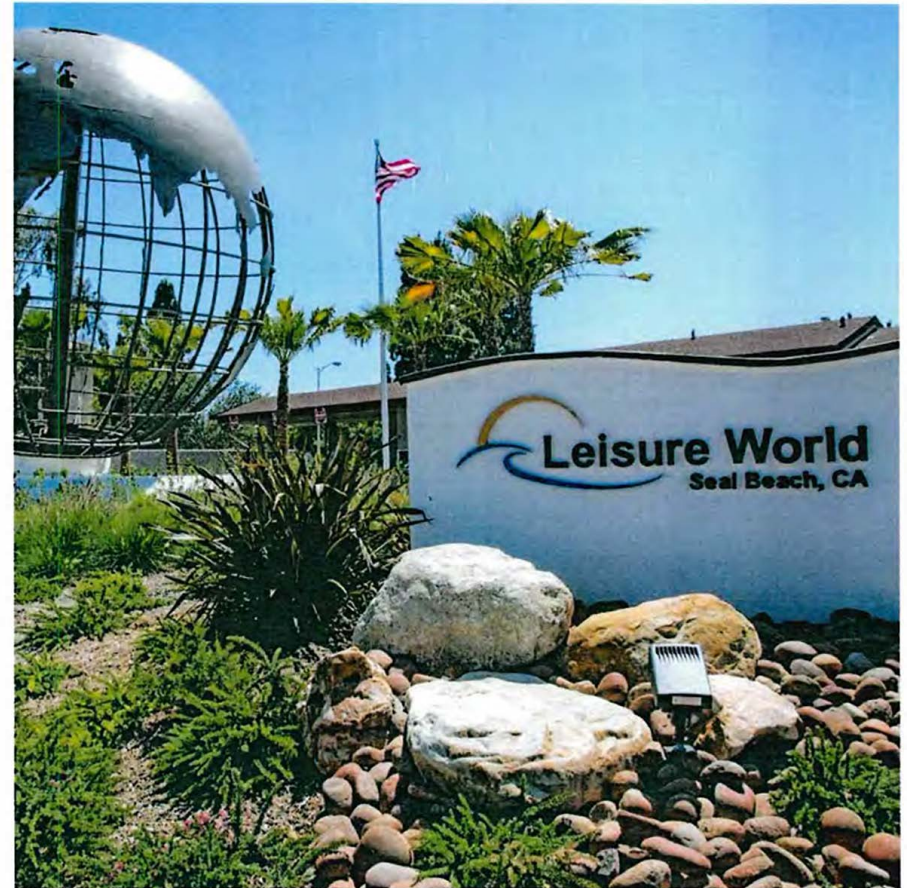


Serving the Leisure World Community

Commitment to a best-in-class health care center providing exceptional patient experience

Shaping the Future of your HealthCare and Health Care Center

Guided by collaboration with community health advisory committee



Modern HealthCare with Heart

Comprehensive Health Care Center Renovation

- ***All construction phases have been completed!***
- Construction completed within the target timeline
 - February 2020 to September 2020
- New DEXA/Ultrasound units on track for Q4
- Finalizing a few remaining items
 - Community art wall
 - Medi-spa feature art wall
 - Virtual Tour and Before & After photo gallery coming soon

Thank you for your patience and support!



After Photo – Lobby Front Desk



After Photos – Lobby



After Photo – Lobby Internet Stations



After Photo – Multipurpose Room



Dr. Sophia Chun

Highlights

- Started September 8th
- Languages spoken: English, Korean
- Medical school: Loma Linda University
- Internship/Residency institute: Loma Linda University
- Board certification: Internal Medicine, Physical Medicine & Rehabilitation



OPTUM Care®



Sophia Chun, MD

Internal Medicine, Physical Medicine & Rehabilitation
Board Certified

About Dr. Chun

I chose a career in medicine because I believe helping people regain and maintain health is a privilege and is personally rewarding. My medical training combines internal medicine, physical medicine & rehabilitation and primary care psychiatry allows me to provide comprehensive whole person care that directly results in positive outcomes for patients.

My clinical interests include musculoskeletal problems, diabetes, rehabilitation, gait analysis, mental health and geriatrics.

Away from the office I enjoy spending time reading, organizing, cooking, glamping, and managing projects.

2020 Flu Shot Clinic

When: Thursday, October 1st, 8am – 3pm

Where: Drive thru in the Clubhouse 4 parking lot

What to know:

- Face masks or coverings required
- Wear a short sleeved or sleeveless shirt
- Signs and personnel will be onsite guiding traffic
- Bring a picture ID and completed consent form
- Consent forms available at the HCC
- Clinic schedule is by Mutual



Mutual by Mutual Flu Clinic Schedule

The following are appointment times for all Mutuels:

Mutuals 4 and 11	8-8:45 a.m.
Mutuals 1 and 17	8:45-9:30 a.m.
Mutuals 10 and 14	9:30-10:15 a.m.
Mutuals 2 and 16	10:15-11 a.m.
Mutuals 12 and 15	11-11:45 a.m.
Mutuals 3 and 5	11:45 a.m.- 12:30 p.m.
Mutuals 6 and 7	12:30-1:15 p.m.
Mutuals 8 and 9	1:15-2 p.m.

For people who miss appointments, shots will be given from 2-3 p.m.

Upcoming events

- Several community events coming up
 - Art
 - Essential oils
 - Gardening
 - Yoga
- Medicare AEP sales events and education events also scheduled
- Check monarchhealthcare.eventbrite.com for details and to register for upcoming classes
- Events will also be featured in LW Weekly health column

Gearing up for Medicare AEP

- It's that magical time of the year! Medicare AEP starts in just a few weeks.
- This year will be mostly virtual, though SCAN and UHC are holding a few in-person events (outside LWSB)
- Virtual sales events will be held throughout the end of the year by several health plans
- The HCC will hold a weekly AEP kit handout in partnership with health plans
 - Kit will include notepad, pen, educational information, and activity book

A Better Future Together!





**BOARD OF DIRECTORS MEETING MINUTES
GOLDEN RAIN FOUNDATION
August 25, 2020**

CALL TO ORDER

President Susan Hopewell called the regular monthly meeting of the Board of Directors (BOD) of the Golden Rain Foundation (GRF) to order at 1:05 p.m., on Tuesday, August 25, 2020, in Clubhouse Four and via live stream.

PLEDGE OF ALLEGIANCE

Ms. Levine, GRF Representative from Mutual Ten, led the Pledge of Allegiance.

ROLL CALL

Following the roll call, the Corporate Secretary reported that Directors Perrotti, St. Aubin, Snowden, Stone, Gerber, Hopewell, Rapp, Slutsky (arrived at 1:51 p.m.), Levine, Heinrichs, Damoci, Melody, and Massetti were present. Directors Pratt, Thompson, Doderio, Friedman (arrived at 1:15 p.m.), and Isom participated virtually by Zoom.com. The Executive Director and the Director of Finance were also present.

Eighteen Directors were present, with a quorum of the voting majority.

ANNOUNCEMENTS

The GRF Board met in Executive Session meetings on July 28, August 7, and August 14, 2020.

SERVICE ANNIVERSARIES AND EMPLOYEES OF THE MONTH

To minimize the number of required attendees at today's meeting, we are postponing the service awards and staff commendations.

SEAL BEACH COUNCIL MEMBER'S REPORT

Seal Beach Council member Sandra Massa-Lavitt provided an update on the proceedings of the Seal Beach City Council meeting.

Director Friedman joined the meeting at 1:15 p.m.

HEALTH CARE CENTER ADVISORY BOARD UPDATE

The Health Care Center Administrator presented an update on the Health Care Center.

SHAREHOLDER/MEMBER COMMENTS

In accordance with Policy 5610, Participation by Foundation Members, members may enter into a comment period prior to the beginning of business. **NOTE:** Foundation members are permitted to make comments before the business of the Board begins. Requests must be registered in advance of the meeting. The Open Meeting Act allows boards of directors to establish reasonable time limits for the open forum and for speakers to address the board. ([Civ. Code §4925\(b\).](#)) Time limits, per speaker, are limited to:

- 4 minute limit per speaker, when there are no more than 15 speakers
- 3 minute limit per speaker, 16 - 25 speakers
- 2 minute limit per speaker, over 26 speakers

One member offered comments at the meeting and no members offered written comments, submitted prior to the meeting.

CONSENT AGENDA

The consent agenda included minutes of the August 4, 2020 Special Board meeting (organization), minutes of the August 7, 2020 Special Board meeting, and acceptance of the Financial Statements, through July 31, 2020, for Audit.

The Consent Calendar was adopted, as amended.

MINUTES

The minutes of the July 28, 2020 Board meeting were approved, as amended.

The minutes of the August 4, 2020 Special Board meeting (elections) were approved, as presented.

REPORTS

The reports of the Chair of the Facilities and Amenities Review (FAR) Ad hoc Committee, of the Management Services Review Ad hoc Committee, of the Strategic Planning Ad hoc Committee, and the Chair of the Website Redesign Ad hoc Committee were dispensed with.

NEW BUSINESS

General

Emergency Addition to Agenda

Golden Rain Foundation Board Meeting Minutes, August 25, 2020

Emergency/immediate action is requested to add to the August 25, 2020 GRF Board agenda the action item 8.b. Orange County Registrar, Onsite Ballot Drop Box. Board action is requested under provisions of Civil Code 4930 (d).

Agenda Exception. *The statute provides an exception for emergencies. If an item needs to be added to the agenda after it was posted, it can be added as follows ([Civ. Code §4930\(d\)](#)):*

1. *Upon a determination made by a majority of the board present at the meeting that an emergency situation exists.*
2. *Upon a determination made by the board by a vote of two-thirds of the directors present at the meeting, or, if less than two-thirds of total membership of the board is present at the meeting, by a unanimous vote of the directors present, that there is a need to take immediate action and that the need for action came to the attention of the board after the agenda was distributed pursuant to subdivision (a) of [Section 4920](#).*
3. *The item appeared on an agenda that was distributed pursuant to subdivision (a) of [Section 4920](#) for a prior meeting of the board that occurred not more than 30 calendar days before the date that action is taken on the item and, at the prior meeting, action on the item was continued to the meeting at which the action is taken.*

Emergency Defined. *An emergency is defined as "circumstances that could not have been reasonably foreseen by the board, that require immediate attention and possible action by the board, and that, of necessity, make it impracticable to provide notice." ([Civ. Code §4930\(d\)\(1\)](#).)*

The basis for the Emergency/immediate action is that on August 24, 2020, the Orange County Registrar of Voters requested the Board reaffirm its previous decision to deny the placement of a Ballot Drop Box, or reconsider the action, as a final decision is required on or before September 1, 2020. to allow time for all required postings.

Ms. Hopewell MOVED, seconded by Mrs. Damoci -

TO approve the addition of Orange County Registrar Onsite Ballot drop Box to the August 25, 2020, Board agenda under provisions of Civil Code 4930 (d).

Eight Directors and the Executive Director spoke on the motion.

The motion was carried with two no votes (Friedman, Pratt).

Immediate Action Request, Orange County Registrar, Onsite Ballot Drop Off Box

On August 24, 2020, the Orange County Registrar of Voters contacted GRF administration seeking time sensitive action on behalf of the GRF Board to reconfirm a previous action by the Board which failed (January 28, 2020), the placement of a Ballot Drop Box. The Registrar is seeking formal action by the GRF Board to reaffirm its previous ruling or reevaluate the opportunity for a Ballot Drop Box.

For the Board's consideration, the following central, recognizable, and accessible location: Amphitheater St Andrews/ Tam O'Shanter intersection exit.

Mrs. Perrotti MOVED, seconded by Mr. Melody -

TO approve the use of Trust Property identified as approximately 10 square feet, adjacent to the US Post Box location at the Amphitheater parking lot exit at St Andrews/ Tam O'Shanter, for the hosting of a Orange County Registrar Of Voters Ballot Drop Off Box, and authorize the President to sign the agreement.

Ten Directors and the Executive Director spoke on the motion.

The motion was carried with two no votes (Friedman, Pratt).

COVID-19 Ad hoc Committee

TENTATIVE VOTE: Adopt 70-1448-3A Veterans' Plaza – Emergency Operational Procedures

At the regularly scheduled meeting of the COVID-19 Ad hoc Committee on August 18, 2020, the Committee moved and approved to recommend to the Board adoption of proposed emergency action policy 70-1448-3A – Veterans' Plaza – Emergency Operational Procedures, to re-open Trust property identified as Veteran's Plaza, for active outdoor activities, under all applicable or more restrictive public health and safety orders.

In the drafting and the subsequent Committee review of the proposed emergency action policy, key areas of Committee deliberation were focused on:

- Number of Seal Beach COVID-19 cases as reported by the Orange County Health authority to date
- Number of COVID-19 deaths
- The clear majority of the over 9,000 community members are clearly in the "at risk" category, due to age or preexisting medical conditions
- Reason rules must also take into consideration, Caregivers, and Shareholders/Members guests
- GRF, as an employer, has the obligation to establish rules to protect the health and safety of our employees
- Proposed actions MUST represent the mutual benefit of a majority of the Shareholder/members

Ms. Snowden MOVED, seconded by Mr. Massetti -

TO approve emergency action policy 70-1448-3A – Veterans' Plaza
– Emergency Operational Procedures, for Trust property identified
as Veterans' Plaza, under the provisions of civil code (§4360(d)).

Twelve Directors and the Executive Director spoke on the motion.

The motion was carried unanimously.

TENTATIVE VOTE: Adopt 70-1448-3B - Mission Park, Phase One (Pickleball Court) – Emergency Operational Procedures

At the regularly scheduled meeting of the COVID-19 Ad hoc Committee on August 18, 2020, the Committee moved and approved to recommend to the Board adoption of proposed emergency action policy 70-1448-3B – Mission Park, Phase I (Pickleball Court) – Emergency Operational Procedures, to re-open Trust property identified as Mission Park, Pickleball Court for active outdoor activities, under all applicable or more restrictive public health and safety orders.

In the drafting and the subsequent Committee review of the proposed emergency action policy, key areas of Committee deliberation were focused on:

- Number of Seal Beach COVID-19 cases as reported by the Orange County Health authority to date
- Number of COVID-19 deaths
- The clear majority of the over 9,000 community members are clearly in the “at risk” category, due to age or preexisting medical conditions
- Reason rules must also take into consideration, Caregivers, and Shareholders/Members guests
- GRF, as an employer, has the obligation to establish rules to protect the health and safety of our employees
- Proposed actions MUST represent the mutual benefit of a majority of the Shareholder/members

Ms. Gerber MOVED, seconded by Mr. Melody-

TO approve emergency action policy 70-1448-3B – Mission Park,
(Multi-use Court), Phase One – Emergency Operational Procedures,
for Trust property identified as Mission Park, under the provisions of
civil code (§4360(d)), as amended.

Fourteen Directors and the Assistant Recreation Manager spoke on the motion.

The motion was carried unanimously.

TENTATIVE VOTE: Adopt 70-1448-3C - Mission Park, Phase Two (Bocce Ball) – Emergency Operational Procedures

At the regularly scheduled meeting of the COVID-19 Ad hoc Committee on August 18, 2020, the Committee moved and approved to recommend to the Board adoption of proposed emergency action policy 70-1448-C – Mission Park, Phase II (Bocce Ball) – Emergency Operational Procedures, to re-open Trust property identified as Mission Park, Bocce Ball, for active outdoor activities, under all applicable or more restrictive public health and safety orders.

Golden Rain Foundation Board Meeting Minutes, August 25, 2020

In the drafting and the subsequent Committee review of the proposed emergency action policy, key areas of Committee deliberation were focused on:

- Number of Seal Beach COVID-19 cases as reported by the Orange County Health authority to date
- Number of COVID-19 deaths
- The clear majority of the over 9,000 community members are clearly in the "at risk" category, due to age or preexisting medical conditions
- Reason rules must also take into consideration, Caregivers, and Shareholders/Members guests
- GRF, as an employer, has the obligation to establish rules to protect the health and safety of our employees
- Proposed actions MUST represent the mutual benefit of a majority of the Shareholder/members

Ms. Heinrichs MOVED, seconded by Ms. Levine, and carried unanimously-

TO approve emergency action policy 70-1448-3C – Mission Park,
Phase Two (Bocce Ball) – Emergency Operational Procedures, for
Trust property identified as Mission Park, under the provisions of civil
code (§4360(d)).

TENTATIVE VOTE: Adopt 70-1448-3D – Amphitheater – Emergency Operational Procedures

At the regularly scheduled meeting of the COVID-19 Ad hoc Committee on August 18, 2020, the Committee moved and approved to recommend to the Board adoption of proposed emergency action policy 70-1448-D – Amphitheater – Emergency Operational Procedures, to re-open Trust property identified as the Amphitheater, for active outdoor activities, under all applicable or more restrictive public health and safety orders.

In the drafting and the subsequent Committee review of the proposed emergency action policy, key areas of Committee deliberation were focused on:

- Number of Seal Beach COVID-19 cases as reported by the Orange County Health authority to date
- Number of COVID-19 deaths
- The clear majority of the over 9,000 community members are clearly in the "at risk" category, due to age or preexisting medical conditions
- Reason rules must also take into consideration, Caregivers, and Shareholders/Members guests
- GRF, as an employer, has the obligation to establish rules to protect the health and safety of our employees
- Proposed actions MUST represent the mutual benefit of a majority of the Shareholder/members

Mrs. Damoci MOVED, seconded by Ms. Rapp, and carried unanimously -

TO return 70-1448-3D, – Amphitheater – Emergency Operational
Procedures to the COVID-19 Ad hoc Committee for review.

TENTATIVE VOTE: Adopt 70-1448-3 - Golf Course – Emergency Operational Procedures

At the regularly scheduled GRF Board of Directors meeting on July 28, 2020, the Board moved to adopt 70-1448-3, Golf Course – Emergency Operational Procedures. At the regularly scheduled meeting of the COVID-19 Ad hoc Committee on August 18, 2020, the Committee moved to recommend to the Board post the procedure for a 28-day comment period by the membership, to re-open Trust property identified as the Golf Course for active outdoor activities, under all applicable or more restrictive public health and safety orders.

In the drafting and the subsequent Committee review of the proposed emergency action policy, key areas of Committee deliberation were focused on:

- Number of Seal Beach COVID-19 cases as reported by the Orange County Health authority to date
- Number of COVID-19 deaths
- The clear majority of the over 9,000 community members are clearly in the “at risk” category, due to age or preexisting medical conditions
- Reason rules must also take into consideration, Caregivers, and Shareholders/Members guests
- GRF, as an employer, has the obligation to establish rules to protect the health and safety of our employees
- Proposed actions MUST represent the mutual benefit of a majority of the Shareholder/members

The Board concurred to remove 70-1448-3 - Golf Course – Emergency Operational Procedures from the agenda.

BOARD MEMBER COMMENTS

Four Board members spoke on the meeting proceedings.

ADJOURNMENT

The meeting was adjourned was at 3:12 p.m.

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Golden Rain Foundation
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**BOARD OF DIRECTORS SPECIAL MEETING MINUTES
GOLDEN RAIN FOUNDATION
August 31, 2020**

CALL TO ORDER

President Susan Hopewell called the Special meeting of the Board of Directors (BOD) of the Golden Rain Foundation (GRF) to order at 1:05 p.m., on Monday, August 31, 2020, in Clubhouse Four and via live stream.

PLEDGE OF ALLEGIANCE

Mr. Slutsky, GRF Representative from Mutual Eight, led the Pledge of Allegiance.

ROLL CALL

Following the roll call, the Corporate Secretary reported that Directors Perrotti, St. Aubin, Snowden, Gerber, Hopewell, Rapp, Slutsky, Levine, Heinrichs, Damoci, Friedman, and Massetti were present. Directors Pratt, Thompson, Doderio, Melody (arrived at 1:40 p.m.), and Isom participated virtually by Zoom.com. Director Stone was absent. The Executive Director was also present.

Seventeen Directors were present, with a quorum of the voting majority.

ANNOUNCEMENTS

The GRF Board met in an Executive Session meeting on August 28, 2020.

SHAREHOLDER/MEMBER COMMENTS

In accordance with Policy 5610, Participation by Foundation Members, members may enter into a comment period prior to the beginning of business. **NOTE:** Foundation members are permitted to make comments before the business of the Board begins. Requests must be registered in advance of the meeting. The Open Meeting Act allows boards of directors to establish reasonable time limits for the open forum and for speakers to address the board. ([Civ. Code §4925\(b\).](#)) Time limits, per speaker, are limited to:

- 4 minute limit per speaker, when there are no more than 15 speakers
- 3 minute limit per speaker, 16 - 25 speakers
- 2 minute limit per speaker, over 26 speakers

Four members offered comments at the meeting and no members offered written comments,

submitted prior to the meeting.

NEW BUSINESS

General – Reopening of Trust Property Amenities under Emergency Operational Procedures

Veterans' Plaza, 70-1448-3A

Based upon current status of Federal, State, County and City public health and safety orders, staff recommends the reopening of Veterans' Plaza, under Emergency Operations Policy 70-1448-3A, for active outdoor activities, as defined under the policy.

Ms. Snowden MOVED, seconded by Ms. Rapp -

TO approve the re-opening of Veterans' Plaza, on September 4,

2020, under Emergency Operations Policy 70-1448-3A.

The motion was carried with three no votes (Heinrichs, Perrotti, St. Aubin).

Mission Park (Multi-Use), 70-1448-3B

Based upon current status of Federal, State, County and City public health and safety orders, staff recommends the reopening of Mission Park –Multi-Use Courts, under Emergency Operations Policy 70-1448-3B, for active outdoor activities, as defined under the policy.

Mrs. Perrotti MOVED, seconded by Mr. Friedman –

TO approve the re-opening of Mission Park - Multi-Use Courts, on

September 4, 2020, under Emergency Operations Policy 70-1448-3B.

The motion was carried with three no votes (Heinrichs, Perrotti, St. Aubin).

Mission Park (Bocce Ball and Basketball Court), 70-1448-3C

Based upon current status of Federal, State, County and City public health and safety orders, staff recommends the reopening of Mission Park – Bocce Ball Court, under Emergency Operations Policy 70-1448-3C, for active outdoor activities as defined under the policy.

Ms. Heinrichs MOVED, seconded by Mr. Dodero -

TO approve the re-opening of Mission Park – Bocce Ball and

Basketball Court, on September 4, 2020, under Emergency

Operations Policy 70-1448-3C.

The motion was carried with three no votes (Heinrichs, Perrotti, St. Aubin).

ADJOURNMENT

The meeting was adjourned at 1:42 p.m.

Marsha Gerber, Corporate Secretary
Golden Rain Foundation
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**BOARD OF DIRECTORS SPECIAL MEETING MINUTES
GOLDEN RAIN FOUNDATION
September 17, 2020**

CALL TO ORDER

President Susan Hopewell called the Special meeting of the Board of Directors (BOD) of the Golden Rain Foundation (GRF) to order at 9:07 a.m., on Thursday, September 17, 2020, in Clubhouse Four and via live stream.

PLEDGE OF ALLEGIANCE

Mrs. Damoci, GRF Representative from Mutual Twelve, led the Pledge of Allegiance.

ROLL CALL

Following the roll call, the Corporate Secretary reported that Directors Perrotti, Snowden, Thompson, Hopewell, Rapp, Slutsky, Doderio, Levine, Heinrichs, Damoci, Melody, Friedman, Isom, and Massetti were present.

Directors St. Aubin, Pratt, (arrived at 9:26 a.m.) Gerber, participated virtually by Zoom.com. Director Stone was absent. The Executive Director and the Director of Finance were also present.

Seventeen Directors were present, with a quorum of the voting majority.

ANNOUNCEMENTS

The GRF Board met in an Executive Session meeting on September 4, 2020.

SHAREHOLDER/MEMBER COMMENTS

In accordance with Policy 5610, Participation by Foundation Members, members may enter into a comment period prior to the beginning of business. **NOTE:** Foundation members are permitted to make comments before the business of the Board begins. Requests must be registered in advance of the meeting. The Open Meeting Act allows boards of directors to establish reasonable time limits for the open forum and for speakers to address the board. (Civ. Code §4925(b).) Time limits, per speaker, are limited to:

- 4 minute limit per speaker, when there are no more than 15 speakers
- 3 minute limit per speaker, 16 - 25 speakers

Golden Rain Foundation Board Meeting Minutes, September 17, 2020

- 2 minute limit per speaker, over 26 speakers

No members offered comments at the meeting.

NEW BUSINESS

General – Accept the Draft 2021 Operating Budget

Architectural Design and Review Committee

Ms. Heinrichs MOVED, seconded by Mr. Dodero-

TO accept the proposed budgets for Cost Center 101, Architectural Design and Review, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Director Pratt joined the meeting at 9:26 a.m.

Communications/IT Committee

Ms. Isom MOVED, seconded by Ms. Snowden-

TO accept the proposed budgets for Cost Center 236, News , as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Ms. Isom MOVED, seconded by Ms. Rapp -

TO accept the proposed budgets for Cost Center 934, Information Systems, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Executive Committee

Ms. Hopewell MOVED, seconded by Ms. Rapp –

TO accept the proposed budgets for Cost Center 320, Human

Golden Rain Foundation Board Meeting Minutes, September 17, 2020

Resources, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Ms. Hopewell MOVED, seconded by Mr. Massetti–

TO accept the proposed budgets for Cost Center 330, Administration, as presented, for incorporation into the total 2021 operating budget, contingent upon the Finance Committee's review and recommendation to the Board on the Master Insurance policy.

The motion was carried unanimously by the Directors present.

Ms. Hopewell MOVED, seconded by Mr. Massetti –

TO accept the proposed budgets for Cost Center 629, Building 29, as presented, for incorporation into the total 2021 operating budget, contingent upon Finance Committee review.

The motion was carried unanimously by the Directors present.

Ms. Hopewell MOVED, seconded by Ms. Rapp –

TO accept the proposed budgets for Cost Center 655, Building 655, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

The President called for a fifteen minute break at 10:21 a.m.

Finance Committee

Mr. Friedman MOVED, seconded by Mr. Massetti–

TO accept the proposed budgets for Cost Center 431, Finance, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mr. Friedman MOVED, seconded by Ms. Rapp-

TO accept the proposed budgets for Cost Center 432, Purchasing, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mr. Friedman MOVED, seconded by Ms. Snowden-

TO accept the proposed budgets for Cost Center 439, Resales Office, as presented, for incorporation into the total 2021 operating budget.

The motion was carried with one recusal (Gerber).

Mr. Friedman MOVED, seconded by Ms. Isom -

TO accept the proposed budgets for Cost Center 460, Health Care Center, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mr. Friedman MOVED, seconded by Ms. Levine -

TO accept the proposed budgets for Cost Center 465, Reserve Funding, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mr. Friedman MOVED, seconded by Mr. Dodero-

TO accept the proposed budgets for Cost Center 544, Copy & Supply Center, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mutual Administration Committee

Ms. Snowden MOVED, seconded by Mr. Friedman -

TO accept the proposed budgets for Cost Center 533, Stock Transfer, as presented, for incorporation into the total 2021 operating budget.

The motion carried with one abstention (Melody).

Ms. Snowden MOVED, seconded by Ms. Isom-

TO accept the proposed budgets for Cost Center 545, Mutual Administration, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Ms. Snowden MOVED, seconded by Mr. Friedman-

TO accept the proposed budgets for Cost Center 574, Service Maintenance, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Ms. Snowden MOVED, seconded by Mr. Dodero-

Golden Rain Foundation Board Meeting Minutes, September 17, 2020

TO accept the proposed budgets for Cost Center 575, GRF Maintenance, as presented for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

The President called for a 30-minute lunch break.

Roll call was taken after the lunch break.

Physical Property Committee

Ms. Rapp MOVED, seconded by Ms. Isom-

TO accept the proposed budgets for Cost Center 670, Physical Properties , as presented (or as adjusted) for incorporation into the total 2021 operating budget.

The motion was carried with one abstention (Levine).

Ms. Rapp MOVED, seconded by Mr. Melody-

TO accept the proposed budgets for Cost Center 679, Community Facilities, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Recreation Committee

Mrs. Perrotti MOVED, seconded by Mr. Melody -

TO accept the proposed budgets for Cost Center 651, Clubhouse One, as presented for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Mr. Friedman-

TO accept the proposed budgets for Cost Center 652, Clubhouse
Two as presented, for incorporation into the total 2021 operating
budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Mr. Dodero-

TO accept the proposed budgets for Cost Center 653, Clubhouse
Three, as presented, for incorporation into the total 2021 operating
budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Ms. Rapp-

TO accept the proposed budgets for Cost Center 654, Clubhouse
Four, as presented, for incorporation into the total 2021 operating
budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Mr. Melody-

TO accept the proposed budgets for Cost Center 656, Clubhouse
Six, as presented, for incorporation into the total 2021 operating
budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Mrs. Damoci-

TO accept the proposed budgets for Cost Center 735, Library, as
presented, for incorporation into the total 2021 operating budget.

Golden Rain Foundation Board Meeting Minutes, September 17, 2020

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Ms. Heinrichs-

TO accept the proposed budgets for Cost Center 736, Learning Center, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Mr. Dodero-

TO accept the proposed budgets for Cost Center 740, Recreation, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Mr. Massetti-

TO accept the proposed budgets for Cost Center 745, Amphitheater, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

The President called for 15-minute break at 2:25 p.m.

Mr. Massetti left the meeting at 2:25 p.m.

Mrs. Perrotti MOVED, seconded by Mrs. Damoci-

TO accept the proposed budgets for Cost Center 746, Golf Course, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Mr. Melody-

TO accept the proposed budgets for Cost Center 747, 1.8 Acres,
as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Ms. Levine-

TO accept the proposed budgets for Cost Center 748, Pool, as
presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Ms. Heinrichs-

TO accept the proposed budgets for Cost Center 749, Janitorial, as
presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Ms. Snowden-

TO accept the proposed budgets for Cost Center 756, Fitness
Center, as adjusted (revise the staffing to 4.86 FTE), for
incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mrs. Perrotti MOVED, seconded by Ms. Heinrichs -

TO accept the proposed budgets for Cost Center 847, 5.5 Acres
Storage Lot, as presented for incorporation into the total 2021
operating budget.

The motion was carried unanimously by the Directors present.

Security, Bus & Traffic

Mr. Pratt MOVED, seconded by Mr. Massetti -

TO accept the proposed budgets for Cost Center 322, Emergency Preparations, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

Mrs. Damoci MOVED, seconded by Mrs. Perrotti

TO refer the proposed budget for Cost Center 837, Security, to the Finance Committee for review.

The motion was carried with two no votes (Massetti, Thompson) and two abstentions (Dodero, Melody).

Mr. Pratt MOVED, seconded by Mr. Dodero -

TO accept the proposed budgets for Cost Center 838, Transportation, as presented, for incorporation into the total 2021 operating budget.

The motion was carried unanimously by the Directors present.

BOARD MEMBER COMMENTS

Three Board members spoke on the meeting proceedings.

ADJOURNMENT

The meeting was adjourned at 4:02 p.m.

Marsha Gerber, Corporate Secretary
Golden Rain Foundation
dfb 09.17.20



Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: FINANCE COMMITTEE (CM)
SUBJECT: ACCEPTANCE OF THE AUGUST 2020 FINANCIAL STATEMENTS
DATE: SEPTEMBER 29, 2020
CC: FILE

At the regularly scheduled meeting of the Finance Committee on September 21, 2020, the Committee, in accordance with Policy 40-5115-3 and all applicable sections of the civil code 5500, duly moved to recommend to the GRF Board of Directors acceptance of the August 2020 financial statements, for audit.

I move that the GRF Board of Directors accept the August 2020 financial statements for audit.

Financial Recap – August 2020

As of the eight-month period ended August 2020, the draft financial reports indicate that GRF is in a favorable financial position with a surplus of \$450,606.

Major variances are:

Wages, Taxes & Benefits	1,008,184	Favorable: Wages \$790K; P/R Taxes \$78K; Workers' Comp \$37K; Group Ins \$103K; average FTE < budget by 32.5 due to furloughs and reorganization
Temporary Agency Fees	(496,292)	Unfavorable: Temporary help for key positions.
Supplies	22,820	Favorable: Timing of expenditures for later months
Utilities	83,654	Favorable: Electricity \$71K; Gas \$14K
Community Entertainment	246,489	Favorable: Cancelled events due to COVID-19
Newspaper Printing	51,283	Favorable: No anticipated price increase; Reduced pages from 36 to 24. Telephone Book and Annual Report not printed.
Interest Income	(58,992)	Unfavorable: YTD interest allocated to reserves higher than budgeted. Variance is due to timing.
News Advertising	(182,503)	Unfavorable: Less demand for display ads
SRO Labor Cost Recovery	(207,613)	Unfavorable: Less billable hours due to assignment of GRF projects.
Other Income	(68,515)	Unfavorable: Income from guest passes, permits, parking rental, parking fines, show sponsorships

	Fund Balance	Allocated For Current Projects	Allocated For Future Projects	For details, see page
Reserve Funds				
Repairs & Replacements	\$10,905,716	\$1,794,353	\$9,111,363	7

	Fund Balance	Allocated Funds	Unallocated Funds	For details, see page
Capital Funds				
Capital Improvements	\$2,736,874	\$884,188	\$1,852,686	8

Total year-to-date approved unbudgeted operating expenses are \$60,018.

P.O. Box 2069
Seal Beach CA 90740

Description			
	Current Assets:		
1122000	Cash & cash equivalents	248,180	
	Non-Restricted Funds	6,807	
	Receivables	1,074,621	
	Prepaid expenses	145,406	
	Inventory of maintenance supplies	488,567	
	Total Current Assets		1,963,581
	Designated deposits		
1211000	Contingency Operating Fund	1,000,000	
	Reserve Fund	10,905,716	
1212500	Capital Improvement Fund-GRF	2,736,874	
	Total designated deposits		14,642,590
	Notes Receivable		
1411000	Notes Receivable	56,575	
	Total Notes Receivable		56,575
	Fixed Assets		
	Land, Building, Furniture & Equipment	37,960,777	
	Less: Accumulated Dep'n	(23,244,646)	
	Net Fixed Assets		14,716,131
	Other Assets		
	Total Assets		31,378,876

P.O. Box 2069
Seal Beach CA 90740

Description		
Liabilities & Equity		
Current Liabilities:		
	Accounts payable	313,248
	Project Commitments	1,061,865
	Prepaid Deposits	11,175
	Accrued payroll & payroll taxes	501,948
	Unearned Income	25,478
2140000	Deferred Revenue-Other	17,500
	Accrued expenses	214,503
2139000	Accrued Legal Settlement	550,000
	Accrued property taxes	26,541
	Total Current Liabilites	2,722,258
	Total Liabilities	2,722,258
Equity		
Mutuals' Beneficial Interest		
3211000	Contingency Operating Reserve Equity	1,000,000
3212000	Reserve Equity	10,204,558
3394000	Capital Fund Equity	2,698,516
3310000	Beneficial Interest in Trust	13,961,476
	Total Mutuals' Beneficial Interest	27,864,550
Membership interest		
	Membership certificates of 844 shares @ \$200 par value, and 5,764 shares @ \$250 par value, authorized, issued and outstanding	1,609,800
	Additional paid-in-capital	4,648,351
	Total Paid-in-Capital	6,258,151
	Excess Income	
	Current Year	(297,214)
	Total Excess Income	(297,214)
3920000	Dep'n & Amortization	(5,168,869)
	Net Stockholders' Equity	28,656,619
	Total Liabilities & Stockholders' Equity	31,378,876

Golden Rain Foundation
Cash Flow Activity - All Reserves
For the Period Ended August 31, 2020

	Contingency Operating Fund	Reserve Fund	Capital Improvement Fund	Nonrestricted Funds	Total
Balance 12/31/2019	700,000	10,526,625	2,477,743	28,151	13,732,519
Funded: Assessments		866,668			866,668
Funded: Amenities Fees collected (318)		655,139	655,139		1,310,278
Funded: M17 Lease Fees collected (19)		4,655	4,655		9,310
Funded: Interest on Funds		153,034	21,783		174,818
Expenditures		(1,282,405)	(422,447)		(1,704,852)
Commitments		(18,000)			(18,000)
2019 Excess Income	300,000				300,000
Net Monthly Activity				(21,344)	(21,344)
Balance 08/31/2020	1,000,000	10,905,716	2,736,874	6,807	14,649,397
Net Activity	300,000	379,091	259,131	(21,344)	916,878

**Golden Rain Foundation
Cash Flow Activity - All Reserves
For the Month of August 2020**

	Contingency Operating Fund	Reserve Fund	Capital Improvement Fund	Nonrestricted Funds	Total
Balance 7/31/2020	1,000,000	11,155,059	2,602,567	6,104	14,763,731
Funded: Assessments		108,333			108,333
Funded: Amenities Fees collected	72	146,808	146,808		293,616
Funded: M17 Lease Fees collected					-
Funded: Interest on Funds		10,714	1,499		12,213
Progress Payments on CIP					-
Expenditures		(515,198)	(14,000)		(529,199)
Commitments					-
Replenish funds for Donated Assets					-
Transfers between funds				-	-
Interest Income Allocation					-
Net Monthly Activity				703	703
Balance 8/31/2020	1,000,000	10,905,716	2,736,874	6,807	14,649,397
 Net Activity	 -	 (249,343)	 134,307	 703	 (114,333)

Golden Rain Foundation
Quick Balance Sheet Analysis
For the Period Ended August 31, 2020

SELECTED BALANCE SHEET ITEMS

	Current Balance	Prior Month	Increase (Decrease)
Cash In Bank	254,987	136,224	118,763
Current Assets	16,606,171	16,552,142	54,029
Current Liabilities	2,722,258	2,493,137	229,121
Current Ratio	6.10	6.64	
Designated Deposits:	14,642,590	14,757,626	(115,036)
Reserve Fund			
Liability & Disaster Insurance Fund			
Capital Improvement Fund			
Contingency Operating Fund			

RESULT OF OPERATIONS

Current Month	Actual	Budget	Variance	%
Income	1,464,958	1,418,637	46,321	3.27
Expense	1,391,859	1,493,964	102,105	6.83
Net Materials Recovery(Pass Thru)	0	0	0	
Excess Income or (Expense)	73,099	(75,327)	148,426	
Year To Date	Actual	Budget	Variance	%
Income	11,577,858	11,445,187	132,671	1.16
Expense	11,185,562	11,503,497	317,935	2.76
Net Materials Recovery(Pass Thru)	0	0	0	
Excess Income or (Expense)	392,296	(58,310)	450,606	

Full Time Equivalents		
For the Month	Average YTD	Planned - 2020
131.50	138.09	170.50

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Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: FINANCE COMMITTEE (CM)
SUBJECT: RESERVE FUNDS INVESTMENT PURCHASE
DATE: SEPTEMBER 29, 2020
CC: FILE

At the regularly scheduled meeting of the Finance Committee on September 21, 2020, the members discussed the current investment ladder and reserve funds available for investing to fill in the gaps in the investment ladder.

Following this discussion, the Committee passed a motion to recommend the GRF Board authorize the purchase of brokered CDs through Morgan Stanley (\$580,000) and US Bancorp (\$285,000), totaling \$865,000 of reserve funds, with terms ranging from twelve (12) months to eighteen (18) months, at the prevailing interest rates at the time of purchase, and at the discretion of the financial advisor.

I move to approve the purchase of brokered CDs through Morgan Stanley (\$580,000) and US Bancorp (\$285,000), totaling \$865,000 of reserve funds, with terms ranging from twelve (12) months to eighteen (18) months, at the prevailing interest rates at the time of purchase, and at the discretion of the financial advisor.

Reserve Funds Investment Ladder as of September 10, 2020

Term	Maturity Month	Investment Amount	Rate	Loc
0	Sep-20	1,150,000	0.85%	U/M
1	Oct-20	246,000	2.85%	U
2	Nov-20	735,000	2.35%	M
3	Dec-20	735,739	2.13%	U/M
4	Jan-21	245,000	2.75%	U
8	Feb-21	1,110,000	1.18%	U/M
6	Mar-21	735,000	1.12%	U/M
7	Apr-21	245,000	3.05%	U
8	May-21	485,000	1.55%	U
9	Jun-21	245,000	1.00%	U
10	Jul-21	530,000	1.38%	U/M
11	Aug-21	630,000	0.43%	U/M
12	Sep-21	245,000	1.00%	U
13	Oct-21	490,000	1.68%	U/M
14	Nov-21	-		
15	Dec-21	-		
16	Jan-22	-		
17	Feb-22	245,000		U
18	Mar-22	-		
19	Apr-22	-		
20	May-22	-		
21	Jun-22	-		
22	Jul-22	-		
23	Aug-22	-		
24	Sep-22	-		
25	Oct-22	-		
26	Nov-22	-		
27	Dec-22	-		
28	Jan-23	-		
29	Feb-23	-		
30	Mar-23	-		
31	Apr-23	-		
32	May-23	-		
33	Jun-23	-		
34	Jul-23	-		
35	Aug-23	-		



Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: FINANCE COMMITTEE (CM)
SUBJECT: CAPITAL IMPROVEMENT FUNDS INVESTMENT PURCHASE
DATE: SEPTEMBER 29, 2020
CC: FILE

At the regularly scheduled meeting of the Finance Committee on September 21, 2020, the members discussed the amount of liquid capital improvement funds available for investing and the current investment ladder.

Following this discussion, the Committee passed a motion to recommend to the GRF Board, the purchase of brokered CDs from US Bancorp, totaling \$400,000 of capital improvement funds, with terms ranging from six (6) months to eighteen (18) months, at the prevailing interest rates at the time of purchase, and at the discretion of the financial advisor.

I move to approve the purchase of brokered CDs from US Bancorp, totaling \$400,000 of capital improvement funds, with terms ranging from six (6) months to eighteen (18) months, at the prevailing interest rates at the time of purchase, and at the discretion of the financial advisor.

Capital Funds Investment Ladder as of September 10, 2020

Term	Maturity Month	Investment Amount	Rate
0	Aug-20		
1	Sep-20	247,000	1.80%
2	Oct-20	250,000	2.40%
3	Nov-20		
4	Dec-20	150,000	0.15%
5	Jan-21	200,000	1.70%
6	Feb-21		
7	Mar-21	249,000	1.60%
8	Apr-21		
9	May-21		
10	Jun-21	150,000	0.20%
11	Jul-21		
12	Aug-21		
13	Sep-21		
14	Oct-21		
15	Nov-21	200,000	1.80%
16	Dec-21		
17	Nov-21		
18	Dec-21		
19	Jan-22		
20	Feb-22		
21	Mar-22		
22	Apr-22		
23	May-22		
24	Jun-22		
25	Jul-22		
26	Aug-22		
27	Sep-22		
28	Oct-22		
29	Nov-22		
30	Dec-22		
31	Jan-23		
32	Feb-23		
33	Mar-23		
34	Apr-23		
35	May-23		
36	Jun-23		



Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: SUSAN HOPEWELL, PRESIDENT
SUBJECT: ACCEPT FINAL REPORT FROM FACILITIES AND AMENITIES REVIEW (FAR)
AD HOC COMMITTEE
DATE: SEPTEMBER 22, 2020
CC: FILE

In June 2015, the Facilities and Amenities Review (FAR) Ad hoc Committee was established by the Golden Rain Foundation (GRF) Board of Directors (BOD).

The Ad hoc Committee spent nearly five years reviewing the contents of Committee binders, as well as additional materials to be included, the scope of facilities and amenities to be considered, the potential use of event planning software, the need for an accurate survey of square footage of the various facilities, and specific dialogue regarding Clubhouse Three, including Room Nine.

On behalf of the Golden Rain Foundation Board of Directors, I join the Board in thanking the FAR Ad hoc Committee for undertaking these tasks.

In 2015-16, the Committee was chaired by Perry Moore and members included Carole Damoci, Phill Hood, Barry Lukoff, Kathy Rapp, Joy Reed, Paula Snowden, and Linda Stone.

During the 2016-2017 and 2017-2018 terms, the FAR Ad hoc Committee concentrated on the Restaurant/Bar project, chaired by Leah Perrotti and members Marsha Gerber, Irma Heinrichs, Barry Lukoff, Linda Stone and invited members Lynn Baidack, Rich Carson, Jackie Dunagan and Lee Melody.

In 2018-19, the Committee was chaired by Leah Perrotti and members included Phil Friedman, Irma Heinrichs, Barry Lukoff, Kathy Rapp, and Ronde Winkler.

In 2019-20, the Committee was chaired by Leah Perrotti and members included Phil Friedman, Irma Heinrichs, Barry Lukoff, Kathy Rapp, and Ronde Winkler.

I move to accept the Facilities and Amenities Review (FAR) Ad hoc Committee's report and formally recognize the dissolution of the Committee.



Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: SUSAN HOPEWELL, PRESIDENT
SUBJECT: ACCEPT FINAL REPORT FROM MANAGEMENT SERVICES REVIEW (MSRAH) AD HOC COMMITTEE
DATE: SEPTEMBER 22, 2020
CC: FILE

In 2017, the Management Services Review Ad hoc Committee was established by the Golden Rain Foundation (GRF) Board of Directors (BOD).

The Ad hoc Committee spent nearly three years reviewing the services provided to the Mutual Corporations by each GRF department, delineating the frequency of requests for specific services and cost for additional services. The Ad hoc Committee's objective was to create a new Management Agreement that is based on real practices.

On behalf of the Golden Rain Foundation Board of Directors, I join the Board in thanking the MSRAH Ad hoc Committee for undertaking these tasks.

In 2017-18, the Committee was chaired by Kathy Rapp and members included Vice Chair Susan Hopewell, Carole Damoci, Wayne Gould, Barry Lukoff, Steve McGuigan, and Ronde Winkler.

In 2018-19, the Committee was chaired by Kathy Rapp and members included Suzanne Fekjar, Phil Friedman, Marsha Gerber, Janet Isom and Ronde Winkler.

In 2019-20, the Committee was chaired by Kathy Rapp and members included Suzanne Fekjar, Phil Friedman, Susan Hopewell, Paul Pratt, and Ronde Winkler.

I move to accept the Management Services Review Ad hoc (MSRAH) Committee's report and formally recognize the dissolution of the Committee.

#	Item	Finance Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
1	Accounts Payable	Collect, sort and code invoices for each Mutual	Yes	Mutual		Accounting services provided to the Mutual
2	Accounts Payable	Obtain Mutual officer approval for payment	Yes	Mutual		Accounting services provided to the Mutual
3	Accounts Payable	Enter invoices into the system, review batch reports and post file	Yes	Mutual		Accounting services provided to the Mutual
4	Accounts Payable	Print checks, match to invoices and review check information	Yes	Mutual		Accounting services provided to the Mutual
5	Accounts Payable	Package checks by Mutual for Mutual officer signatures	Yes	Mutual		Accounting services provided to the Mutual
6	Accounts Payable	Prepare checks for mailing and log mailing date on check backup for repair and tax deposit refund checks.	Yes	Mutual		Accounting services provided to the Mutual
7	Accounts Payable	Special check run requests	Yes	Mutual		Accounting services provided to the Mutual
8	Accounts Payable	Special request to issue one check per invoice instead of the norm where one check covers payment for multiple invoices.	No	Mutual	75% rule. At hourly rate TBD.	Accounting services provided to the Mutual
9	Accounts Receivable	Send pre-notes and ACH file to the bank for direct debits	Yes	Mutual		Accounting services provided to the Mutual
10	Accounts Receivable	Update each Mutual's new year's monthly assessment, property tax, user fee and cable (if applicable) amounts to all shareholder accounts	Yes	Mutual		To ensure all shareholders are charged properly
11	Accounts Receivable	Pull property tax paid and new monthly charge information for each shareholder for mail merge to the year-end letter to shareholders	Yes	Mutual		Accounting services provided to the Mutual
12	Accounts Receivable	Mutual board officers visit Ester for significant amounts of time to discuss individuals on the aged receivable report (often arriving without an appointment).	Yes	Mutual		Special one-on-one attention for Mutual director to work the delinquent account list.
13	Accounts Receivable	Reissue coupons for those who have inadvertently discarded or lost original coupon book.	Yes	Shareholder	Charge member after first payment has been made.	
14	Accounts Receivable	Run late fee program, review file before posting	Yes	Mutual		Accounting services provided to the Mutual
15	Accounts Receivable	Generate balance due letters to all accounts having a balance at the time of printing	Yes	Mutual		Accounting services provided to the Mutual
16	Accounts Receivable	Issue refunds on credit accounts receivable balances	Yes	Mutual		Accounting services provided to the Mutual
17	Accounts Receivable	Reverse late fees per Mutual instructions	Yes	Mutual		Accounting services provided to the Mutual
18	Audits	Present annual financial statements to each board at their board meetings.	Yes	Mutual		Accounting services provided to the Mutual
19	Audits	Prepare and review financial statement templates with disclosure notes	Yes	Mutual		Accounting services provided to the Mutual
20	Audits	Initiate bank confirmation letters to all banks created and follow-up on non-responses	Yes	Mutual		Accounting services provided to the Mutual
21	Budgets	One-on-One budget meetings to compile budget information into template	Yes	Mutual		Accounting services provided to the Mutual
22	Budgets	Finalize budget reports, update reserve study information, follow-up on pending items.	Yes	Mutual		Accounting services provided to the Mutual

#	Item	Finance Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
23	Budgets	Present standardized budget reports to each board at their board meetings.	Yes	Mutual		Accounting services provided to the Mutual
24	Budgets	Coordinate the copying of annual budgets and disclosure statements (M12)	No/Yes	Mutual	Fees should match copy center fees. 75% rule. Plus hourly rate TBD.	M12 budget contains additional pages (disclosures and policies) that are not included in other Mutual budget reports.
25	Budgets	Compile financial data to assist Mutuals with their budget planning	Yes	Mutual		Accounting services provided to the Mutual
26	Cable Billing	Review data from Spectrum and from Superwire; add or remove cable charges as instructed.	Yes	Mutual		Accounting services provided to the Mutual for billing cable charges to shareholders.
27	Cable Billing	Answer questions and explain cable billing to shareholders.	Yes	Shareholder		Accounting services provided to the Mutual but benefits the shareholder directly.
28	Cash Management	Research and process lockbox exceptions	Yes	Mutual		Accounting services provided to the Mutual
29	Cash Management	Adjust bank accounts for coin deposit bank adjustments	No	GRF		Accounting services provided to the Mutual but GRF collects the coins and reports the deposit amounts.
30	Cash Management	Review prior day bank activity for all Mutual bank accounts	Yes	Mutual		Accounting services provided to the Mutual
31	Cash Management	Perform reconciliations for all investment portfolios and money market accounts	No/Yes	Mutual	accounts in Trust- Special Service Number of accounts? Establish reasonable number of accounts per mutual.	Accounting services provided to the Mutual
32	Cash Management	Follow up with payees on stale-dated checks	Yes	Mutual		Accounting services provided to the Mutual
33	Cash Management	Perform bank reconciliations for 31 checking account	Yes	Mutual		Accounting services provided to the Mutual
34	Cash Management	Send positive pay file to bank on a daily basis	Yes	Mutual		Accounting services provided to the Mutual
35	Cash Management	Reconcile and post daily lockbox file from bank	Yes	Mutual		Accounting services provided to the Mutual
36	Escrow	Prepare pink demand listing all outstanding balances and summarizing recurring monthly charges	Yes	Mutual		Accounting services provided to the Mutual
37	Escrow	Log receipt of repair and escape tax deposits	Yes	Mutual		Accounting services provided to the Mutual
38	Escrow	Prorate and adjust monthly assessments between buyer and seller based on escrow closing documents.	Yes	Mutual		Accounting services provided to the Mutual
39	Escrow	Calculate and invoice supplemental tax bill for buyer	Yes	Mutual		Accounting services provided to the Mutual
40	Escrow	Set up recurring charges in Jenark for new buyers	Yes	Mutual		Accounting services provided to the Mutual
41	Escrow	Prepare and process deposits for escrow checks and code appropriately: repair and tax deposits, amenities fees, transfer fees, inspection fees and buyer's premium fees (M6).	Yes/No	Mutual	Only applies to Mutual 6. 75% rule/hourly rate.	Accounting services provided to the Mutual
42	Escrow	Review and close escrow payment batch entries	Yes	Mutual		Accounting services provided to the Mutual

#	Item	Finance Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
43	Escrow	Prepare and process refund checks for unused repair deposits based on invoices and SROs charged against the repair deposit.	Yes	Mutual		Accounting services provided to the Mutual
44	Escrow	Create a reconciliation of the repair and tax deposits to the GL	Yes	Mutual		Accounting services provided to the Mutual
45	Escrow	Follow up with OC Assessors office on tax deposits held over 90 days.	Yes	Mutual		Accounting services provided to the Mutual
46	Escrow	Follow up with Physical Properties on repair deposits held over 60 days.	Yes	Mutual		Accounting services provided to the Mutual
47	Escrow	Record escrow deposit information on log when received.	Yes	Mutual		Accounting services provided to the Mutual
48	Escrow	Record dollar amounts, processing and mailing dates on log for all repair and tax deposit refund checks	Yes	Mutual		Accounting services provided to the Mutual
49	Escrow	Assist buyers when calling to follow up on their repair or tax deposits.	Yes	Shareholder		Accounting services provided to the Mutual but benefits the shareholder directly.
50	Financial Reporting	Create standardized financial reports and supporting documentation, including a CFO packet, on a monthly basis for each Mutual.	Yes	Mutual	2 copies	Accounting services provided to the Mutual
51	Financial Reporting	Prepare general ledger analyses or reconciliations for all general ledger accounts	Yes	Mutual		Accounting services provided to the Mutual
52	Income Tax Returns	Compile tax information for the annual tax returns	Yes	Mutual		Accounting services provided to the Mutual
53	Income Tax Returns	Review tax returns	Yes	Mutual		Accounting services provided to the Mutual
54	Income Tax Returns	Coordinate Mutual officer signing the tax returns	Yes	Mutual		Accounting services provided to the Mutual
55	Income Tax Returns	Pay quarterly estimated Federal and State income taxes	Yes	Mutual		Accounting services provided to the Mutual
56	Misc. Shareholder Charges	Post miscellaneous charges (empty unit inspection charges - M5 & M14) to shareholder accounts, create and mail invoices	No	Mutual	75% rule/ hourly rate TBD	Accounting services provided to the Mutual
57	Misc. Violations	Post miscellaneous violation charges (fines) to shareholder or contractor accounts receivable account, create and mail invoice	No	Mutual	Hourly rate TBD	Accounting services provided to the Mutual
58	Misc. Violations	Follow up on delinquent accounts, send second notices or statements each month, provide aging receivable report to Mutual.	Yes	Mutual		Accounting services provided to the Mutual
59	Mutual 6 Encroachments	Manage agreements	No	Mutual	Hourly rate TBD	Maintain the file of encroachment agreements
60	Mutual 6 Encroachments	Annual billing - create and mail out invoices	No	Mutual	Hourly rate TBD	Special billing unique to Mutual with encroachments
61	Mutual 6 Encroachments	Report delinquencies	No	Mutual	Hourly rate TBD	Follow-up to additional delinquencies from normal billing transactions.
62	Mutual 6 Encroachments	Process payments	No	Mutual	Hourly rate TBD	Additional payment processing over and above the regular assessment payments.
63	Mutual 9 Carport Rentals	Manage rental agreements	No	Mutual	Hourly rate TBD	Maintain the file of rental agreements

#	Item	Finance Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
64	Mutual 9 Carport Rentals	Bill monthly rents to renters	No	Mutual	Hourly rate TBD	Special billing unique to Mutual with rentals
65	Mutual 9 Carport Rentals	Monitor delinquent accounts, collections and post late charges	No	Mutual	Hourly rate TBD	Follow-up to additional delinquencies from normal billing transactions.
66	Mutual 9 Carport Rentals	Process payments	No	Mutual	Hourly rate TBD	Additional payment processing over and above the regular assessment payments.
67	Mutual 9 Carport Rentals	Additional reporting on annual income tax filings	No	Mutual	Hourly rate TBD	Accounting services provided to the Mutual
68	Mutual Electrical Outlet Rentals	Manage rental agreements	No	Mutual	Hourly rate TBD	Maintain the file of rental agreements
69	Mutual Electrical Outlet Rentals	Annual billing - create and mail out invoices	No	Mutual	Hourly rate TBD	Special billing unique to Mutual with rentals
70	Mutual Electrical Outlet Rentals	Process payments	No	Mutual	Hourly rate TBD	Additional payment processing over and above the regular assessment payments.
71	Mutual Electrical Outlet Rentals	Report delinquencies	No	Mutual	Hourly rate TBD	Follow-up to additional delinquencies from normal billing transactions.
72	Mutual Fires	Additional invoice processing	Yes	Mutual		Additional invoices due to contractors / vendors repairing the damage.
73	Mutual Fires	Process insurance claims proceeds	Yes	Mutual		Additional accounting services provided to the Mutual
74	Mutual Fires	Track expenses for insurance reporting	Yes	Mutual		Additional accounting services provided to the Mutual
75	Mutual Fires	Bill Mutual for GRF services such as security	Yes	Mutual		Additional accounting services provided to the Mutual
76	Mutual Unit Acquisitions	Compile acquisition costs including court-defined exchange	Yes	Mutual		Additional accounting services provided to the Mutual
77	Mutual Unit Acquisitions	Transfer utility account to Mutual	Yes	Mutual		Additional accounting services provided to the Mutual
78	Mutual Unit Acquisitions	Track expenses, including property taxes, during Mutual possession for gain/loss calculation	Yes	Mutual		Additional accounting services provided to the Mutual
79	Mutual Unit Acquisitions	Record gain/loss on sale of unit and report on annual income tax filings	Yes	Mutual		Additional accounting services provided to the Mutual
80	Parking Violations	Advise customers on how to appeal a citation	No	Mutual	Hourly rate TBD	Additional accounting services provided to the Mutual
81	Parking Violations	Receive requests for appeals and forward to Parking Enforcement	No	Mutual	Hourly rate TBD	Additional accounting services provided to the Mutual
82	Parking Violations	Receive payments and investigate to match ticket with GRF or Mutual account	No	Mutual	Hourly rate TBD	Additional accounting services provided to the Mutual
83	Parking Violations	Follow up with Security if unable to identify where the charge was posted in RM module in Jenark for applying payment or request a charge to be posted.	No	Mutual	Hourly rate TBD	Additional accounting services provided to the Mutual
84	Parking Violations	Process payments according to research and follow-up.	No	Mutual	Hourly rate TBD	Additional accounting services provided to the Mutual
85	Parking Violations	Review results of panel reviews and other notifications of waived fees, compile necessary information (account, amount, ticket number) to process and issue credits	No	Mutual	Hourly rate TBD	Additional accounting services provided to the Mutual

#	Item	Finance Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
86	Parking Violations	File documents by company and unit	No	Mutual	Hourly rate TBD	Additional accounting services provided to the Mutual
87	Payment Processing	Add or update shareholder bank information for direct debits	Yes	Mutual		Accounting services provided to the Mutual
88	Payment Processing	Verify input of shareholder bank information for accuracy	Yes	Mutual		Accounting services provided to the Mutual
89	Payment Processing	Post payments for SROs, carrying charges and other miscellaneous charges to shareholder accounts receivable accounts.	Yes	Mutual		Accounting services provided to the Mutual
90	Payment Processing	Record miscellaneous cash receipts by Mutual (Green sheets)	Yes	Mutual		Accounting services provided to the Mutual
91	Payment Processing	Prepare bank deposits and scan checks to the bank by Mutual	Yes	Mutual		Accounting services provided to the Mutual
92	Payment Processing	Process lockbox exception payments	Yes	Mutual		Accounting services provided to the Mutual
93	Payment Processing	Batch mail monthly assessment payments to the lockbox payment processing center	Yes	Mutual		Accounting services provided to the Mutual
94	Payment Processing	Prepare deposit slips for laundry coin deposits by Mutual	Yes	Mutual	75% rule	Accounting services provided to the Mutual
95	Property Tax	Reconcile tax roll with shareholder records. Research all discrepancies that are caused by changes of ownerships, approved Prop 60/90, new construction tax increases, Veteran's exemptions, etc.	Yes	Mutual		Accounting services provided to the Mutual
96	Property Tax	Submit first & second installment payments to the OC Assessors office 30 days before the delinquency date	Yes	Mutual		Accounting services provided to the Mutual
97	Property Tax	Process supplemental property tax payments to the OC Assessors office, charge shareholder after reconciling tax role to shareholder account	Yes	Mutual		Accounting services provided to the Mutual
98	Property Tax	Review supplemental property tax adjustment calculations and signoff prior to charging shareholder	Yes	Mutual		Accounting services provided to the Mutual
99	Property Tax	Process refund checks for overpayments or create invoices for underpayments	Yes	Mutual		Accounting services provided to the Mutual
100	Property Tax	Review refund check / invoice charge calculations for property tax overpayments / underpayments prior to issue.	Yes	Mutual		Accounting services provided to the Mutual
101	Property Tax	Compile user fees from all tax bills to calculate new year's User Fee	Yes	Mutual		Accounting services provided to the Mutual
102	Property Tax	Create file and upload new year's monthly property tax amounts for each unit	Yes	Mutual		Accounting services provided to the Mutual
103	Property Tax	Create file and upload new year's assessed property tax basis amounts (unit values) for each unit	Yes	Mutual		Accounting services provided to the Mutual
104	Regulatory	Create and submit due diligence letters in preparation for escheat processing	Yes	Mutual		Accounting services provided to the Mutual
105	Regulatory	Report and remit unclaimed property to the State of California	Yes	Mutual		Accounting services provided to the Mutual
106	Regulatory	TIN match all new vendors to mitigate B notices and improper 1099 reporting.	Yes	Mutual		Accounting services provided to the Mutual

#	Item	Finance Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
107	Regulatory	Maintain vendor database including Form W9 for 1099 reporting	Yes	Mutual		Accounting services provided to the Mutual
108	Regulatory	Process 1099s for qualifying vendors at year-end	Yes	Mutual		Accounting services provided to the Mutual
109	Reporting/Copying	Provide additional copies of CFO packets that have already been provided	No	Mutual	Hourly rate TBD	Accounting services provided to the Mutual
110	Reporting/Copying	Provide additional copies requested for Edison bills that have already been provided	No	Mutual	Hourly rate TBD	Accounting services provided to the Mutual
111	Reporting/Copying	Compile utility costs for prior years by month (very common request for M8)	No	Mutual	Hourly rate TBD	Accounting services provided to the Mutual
112	Reporting/Copying	Various requests to provide copies or lists of expenses such as pest control, landscape, etc.	No	Mutual	Hourly rate TBD	Accounting services provided to the Mutual
113	Reporting/Copying	Tracking all legal expenses by Mutual by case, maintain copies of all legal bills in respective files	Yes	Mutual		Accounting services provided to the Mutual
114	Special Requests	Compose and send letters to corporate customers (vendors) who are late on carport rental payments (M9), create and mail invoices for special fines (M12), follow up on collections of fines, provide aged receivables for outside customers to Mutual.	No	Mutual	Hourly rate TBD	Accounting services provided to the Mutual
115	Special Requests	Create performance reports for Mutuals recapping the year to be presented at Mutuals' annual meeting.	Yes	Mutual	75% rule	Accounting services provided to the Mutual
116	Special Requests	Monthly report on outstanding contractor invoices (M12)	No	Mutual	Hourly rate TBD	Accounting services provided to the Mutual
117	Special Requests	What-if scenarios for budgets and large projects. (M9 & M11)	No	Mutual	Hourly rate TBD	Accounting services provided to the Mutual
118	Special Requests	New CFOs requiring additional individual training over and above the training provided at the CFO council. Some directors require a significant amount of additional one-on-one time. (M6 & M8)	No	Mutual	Hourly rate TBD	Accounting services provided to the Mutual
119	SRO Billing	Review all SROs against each Mutual's set of rules for SRO billing.	Yes		requires further discussion.	
120	SRO Billing	Reverse incorrect SRO billings and create corrective SRO billings	No	Mutual	Hourly rate TBD	SRO billing follows rules created by each Mutual. Mutuals make exceptions and require invoices to be credited to the billing party and charged to a different party. (Shareholder to Mutual or Mutual to Shareholder.)

#	Item	IT Department - Management Services	Standard Yes/No	Mutual, Shareholder and GRF Service	Committee Comments	Staff Description
1	Database management	Generate, print, e-mail/distribute resident masterfile reports	Yes	Mutual	Yes- standardized approved format	Monthly reports
2	Database management	Generate, print, e-mail/distribute SROs by bill type reports	Yes	Mutual	Yes- standardized approved format - send to all Board Members	Monthly reports
3	Database management	Generate, print, e-mail/distribute SRO detail reports	Yes	Mutual	Yes- standardized approved format - send to all Board Members	Monthly reports
4	Database management	Generate, print, e-mail/distribute open SROs code 9 & code 10 reports	Yes	Mutual	Yes- standardized approved format - send to all Board Members	Monthly reports
5	Database management	Generate, print, e-mail/distribute open SROs report	Yes	Mutual	Yes- standardized approved format - send to all Board Members	Monthly reports
6	Database management	Generate, print, e-mail/distribute misc. reports	Yes	Mutual	standard reports only. No variations.	Monthly reports
7	Hardware management	Conference room AV equipment for meetings	Yes	Mutual		Help in conference room meetings
8	Server management	Update Mutual e-mail distribution lists	Yes	Mutual		Update mutual##@lwsb.com rosters
9	Software management	Constant Contact: LW Live e-mail blasts	Yes	Shareholder		Send out informational e-mails to shareholders
10	Website management	Post agendas	Yes	Mutual		Website updates
11	Website management	Post minutes	Yes	Mutual		Website updates
12	Website management	Post policies	Yes	Mutual		Website updates
13	Website management	Update Mutual BOD rosters by building	Yes	Mutual		Website updates

	Item	GRF Mutual Administration - Community Manager	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
1	Insurance renewal (yearly)	GRF and Mgr	Yes	All		
2	Insurance claims (as needed)	GRF or Mgr	Yes	GRF/Mutual	Bill time to insurance or responsible party, no compensation for meals. Will be billing time for personal party.	Depending on whether claim in on GRF or mutual property, dictates GRF or mutual responsibility; Extra charges for claims assistance and follow-through.
3	Executive session	Director or Mgr	Yes	Mutual	16 meetings a month	
4	Special project	Director or Mgr	No	Mutual	(Rossmore by-laws policies and occupancy agreements)	
5	Variance reports	Director or Mgr	Yes	Mutual	MAC Committee	
6	Legal cases (30 day notice, posting, follow-up)	Director or Mgr	Yes	Mutual		See special project (line 4)
7	Set up and attend meetings/ conference calls with the mutual board and attorney	Director or Mgr w/R.S.	Yes	Mutual		
8	Monthly meetings with mutual presidents or directors	Director or Mgr w/R.S.	Yes	Mutual		
9	Review mutual meeting in Leisure World newspaper (weekly)	R.S.	Yes	Mutual		
10	Produce 16 mutual agendas per month	Recording Secretary	Yes	Mutual		
11	Produce one presidents' council meeting agenda per month	Recording Secretary	Yes	Mutual	Presidents' Council	
12	Produce one committee agenda per month (MAC)	Recording Secretary	Yes	GRF/Mutual	MAC Committee	
13	Format policies (new/current/rescind)	Recording Secretary	Yes	GRF/Mutual	MAC Committee	
14	Create policy posting sheets for 16 mutuals	Recording Secretary	Yes	Mutual		
15	Schedule and attend agenda prep meetings	Recording Secretary	Yes	Mutual		
16	Research (policies/legal rules and regulations)	Recording Secretary	Yes	Mutual		Add'l charge per hour
17	Update 16 mutual rosters	Recording Secretary	Yes	Mutual	as needed	
18	Update master mutual officer/GRF representative rosters	Recording Secretary	Yes	Mutual	as needed (as least annually)	
19	Make appropriate agenda copies (before meeting for posting/for day of meeting)	Recording Secretary	Yes	Mutual		
20	Produce special meeting minutes	Recording Secretary	Yes	Mutual	transcription	Add'l charge per page
21	Produce resolutions in memo format for 16 Mutuals	Recording Secretary	Yes	Mutual		
22	Email agendas/draft mins/signed mins to IT for posting	Recording Secretary	Yes	Mutual		
23	Set up conference rooms for 16 mutual meetings	Recording Secretary	Yes	Mutual		Add'l charge for change of venue request
24	File various documents	Recording Secretary	Yes	Mutual		
25	Produce templates	Recording Secretary	Yes	Mutual	[for whom?]	[If for S.H. or BOD, add'l charge/pg]

	Item	GRF Mutual Administration - Community Manager	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
26	Produce 16 summary reports per month	Recording Secretary	Yes	Mutual		
27	Produce 16 sets of annual meeting minutes (each year)	Recording Secretary	Yes	Mutual		Add'l charge for above and beyond BOD copies
28	Produce 16 sets of organizational meeting minutes (each year)	Recording Secretary	Yes	Mutual		Add'l charge for above and beyond BOD copies
29	Update various email lists	Recording Secretary	Yes	Mutual		
30	Update primary resolutions for 16 Mutuals	Recording Secretary	Yes	Mutual		
31	Produce 16 sets of mutual minutes per month	Recording Secretary	Yes	Mutual		Add'l charge for above and beyond BOD copies
32	Produce special meeting posting sheets for 16 Mutuals (special/executive)	Recording Secretary	Yes	Mutual		Add'l charge per page
33	Stock supplies in conference rooms	Recording Secretary	Yes	Mutual		Add'l charge per use/day
34	Keep track of special requests of 16 mutuals (presidents/directors)	Recording Secretary	No	Mutual	No non-governance assistance	
35	Attend 16 mutual meetings per month	Recording Secretary	Yes	Mutual	Overtime, different versions of agenda/minutes	
36	Attend one council meeting per month	Director or Mgr w/R.S.	Yes	Mutual	Presidents' Council	
37	Attend one committee meeting per month	Director or Mgr w/R.S.	Yes	Mutual	MAC Committee	
38	Produce various training documents for new hires	Recording Secretary	Yes	Mutual	Seminars	
39	Emails	Director or Mgr's discretion	Yes	Mutual	Review and respond, if necessary, to emails/security reports	
40	SH file review	Director; Mgr; or R.S.	Yes	Mutual		Add'l charge per viewing hour
41	Phone calls	Mutual department	Yes	Mutual		
42	Office visit/mutual director	Director or Mgr	Yes	Mutual		By appointment only
43	Cover reception phones	GRF	Yes	Mutual		Cover break/lunch reception phones
44	Mailing of letters		Yes	GRF/Mutual	Make copies for files, mutual president, appropriate department, chron file, before mailing	
45	Maintain copies at desk for board member pick-up		Yes	Mutual		
46	Mutual board mtgs (exec session)	Office Secy	Yes	Mutual	Prepare manager/director with files	
47	Shareholder's delinquent accounts	Office Secy	Yes	Mutual	Track accounts over \$1500/ prepare for letters, follow-up and track monies collected	
48	Mutual report request	R.S.	Yes	Mutual	report for equipment for board meeting (M2)	
49	Mutual board meetings	Set-up/clean-up conference rooms	Yes	Mutual		Add'l charge for add'l time R.S. assists in set-up/tear-down
50	Closed files	Office Secy	Yes	Mutual	Maintain closed files in case they are re-opened	

	Item	GRF Mutual Administration - Community Manager	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
51	Shareholder's with concerns/issues	Office Secry	Yes	Shareholder/Mu tual	Assist shareholder's with concerns/issues only with manager/director's approval or direction, and follow-up with mutual presidents	
52	Emails	Recpt, Office Secry, R.S.	Yes	GRF/Mutual		
53	Special inspections	Director, Mgr, Office Secry	Yes	Mutual		
54	Parking violation hearings	Office Secry or R.S.	Yes	GRF/Mutual	Track/schedule parking violation hearings (IDRs)	Add'l charge if attending IDR or ADR

#	Item	GRF Physical Property Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
1	Animal control (rodents, coyotes, snakes, etc.)		Yes	Mutual Shareholder	Inside the unit incident will be charged as an SRO to the shareholder. Outside of the unit incident will be charged to the Mutual.	Bed bugs shareholder charge
2	Annual Inspection	Includes: -Annual inspection Liaison to Social Services -Annual inspections follow up letters -Annual inspection follow-up inspections (in addition to initial follow up)	Yes/No	Mutual Shareholder	The annual inspection that has been done accompanied by the Physical Property Inspector, issuing follow-up walk-through will be considered standard. Additional follow-up walk-throughs that occurs due to violation of safety/fire inspection will be considered nonstandard and charged to the shareholder.	Hourly cost would need to be determined
3	Special Inspection		No	Shareholder	Hourly rate TBD	
4	Answering general resident questions, return phone calls and emails		Yes	Mutual Shareholder		
5	Annual/Biennial Inspections		Yes	Mutual		
6	City of Seal Beach Inspector Liaison		Yes	Mutual Shareholder		
7	Compliant remediation (on any PP related matter)		Yes	Mutual Shareholder		
8	Construction permit inspection - Final		Yes	Mutual Shareholder	work will be completed as contracted to follow Mutual policy.	
9	Construction permit inspection - Progress		Yes	Mutual Shareholder	work will be completed as contracted to follow Mutual policy.	
10	Contractor Liaison - correction notice		Yes	Mutual Shareholder	will be completed following the Mutual policy, while working with the contractor and the city to get a resolution between them on a correction notice by the city of Seal Beach	
11	Construction permit inspection - correction notice follow-up		Yes	Mutual Shareholder		
12	Contractor Liaison for Mutual repairs - paint, pest, landscape		Yes	Mutual Shareholder	performed as liaison to Mutual repairs, and sometimes involve pests.	

#	Item	GRF Physical Property Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
13	Contractor payments Contractor/Member dispute resolution Illegal construction resolution		No	Mutual Shareholder	A modified contract will be considered nonstandard. Physical Property inspector to resolve the dispute, the service will be considered nonstandard and charged to shareholder. A shareholder may be charged a fee by Physical Property Department for time spent to resolve issue.	Hourly cost would need to be determined (Example Contractor not following specifications)
14	Contractor coordination meetings		Yes	Mutual		
15	Contractor rules enforcement		Yes	Mutual Shareholder		
16	coordinating buyer/seller agreements during transfer of stock		Yes	Mutual Shareholder		
17	Coordination and the city of Seal Beach Building Department approval (Unit flooding, fire. etc.)		Yes	Mutual Shareholder		
18	coordination of repairs with Mutuals, contractors, and insurance companies.		Yes	Mutual Shareholder		
19	damaged unit inspection (damages caused by resident)		Yes	Mutual Shareholder	If shareholder is responsible for damages they will pay for damages and the inspectors time.	Hourly cost would need to be determined
20	Escrow corrective work liaison		Yes	Mutual Shareholder		
21	final inspections and escrow		Yes	Mutual Shareholder		
22	follow-up escrow inspections and associated documentation		Yes	Mutual Shareholder		
23	Mutual special project coordinating and construction	Includes: -Paving and concrete sidewalk repair/replacement -Painting -Termite and dry rot damage -Re-roofing -Re-piping -Sewer relining	Yes/No	Mutual	Anything outside of approved projects will be considered nonstandard and an extra charge.	Example, car runs into building and causes damage. Hourly cost would need to be determined
24	Maintenance service calls for inspection and direction		Yes/No	Mutual/Shareholder		

#	Item	GRF Physical Property Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
25	Monthly BOD report	Includes: - Mutual monthly report of escrows -Mutual monthly report of permits -Mutual monthly report of projects	Yes	Mutual		
26	Attend Monthly Mutual meetings		Yes/No	Shareholder	Anything outside of approved projects will be considered nonstandard and an extra charge to the Shareholder.	Hourly cost would need to be determined
27	Mutual Director Liaison		Yes	Mutual		
28	Mutual job walks		Yes	Mutual		
29	Contractor orientation		Yes	Mutual/Shareholder		
30	Mutual policy review and updates		Yes	Mutual		
31	New buyer interviews (orientations)		Yes	Mutual		
32	New resident inspections		Yes	Shareholder		
33	Open doors for missed appointment		No	Shareholder	Hourly rate TBD	Hourly cost would need to be determined
34	Overseeing concrete pours from beginning to end		No	Mutual	This service is considered nonstandard if it takes over an hour of inspectors time. Hourly rate TBD.	Some Mutual policies require inspector to be onsite for concrete pours from start to finish. Hourly cost would need to be determined
35	Overseeing mutual long term contracts	Includes: -Landscaping -Sewer cleaning -Termite and pest control -Fire protection	Yes/No	Mutual	RFP's for services is a standard service; any control or supervision (none inspection) of those services is non-standard.	Hourly cost would need to be determined if supervision is required
36	Permit review		Yes	Shareholder		In some Mutuals this must go to the Board meeting
37	Pest management with vendor	Pest Control	No	Shareholder		Hourly cost would need to be determined
38	Plan review for code compliance to support city of Seal Beach		Yes	Mutual Shareholder		
39	Plan review for policy compliance - Shareholder		Yes	Mutual Shareholder		
40	Plan review with mutual approval		Yes	Shareholder/Mutual	The service becomes nonstandard if Mutual requires more time.	Shareholder request for items out of the ordinary. Hourly cost would need to be determined
41	Plan checks for Mutual compliance		Yes	Shareholder/Mutual		
42	Posting for Inspections - Annual or Special		No	Mutual	Posting for annual inspection will be done by the Mutual or someone hired by the Mutual.	No.
43	Posting or inspections - Project work		Yes	Mutual		
44	Pre-listing inspections		Yes	Mutual Shareholder		

#	Item	GRF Physical Property Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
45	Process change orders		Yes	Mutual Shareholder	The service becomes nonstandard if a change order requires new permit. An additional fee will be charged.	
46	Process all paperwork involved in transfer of stock		Yes	Mutual Shareholder		
47	Proper disposal of abandoned personal property		No	Shareholder	Escrow charge?	Hourly cost would need to be determined
48	Real estate agent liaison		No	Shareholder	Shareholder Charge.	Hourly cost would need to be determined
49	Red tags and remediation		Yes	Mutual Shareholder		
50	Contract management (RFP for landscaping and pest management)		Yes	Mutual Shareholder		
51	Roof inspections (non-destructive)		Yes	Mutual		
52	Roof repair service (non-GRF)		Yes	Mutual		
53	Service maintenance requests		Yes/No	Mutual Shareholder	The service becomes nonstandard when the inspector is called in a damage report needs to be filed. If the call is due to shareholders negligence they will be billed for inspectors time.	Hourly cost would need to be determined
54	Termite inspections and associated documentation		Yes	Mutual		
55	Vendor invoice processing		Yes	Mutual		
56	Water and fire damage inspection and reports; claims and all other associated paperwork		Yes/No	Mutual Shareholder		Hourly cost would need to be determined to submit as insurance claim
57	Water/Fire damage project management		Yes/No	Mutual Shareholder	The service becomes nonstandard when the inspector is called and a damage report needs to be filed. If the call is due to shareholders negligence they will be billed for inspectors time.	Hourly cost would need to be determined to submit as insurance claim
58	Parking rental management for Mutuals		No	Mutual	There are 3 or 4 Mutuals that have parking spaces that are rented out.	Hourly rate TBD.

#	Item	GRF Purchasing Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
1	Purchasing - Special Materials Requests	Special Non-inventory purchase requests for ongoing items (i.e. skylights)	Yes	Mutual		
2	Purchasing - Special Materials Requests	Special Quote requests - meet with requester to gather information about their needs	No	Mutual	Hourly rate TBD	
3	Purchasing - Special Materials Requests	Special Quote requests - Research products to find suitable materials - follow up with requester for approval of material options	No	Mutual	Hourly rate TBD	
4	Purchasing - Special Materials Requests	Research suppliers to find suitable partner	No	Mutual	Hourly rate TBD	
5	Purchasing - Special Materials Requests	Secure W-9 set up new vendor	No	Mutual	Hourly rate TBD	
6	Purchasing - Special Materials Requests	Negotiate pricing / payment terms for purchase	No	Mutual	Hourly rate TBD	
7	Purchasing - Special Materials Requests	Create and send purchase order to place order	No	Mutual	Hourly rate TBD	
8	Purchasing - Special Materials Requests	Follow purchase order status through to delivery	No	Mutual	Hourly rate TBD	
9	Purchasing - Special Materials Requests	Process receiving of materials, verifying accuracy of item and quantity - providing accounting with documentation to support payment to supplier	No	Mutual	Hourly rate TBD	
10	Purchasing - Special Materials Requests	Contact mutual regarding receipt of delivery	No	Mutual	Hourly rate TBD	
11	Purchasing - Special Materials Requests	Facilitate storage of non-inventory items if delivery to mutual is delayed	No	Mutual	Hourly rate TBD	
12	Purchasing - Special Materials Requests	Special Non-inventory purchase requests (generators, storage sheds, skylights, etc.)	No	Mutual	Hourly rate TBD	
13	Purchasing - Special Materials Requests	Returns of special non-inventory purchase requests, either due to defective merchandise, or change of plans.	No	Mutual	Hourly rate TBD	
14	Purchasing - Special Materials Requests	Special Inventory Purchase Requests to support projects (water heaters, fascia, range hoods)	No	Mutual	Hourly rate TBD	
15	Purchasing - Appliances	Facilitate SRO split billings on upgrade items, i.e. bottom freezer refrigerators	Yes	Mutual		
16	Purchasing - Appliances	Refrigerator Warranty Repair Requests, this involves calls to warranty repair company and shareholder, both to schedule and follow up that service was completed. Calling the front gate on the scheduled day of service to allow tech admittance to the community	Yes	Mutual		
17	Purchasing - Appliances	Provide cost of parts, age of machine versus cost of new machine when requesting Mutual officer Refrigerator Repair Parts or replacement authorization	Yes	Mutual		
18	Purchasing - Appliances	Updating tracking spreadsheet of all refrigerator repair requests, part requests, new unit order requests	Yes	Mutual		

#	Item	GRF Purchasing Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
19	Purchasing - Appliances	Laundry Warranty Repair Service Requests, calling the warranty repair company to schedule service Calling the front gate on the scheduled day of service to allow tech admittance to the community.	Yes	Mutual	75% participation cutoff/usage charge	
20	Purchasing - Appliances	Laundry Warranty Repair Parts Requests - requesting and coordinating the return of faulty parts for warranty replacement. Ordering and processing the receipt of warranty parts shipped.	Yes	Mutual		
21	Purchasing - Appliances	Source parts, request quotes for Laundry non-warranty repair parts	Yes	Mutual		
22	Purchasing - Appliances	Provide cost of parts, age of machine versus cost of new machine replacement when requesting Mutual officer Laundry Repair Part purchase authorization	Yes	Mutual		
23	Purchasing - Appliances	Track all costs associated with the repair of laundry machines, including freight to correctly charge all costs	Yes	Mutual		
24	Purchasing - Appliances	Obtain Mutual officer new laundry appliance authorization	Yes	Mutual		
25	Purchasing - Appliances	Request replacement SRO if new appliance purchase is authorized	Yes	Mutual		
26	Purchasing - Appliances	Updating tracking spreadsheet of all laundry repair requests, part requests, new unit order requests	Yes	Mutual		
27	Purchasing - Appliances	Initiate process to reverse incorrect SRO billings and create corrective SRO billings	Yes	Mutual		
28	Purchasing	Publish Monthly Price Lists	Yes	Mutual/Shareholder		
29	Purchasing	Communicate via President's Council all necessary material obsolescences or technology updates, providing impact to mutual in cost or benefit options. Collecting feedback or requests for additional information	Yes	Mutual		
30	Purchasing	Attend mutual meetings at the request of mutual officers for presentation and discussion on miscellaneous topics	Yes	Mutual		
31	Purchasing	Enter materials for all SROs	Yes	Mutual/Shareholder		
32	Purchasing	Coordinating Delivery/Pick-up/Payment of Storage POD rentals	No	Mutual	Hourly rate TBD	

#	Category	GRF Recreation Department - Management Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
1	Janitorial services	Laundry room cleaning	Yes	Mutual	Extras are non-standard	Anything outside of contracted scope of work should be an extra charge.
2	Janitorial services	Carport cleaning	Yes	Mutual		
3	Janitorial services	Oil spot clean up	Yes	Mutual		First time is free, any additional clean-ups are charged.
4	Janitorial services	Dead animal pick up	Yes	Mutual		
5	Janitorial services	Mutual Apartment cleaning	No	Shareholder	Extras are non-standard	Anything outside of contracted scope of work should be an extra charge.
6	Community Facilities services	Mutual meetings	Yes	Mutual	Including Mutual Council Meetings	
7	Community Facilities services	Mutual Social Events	Yes	Mutual		
8	Community Facilities services	Election AV services	Yes	Mutual		
9	Community Facilities services	Mutual Meeting AV services	Yes	Mutual		

#	Item	GRF Security Services	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
1	Incident Reports - daily review and disseminate reports to each mutual president	Director	Yes	GRF/Mutual	Each Morning, including weekends review reports and forward to mutual presidents as draft, answer and possibly research any enquiries that are generated from those reports.	SA
2	Incident Reports - requirements of mutuals	Director	Yes	Mutual	Reports are changed to reflect needs of the mutuals, such as adding areas to DOA reports.	SSD
3	Document member vs Mutual disputes		Yes	Mutual		SSD
4	Patrol Officer/Coin counting 3 officers two days per month	Patrol officers also collect coin laundry money, count and delivery to Finance Department.	Pending	GRF/Mutual	Per Mutual Per # of machines	Security Officers (SO)
5	Standby duty for Admin/Mutual meetings		Yes	GRF/Mutual		SO
6	Patrol Officer	Meet Mutual Director for vehicle tow's, take picture and write reports.	Yes	GRF/Mutual		SO
7	Paramedic report	Security / patrol officer	Yes	GRF/Mutual	Between 15 min and 1 hour to complete report.	SO
8	Door openings	Security / patrol officer	Yes	GRF/Mutual	Typically 10 min	SO
9	Accidents	Security / Patrol officer	Yes	GRF/Mutual	30 min to one hour	SO
10	Injuries	Security / patrol office	Yes	GRF/Mutual	30 to one hour	SO
11	Officers or Watch Commanders as available and assigned	THEFT REPORT: Patrol Officer completes Theft Report anytime Owner/Guest reports property taken.	Yes	Mutual	In completing the theft report the officer obtains the approximate time the theft occurred and if the property was locked up and if anyone saw or has more information as to a suspect. Also, the owner is encouraged to call and make a Police Report. If the stolen property is a bike, car or golf cart start a search of the surrounding area to see if item was misplaced or just taken for a joy ride.	SSD

12	Officers or Watch Commanders as available and assigned	TRAFFIC REPORT: All Traffic Accidents in Leisure World must be reported. Damage is accessed and documented. If GRF/Mutual property is damage the appropriate Building Inspector will be notified to evaluate the Safety situation. In the event a GRF employee is involved the employee will be taken tested, also the Safety supervisor will be notified.	Yes	GRF/Mutual	The Traffic Accident Report documents the accident and records witness information and tells how the accident occurred. In the event a Golden Rain employee is involved no personnel information will be displayed. Car A is the hitter and the report will be forwarded along with pictures to the Transportation Department. Copies of the report may be obtained by filling out a Request form in Accounting.	SSD
13	Officers or Watch Commanders as available and assigned	Occupancy Agreement Form: This form is utilized by Mutual Administration mostly to verify who is living in a unit illegally.	Yes	GRF/Mutual	The Patrol Officer visits the requested address and ID's. the person in the unit against their drivers license and completes the form. In most cases it takes several visits at different times of the day and night to verify who is in the unit.	SSD
14	Officers or Watch Commanders as available and assigned	VANDALISM REPORT: Vandalism is considered a crime and the Police Department will investigate if reported. The main problem is that it is difficult to determine where the damage really happened in the case of a vehicle, bike or motorcycle.	Yes	GRF/Mutual	The Patrol Officer completes the form and takes pictures of the damage and interviews neighbors as to any suspicious people in the area. In talking to the owners of the damaged property encourage them to file a police report..	SSD
15	Pet Check		Yes	GRF/Mutual	Added at meeting 10/22/18	SO
16	DOA		Yes	GRF/Mutual		
17	Noise Check		Yes	GRF/Mutual		
18	Resident Check		Yes	GRF/Mutual		

	Item	GRF Service Maintenance - Mutual Property (Plumbing)	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
1	Toilet. Standard only	Service, install and repair	Yes	Mutual / Shareholder	Non-standard items will be chargeable	
2	Kitchen Sink. Standard only	Service, install and repair	Yes	Mutual / Shareholder	Non-standard items will be chargeable	
3	Basin Sink. Standard only	Service, install and repair	Yes	Mutual / Shareholder	Non-standard items will be chargeable	
4	Kitchen Faucet. Standard only	Service, install and repair (mutual/shareholder)	Yes	Mutual / Shareholder	Non-standard items will be chargeable	
5	Basin Faucet. Standard only	Service, install and repair (mutual/shareholder)	Yes	Mutual / Shareholder	Non-standard items will be chargeable	
6	Garbage Disposal	Service, install and repair	Yes	Mutual / Shareholder		
7	Ice Maker	Install in mutual refrigerator ONLY and run water line	No	Shareholder	Subject to Mutual Policy.	Shareholder charge.
8	Water Heater	Service, install and repair (30 gal & 40 gal)	Yes	Mutual		
9	Laundry Room Water Heater	Service, install and repair (50 gal)	Yes	Mutual		
10	Shower Hose/Head	Service, install and repair	Yes	Mutual		
11	Water Filter	Install and replace filter (resident)	No	Shareholder		Dependent on filter/system type; does s/h have proper material or not; will NOT service/install osmosis type systems
12	Shower valve, hardware. Standard only	Service , install and repair (resident - service/repair)	Yes	Mutual	Non-standard shower valve will be repiared at Sharehoder's expense	
13	Angle stops	Service and replace angle stops under sinks, and at toilet	No/ Yes	Mutual		non-standard for added or remodeled plumbing.
14	Supply Valve at Water Heater	Service, install and repair	Yes	Mutual / GRF		
15	Supply Valves to Buildings	Service, install, repair and rebuild	Yes	Mutual / GRF		
16	Backflow Water Supply Valve	Service, repair and rebuild	Yes	Mutual / GRF		
17	Building Water Supply	Repair and replace water lines in walls and attics	Yes	Mutual / GRF		
18	Hose Bibbs/Water lines	Repair, replace, and relocate water lines to hose bibs	Yes	Mutual / GRF		
19	Hose Bibbs	Replace and repair hose Bibb (outdoor faucet)	Yes/No	Mutual / Shareholder	Only applies to approved, architecturally permitted hose bibbs. Any modifications will be considered non-standard	
20	Outside Water Supply	Repair and replace water mains to bldg. - repair and replace water lines to irrigation systems	Yes	Mutual / GRF	Standard if it is a Mutual water irrigation line	

21	Bypass Waterlines	Connect temporary water lines to feed buildings	Yes	Mutual		
22	Kennedy Valves	Exercise Kennedy valves in the street - Shut-off valves for contractors when needed	Yes	Mutual / GRF		
23	Recirculating Pumps	Service, repair and replace	Yes	GRF		
24	Commercial Water heaters/boilers. Emergency service	Service and repair lines to boilers (mutual 17)	Yes	Mutual / GRF		
25	Dishwashers	Service water lines in the event of a leak ONLY (shareholder)	No	Shareholder		
26	Leaks. Emergency service	All leaks from an unknown source (mutual/shareholder)	Yes	Mutual / Shareholder / GRF		
27	Toilet Flange	Replace sewer flange at toilet	Yes	Mutual / GRF		
28	Shower Flange	Repair and replace shower drains	Yes	Mutual		
29	Sewer Laterals	a. Inspect broken sewer laterals b. Repair broken sewer laterals	Yes/ No	Mutual	item b. Repair broken sewer laterals - is considered nonstandard.	
30	Sewer Mains	Dig-up, expose and repair sewer mains	Yes	Mutual / GRF	Case by case	
31	Sewer Mains	Clean and clear stoppages	Yes/No	Mutual / GRF	Per Mutual Policy	
32	Storm Drains	Clean debris and clear stoppages	Yes	Mutual / GRF		
33	Area Drains	Clear debris and clear stoppages	Yes	Mutual / GRF		
34	Roof Gutter Drains	Clean debris and clear gutters	No	Mutual		
35	Laundry Drains (Mutual laundry lines)	Clear Stoppage and clean lines	Yes	Mutual		
36	Laundry Drains (Shareholder)	Clear Stoppage and clean lines	No	Shareholder		ADDED
37	Sink and Basin Stoppages	Clear stoppages and clean lines	Yes/No	Mutual / Shareholder / GRF	Per Mutual Policy	
38	Shower and Tub Stoppages	Clear stoppages and clean lines	Yes/No	Mutual / Shareholder	Per Mutual Policy	
39	Toilet Stoppages	Clear stoppages and clean lines	Yes/No	Mutual / Shareholder	Per Mutual Policy (if there is no damages by Shareholder)	
40	Sewer Inspections	Video inspect all sewer lines and drains	Yes	Mutual / GRF		
41	A/C condensation Lines	Clean and repair (shareholder)	No	Shareholder	Emergency service	
42	Building Stoppages	Run cable and clear sewer line throughout building	Yes	Mutual / GRF		
43	Windows	Service and repair for proper function (mutual/shareholder)	Yes/No	Mutual / Shareholder		
44	Window Glass	Replace standard glass ONLY (mutual)	Yes	Mutual		
45	Mirror. Standard mirrors	Service, remove and install	Yes	Mutual / Shareholder	Per Mutual	
46	Doors	Service, repair and install	Yes	Mutual / Shareholder	Per Mutual	
47	Rolling Doors for closets. Standard doors	Service, repair and install	Yes	Mutual / Shareholder	Per Mutual	

48	Weather Stripping (around standrad doors and windows)	Install around doors and windows	Yes	Mutual		
49	Insulation (incl. water heater area)	Remove and install	Yes	Mutual	Per Mutual	
50	Standard screens	Assemble, rescreen, install and repair	Yes	Mutual		
51	Standard Kitchen Counter	Service, modify, install and repair (see above)	Yes	Mutual	Per Mutual	
52	Standard Basin Counter	Service, modify, install and repair	Yes	Mutual	Per Mutual	
53	Cabinets	Service, modify, and install mutual standard cabinets	Yes	Mutual	Per Mutual	
54	Standard Drawers	Service, and replace slides, handles and hardware	Yes	Mutual	Per Mutual	
55	Dividers	Install, create and build	Yes	Mutual	Per Mutual	
56	Bread and Cutting Boards	Service, remove and patch	Yes	Mutual	Per Mutual	
57	Hampers	Service, install and repair	Yes	Mutual		
58	Door Locks	Master, install, service and repair - create keys/escrow	Yes	Mutual / Shareholder	Per Mutual	
59	Lock Box	Install new lock boxes	Yes	Mutual / Shareholder		
60	wellness checks	Assist security with entering units	Yes/No	Mutual / Shareholder	security service?	
61	Lock-outs		No	Shareholder		ADDED (seperated from 59)
62	Walls	a. Frame and repair interior/exterior b. Emergency service, small (reasonable) repair	No/ Yes	Mutual / Shareholder	item a. is non standard.	
63	Drywall (small repairs only, excludign abatement)	Install, service and patch	Yes	Mutual / Shareholder		
64	Ceilings	Service, repair and patch	No	Mutual / Shareholder		
65	Fire Walls (small repair only)	Patch fire walls in attic	Yes	Mutual		
66	Trim and Moldings (standard equipment only)	Build, modify, service and install	Yes	Mutual / Shareholder		
67	Grab Bars	Install and modify	Yes	Mutual / Shareholder		
68	Shower Enclosures	Remove, clean and reset	Yes	Mutual / Shareholder	Per Mutual	
69	Shower Hardware	Service and install new hardware	Yes	Mutual / Shareholder	Per Mutual	
70	Toilet Hardware	Install toilet seats - install toilet paper holders	Yes	Mutual / Shareholder	Per Mutual	
71	Wall A/C	Remove units and restore walls and/or windows	No	Shareholder		
72	Odor Control	Seal unit (walls, drains, etc.)	Yes	Mutual / Shareholder	Per Mutual	
73	Skylights	Clean skylight, reinstall dome,	Yes	Mutual / Shareholder	Emergency repair. Per Mutual	

74	Skylights	Repair shafts and flashing ONLY	No	Mutual/Shareholder	Per Mutual Policy	
75	Roofs	Service and repair shingles, flashing, plywood and vents	Yes	Mutual	Small repair and emergency service	
76	Rain Gutters	Install, service and repair	Yes	Mutual		
77	Dry rot (up to 100 sq. ft.)	Replace rafters, beams, joist, plywood, etc. - rebuild framing in units and at carports	Yes	Mutual	Becomes a non-standard service by a roofing company (outside contractor) beyond 100 sq. ft., at Service Maintenance discretion	
78	Paint	Primer and treat lumber ONLY	Yes	Mutual / GRF		
79	Roof Leaks	Locate and cover with plastic	Yes	Mutual / GRF		
80	Attic Vent Screen	Service and reinstall	Yes	Mutual		
81	Storage Sheds (Patio)	Service and repair	No	Mutual / Shareholder	Shareholder's responsibility or per Per Mutual Policy	
82	Carport		Yes	Mutual	No charge	
83	Signs	Install building/carport signs	Yes	Mutual	Mutual charge	
84	Solar Panels	Clean solar panels ONLY	Yes	Mutual		
85	Concrete (Small repairs only)	Remove, install, patch and grind	Yes	Mutual	Mutual charge	
86	Street Painting (Limited or outsourced)	Paint curbs and parking spaces (mutual)	Yes	Mutual	Mutual pays for outsourced service	
87	Asphalt (Limited or outsourced)	Patch holes	Yes	Mutual	Mutual pays for outsourced service	
88	Block Walls (Limited or outsourced)	Service, install and rebuild	Yes	Mutual	Mutual pays for outsourced service	
89	Stucco (Limited or outsourced)	Service, repair and patch	Yes	Mutual	Mutual pays for outsourced service	
90	Delineators	Setup cones and flashers for mutual	Yes	Mutual		
91	Steel Plates (Limited or outsourced)	Remove, reinstall and paint	Yes	Mutual	Mutual pays for outsourced service	
92	Delivery	Deliver materials for special projects	Yes	Mutual		
93	Illegal Dumping	Pick-up large items left around such as trash, carports and units	Yes	Mutual		
94	Holes (Interior, exterior and landscape)	Fill holes and uneven surfaces	Yes	Mutual		
95	Safety	Cone and tape-off unsafe areas	Yes	Mutual		
96	Emergency Accidents	Secure building, water lines, carports, etc.	Yes	Mutual		
97	Dryer Vents	Clean vents (shareholder)	Yes	Shareholder	Charged to a shareholder	
98	Deco Blocks	Cover, repair and seal deco block walls	Yes	Mutual / Shareholder	Mutual or shareholder charge	
99	Mail Box	Service, repair and install mail boxes	Yes	Mutual / Shareholder	Mutual or shareholder charge	
100	Stove Tops (standard product)	Install, service and repair	Yes	Mutual / Shareholder		
101	Ovens (standard product)	Install, service and repair	Yes	Mutual / Shareholder		

102	Exhaust Hoods (standard product)	Install, service and repair	Yes	Mutual / Shareholder		
103	Refrigerators (standard product)	Service, repair, deliver and install	Yes	Mutual / Shareholder		
104	Ceiling Fan/heater (standard product)	Service, repair, change bulbs and install	Yes	Mutual / Shareholder		
105	Wall Heater (standard product)	Service, repair and install (Mutual 15)	Yes	Mutual		
106	Radiant Ceiling Heat (standard product)	Troubleshoot, repair wiring, service and repair unit	Yes	Mutual		
107	Thermostats	Install, service and repair	Yes	Mutual		
108	Vents	Run vent piping into attic and roof hoods	Yes	Mutual / Shareholder		Shareholder charge on emergency dryer vent repair; per P.P.I or Mutual
109	Smoke Detectors	Install and change out batteries	Yes	Mutual / Shareholder	Per Mutual Policy	
110	Phone Jacks	Install and re-wire (Mutual standard only)	Yes	Mutual		
111	No Phone Service	Troubleshoot, service and repair wiring to the unit (Mutual's jack)	Yes	Mutual		
112	Door Bells (Standard - mechanical)	Service and repair standard mechanical door bells - install wireless door bells	Yes	Mutual / Shareholder	Escrow repair; non-standard becomes a shareholder's expense	
113	Switches, Outlets & GFCI	Install, service, troubleshoot and repair	Yes	Mutual / Shareholder		
114	Electrical Bill "Too High"	Troubleshoot and monitor electricity	Yes	Mutual / Shareholder		Shareholder charge if determined to be at fault
115	Washers	Service and repair, Mutual units only	Yes	Mutual		
116	Dryers	Service and repair, Mutual units only	Yes	Mutual		
117	Demand Controllers	Troubleshoot, install, service and repair	Yes	Mutual		
118	Laundry Rooms	Repair and replace sensor switches - repair and replace outlets & lights	Yes	Mutual		
119	Laundry Rooms - Preventative Maintenance		Yes	Mutual		
120	Bath/Kitchen Lights	Replace bulbs, ballasts and retrofit LED upgrades	Yes	Mutual / Shareholder		Charge based off Mutual policy
121	Bedroom/Living Room Lights	Replace bulbs, ballasts and retrofit LED upgrades	Yes	Mutual / Shareholder		Charge based off Mutual policy
122	Dinning Room	Service and repair light fixtures and dimmable switches (Mutual 15)	Yes	Mutual / Shareholder		Charge based off Mutual policy
123	Porch Lights	Replace bulbs and fixtures	Yes	Mutual / Shareholder		Charge based off Mutual policy
124	Walk Lights	Repair, weld and replace polls - change bulbs - repair conduit and run new wire	Yes	Mutual	Big jobs or outsourced	
125	Main Breakers	Exercise and replace main breakers at buildings	Yes	Mutual		
126	Unit Breakers (standard)	Service and clean panels - replace breakers	Yes	Mutual	Non-standard - Physical Property Department will be contacted	

127	Wiring	Troubleshoot, run new wiring, conduit, etc.	Yes	Mutual		
128	No Hot Water	Troubleshoot and replace elements and thermostats - turn up temp.	Yes	Mutual		
129	Salvage of Standard Items		Yes	Shareholder	No charge to Mutual	

#	Item	GRF Stock Transfer - Escrow Related Processes	Standard Yes/No	Mutual, Shareholder or GRF Service	Committee Comments	Staff Description
1	Notice of Intent Review	Review the NOI for accurate ownership/legal authority to sell the unit; Mutual 9 & 12 require presale clean up form with the NOI	Yes	Mutual	standardized with no extra form. ??	Charge, processing fee.
2	Pre-Listing Inspection Paperwork	Review the document for accurate ownership/legal authority prior to NOI - Mutual 9 only	No	Mutual	adds an extra step	Charge, processing fee.
3	Legal Authority - Successor Trustee	Successor Trustee(s) brings Trust and all Amendments to Stock Transfer; and proof of death or incapacity	Yes	Mutual, Shareholder or GRF Service		
4		Successor Trustee(s) should provide copies of both GRF and Stock certificates and assignment to the trust	Yes	Mutual, Shareholder or GRF Service		
5		If the Trust and the Certificate assignments match, and the person is named the Successor Trustee, input the Successor Trustee in the system	Yes	Mutual, Shareholder or GRF Service		
6		Issue a quarterly inheritors pass	Yes	Mutual, Shareholder or GRF Service		
7		Notify the Mutual and Security as needed	Yes	Mutual, Shareholder or GRF Service		
8	Trust Review by Counsel, List and Sell the Unit OR transfer ownership	Successor Trustee(s) brings Trust and all Amendments to Stock Transfer; and proof of death or incapacity; OR all the documents are submitted through the escrow agent	Yes	Mutual, Shareholder or GRF Service		Charge, processing fee
9	Financial Review	When the seller and buyer have reached an agreement, the buyer, realtor and escrow agent prepare and submit a Financial Worksheet	Yes	Mutual	Different qualifications per mutual	Charge, processing fee
10		The Financial Worksheet submission includes all required supporting documents per the Mutual Eligibility Requirements	Yes	Mutual		
11		The Mutuals policies are not identical	Yes	Mutual		
12		All calculations and documents are validated with the appropriate Mutual policy	Yes	Mutual		
13		If all information is validated, and the buyer(s) qualify, a Financial Review Form is completed. One copy is provided to escrow, one is provided to the Mutual President and one is kept with the packet in the unit file.	Yes	Mutual	Mutual gets documents prior to orientation	
14		If the buyer does not qualify, the Financial Worksheet and all documents are returned to escrow with a memo stating why the buyer(s) do not qualify.	Yes	Mutual		Charge processing fee.
15	Item	GRF Stock Transfer - New Buyer Escrows				

16	Escrows	Stock transfer is given 10 business days to process an escrow, from the date that it is received. Seller and buyer is confirmed through paperwork submitted from an escrow company - seller's legal authority, seller and buyer's signed escrow instructions, notices, disclosures, membership application and age verifications.	Yes	Mutual, Shareholder or GRF Service		Extra charge for rush process request.
17		These documents and forms include (if applicable): Approval and demands, co-occupancy application and qualified permanent resident agreement, restrictions of rights and waiver of occupancy and registration form for a nonresident co-owner, Golden Rain Foundation membership application, doctor's letter, active adult community disclosure, financial approval sheet, physical properties pre-listing inspection report, escape tax form, escrow instructions, buyer emergency contact form, notice of disclosures, homeowner's insurance disclosure, and the dual-occupancy form. Along with documents and forms, we receive ID and birth certificate, or Passport to verify age of buyer(s).	Yes	Mutual, Shareholder or GRF Service		Escrow processing fee is currently \$500 requesting increase to \$750 or more. Outside lenders currently charge up to \$1500. Increase would cover all new buyer escrow processing.
18	Process Escrow					
19		Adapt and Jenark systems are updated with buyer's information and the seller's move out information. Documents are generated for the escrow packet and submitted to the Mutual and Golden Rain Foundation President or corporate officer for final signature/approval. At this time, an approval and demand form is sent to Finance to document any outstanding monies owed by the seller. That form is then sent back to Stock Transfer to prepare for escrow closing.	Yes	Mutual, Shareholder or GRF Service		
20		Upon Boards approval and signatures, the approval/demand form is sent to escrow in order to prepare for the close of escrow and the collection of all monies due to Golden Rain Foundation or the Mutual. Checks for all monies due is sent to STO to log and forward to Finance for processing.	Yes	Mutual, Shareholder or GRF Service	**Review policy on fines 5061-31	
21	New Buyer(s) Appointment	A new buyer(s) check-in is scheduled by the escrow company and occurs in the Stock Transfer Office. The check-in includes presentation of new ownership certificates, occupancy agreement, four free guest passes, GRF identification card, one key to the unit, Mutual Bylaws, telephone directory, community map, bereavement and welcome booklets.	Yes	Mutual, Shareholder or GRF Service	Include parking policy.	
22	Item	GRF Stock Transfer - Membership Transfer Process				

23	Shareholder-Member(s)	Request to add a prospective member on title. Verify legal authority for title change by GRF identification card. Prospective member must meet Mutual Eligibility Requirements. Schedule appointment to sign documents and pay required fees.	Yes	Mutual, Shareholder,GRF		Increase transfer fee
24	Nonresident Co-Owner	Request to transfer stock upon the death of a Shareholder-Member(s). Verify legal authority for title change by government issued identification. prospective member must meet Mutual Eligibility Requirements.	Yes	Mutual	Different qualifications per mutual	Nonresidents do not financially qualify.
25	Financial Verification - for all transfers except Nonresident Co-owner	The Financial Worksheet submission includes all required supporting documents per the Mutual Eligibility Requirements. The Mutuals policies are not identical.	Yes	Mutual		Charge processing fee
26		All calculations and documents are validated with the appropriate Mutual policy.	Yes	Mutual		
27		If all information is validated, and the prospective member(s) qualify, an appointment is schedule to sign transfer documents.	Yes	Mutual		
28	Transfer documents	Prepare documents: Occupancy Agreement, Request to Transfer, Change of Ownership, Mutual Stock Certificate, GRF Certificate, Inspection Request, Obtain Account Balance, notify the Mutual President that documents are ready.	Yes	Mutual		Charge processing fee
29	Item	GRF Stock Transfer - Death of an Owner				
30	Receive Notification of Death	Most frequently, Security notifies Stock Transfer of a death within Leisure World.	Yes	Mutual		Stock Transfer notifies Mutual via email, phone call or in person. Depending on urgency.
31		Stock Transfer pulls the unit file, and verifies the unit information and legal authority information.	Yes	Mutual		
32		Per Mutual Policy, Stock Transfer notifies the Mutual President of the death, legal authority, people present at death with phone numbers, emergency contacts, and registered caregivers and pets. Stock Transfer requests any direction needed from the Mutual President.	Yes	Mutual		
33		Stock Transfer updates Jenark and Adapt with the appropriate legal authority changes.	Yes	GRF/Mutual		
34	Item	GRF Stock Transfer - End of Year Mailout and Passes				
35		Pick June and December expiration sticker colors for Caregiver Passes and Realtor Passes	Yes	Mutual		
36		Calculate/ Estimate quantity of passes by type that will be needed for the new year including Realtor and Caregiver passes	Yes	GRF/Mutual		

37		Work with Purchasing on ordering all passes with appropriate Purchase Requisitions. Complete ordering for delivery in October	Yes	GRF/Mutual		
38	Ensure Copy Shop has time available for IT to run guest passes through copy machine for year end mailout. Stuff envelopes with appropriate information for either shareholders or inheritors.	IT has stuffed the year end envelopes, coordinated with the Copy Shop folding machines, in previous years. Copy Shop works with Post Office to deliver 6,608 envelopes at the end of December.	Yes	GRF/Mutual		
39	Item	GRF Stock Transfer - Counter Processes				
40	Passes:					
41	Gate	4 (free) guest passes are issued to each UNIT at the beginning of the calendar year. (See annual Mail Out for further details) Mutuals 1, 4, 9, & 17 DO NOT allow their members to purchase additional passes. Mutuals 3, & 8 allow their members to purchase 2 additional passes. All other Mutuals allow the purchase of up to 4 additional guest passes.	Yes	Mutual, Shareholder or GRF Service	Per Mutual Policy	
42	Carport Parking	Carport Parking passes are issued on an as needed basis. This form is on a 1/2 sheet of pink paper, completed by the requestor and approved/signed by the respective mutual director or president. This pass MUST be displayed on the dashboard while parked in the carport.	Yes	Mutual		Charge, processing fee
43	Laundry	Laundry passes are issued to house cleaners on an as needed basis. The laundry form is completed and a pass is issued.	No	Shareholder	As directed by Mutual. Needs to be a caregiver pass.	Charge, processing fee
44	Service -NRCO, POA, Inheritor, Trustee, Administrator, Court Ordered Executor	To receive one of these passes a Service Pass Request form must be completed. The file is pulled so as to confirm authority. Any necessary paperwork is copied and attached to the fly sheet. 2 passes are issued with a small punch in the lower right corner allowing access to the community before/after hours and on weekends, as the regular gate passes are limited on their hours of entry.	Yes	Mutual		Charge, processing fee

45	Caregiver	ALL caregivers MUST register with EACH client they are assisting. The application forms are located in the STO lobby. Each caregiver is required to supply a current/valid ID. Mutual One DOES NOT accept a passport as a valid ID. Each resident must have a current signed doctors note on file with our office. Mutual 14 requires this note to be on the doctors' letterhead. The note is valid for 1 year, and is good for all caregivers applying to that resident. Mutuals 1, 8, 11, and 15 require a current Seal Beach Business License. The application must be completed in its entirety, and signed by the resident (or representative) at the bottom. The unit file is always pulled to verify the residents information. Their information is entered into the ID computer and a photo is taken for the ID. If a vehicle is listed on the application a pass is issued for parking within the community NOT to park in the residents' carport. Once the pass is completed, data entry into Jenark is completed. If the caregiver is applying for the first time (in this unit) their photo and ID are scanned and attached to their information in Jenark. The file is returned to the file room. The parking pass is different than other parking passes, service passes or guest passes.	Yes	Mutual	Per Mutual Policy	Charge, processing fee
46	Item	GRF Stock Transfer - Other				
47	Pet Registration	ALL pets MUST be register with our office. Each unit is allowed only ONE pet. If the pet is a Service Animal or an Emotional Support Animal, appropriate paperwork and signed documents from the residents' doctor are required. Regardless of the type of animal being registered, ALL items listed on the form are required, along with the residents' signature. This form is then placed in the presidents' box for signature & approval. When approved, the computer system is updated and the paperwork is placed in the units' file. Pet reregistration is required in December/January.	Yes	Mutual	Per Mutual Policy	Charge, processing fee
48	Estate Sales	The form for estate sales is located in our lobby. This form must be completed and approved by the mutual director. We do NOT require a copy of this form returned to our office.	Yes	Mutual		Charge, processing fee

49	Carport Usage	The carport usage form is available to residents who wish to rent or borrow another unit's carport space. This form is available behind our counter. We must check the file on each unit involved to ensure the files are not flagged for any reason before the form can be released. The form is then completed by each resident, approved by the mutual director, and returned to our office. A copy of the form is then placed in each unit file.	Yes	Mutual	Per Mutual Policy. May give to Security.	Charge, processing fee
50	Co-Occupants	A Co-Occupant is a person who has completed the co-occupant process, and paid their amenities fee. The Co-Occupant is only able to stay in the unit as long as the resident is there. If the resident passes away, or is relocated outside the community, the Co-Occupant has 90 days to vacate. Once the paperwork is completed, and the Mutual President has completed the unit inspection, and orientation process, the co-occupant returns to STO and is issued an ID card. STO completes data entry, and place all paperwork in the unit file.	Yes	GRF/Mutual		
51	Mutual by-Laws	By-Laws are available on the LW website. We do not keep copies of these by-laws on hand due to their length and possible revisions.	Yes	GRF/Mutual		
52	Annual Mail-Out & Returned Mail	Near the end of each December property taxes, annual passes and coupon books are mailed to each unit. Coupon books are mailed separately. Envelopes that are not deliverable (for various reasons) are returned to STO for members to claim. If a member comes in (with their ID card), and their mail has not been returned to us, we submit a request for a duplicate tax statement from the finance department. STO reproduces the 4 missing annual passes. Note: The replacement of passes are recorded in the computer to avoid possible duplicate issuing.	Yes	Mutual, Shareholder or GRF Service		
53	Phones, voice mail	Estimated 75 - 100 phone calls per day	Yes	Mutual, Shareholder or GRF Service		
54		Estimated 15 voice messages per day	Yes	Mutual, Shareholder or GRF Service		
55	Answer many non STO questions for people coming in the office	Re: Finance, Mutual Administration, Security, general Leisure World information, News, Copy Shop	Yes	Mutual, Shareholder or GRF Service		
56	Item	GRF Stock Transfer - Elections				

57	Pre-Election Work	Construct the GRF and Mutual Annual Meeting and Election Calendar which includes setting the dates for twenty-four (24) elections. Meeting dates are determined by the bylaws. Once meeting dates are set, the dates for ballots being mailed, application deadlines and the beginning of the application cycle are set in thirty (30) day increments. The calendar must notate the number of units per Mutual, the quorum required to conduct the election, the number of directors being elected (which changes annually with those Mutuels having staggered terms), if cumulative voting is or is NOT in effect, if a meeting has to be rescheduled due to a conflict, or if there will not be an election due to every-other-year status.	Yes	GRF/Mutual		
58		GRF election schedule and materials (application, instructions, newspaper article, etc.) will be presented to the Executive Committee (EC) for review and forwarded to the GRF Board for approval.	Yes	GRF/Mutual		
59		Arrange with Mutual Administration for Mutual election schedule to be reviewed/proofed. Must be completed by end of October.	Yes	GRF/Mutual		
60		Present Mutual election schedule to Presidents' Council in November. This will be the first time discussing the upcoming election cycle at this meeting. Stress to Presidents the need to communicate with the Mutual Administration Department and the Mutual's corporate counsel regarding any possible bylaw amendment they want placed on the upcoming ballot. Preparing bylaw amendments and getting them approved by the Board and ready for the ballot template takes several months.	Yes	GRF/Mutual		
61		Prepare Mutual candidate paperwork in December and January, including applications. Dates and terms will be adjusted for the upcoming election cycle. If a Mutual recently amended its bylaws to institute staggered terms, the first election where it goes into effect requires extra explanation on the application. Have Stock Transfer Manager review/proof applications.		GRF/Mutual		
62		Per Policy 5025-30, Election Procedures, the EC will recommend the GRF Board appoint the election services company as its Inspector(s) of Election for the upcoming election cycle. This occurs in February per policy.	Yes	GRF/Mutual		

63		Attend the February Presidents' Council meeting and present customized packets for each President containing a cover page memo, sample application, election schedule, nomination committee form and that Mutual's election policy. Review this material with the Presidents at the meeting and answer any questions.	Yes	GRF/Mutual		
64	Candidacy Period	Mutual election cycle goes LIVE in mid-February. Make sure copies of all Mutual applications are ready to go. Prepare instructions for Stock Transfer staff and review election materials as needed.	Yes	Mutual		
65		Build the Mutual Secretary Certificates (used at the Annual Meetings), Fridge Notices and Ballots. Review the Fridge Notices with the Stock Transfer Manager for dates, locations, etc. Send PDF Fridge Notices to Inspector(s) of Election via email. Send draft Secretary Certificates to Mutual Admin. for proofing. Upon receiving the OK to go ahead, print the Secretary Certificates on 'fancy' paper and send upstairs.	Yes	Mutual		
66		Begin sending Mutual and GRF candidate names and Mutual and unit numbers to the Finance Department and Library to see if there is money owed. If members are not in good standing, report to GRF or Mutual leaders.	Yes	GRF/Mutual	Subject to civil code.	
67		Build the Mutual and GRF ballots as names come in. Change dates as necessary.	Yes	GRF/Mutual		
68		Work with the Mutual Admin. Department on any Mutual bylaw amendments that are coming. Staff will notify you which Mutuals are doing amendments, what the subject matter is, and the attorney who is preparing the material. If instructed, contact the attorney on what the Board has voted to do.	Yes	GRF/Mutual		
69		Send emails to Mutual President roughly one week before the candidate deadline advising who the candidates are.	Yes	GRF/Mutual		
70	End of Candidacy Period	On day of deadline, send email to Mutual President with final list of candidates. Write that the final preparation of the ballot is happening over the next week and that he or she will be called in to sign off on the ballot before it is sent to the Inspector(s) of Election.	Yes	GRF/Mutual		

71		On day of GRF deadline (60 days before the election - usually a Friday), the Corporate Secretary and Vice President traditionally meet with the Stock Transfer Manager at 4:15 p.m. to observe any last-minute candidates turning in materials and confirm the final candidate list.	Yes	GRF/Mutual		
72		Send Mutual ballots in groups of 3 or 4 to Mutual Administration for proofing. Upon finalizing the ballot, ask the Mutual President to come in to review and sign off on the ballot. President will sign the ballot and any bylaw amendment material diagonally to show that it is ready to be sent to the Inspector(s) of Election.	Yes	GRF/Mutual		
73		Ask the GRF Corporate Secretary to come in and review all the GRF ballots and confirm that the printed dates, names, locations, times, etc. are correct per Mutual. The Corporate Secretary will diagonally sign each ballot to show that it is ready to send to the Inspector(s) of Election.	Yes	GRF/Mutual		
74		One week after the close of the candidacy period and approximately three weeks before the ballots are mailed, the labels and rosters are sent via overnight mail to the Inspector(s) of Election. The labels are the address labels of the Mutual shareholders. This is run via Jenark and they are printed on Avery 5160 address labels. Two sets of rosters are printed via Jenark: alphabetical and numerical. The roster contains the Mutual number, unit number, shareholder first name, last name, co-owner name and address of the unit. These rosters are used by the Inspector(s) of Election to cross-check ballots received. An email is sent to the Inspector(s) of Election stating which rosters and labels were sent and the tracking number. This is also done for the eight (8) GRF elections.	Yes	GRF/Mutual		

75		When the ballot has been reviewed and signed off by the Mutual President or GRF Corporate Secretary, an email is sent to the Inspector(s) of Election with the camera-ready resumes and ballots. The email sets forth the material attached, the type of paper it is to be printed on, if it is single-sided or double-sided, how many seats on the Board are up for election, if all candidates provided resumes and when the ballots are scheduled to be mailed. Finally, the names of the candidates are listed in either alphabetical or parcel order. The ballot material is attached to the email via PDF and copied to the Executive Director and Mutual Administration Director.	Yes	GRF/Mutual		
76	Ballot Period	Ballots are mailed by the Inspector(s) of Election thirty (30) days before the annual meeting (or the date of the election in the care of the GRF ballots). Ballots are mailed Monday - Thursday. If the date to mail ballots falls on a Friday, Saturday or Sunday, the ballots are mailed the previous Thursday.	Yes	GRF/Mutual		
77		GRF Board Secretary (Executive Coordinator) will need to ensure that the notice for the GRF Special Board meeting for the purpose of counting ballots is published in the <i>LW Weekly</i> . Further, THREE notices must be published in the weeks prior to the GRF Annual Meeting publishing the Annual Meeting agenda and the "What's Your Question" box. This usually begins in the third week of May but can vary depending on how the month falls.	Yes	GRF/Mutual		
78		Work with the GRF Board Secretary (Executive Coordinator) to ensure that the Mutual Election and Annual Meeting Schedule is published in the <i>LW Weekly</i> . The schedule is run in the Government Section since mid-February but needs to be run in the Meeting column closer to the meeting date.	Yes	GRF/Mutual		

79	<p>If a shareholder says they lost or never received their ballot (Mutual or GRF), they can either contact the Inspector(s) of Election themselves or the Stock Transfer Manager can contact the Inspector(s) of Election for them. The Stock Transfer Manager is the only staff member authorized to request ballots. This is done via email and cites the person requesting the ballot, the address where it should be sent, and the type of ballot requested (Mutual or GRF). If it is too close to the election for the ballot to be mailed to the shareholder and then returned via mail, the shareholder should consider bringing the ballot in the sealed envelopes to the election and hand it to the Inspector(s) of Election so their vote will be counted.</p>	Yes	GRF/Mutual		
80	<p>Provide copies of the final ballots and supplementary election material to the Mutual Administration Department for their records. Provide copies of the GRF candidate resumes to the GRF Board Secretary (Executive Coordinator).</p>	Yes	GRF/Mutual		
81	<p>One (1) week prior to the Mutual Annual Meeting, conduct a Quorum Check with the Inspector(s) of Election. This is a request to determine how many ballots have been received and if quorum has been achieved. Let the Mutual President, Executive Director, and Mutual Administration Director know the results via email. If quorum has NOT been achieved, check again with the Inspector(s) of Election two (2) days later. For GRF Elections, conduct a quorum check three weeks, two weeks, and two days prior to the election and inform the GRF President, Vice President, Corporate Secretary and the Executive Coordinator.</p>	Yes	GRF/Mutual		
82	<p>Three days prior to each Mutual Annual Meeting, run a Mutual membership report in Jenark and count/remove the number of estates. List the total number of estates and include the name and unit number; send this information to the Inspector(s) of Election via email. This does not have to be done for the GRF elections unless there is a bylaw amendment.</p>	Yes	GRF/Mutual		

83	Annual Meeting & Election Period	The Mutual election is held the same day as the Mutual's annual meeting. At that meeting, the Inspector(s) of Election will tally the votes and announce the election results. The Election Results Report is handed to the Recording Secretary. He or she will provide seven (7) copies of the report to the Stock Transfer Manager: one (1) for the election file and six (6) to be posted in the clubhouses. A copy of the report is emailed to the Mutual Administration Director and copied to the Executive Director and GRF President.	Yes	GRF/Mutual		
84		When the last Mutual election has been conducted, an Annual Meeting and Election Recap Report is published. This report sets forth the number of units per Mutual, the number of estates at the time of the election, the total number of ballots received, the total percentage of members voting, the total votes cast for write-in candidates who accepted nomination, total votes cast for abstention only and total votes cast for quorum only. The bottom of the report reflects the results of the bylaw amendment votes. The Mutual is identified, a description of the bylaw amendment is provided along with the name of the attorney, the number of yes votes, no votes, abstentions and if the amendment passed or failed.	Yes	GRF/Mutual		
85		Assemble the Mutual Annual Election Book. This starts with the Application of Candidacy Receipt Log. Each Mutual section includes the Inspector(s) of Election Results Report, the Estate email you sent to Inspector(s) of Election, the Declaration of Mailing they provided with samples of the ballot and resumes (both on colored paper), a copy of the Fridge Notice, the ballot that was signed by the Mutual President, the email to the Inspector(s) of Election with the label and roster info, and finally the original applications of candidacy with the photo IDs removed.	Yes	Mutual		
86	Item	GRF Stock Transfer - Copy Shop & Distribution				
87	Annual Audit Financial Statements copies	Carolyn Miller request copies of mutual (1-17) financial statement annually. We receive request via distribution daily mail collection. In 2018, also produced GRF audit/financials. There are 6,608 units for Mutual financials and another 6,608 units for GRF financials.	Yes	Mutual	Budgets	

88	Monthly agendas for Mutuals 1 - 17	Monthly agendas for the mutuals 1 - 17 The request is sent by administration (Mutual Administration).	Yes	Mutual		
89	Board Meeting minutes Mutuals 1 - 17	Monthly minutes for the mutuals 1 - 17 The request is sent by administration (Mutual Administration).	Yes	Mutual		
90	Daily - copy requests submitted by different departments	Handle various copy request submitted by various departments as requested.	Yes	Mutual, Shareholder, GRF		Possible Charge
91	Mutual Policy Amendments	Policy amendments are sent for duplication by Mutual administration Department.	Yes	Mutual		
92	End of the year mail-out	Year end envelopes included are passes/ Monthly payment vouchers and deliver to post office. (6,608)	Yes	Mutual		
93	Item	GRF Stock Transfer - Mail Distribution and Pick-up				
94	8:10	Post office to pick up mail from main door and P.O boxes 3519 and 2338	Yes	GRF/Mutual		
95		Pick up mail from white mail boxes: (6) Mailbox1 clubhouse, Mailbox 2 Del Monte, Mailbox 3 Del Monte/ Interlachen, Mailbox 4 Library Circle, Mailbox 5 Administration building, Mailbox 6 Health care center: Distribution	Yes	GRF/Mutual		
96	9:00			GRF/Mutual		
97		Collect mail and deliver mail/ interoffice envelopes. News, Accounting, Administration, Stock transfer, Physical property, and Security: Distribution.	Yes	GRF/Mutual		
98	10:30			GRF/Mutual		
99		Pick up mail from white mail boxes: (4) Mailbox1 Golden rain road, Mailbox 2 Oakmont, Mailbox 3 Nassau, Maintenance Yard: Auto, Purchasing, Maintenance Dept. Mailbox 4 Merion way, Onsite resales office, Security: Distribution.	Yes	GRF/Mutual		
100	1:00					
101		Collect mail and deliver mail/ interoffice envelopes. News, Accounting, Administration, Stock transfer, Physical property, and Security: Distribution.	Yes	GRF/Mutual		
102	3:20					
103		Collect mail and deliver mail/ interoffice envelopes. News, Accounting, Administration, Stock transfer, Physical property, and Security: Distribution.	Yes	GRF/Mutual		
104	4:00	Post office to drop off mail - rear dock	Yes	GRF/Mutual		Mutual and GRF mailings



Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: MARK WEAVER, FACILITIES DIRECTOR
SUBJECT: PAVING PROJECT 2020 PHASE FOUR, REQUEST FOR ADDITIONAL FUNDING
DATE: SEPTEMBER 23, 2020
CC: FILE

The Board of Directors, at its July meeting, approved \$54,822 in contingency funding for the 2020 Paving Project.

Paving Project 2020

Following a brief discussion, Ms. Rapp MOTIONED, seconded by Mr. Lukoff, and carried unanimously by the Committee members-

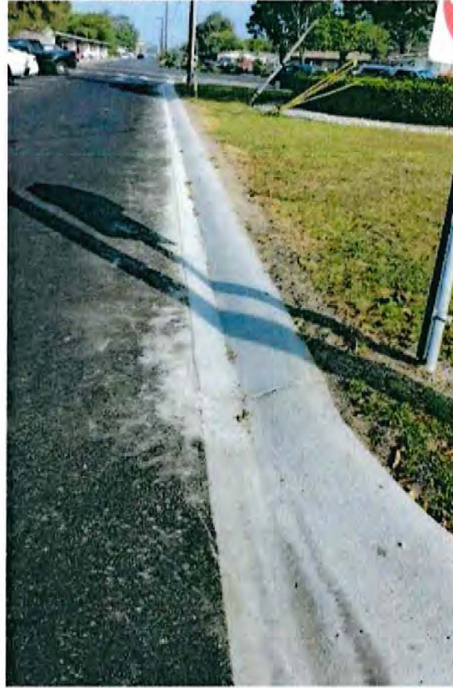
TO recommend the GRF Board award a contract to MJ Jurado, to make repairs, Exhibit A, at a cost of \$548,225, and add a 10% contingency, for a total cost not to exceed \$603,047, Reserve funding, pending Finance Committee review of available funds.

These funds have been exhausted, as described below:

Change Order #1 Replacement of Curb, Gutter and Sidewalk on Church Place \$25,000



Change Order #2 Replacement of Curb and Gutter on St. Andrews side of Church Place \$6,270



Change Order #3 Replacement of Curb and Gutter on Oakmont

\$4,675



Change Order #4 Remove and replace failing road base on Oakmont

\$18,661



Change Order #5: Basis of the request for funding - Replacement of Curb and Gutter on Nothwood (proposed) \$27,775



Contingency Fund Recap	
Change Order 1	\$25,000
Change Order 2	\$6,270
Change Order 3	\$4,675
Change Order 4	\$18,661
Total	\$54,606
Approved Contingency Funding	\$54,822
Balance	\$216
Change Order 5	\$27,775
<u>Additional Funding Requested</u>	\$27,464

I move to approve additional contingency funding for the 2020 Paving Project, not to exceed \$27,464, Reserve funding, and authorize the Physical Property Chairperson to sign the change order.

MJ JURADO INC.

8131 Electric Ave. • Stanton, CA 90680
Tel: 714-397-0143 • Fax: 714-827-2110
State Contractor's License #987670 - A

BID PROPOSAL and CONTRACT

Job# _____

Date _____

Bid to GOLDEN RAIN FRONTRAIL.

Location NORTHWOOD RD.

units 271 I f 272 c

CHANGE ORDER # 45

Owner/Dev

We promise to furnish you labor and materials as noted below at the unit prices shown for the construction of

[illegible]**PRICES BASED ON****SACK TYPE**

CONCRETE

VALID TO**TOTAL**

27,775	00
--------	----

ACCEPTED:

Buyer

Date _____

Bv

Michael J. Pardo

055

GOLDEN RAIN FOUNDATION
PHYSICAL PROPERTY DEPARTMENT
POST OFFICE BOX 2069
SEAL BEACH, CA 90740

CHANGE ORDER # 5

Mutual # GRF. Unit # _____

PROPOSAL SUBMITTED BY (CONTRACTOR):

JOB ADDRESS:

M.J. JURADO INC.

GOLDEN RAIN FOUNDATION

NORTHWOOD ROAD

CHANGE ORDER # 5

WE PROPOSE TO PERFORM THE FOLLOWING WORK, CHANGES OR DELETIONS (EXPLANATION
NEEDED FOR COMPLETION DATE EXTENSION):

NORTHWOOD ROAD, REMOVE & REPLACE CURB & GUTTER
WITH PONDING WATER LOCATED IN FRONT OF UNITS 271 - I 175 L.F.
272 - C 330 L.F.

PAYMENT WILL BE MADE BY:

LUMP SUM: \$ 27,775.00 TOTAL AMOUNT TO BE ADDED TO THE CONTRACT PRICE FOR THE
COST OF THE EXTRA WORK.

DELETION: \$ _____ TOTAL AMOUNT TO BE DELETED FROM THE CONTRACT PRICE FOR
THE ABOVE NOTED DELETION.

YOUR SIGNATURE BELOW SIGNIFIED YOUR ACCEPTANCE


CONTRACTOR'S SIGNATURE

9/22/2020
DATE

RESIDENT'S SIGNATURE

DATE

MUTUAL DIRECTOR'S SIGNATURE

DATE

INSPECTOR'S SIGNATURE

DATE



Golden Rain Foundation

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Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: COMMUNICATIONS & IT COMMITTEE (DF)
SUBJECT: CAPITAL FUNDING REQUEST – SYNOLOGY NAS BACKUPS
DATE: SEPTEMBER 29, 2020
CC: FILE

At its regularly scheduled meeting on September 10, 2020, the Communications & IT Committee duly moved and approved to recommend to the GRF Board of Directors approval of the purchase of the Synology NAS (network attached storage) backup hardware.

File backups are critical to continuing operations, data security, and emergency procedures. Currently, files are only backed up to the cloud. File retrieval would require the download of an entire full backup from the cloud through the internet. Also, if we were to lose our internet connection, we would not have the ability to retrieve files from the cloud.

The Synology backup solution will allow us to store daily backups to both the local storage device and to our secure cloud storage service.



The total cost of the Synology NAS backup solution is \$3,556.54. (Exhibit A).

At its meeting on September 21, the Finance Committee reviewed funding for the project and determined Capital funds are available.

I move to approve the purchase of the Synology NAS, in an amount not to exceed \$3,556.54, Capital funding.



3765 Cahuenga Blvd., Studio City CA 91604
T: 818.423.2088
www.mediastoragegroup.com

QUOTE

PRICE QUOTE Synology 2

Date : 4/21/2020

Bill To :

Daniel Fabian
IT Supervisor
Golden Rain Foundation
PO Box 2069, Seal Beach, CA 90740

John West
Media Storage Group
714-588-4818
johnwest@mediastoragegroup.com

P.O. No.	Project	Rep	JW	
Item	Description	Price	Qty	Total
ST-10000NE0004	Synology RackStation RS820+ 4-Bay NAS Enclosure, 4 x 3.5"/2.5" SATA Drive Bays 2.1 GHz Intel Atom C3538 Quad-Core, 2GB of DDR4 RAM, 4 x Gigabit Ethernet Ports	899.99	1	899.99T
	Synology E10G18-T2 Dual-Port 10 Gb/s PCIe Expansion Card, 2 x 10 Gb/s RJ45 Ethernet Ports, PCIe 3.0 Interface, Designed for Select Synology NAS Servers, Up to 20 Gb/s Total Data Rate	269.99	1	269.99T
	Synology RAM DDR4-2666 16Gigs	349.00	1	349.00T
	Synology Rail Kit RKS1317	99.00	1	99.00T
	Seagate IronWolf Pro 10TB 7200 rpm SATA III 3.5" Internal NAS HDD	326.00	5	1,630.00T
Shipping	Shipping	0.00		0.00
*** Prices are subject to change based on manufacturers programs ***				



Sales Tax (9.5%) \$308.56

Total \$3,556.54



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Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: EXECUTIVE COMMITTEE (DB)
SUBJECT: APPROVE AMENDED GRF EMPLOYEE HANDBOOK
DATE: SEPTEMBER 22, 2020
CC: FILE

At its meeting on September 11, 2020, the Executive Committee reviewed the GRF Employee Handbook and recommended the GRF Board of Directors approve the amendments presented.

I move to amend the GRF Employee Handbook, amending the revision date on the cover, adding the name of the external anonymous reporting service (Lighthouse) and changing “may” to “must” regarding employees taking a net 15-minute rest break under section B. Rest Breaks, as presented.



2020



Golden Rain Foundation
Leisure World, Seal Beach

EMPLOYEE HANDBOOK

Revised: **September 2020**

060



Dear Team Members:

It is a great pleasure to welcome you to the Golden Rain Foundation of Seal Beach, California. We are pleased that you have decided to become a member of our team.

We have high standards of excellence, and we are committed to making your job challenging and satisfying. As you become acquainted with others at the Foundation, you will sense our level of professionalism. We encourage positive behavior toward your job and expect that you will fulfill your job responsibilities in a successful manner.

To assist you, we have created this Employee Handbook as your reference to basic information about your employment with Golden Rain. This Handbook sets forth the policies and guidelines which govern your employment with the Foundation. Please read this Handbook carefully and retain it for future reference. Should you have any questions regarding the information contained in this Handbook, please feel free to ask your Supervisor, Department Manager or the Human Resources Department for assistance.

These policies and guidelines are subject to revision by the Foundation from time to time to deal with changing conditions. If the Foundation makes such a revision, a new written policy will be issued as soon as reasonably possible and will prevail.

Again, welcome to the Golden Rain Foundation. It is our hope that you will find your career with us both challenging and rewarding.

Sincerely,

Randy L. Ankeny
Executive Director

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I. INTRODUCTORY POLICIES

A. Introduction To Handbook

This revised Employee Handbook is intended to help acquaint employees with the Golden Rain Foundation - Seal Beach ("Golden Rain", "Company" or "the Foundation") by providing its human resources policies, work rules, and benefits. The handbook is not a contract. It is designed to familiarize you with this information as easily and quickly as possible. This Handbook supersedes and replaces all previous Handbooks. It is important that all employees read, understand, and follow the provisions of the Handbook.

It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this Handbook change from time-to-time. Accordingly, the Foundation reserves the right to modify, supplement, rescind or revise any provision of the Handbook, other than the employment "at-will" provision, from time-to-time as it deems necessary or appropriate in its discretion. Employees will, of course, be advised of changes that occur. Any changes to this Handbook must be in writing and be approved and signed by the Executive Director and President of the Foundation. Any written changes to this Handbook will be distributed to all employees so that employees are aware of new policies or procedures. No oral statements or representations can in any way alter the provisions of this handbook.

As an employee of the Foundation, you are expected to adopt a high ethical standard of conduct in the performance of your duties. This consists of observing all work rules and treating fellow employees, shareholders and/or members, members of the Board of Directors, and others with courtesy and respect. At the Foundation, it is our goal to work in an atmosphere of integrity and trust. It is your responsibility to help maintain this atmosphere.

This Handbook is the property of the Foundation, and it is intended for your personal use and reference as an employee of the Foundation. This Handbook must be returned to the Human Resources Department upon your separation of employment.

B. Equal Employment Opportunity

The Golden Rain Foundation is committed to a policy of equal employment opportunity for all applicants and employees. It does not discriminate against qualified applicants or employees because of race, color, creed, religion, sex, gender (including gender identity and gender expression), pregnancy, national origin, ancestry, citizenship, age over 40, marital status, registered domestic partner status, physical disability, mental disability, medical condition, genetic characteristics, genetic information, sexual orientation, military and veteran status, or any other characteristic protected by state, local or federal law. Such laws also require reasonable accommodation of protected disabilities, religion and pregnancy, which the Foundation is equally committed to. Equal employment opportunity will be extended to all persons in all aspects of the employer-employee relationship, including recruitment, hiring, upgrading, training, promotion, transfer, discipline, compensation, benefits, lay-off, recall, and termination.

I. INTRODUCTORY POLICIES

This policy applies to all individuals involved in Foundation operations and prohibits unlawful discrimination by any employee of the Foundation, including supervisors, co-workers, and Board Members.

Any employee who believes that they have observed or been subjected to any form of unlawful discrimination should immediately submit a complaint to their Supervisor, Department Manager or the HR Director. The complaint should be specific and should include the names of the individuals involved and the names of any witnesses. The Foundation will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation. The Foundation will treat such complaints as confidential to the extent it can do so without failing to fulfill its legal obligations. In addition, employees who do not wish to identify themselves can report information anonymously through the external Anonymous Reporting Service ([Lighthouse](#)) for employees. Information on this service is posted on the Employee Notice bulletin boards in each department.

If the Foundation determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. The Foundation will not retaliate against any employee for filing a complaint, or participating in the investigation of a complaint, and will not knowingly permit retaliation by management, co-workers, or Board Members.

C. “At-Will” Employment Relationship

The employment relationship between you and Golden Rain is “at-will.” This Handbook is not intended to create an express or implied employment contract that is inconsistent with the fact that you and the Foundation have entered into an “at-will” employment relationship. Thus, in spite of the provisions set forth in this Handbook, your employment can be terminated at any time by you or the Foundation, for any reason or no reason, with or without cause, and with or without prior notice. Your “at-will” employment relationship cannot be amended by any practice or oral or written statement, and no implied contract concerning any employment-related decision or terms and conditions of employment can be established by any other statement, policy, or practice. Your status as an “at-will” employee can be changed only by a fully-integrated written agreement signed by the President of the Foundation that expressly states an intention to change the “at-will” nature of your employment. This application does not constitute an agreement or contract for employment for any specified period or definite duration.

The employment relationship is only as good as our mutual satisfaction with each other. You have the right to resign any time you feel that it is in your interest to do so, for any reason or no reason, with or without cause, and with or without prior notice. The Foundation also retains the right to terminate your employment, at any time, for any reason not prohibited by law, with or without cause and with or without notice.

No provisions of this Handbook are intended to overrule the general principle of “at-will” employment, i.e., that your employment may be terminated for any reason or no reason at all, with or without cause, and with or without prior notice, at the option of either you or the Foundation.

I. INTRODUCTORY POLICIES

D. Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, GRF employees are required to protect the confidentiality of Company trade secrets, proprietary information, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform your Managers/Supervisors or Human Resources.

Violation of this policy may result in disciplinary action up to and including termination and may subject the violator to civil liability.

E. Disability Accommodation

Reasonable accommodation will be provided to qualified individuals with a known physical or mental disability to apply for jobs and to perform the essential functions of their jobs unless it would cause the Company an undue hardship.

Any employee who requires an accommodation in order to perform the essential functions of the job should notify his or her Supervisor, Department Manager or the Human Resources Director and discuss the need for accommodation. The Foundation will engage in an interactive process with the employee to identify possible accommodations, if any, that will help the applicant or employee perform the job. If the accommodation is reasonable, will not impose an undue hardship, and will not pose a direct threat to the health and/or safety of the individual or others, the Foundation will make the accommodation. The individual is required to fully cooperate with the Foundation in seeking and evaluating alternatives and accommodations. The Foundation may require verification from an employee's treating physician of both the disability and the need for accommodation.

F. Religious Accommodation

The Foundation will make reasonable accommodation for employee observance of religious holidays and sincerely held religious beliefs or practices (including religious dress and grooming practices, such as religious clothing or hairstyles) unless doing so would cause an undue hardship on Foundation operations. If you desire religious accommodation, you are required to make the request in writing to the Human Resources Director as far in advance as possible.

G. Prohibition Against Harassment and Complaint Procedure

The Foundation is committed to providing a work environment that is free of discrimination and/or harassment, including bullying. In keeping with this commitment, the Foundation maintains strict policy based on race, color, creed, religion, sex, gender (including gender identity and gender expression), pregnancy, national origin or ancestry, citizenship, age, sexual orientation, physical or

I. INTRODUCTORY POLICIES

mental disability, medical condition, genetic characteristics, genetic information, marital status, registered domestic partner status, military or veteran status or any other characteristic protected by the state or federal employment discrimination laws. This policy applies to all Foundation agents and employees, including supervisors and non-supervisory employees, and to nonemployees who engage in unlawful harassment in the workplace. It also extends to harassment of or by vendors, independent contractors and others doing business with the Foundation. Furthermore, it prohibits unlawful discrimination in any form, including verbal, physical and visual harassment, and prohibits retaliation of any kind against individuals who file a complaint in good faith, or who assist in a Foundation investigation.

With this policy, as well as our policies prohibiting improper e-mail and internet usage, the Foundation prohibits not only actions which are severe enough to be unlawful but also conduct and comments which are not severe enough to violate state and/or federal employment discrimination laws but which are still inappropriate in our work environment.

(i) Prohibited Conduct

The following is a partial list of prohibited behavior that will not be tolerated.

(a) Sexual Harassment

Sexual harassment includes many forms of offensive sexual behavior such as Verbal (unwanted sexual advances, offering some employment benefits in exchange for sexual favors, derogatory or vulgar comments, epithets, slurs or jokes of a sexual nature, graphic verbal commentaries about an individual's body, or sexually degrading words used to describe an individual). Visual (sexual gestures, e-mails, pictures, cartoons, posters or objects, vulgar or obscene e-mails, letters, notes or invitations). Physical (physical conduct of an improper nature). Other (different treatment because of a negative response to sexual advances or because a voluntary relationship has ended). Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy.

(b) Other Prohibited Harassment

The Foundation also will not tolerate any harassment of an employee on the basis of race, color, creed, religion, sex, gender (including gender identity and gender expression), pregnancy, national origin, ancestry, citizenship, age over 40, marital status, registered domestic partner status, physical disability, mental disability, medical condition, genetic characteristics, genetic information, sexual orientation, military, and veteran status or any other protected classification.

Examples of such conduct which may violate this policy include, but are not limited to, verbal abuse of a racially derogatory nature; the use of racial or ethnic slurs; racially or ethnically disparaging words used to describe an individual; and racial, ethnic or other derogatory jokes, e-mail, written materials, drawings or cartoons which are racially or otherwise offensive.

I. INTRODUCTORY POLICIES

(ii) Complaint Procedure

If an employee believes they are, or have been, unlawfully discriminated against or harassed on the job; or believes the comments, gestures, or actions of an employee, including Department Managers, Supervisors, co-workers, GRF Board Members, Mutual Board Members, shareholders, as well as by any person doing business with or for the Foundation to be offensive or of a nature to impair the employee's working ability or emotional well-being, the employee should use the following procedure:

1. Every employee has a right to redress for unlawful discrimination or harassment. In order to secure this right, a complaint, preferably in writing, should be made to a Department Manager, Supervisor or directly to the Human Resources Director, as soon as possible after any incident believed to be prohibited conduct. Employees who do not wish to identify themselves can report information anonymously through the external Anonymous Reporting Service for employees. Information on this service is posted on the Employee Notice bulletin boards in each department. The complaint should include the details of the incident or incidents, the names of the individuals involved, and the names of any witnesses. Department Managers and/or Supervisors will refer all such complaints to the Human Resources Director or the Executive Director, who will ensure that an effective, thorough, and objective investigation of the allegations is undertaken. This investigation will be completed with as much confidentiality as is possible without hindering the investigation and a determination regarding the allegations will be made as soon as practical.

2. If the Human Resources Director determines that inappropriate conduct has occurred, the Foundation will take effective remedial action. Any employee determined by the Foundation to be responsible for such conduct will be subject to appropriate disciplinary action, up to and including termination of employment. The Foundation will inform the complaining employee of the resolution of the complaint, including what action is taken, and the Foundation will take appropriate action to remedy any loss resulting from such conduct. Employees are encouraged to report any incidents of discrimination or harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

(iii) Retaliation

The Foundation may not retaliate and strictly prohibits retaliation against any employee who has, in good faith, opposed harassment, filed a complaint of harassment and/or discrimination, or participated in any proceeding involving a complaint of harassment. Any employee who is found to have committed such retaliation will be subject to discipline, up to and including termination.

I. INTRODUCTORY POLICIES

H. Immigration Law Compliance

The Foundation is committed to full compliance with federal immigration laws. These laws require that all individuals pass an employment verification procedure before they are permitted to work. This procedure has been established by law and requires that every individual provide satisfactory evidence of his or her identity and legal authority to work in the United States no later than three (3) days after he or she begins work.

I. Contract Disclaimer

This Handbook is designed to acquaint employees with some of the Foundation's policies and benefits. Nothing in this employee handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee. THIS HANDBOOK IS NOT A CONTRACT AND SHOULD NOT BE CONSTRUED AS CREATING CONTRACTUAL OBLIGATIONS.

J. Diversity

The Foundation is committed to creating an environment that respects the individual and values the contributions of people of different backgrounds, experiences, and perspectives. By fostering a diverse work environment, we create the opportunity to increase the Foundation's effectiveness by maximizing talent, fostering innovation, and tapping into the skills and creativity of an expanding workforce. Some different aspects of diversity include race, gender, age, national origin, sexual orientation, physical abilities, religious beliefs, language, and ethnicity. We hope to foster a workplace where differences are appreciated and valued.

K. Translation of Handbook

If you have any difficulty reading or understanding any provisions of this Handbook, please contact the Human Resources Department. We will gladly make assistance available to any employee who is unable to understand the Foundation's policies.

L. Third Party Disclosures

From time to time, The Foundation may become involved in news stories; or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident; or the actual or potential lawsuit.

GRF employees are asked not to speak on behalf of the Foundation and should refer any call or inquiry to the Executive Director or Human Resources department.

I. INTRODUCTORY POLICIES

M. Whistleblower Policy

When employees notify a supervisor, manager, or an appropriate government or law enforcement agency that they have reason to believe their employer is violating a state or federal statute, or violating or not complying with a state or federal rule or regulation, those employees are protected from retaliation. As such, GRF has a strict policy that prohibits retaliation against employees who make such reports while employed in any form of employment. GRF also does not permit retaliation against employees who refuse to participate in an activity that would result in a violation of a state or federal statute, or a violation or noncompliance with a state or federal rule or regulation.

If you have information regarding possible violations of state or federal statutes, rules, or regulations, or violations of fiduciary responsibility by the GRF we encourage you to report it immediately to your manager/supervisor or to the Executive Director. Alternatively, you may contact the California State Attorney General's Whistleblower Hotline at (800) 952-5225. The Attorney General will refer your call to the appropriate government authority for review and possible investigation.

II. CLASSIFICATION OF EMPLOYEES/DEFINITIONS

A. Orientation Period

The first ninety (90) calendar days of continuous employment at the Foundation is considered an Orientation Period. During this time, new employees and the Foundation will have an opportunity to evaluate one another and the employee's compatibility, ability, and interest in the job. Employment may be terminated at any time, with or without cause, either during or after this Orientation Period should such termination be deemed necessary or appropriate by the employee or the Foundation.

The "at-will" nature of the employment relationship will not change after the Orientation Period is completed.

The ninety (90) day orientation period may also be applied to employees transferring to a new department and/or a new position. In the case of existing employees, benefits will not be impacted by this designation.

B. Employment Definitions

In order to determine an employee's classification, the following categories have been established:

(i) Full-Time Employees

Full-time employees are employees who regularly work thirty (30) hours or more per week. Full-time employees are eligible for Foundation-sponsored benefits.

(ii) Part-Time Employees

Part-time employees are employees who regularly work less than thirty (30) hours per week. Part-time employees are not eligible for employee benefits, except the 401(k) and to the extent required by applicable law.

A part-time employee who transfers to full-time status will carry longevity credit into the full-time assignment. However, employees will be required to wait for the prescribed eligibility period for full-time employees prior to enrolling in the employee benefit plans.

(iii) Temporary Employees

Temporary employees may be hired from time to time for specific periods or for the completion of a specific project. An employee hired under these conditions will be considered a temporary employee. A temporary employee will not be eligible to earn, accrue or participate in any Foundation benefit programs, except to the extent required by applicable law. An employee will not change from temporary to any other employment status or classification simply because of the length of time spent as a temporary employee. The status of a temporary employee may change only if the employee is notified of the change in status, in writing, by the Human Resources Department.

II. CLASSIFICATION OF EMPLOYEES/DEFINITIONS

(iv) Exempt Employees

Exempt employees include all regular employees who are classified by the Foundation as exempt from the overtime provisions of the Federal Fair Labor Standards Act and any applicable state laws. Such employees include employees who qualify as Executive, Administrative, or Professional exempt employees.

(v) Non-Exempt

Non-exempt employees include all regular employees who are covered by the overtime provisions of the Federal Fair Labor Standards Act or any applicable state laws. Employees in this category are entitled to overtime pay for work in excess of forty (40) hours in a workweek or eight (8) hours in a workday.

(vi) "At-Will" Status

Since all employees are hired for an unspecified duration, the above classifications do not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and the Foundation. Accordingly, either the employee or the Foundation can terminate the employment relationship, "at-will," at any time, with or without reason, with or without cause, or with or without advance notice.

C. Anniversary Dates

(i) Employment Anniversary

The employment anniversary is the date an employee commences employment with the Foundation, and each annual anniversary thereafter. This date is used to compute the length of service and, for full-time employees, eligibility for employee benefits.

(ii) Job Anniversary

When hired, the job anniversary is the same date as the employment anniversary. However, if an employee is promoted or transferred to another position, or if the employment status changes from temporary to part-time or full-time, the date of the change becomes the new job anniversary. The job anniversary date is used to determine effective dates for performance evaluations.

III. WORK SCHEDULES

A. Meal Periods

All non-exempt employees who work in excess of 5 hours in a workday are provided a minimum of 30 minutes of unpaid time for a meal period ("First Meal Period"). Employees who work more than 10 hours in a workday are provided a second unpaid meal period of at least 30 minutes ("Second Meal Period").

Employees may voluntarily choose to waive their First Meal Period if the total hours worked that day does not exceed six hours. Employees may voluntarily choose to waive their Second Meal Period if the total hours worked that day does not exceed 12 hours, provided that the employee took their First Meal Period.

The employee's First Meal Period shall be provided after no more than 5 hours of work and the Second Meal Period after no more than 10 hours of work.

Non-exempt employees are required to clock out at the beginning of each meal period and clock in at the end of each meal period. Under no circumstances should an employee clock out for a meal period and continue working. Non-exempt employees may not perform any Foundation-related work during such meal periods or take meal periods at their desks or work stations.

B. Rest Breaks

Non-exempt employees **must** take a net 15-minute rest break per 4 hours worked or major fraction thereof. A "net" 15-minute rest break means that the employee has a full 15 minutes to rest. Insofar as practicable, rest breaks will be provided in the middle of work periods – one before the meal period, and one after the meal period. Rest breaks are paid.

THE CHART BELOW OUTLINES THE MEAL PERIODS AND REST BREAKS WE PROVIDE AND EXPECT ALL NON-EXEMPT EMPLOYEES TO TAKE:

Total Hours Worked (including paid rest breaks)	Number of Available 15-Minute Paid Rest Breaks	Number of Available 30-Minute Unpaid Meal Periods	Meal Period Start Time
Less than 3 1/2	0	0	N/A
3 1/2 to 5	1	0	N/A
More than 5 up to 6	1	1 (can be waived)	No later than 5 hours of work (unless waived)
More than 6 up to 10	2	1	
More than 10 up to 14	3	2 (If total hours worked is not more than 12 hours and the first meal period was taken, a second meal period can be waived)	For the first meal period, no later than 5 hours of work; for the second meal period, no later than 10 hours of work (unless waived)

III. WORK SCHEDULES

Rest Breaks and meal periods are intended to provide employees with an opportunity for rest and relaxation. Lunchrooms are located in various work areas. Employees are entirely relieved of work responsibilities during meal and rest periods; therefore, non-exempt employees are not to be at their desks or work stations during the meal or rest periods. However, if the job assignment is one which requires an employee to be on duty continuously during the assigned meal period, the employee, as well as the Foundation, must mutually agree, in writing, that the employee is to work an on-duty meal period that day and the employee is paid for such on-duty meal period.

Rest Breaks may not be combined or added to the meal period or used to make up for late arrival or early departures. In addition, employees are not permitted to "work through" their meal period(s) with the intention of making up time because they arrived after the start of their regularly scheduled shift or because they want to leave prior to the end of their regularly scheduled shift.

If any Foundation Supervisor or Department Manager prevents you from taking any such meal periods or rest breaks, please advise the Human Resources Director promptly so that the matter can be investigated and you can be properly paid.

C. Overtime

(i) Non-Exempt Positions

The Foundation endeavors to have an adequate staff of employees to fulfill the normal work requirements. However, there will be circumstances that will require some employees to work beyond their normal work schedule in a day, week or month. On such occasions, when you are requested to work overtime, your full cooperation is expected. An employee will be notified as far in advance as possible. All overtime work must be authorized by your immediate Supervisor or Department Manager. Employees working unauthorized overtime will be paid for all overtime hours worked but will be subject to disciplinary action up to and including termination of employment.

Overtime will be paid to all non-exempt employees per the following schedule:

1. All hours worked in excess of eight (8) hours in any workday (up to and including twelve (12) hours) or forty (40) hours in any workweek and the first eight (8) hours worked on the seventh (7th) consecutive day of work in any workweek will be compensated at one and one-half (1½) times the regular rate of pay.
2. All hours worked in excess of twelve (12) hours in any workday and all hours worked in excess of eight (8) hours on the seventh (7th) consecutive day of work in any workweek will be compensated at two (2) times the employee's regular rate of pay.
3. Overtime is calculated on actual time worked. It does not include hours away from work due to vacation or sick leave or any other hours paid but not worked, except for employees eligible for Holiday pay, as noted below.

III. WORK SCHEDULES

4. An employee who is eligible for holiday pay and works on a Foundation-observed holiday will be compensated at one and one-half (1½) times their regular rate of pay for the time worked plus holiday pay at their regular rate of pay. Holiday hours paid on a Foundation-observed holiday will be counted towards weekly overtime calculations.

5. Weekend work does not automatically qualify for compensation at overtime pay rates. Hours worked on Saturday and/or Sunday qualify for overtime rates only if they qualify as overtime hours as defined above.

(ii) Exempt Positions

Exempt employees are not entitled to receive overtime pay. Employees who are exempt from overtime provisions of state and federal law are paid a salary that is intended to fully compensate them for all hours worked each week; regardless of the number of days or hours worked. The salary consists of a predetermined amount constituting the exempt employee's compensation. The amount is not subject to reduction because of variations in the quality or quantity of the employee's work. As a general rule, an exempt employee's salary is not subject to deductions. Exceptions to the general rule will apply only when they are expressly authorized under applicable state and federal laws. This may occur, for example, when an employee has exhausted all accrued vacation benefits and misses full days of work for personal reasons. No deductions will be made unless they are permitted by the regulations issued under the Fair Labor Standards Act and any applicable state laws.

Any exempt employee who believes that an improper deduction or violation of the laws regulating salaries has occurred is encouraged to advise the Human Resources Director or file a complaint in accordance with the complaint procedure as soon as possible. This matter will be promptly investigated by the Human Resources Director and, if a mistake occurred, it will be corrected. Exempt employees may file complaints without fear of any retaliation.

D. Time/Record Keeping

Biometric clocks and computer systems are used as the means of accurately recording all hours worked and calculating pay. The systems record regular hours worked, meal periods, overtime, absences, and vacations. Accordingly, employees should record the time they begin and end work each day, the beginning and end of each meal period. Each pay period covers two (2) workweeks starting at 12:01 a.m. on Monday and ending at midnight on Sunday.

IT IS STRICTLY FORBIDDEN TO TAMPER WITH THE BIOMETRIC CLOCKS OR WORK OFF THE CLOCK. Disciplinary action will be taken against anyone who violates this rule. In addition, employees should not log "IN" and start work prior to their scheduled starting time or log "OUT" and stop work after their scheduled quitting time without the prior authorization of their supervisor.

IV. PAYROLL AND PERSONNEL RECORD POLICIES

A. Paychecks, Pay Periods and Pay Days

Employees are paid on a bi-weekly basis (26 paychecks per calendar year). Each paycheck covers work performed during the previous two (2) week period. Pay periods are computed each week from 12:01 a.m. Monday and ended at midnight the following Sunday. Paychecks are normally distributed by the employee's supervisor. If an employee requests another person to pick-up their paycheck or requests a paycheck to be mailed, the employee must send a written signed request to the Payroll Department.

Paydays are every other Friday and cover the two (2) week period ending the prior Sunday. However, when a Foundation-observed holiday occurs on a Friday, employees will be paid on Thursday.

B. Payroll Deductions

State and federal laws require us to make the proper deductions on your behalf.

Required deductions include:

- Social Security (FICA) and Medicare Taxes;
- Federal Income Tax;
- State Income Tax;
- State Disability Insurance (SDI); and
- State and Federal Income Tax Liens.

Withholding for federal and state income taxes is deducted from each paycheck. You will complete and sign a withholding certificate when you are hired. At the end of each calendar year, you will receive a W-2 statement of your withholding earnings and other taxes. If you leave the Foundation prior to the end of the year, the withholding tax statement will be mailed to your last known address. If you wish to change your exemptions after your initial hire, forms are available in the Human Resources Department.

C. Human Resources Department

The Human Resources Department has been established to provide employees with information and necessary assistance to understand the Foundation's personnel policies and to promote a positive work environment. The Human Resources Department is the best resource for employees to obtain current information on work rules, benefits, personnel policies, personnel records, insurance, and job opportunities.

D. Change of Name and/or Address

It is important that the personnel records of the Foundation be complete and up to date at all times. Foundation employees are required to immediately advise the Human Resources Department of any change in name, address, telephone number, marital status, number of dependents,

IV. PAYROLL AND PERSONNEL RECORD POLICIES

emergency notification, or any other pertinent information.

E. Direct Deposit

The Foundation offers you the option of having your paycheck deposited directly to your personal checking account and/or savings account.

F. Inspection of Payroll Records

Employees and former employees have the right to inspect and obtain copies of their own payroll records. All oral or written requests to inspect or copy payroll records must be submitted to the Human Resources Director. Individuals who make such requests may be asked to provide authentication of their identity. Individuals who request copies of records must pay the actual costs of making the copies.

G. Inspection of Personnel Files

Employees and former employees of the Foundation have a right to inspect and obtain copies of their own personnel file. Any request to inspect or copy personnel records must be submitted to the Human Resources Director. Individuals who make such requests may be asked to provide authentication of their identity. Individuals who request copies of records must pay the actual costs of making the copies.

A Supervisor of the Foundation may inspect the personnel file of one of their subordinates or a current employee applying for a position within his/her area based on a business need.

The Board of Directors of the Foundation may inspect the personnel file of any Foundation employee based on business need.

Personnel files are the property of the Foundation and may not be removed from the Human Resources Department without written authorization from the Executive Director.

H. Employment Verification

All requests for references or information about current or former employees must be directed to the Human Resources Department so that control may be maintained on the dissemination of confidential employee information. No other employee is authorized to release any employment references or release employment information for current or former employees. Employees must not provide "off-the-record" references or written recommendations. The Foundation policy as to references for employees who have left the Foundation is to disclose only the dates of employment and the title of the last position held. If an employee authorizes disclosure in writing, the Foundation will also provide a prospective employer the information on the amount of salary or wages last earned by that employee.

IV. PAYROLL AND PERSONNEL RECORD POLICIES**I. Working Hours**

Our standard workweek begins at 12:01 a.m. Monday and ends at 12 midnight the following Sunday. Work schedules for our employees are established within this framework. A normal working schedule for regular full-time employees consists of forty (40) hours each workweek. Each employee's immediate Supervisor will advise the employee regarding his or her specific working hours.

As part of our responsibility to our shareholders and to other employees, we expect our employees to be at work as scheduled, to arrange their personal schedules to accommodate our established working hours, and to notify us as early as possible if they expect to be absent or tardy. Employees are expected to be at their work station, ready to begin work, at the beginning of their assigned shift. Employees who are absent for three (3) consecutive workdays and have not contacted their immediate Supervisor will be assumed to have voluntarily terminated their employment as of the end of the third day missed.

J. Wage Disclosure Protection

In accordance with California law, GRF will not:

- Prohibit employees from:
 - Disclosing their own wages;
 - Discussing the wages of others; or
 - Inquiring about another's wages.
- Require employees to sign a waiver or other document that proposes to deny the right to disclose the amount of individual employee's wages.
- Discharge, formally discipline, or otherwise discriminate or retaliate against employees for disclosing the amount of their wages.

However, if employees have access to or knowledge of the private compensation information of other employees as a part of their role and essential job functions, they may not disclose that information to individuals who do not otherwise have access to it, unless the disclosure is:

- Necessary as part of an investigation, proceeding, hearing, or action, including an investigation conducted by GRF; or
- Consistent with the legal duty of GRF to furnish information.

Employees who believe they have been discriminated or retaliated against in violation of this policy, immediately report concerns to their supervisor, department head or human resources. Nothing in this policy will be enforced to interfere with, restrain or coerce, or retaliate against employees regarding their rights under the National Labor Relations Act.

V. EMPLOYEE CONDUCT AND PERFORMANCE EXPECTATIONS

A. Standards of Conduct

Golden Rain requires all of its employees to conduct themselves in a manner which promotes the orderly operation of the Foundation's business and protects the rights and safety of all employees.

Violations of our Standards of Conduct will subject an employee to disciplinary action. Disciplinary action includes, but is not limited to, oral or written warning, transfer, demotion, suspension (without pay) or termination of employment. In arriving at a decision for appropriate disciplinary action, the following will be considered:

- The seriousness of the infraction;
- The prior record of the employee; and
- The circumstances surrounding the matter.

Although there is no way to identify every possible violation of Standards of Conduct, the following are examples of prohibited conduct which may result in disciplinary action, including but not limited to termination of employment. The Foundation reserves the right to discharge or discipline employees "at-will" regardless of whether or not a violation of our Standards of Conduct occurs:

- Insubordination, including but not limited to, failure or refusal to follow or comply with a Supervisor's reasonable instructions or failure to perform assigned tasks.
- Threatening, bullying, browbeating, intimidating, coercing, using abusive language or interfering with the performance of co-workers, Supervisors or Department Managers.
- Releasing of confidential and/or proprietary information regarding the Foundation's business.
- Falsification, distortion or nondisclosure of information on our employment application or otherwise obtaining employment-based on misleading information.
- Falsification of the time records or other Foundation records of any kind.
- Unauthorized use or possession of Foundation equipment, materials, or facilities. This includes electronic materials, such as confidential work files or other work-related information which is the property of the Foundation being stored on personal computers.
- Theft and deliberate or careless damage or destruction of any Foundation property, or the property of any employee.
- Fraud, gambling, carrying a weapon or violation of any criminal laws on Foundation property.
- Use, possession or sale of alcoholic beverages or illegal drugs on Foundation property or during work hours.
- Reporting or attempting to report to work while under the influence of alcohol or drugs or being otherwise unfit for work.
- Excessive absences.
- Refusal to cooperate in an investigation conducted by the Foundation.
- Fighting, throwing objects, horseplay, practical jokes, or other disorderly conduct which may endanger the well-being of other employees, shareholders/members, GRF

V. EMPLOYEE CONDUCT AND PERFORMANCE EXPECTATIONS

Board Members, Mutual Board Officers, or adversely affect the Foundation's operations.

- Unsatisfactory job performance.
- Leaving your work area, during business hours, without proper authorization.
- Deliberate or careless damage to Foundation property or equipment.
- Failure to timely notify Supervisor when unable to report to work.
- Failure to abide by standards for meal and break periods, working unauthorized overtime, or working off the clock.
- Conduct at or away from the workplace that the Foundation deems adversely affects other employees or the Foundation, including that which reflects negatively on the Foundation's image.
- Violating posted traffic and/or parking regulations on Foundation or mutual property.
- Sexual, racial, ethnic, religious, disability, age or other unlawful discrimination, harassment, retaliation or intimidation of any kind.
- Failing to provide a physician's certificate or submit to a fitness for duty exam when requested or required to do so.
- Sleeping or malingering on the job.
- Failing to promptly report work-related injury or illness.
- Violation of dress standards.
- Violating any safety, health, security or Foundation policy, rule or procedure, or engaging in conduct that creates a safety or health hazard.
- Making or receiving excessive personal calls during working hours.
- Other circumstances for which the Foundation determines that discipline is warranted.

The above list is intended to illustrate the types of activities that may result in disciplinary action. It is not intended to be comprehensive nor does it alter or limit the "at-will" employment relationship.

B. Progressive Discipline

The Foundation must retain the ability to discipline employees where it determines that such action is warranted by the circumstances. Although all employment relationships are terminable "at-will," at any time, with or without reason, with or without cause, and with or without prior notice, either at the employee's option or at the option of the Foundation, the Foundation may exercise its discretion to administer a system of progressive discipline in cases where it deems it appropriate to do so. That system may include various forms of discipline, such as verbal counseling, one or more written warnings, and suspensions without pay and/or termination. However, progressive discipline is not mandatory or binding in any case. It is also inapplicable to staff reductions and layoffs. The Foundation reserves the right, in its discretion, to deviate from any formal system of discipline.

C. Code of Ethics

The Foundation is committed to complying with its legal and ethical obligations under all state, local and federal laws. As a result, we expect all employees, at every level within the Foundation, to comply strictly with all legal and ethical obligations. Our philosophy can be implemented only if our

V. EMPLOYEE CONDUCT AND PERFORMANCE EXPECTATIONS

employees recognize their responsibility to treat everyone in an honest and fair manner. Accordingly, the employee's failure to fulfill his or her responsibilities under this policy may result in disciplinary action, up to and possibly including termination of employment.

The Foundation holds all employees responsible for carrying out and monitoring compliance with this commitment. If any employee becomes aware of any violation of a legal or ethical obligation, or any unfair or improper treatment of a co-worker, the employee must immediately report the matter to the Executive Director or the Human Resources Director so that it can be investigated right away. In this manner, we can take all necessary steps to investigate any potential violations of our policy and can take appropriate action to correct any violations or incorrect perceptions that are found to exist. By making it the responsibility of all employees to police compliance with our strict ethical standards and commitment to complying with all legal responsibilities, we can continue to maintain our reputation in the community.

The Foundation has established an anti-fraud policy to provide increased protection to the assets and financial interests of the Golden Rain Foundation, to provide a coordinated approach to the identification, investigation and resolution of fraudulent activities, and to increase the overall awareness of the responsibility to report fraud and reasonably suspected fraudulent activity to the appropriate parties.

Employees should feel free to report any information regarding this policy without fear of reprisal or retaliation of any kind. Employees can report information to the Executive Director or Human Resources Director in confidence if they wish. The Foundation will treat such information as confidential to the extent it can do so without failing to fulfill its legal obligations. In addition, employees who do not wish to identify themselves can report information anonymously through the external Anonymous Reporting Service for employees. Information on this service is posted on the Employee Notice bulletin boards in each department. The Foundation will investigate anonymous complaints to the extent possible, based upon the sufficiency of the information provided in the complaint.

D. Courtesy

You should always keep in mind that you are a representative of the Foundation and that the impression people have of you will often be their impression of the Foundation. Courteous, respectful behavior will create a favorable impression of the Foundation and will make our work environment more pleasant and efficient.

As a representative of the Foundation, you are expected to be courteous to everyone with whom you come into contact, especially shareholders, Mutual representatives and Board Members. Be friendly; greet people with respectful terms of address; never place a telephone caller on hold for an extended period of time; direct incoming calls to the appropriate person and make sure the call is received before hanging up the telephone. Courtesy is not accidental it takes effort and practice to become an easy habit. You are expected to work at "courtesy," as it is part of your job.

Courtesy can sometimes be overlooked in written communications, especially e-mails.

V. EMPLOYEE CONDUCT AND PERFORMANCE EXPECTATIONS

Please take the time to ensure all of your communications as an employee reflect the value we place on providing a service to our community.

E. Tardiness and Absenteeism

Good attendance and punctuality are essential to the Foundation's ability to run efficiently. Unscheduled absences and tardiness seriously affect the Foundation, its shareholders, and the employees who must cover for late or absent employees. An "absence" is defined as an unexcused failure to appear for a scheduled work day. A "tardy" is defined as showing up for work after your designated starting time.

Employees are expected to be ready to commence and end work on schedule. Accordingly, arriving late or leaving early in connection with scheduled work times, rest breaks, or meal periods is impermissible. Employees who need to leave work early must obtain advance approval from their Supervisor. Repeated incidents of tardiness or leaving work early without prior authorization may result in disciplinary action, including possible termination. Employees who are absent for three (3) or more consecutive workdays without authorization will be deemed to have voluntarily quit their position.

(i) Obligation to Call In

Each employee shall be responsible for being present at the scheduled start time each day. On occasion, employees may have reason to be tardy or absent from work. On these occasions, employees are expected to contact their immediate supervisor no later than two (2) hours prior to the time the shift is scheduled to start. If you are unable to speak to your Supervisor directly, you may notify your Supervisor by voicemail, text, or e-mail message, but the employee is required to follow up to ensure the message was received. The employee should advise their immediate Supervisor as to the expected time of arrival if tardy or return date if absent from work. In case of an unexpected absence, if the return date is not known, the employee must call in each day.

(ii) Excused Absences

To be a medically excused absence, a medical certification from a physician may be required.

(iii) Disciplinary Action

Disciplinary action up to and possibly including termination of employment may be imposed against an employee who is absent for one (1) or more days without proper notice, who has a pattern of unapproved absences around holidays or weekends, and/or who has excessive absenteeism or tardiness. An employee who is absent for three (3) or more consecutive workdays without reporting or calling will be considered to have abandoned his or her job and will be considered to have voluntarily resigned unless a reasonable excuse is offered and accepted by the Foundation. Absences protected by state, local, or federal law do not count as a violation of this policy.

V. EMPLOYEE CONDUCT AND PERFORMANCE EXPECTATIONS

F. Permission to Leave During Working Hours

If it becomes necessary for an employee to leave his or her Department or the Foundation's premises during working hours, permission to leave must be obtained from the employee's immediate Supervisor before the employee leaves. If the supervisor is unavailable, the employee should notify Human Resources. Non-exempt employees who leave the premises for personal business or business that is not part of their job must punch out when they leave.

G. Promotions

It is the Foundation's policy to give qualified employees preference over outside applicants when filling vacancies within the Foundation. However, because of legal requirements and the levels of education and other qualifications required for many positions, promotions from within are not always feasible. An employee's past performance, qualifications, potential, abilities, and job experience are important factors that are considered in the selection of employees for promotion. When these factors are considered equal among two or more qualified employees, seniority with the Foundation will be the determining factor.

If you are interested in a promotion, you should discuss the position you are interested in with your immediate Supervisor or Department Manager. If the promotion is to a position in another department, your supervisor will refer you to the Human Resources Department. Promotions are allowed only if an employee has worked in his or her present position for at least ninety (90) days and is qualified and in good standing for the new position. In the event an employee is considered for a promotion prior to the ninety (90) days, the Executive Director or Human Resources Director may make the final determination of the promotion.

H. Transfers

A transfer involves a move to a job at the same or a lower wage rate as the employee's present position. Any employee who is interested in transferring to another available position must first discuss this interest with his or her immediate Supervisor or Department Manager. Transfers are allowed only if an employee has worked in his or her present position for at least ninety (90) days and is qualified and in good standing for the new position. In the event an employee has requested a transfer request prior to the ninety (90) days, the Executive Director or Human Resources Director may make the final determination of the transfer.

I. Personal Appearance and Grooming

The Foundation's professional atmosphere is maintained, in part, by the image that employees present to our shareholders/members, family members, and vendors. In the interest of presenting a professional image to shareholders/members and others with whom we deal, employees are expected to observe good grooming and personal hygiene habits. Clothing should be neat and clean. If a uniform is not required for the employee's position, the employee should dress conservatively and appropriately for the nature of the position, and with attention to personal safety and modesty.

V. EMPLOYEE CONDUCT AND PERFORMANCE EXPECTATIONS

Uniforms – Foundation employees who serve as inspectors or work in maintenance, purchasing, security or transportation may be required to wear a uniform as a condition of initial and continued employment. Uniforms are to be worn during the work shift and while traveling to and from the worksite only.

Shoes – Certain designated departments may require employees to wear well-soled, sturdy shoes that completely enclose the foot. Sandals or canvas rubber-soled shoes should not be worn in these areas. In all other areas, shoes must have a closed back or have a strap to ensure a tight fit around the foot for personal safety. Thongs, slippers, or any other type of loose-fitting shoes may not be worn at any time.

Hair – Hair (including mustaches and beards) must be clean, neat, and controlled.

Tattoos – Treat tattoos as you treat speech – you can't swear, make hateful comments or lewd jokes in the workplace; neither can your tattoos.

Piercings – Visible piercings, other than ear piercings, are generally not permitted.

Fragrances – Recognizing that employees and visitors to our offices may have sensitivity and/or allergic reactions to various fragrant products, personal fragrant products (fragrances, colognes, lotions, powders and other similar products) that are perceptible to others should not be worn by employees. Other fragrant products (potpourri and similar products) are also not permitted in the workplace.

Jewelry – Employees may wear jewelry taking into account the safety factors for the position and the appropriateness to the employee's position.

Pants/Slacks - Blue jeans are not acceptable for any position unless approved in advance by the Executive Director. Leggings are not considered work appropriate attire. If leggings have feet, they are generally tights or hosiery. Any clothing with slogans is NEVER ACCEPTABLE and cannot be worn on the Foundation premises during work hours. Shorts and hats may only be worn as part of a uniform or if approved by the Executive Director and/or Department Head for that position.

While it is not possible to provide every scenario of acceptable attire, GRF is a place of business and certain types of attire can be inappropriate, too casual, distracting, or offensive to co-workers. Some example of the types of attire that would be inappropriate for our business environment include: tank, halter, tube, midriff, and spaghetti-strap tops or camisoles; strapless dresses; revealing attire; T-shirts; stretch pants or leggings; skorts or shorts; casual blue denim jeans; athletic shoes; flip-flops and beach type sandals; clothing with offensive language or images; torn clothing; sweat suits/warm-up suits and sweat pants; and overly large clothing drooping from the waist or shoulders. If employees have any questions about what attire is appropriate for their department, the matter should be discussed with the immediate supervisor or Human Resources.

V. EMPLOYEE CONDUCT AND PERFORMANCE EXPECTATIONS

Employees who are inappropriately dressed will be sent home and directed to return to work in proper attire. Such employees will not be compensated for the time away from work. Repeated failure to meet the dress standards of the Foundation may result in disciplinary action, up to and including termination.

Any employee who has a request for a dress standard accommodation due to religious or medical reasons needs to submit their request in writing to the Human Resources Director. In accordance with applicable law, requests will be reviewed on a case by case basis by the Executive Director and the Human Resources Director. The final decision will be based on the safety of the employee in his/her position, the reasonableness of the request, and the overall impact to the Foundation.

J. Non-Fraternization

(i) Department Managers and Supervisors

The Foundation desires to avoid misunderstandings, complaints of favoritism, possible claims of sexual harassment and the employee morale and dissension problems that can potentially result from personal or social relationships involving managerial and supervisory employees in the Foundation. Accordingly, Department Managers and Supervisors are prohibited from fraternizing or becoming romantically involved with one another or with any subordinate employee in their chain-of-command.

(ii) All Employees

The Foundation also desires to avoid misunderstandings, complaints of favoritism, possible claims of sexual harassment and the employee morale and dissension problems that can result from certain other relationships between employees.

Accordingly, all employees, both management and non-management are prohibited from fraternizing or becoming romantically involved with other employees when, in the opinion of the Foundation, their personal relationships may create a potential conflict of interest, cause disruption, create a negative or unprofessional work environment, or present concerns regarding supervision, safety, security or morale. Supervisors and managers are prohibited from entering into personal relationships with employees falling within their direct or indirect scope of responsibility.

If at any time this consensual relationship presents concerns regarding supervision, safety, security, conflicts of interest or morale, the Foundation may require that one of the employees accept a transfer, if a job is available for which that individual is qualified, or the couple will be given the option of deciding which one will resign his or her position.

All employees should also remember that the Foundation maintains a strict policy against unlawful harassment of any kind, including sexual harassment.

V. EMPLOYEE CONDUCT AND PERFORMANCE EXPECTATIONS

K. Employment of Relatives

Relatives of employees will not be eligible for employment with the Foundation where potential problems of supervision, safety, security or morale, or potential conflicts of interest exist. Relatives include an employee's parents, spouse, child, sibling, grandparent, grandchild, aunt, uncle, cousin, in-law or step relative, or any person with whom the employee has a close personal relationship such as a domestic partner, romantic partner, or cohabitant. In the event a relative is in consideration for employment with the Foundation, you must inform the Executive Director and Human Resources for final determination of employment eligibility.

L. Employment of Foundation Directors or Spouses

To avoid any conflict of interest, no member of the Golden Rain Foundation Board of Directors or their spouse may be employed by the Golden Rain Foundation. Further, no member of a Mutual Board of Directors may be employed on a full-time or part-time basis by the Golden Rain Foundation.

M. Conflicts of Interest

Foundation employees are expected to maintain high standards of honesty and integrity. You are expected to use good judgment, adhere to high ethical standards and avoid situations that create an actual or potential conflict between your personal interests and those of the Foundation. A "conflict of interest" exists when your loyalties or actions are divided between the Foundation's interests and those of another, such as a supplier, vendor, contractor, etc. Both the fact and the appearance of a conflict must be avoided. If you are unsure as to whether a certain transaction, activity or relationship constitutes a conflict of interest, you should discuss this matter with the Human Resources Director or the Executive Director.

Although it is impossible to describe all of the situations which may cause or give the appearance of a conflict of interest, some of the more common conflicts from which you should refrain are listed below:

- Accepting compensation, personal gifts, or entertainment from vendors, contractors, suppliers, etc.
- Working for a supplier, vendor, contractor, etc.
- Having a direct or indirect financial interest in or a personal relationship with a supplier, vendor, contractor, etc.
- Employees and their immediate family are not to accept gifts and/or gratuities in any manner from any person or firm doing, or seeking to do, business with the Foundation unless the gift is considered de minimis. De minimis gifts may include occasional snacks, coffee, or doughnuts provided by a vendor for training or informational sessions and/or food baskets or candy during the holidays.

V. EMPLOYEE CONDUCT AND PERFORMANCE EXPECTATIONS

- Employees **must** report, in writing, to the Executive Director, any attempt by an individual or firm to provide a gift and/or gratuity and any de minimis gift accepted. Failure to adhere to these guidelines, including failure to disclose any conflicts will result in disciplinary action up to and including termination of employment.

N. Gift Disclosure – Employee and Foundation Members

Foundation employees may accept gifts from Foundation members with a fair market value of up to \$25. Acceptable gifts for this policy include cash, gift certificates, food and non-alcoholic beverages, and small trinkets or merchandise.

Employees may only accept gifts from Foundation members when the gift is presented as a symbol of friendship, appreciation or gratitude, or during the holiday season.

Departments may receive gifts (plants and food and non-alcoholic beverages only) from Foundation members with a fair market value of up to \$100.

Employees and departments must report gifts to the Executive Director within one business day. The Executive Director shall provide a monthly report to the GRF Board of Directors of any gifts received.

Employees or departments may not accept gifts from Foundation members if accepting the gift causes or gives the appearance of a conflict of interest. A conflict of interest may be defined as a situation that arises when an employee takes action or establishes economic interests for personal gain that compromises the employee's ability to represent the Foundation's best interests.

O. No Solicitation Policy

In order to avoid disruption of Foundation operations, employees may not distribute literature at any time in the work area. Employees may not solicit other employees while either is on work time. "Working time" does not include break periods, meal periods, or any other time when the employee is not required to be working.

P. Outside Business Activities

The Foundation is concerned that outside business activities and other employment relationships may adversely affect an employee's commitment to, work for, and be employed with the Foundation. Such activities can create distractions, conflicts of interest, scheduling problems, fatigue and other problems that could negatively impact an employee's performance or the Foundation's interest. Based on these considerations, GRF asks that all its employees obtain prior written authorization from the Executive Director prior to engaging in any outside business activity or employment relationship.

V. EMPLOYEE CONDUCT AND PERFORMANCE EXPECTATIONS

Q. Internal Dispute Resolution

The Foundation believes in an "open door" policy; therefore, an internal dispute resolution process is available to all employees. If at any time an employee believes that they are not being treated fairly, they should report the issue and/or problem to their immediate Supervisor. The following steps should be taken:

1. Under our open door policy, you are encouraged to see your immediate Supervisor with whom you feel comfortable with work-related concerns, such as concerns about your work, employee benefits, Foundation policies or procedures or related matters. Your immediate Supervisor may seek the assistance of the Human Resources Director or other Foundation personnel. Employees are encouraged to raise work-related concerns as soon as possible after the events that cause the concern. Employees are further encouraged to pursue discussion of work-related concerns until the matter is fully resolved. Your immediate Supervisor will review your concern(s) and/or issue and respond to you within three (3) working days. If additional time is required, you will be informed.
2. If you feel that the issue and/or problem has not been resolved to your satisfaction with your immediate Supervisor, you can file a written statement concerning this issue and/or problem with your Department Manager within five (5) working days. The Department Manager will forward a copy to the Human Resources Director. The Human Resources Director will give you a written response within three (3) working days after the complaint is received, unless additional time is required.
3. If you believe that the issue and/or problem has not been resolved to your satisfaction a written statement can be filed regarding the issue and/or problem with the Human Resources Director and Executive Director within five (5) working days. A written response will be given to the employee within three (3) working days after the complaint is received. If additional time is required, you will be informed. The Executive Director's decision is binding and will be the final step in this process. Although the Foundation cannot guarantee that you will be satisfied with the results, the Foundation will make a concerted effort to explain the results to you.

Employees must communicate directly with their immediate Supervisor, the Human Resources Director or the Executive Director if:

1. The employee suspects or has proof that a federal or state law is being violated or is about to be violated.
2. A safety hazard exists that threatens the health or well-being of an employee.
3. The problem directly involves the immediate Supervisor or Department Manager and the employee reasonably demonstrates that the Department Manager may not be able to deal with this issue and/or problem.

VI. TECHNOLOGY USE AND PRIVACY

A. Internet, E-Mail and Electronic Communications Policy

The Foundation has established this internet, e-mail, and electronic communications policy in an effort to make certain that employees utilize electronic communications devices in a legal, ethical, and appropriate manner. We have devised this policy in a manner that addresses the Foundation's legal responsibilities and concerns regarding the fair and proper use of all electronic communications devices.

(i) Scope of Policy

This policy extends, by the way of example only, to all features of the Foundation's electronic communications systems, including computers, e-mail, connections to the Internet and world wide web and other internal or external networks, voice mail, video conferencing, facsimiles, handheld devices (including but not limited to iPhones, Blackberries, smartphones, iPads, and other electronic tablets and cell phones) and telephones. Any other form of electronic communication used by employees currently or in the future is also intended to be encompassed under this policy. Every employee of the Foundation is subject to the policy and is expected to read, understand, and comply fully with its provisions.

(ii) Rules

It may not be possible to identify every standard and rule applicable to the use of electronic communications devices. Employees are therefore encouraged to utilize sound judgment whenever using any feature of the communications systems. In order to offer employees some guidance, the following principles and standards shall be clearly understood and followed:

- The Foundation's policy against unlawful harassment, including sexual harassment, extends to the use of computers, the Internet, and any component of the communications systems. In keeping with the policy, employees shall not use any electronic communications device in a manner that would violate this policy. For example, employees shall not communicate messages that would constitute sexual harassment, shall not use sexually suggestive screen savers, and shall not receive or transmit pornographic, obscene, or sexually offensive material or information
- The Foundation's anti-discrimination policies extend to the use of the communications systems. Any employee who uses any electronic communications device will, therefore, be subject to disciplinary action, including the possibility of immediate termination, for use of such a device in any manner that violates the Foundation's anti-discrimination policies or commitment to equal employment opportunity. This includes, as an example, using an electronic communications device to transmit, communicate or post personal opinions of a discriminatory nature.
- Employees shall not use any electronic communications device for a purpose that is found to constitute, in the Foundation's sole and absolute discretion, a commercial use that is not for the direct and immediate benefit of the Foundation.

VI. TECHNOLOGY USE AND PRIVACY

- Employees shall not use any electronic communications device in a manner that violates the trademark, copyright, or license rights of any other person, entity, or organization.
- Employees shall not use any electronic communications device in a manner that infringes upon the rights of other persons, entities or organizations to proprietary, confidential or trade secret information.
- Employees shall not use any electronic communications device for any purpose that is competitive, either directly or indirectly, to the interest of the Foundation or for any purpose that creates an actual, potential or apparent conflict of interest with the Foundation.
- The Foundation's policies against improper solicitations and distribution extend to the communications systems. Employees shall not use any electronic communications device in a manner that violates the Foundation's No Solicitation Policy.
- Employees shall identify all communications as "privileged and confidential" or "attorney/client" privileged when it is accurate and appropriate to do so. In this manner, the Foundation will assert any protection, privileges, and rights relating to communications if it becomes necessary to do so.
- All employee work products shall be securely backed up each day. Keeping files on network drives will ensure that the files are backed up. Work-related files shall not be saved directly on a non-network drive or a personal device unless specifically authorized by the Executive Director. Where such work is authorized, it shall promptly be transferred to network drives as soon as the employee is able to do so.

(iii) Access

The Foundation must retain the right and ability to enforce this policy and to monitor compliance with its terms. While computers and other electronic devices are made accessible to employees to assist them to perform their jobs and to promote the Foundation's interests, all such computers and electronic devices, whether used entirely or partially on the Foundation's premises or with the aid of Foundation equipment or resources, must remain fully accessible to the Foundation and, to the maximum extent permitted by law, will remain the sole and exclusive property of the Foundation.

Employees shall not maintain any expectation of privacy with respect to information transmitted over, by, or stored in any electronic communications device owned, leased, or operated in whole or in part by or on behalf of the Foundation. The Foundation retains the right to gain access to any information received by, or transmitted by, or stored in any such electronic communications device, by and through its agents, employees, or representatives, at any time, either with or without an employee's or third party knowledge, consent or approval. Employees who are provided access to computers must advise the Information Technology Services department, in writing, of any password they use to gain access to computers or the Internet as well as any changes to such passwords. Such notice must be made immediately.

VI. TECHNOLOGY USE AND PRIVACY

(iv) Compliance

Employees who violate any aspect of this policy or who demonstrate poor judgment in the manner in which they use any electronic communications device will be subject to disciplinary action, up to and including the possibility of immediate termination. Employees who have any questions regarding this policy should bring them to the immediate attention of the Information Technology Services Department.

B. Social Media Policy

The Foundation understands that social media sites have joined the mainstream of day-to-day communications and allow participants to share and receive various kinds of information. At the same time, it expects employees to understand the impact that social media can have on an organization's reputation, co-workers, and the Foundation's business relationships. Because postings and communications transmitted on these sites can potentially have a more powerful impact than statements made directly to another person who is in the same room, the Foundation has established guidelines to assist employees in understanding the Foundation's expectations of employee social media conduct.

These guidelines reflect the Foundation's commitment to meet its legal obligations and reputational interests. These guidelines also emphasize the importance of common sense and exercising good judgment. In keeping with this promise, employees must follow the same standards that apply to other activities and behavior when communicating on social media sites or online.

(i) General Rules

- Employees are expected to use their time at work and Foundation resources in an appropriate manner. Work time is to be spent on work-related matters. The Foundation's computers, intranet, electronic resources and equipment shall be used solely for appropriate Foundation-related activities and not to engage in postings or communications on social media sites.
- Employees must comply at all times with the Foundation's policies against unlawful harassment and discrimination. Consistent with these policies, employees should be respectful of one another and are expected to never participate in communications in a manner that unlawfully harasses or discriminates against another employee, shareholder/member, GRF Board Members, Mutual Directors, or vendors based on that individual's race, color, religion, national origin, age, disability, gender identity, or any other characteristic protected by state, federal, or local law.
- The Foundation maintains significant efforts to protect its confidential and proprietary information. Employees shall never post, share or improperly disclose or disseminate such information to outsiders or third parties. This includes postings and communications using social media.
- Employees must adhere to all applicable privacy and confidential policies regarding shareholders/members, GRF Board Members, Mutual Directors, co-workers, and

VI. TECHNOLOGY USE AND PRIVACY

- other Foundation information.
- Employees shall not use the Foundation's logo, letterhead or name when communicating on social media sites without the express permission and approval of the Executive Director.
- Employees are expected to remain aware that postings and communications transmitted on social media sites are not private. Employees should consider how any communication might be perceived or what might happen if a posting or statement becomes known by third parties or is more widely shared or distributed than intended. They should also consider how it may reflect on the employee and the Foundation. In some instances, search engines may locate communications long after they are originally posted or sent, and information, postings, and communications can be forwarded or copied.
- Employees who express opinions must include disclaimers noting that the opinions are solely their own and are not those of or endorsed by the Foundation.

(ii) Monitoring

The Foundation has vital interests in its reputation and in legal compliance. In order to protect these interests, the Foundation retains the right to monitor activities and gain access to any information that uses, is received by, is transmitted by, or is stored in any Foundation-owned, leased or operated electronic communications device, computer, electronic resource, intranet, or equipment. It also reserves the right to monitor activities and respond to communications that in any way mention or refer to the Foundation. Employees should not assume that activities involving the use of any of the Foundation's computers, communications device, equipment or resources are private or confidential.

(iii) Violations May Result In Discipline

Employees are subject to disciplinary action, including the possibility of termination of employment, if they violate these guidelines or other applicable standards.

C. Telephone Use and Personal Mail

Good telephone manners are a very important part of our business. Often your voice over the telephone is the only contact with the Foundation that outside personnel, shareholders and/or members, or vendors remember. Listed below are some basic guidelines to remember:

- Answer the telephone promptly and politely, announcing your name and Department.
- Be considerate and polite, especially if the call must be transferred to another person or Department.
- Give concise and accurate information.

The Foundation's telephone lines are intended solely for business use and should not be tied-up

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for personal telephone calls. Accordingly, employees should use discretion in making or receiving personal calls or text messages during working hours, unless there is an emergency situation. Necessary personal calls or text messages should be made or sent during meal or rest break periods whenever possible. No personal long distances or toll calls are to be made on the Foundation's telephones.

All personal cell phones are to be silenced or turned-off during business hours.

No personal mail is to be sent from the Foundation unless it has appropriate postage affixed.

D. Employee Privacy

The Foundation retains the right to search offices, workstations, desks, filing cabinets, computer disks, computer hard drives, e-mails, voice-mails and other business property to ensure compliance with Foundation policies and to investigate allegations of violations of these policies or applicable law(s). The Foundation reserves the right to conduct these searches with or without notice. Searches will be conducted with minimum disruption to employees. Should an employee refuse to submit to the search, such refusal may lead to disciplinary action up to and including termination of employment.

VII. BENEFITS

The Foundation has established a number of employee benefit programs for its eligible employees. Although this Handbook does not restate all of the features of these benefit programs, it provides brief summaries to acquaint employees with some of the key features of the programs. It is important that employees remember that additional terms, conditions, and limitations, regarding program eligibility and benefit entitlement often exist. Official plan documents should be consulted for further information regarding each benefit program. In the case of an actual or apparent conflict between the benefit summaries set forth in the Handbook and the terms of the official plan documents, the provisions of the official plan documents, as interpreted in the sole and absolute discretion of the Plan Administrator, shall prevail.

In addition, while it is the Foundation's present intention to continue these benefits, the Foundation reserves the right, whether in an individual case or more generally, to modify, curtail, reduce or eliminate any benefit, in whole or in part, either with or without notice, to the extent permitted by applicable law.

Finally, neither the benefit programs nor their descriptions are intended to create any guarantees regarding employment or continued employment. As noted elsewhere in this Handbook, employment relationships are for an indefinite term and terminable "at-will," either at the option of the employee or the Foundation.

A. Health & Other Benefits

Full-time employees, who are employees regularly scheduled to work thirty (30) or more hours per week, are eligible to participate in a comprehensive benefits program. Enrollment occurs on the first day of the new month following thirty (30) days of continuous employment as a full-time employee. The benefits program includes:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Basic Life Insurance
- Basic Accidental Death & Dismemberment Insurance
- Voluntary Life Insurance
- Disability Income (Long-Term, SDI, Workers' Compensation)
- Employee Assistance Program
- Holiday
- Vacation and Sick Benefits (specific eligibility rules apply)
- 401(k) Plan (Enrollment in this benefit occurs on the first day of the new month following one (1) year of continuous service and completion of 1,000 hours of service).
- Credit Union

Part-time employees, who are employees regularly scheduled to work less than thirty (30) hours per week, are not eligible for some employee benefits, except to the extent required by applicable law.

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B. GRF Sick Leave Benefits

In order to minimize the economic hardships that may result from an unexpected short-term illness or injury to an employee or legal dependent, the Foundation provides full-time employees sick leave benefits. The Foundation will provide each full-time employee with seven (7) sick days per year of employment, which are accrued at the rate of approximately 2.15 hours each bi-weekly payroll period. This accrual is pro-rated for employees scheduled to work fewer than 40 hours per week. Sick leave may be accumulated to a maximum accrual balance of twenty (20) days which equates to one hundred and sixty (160) hours or pro-rated amount. Any current employee who has accrued more than 160 hours of GRF Sick Leave as of June 30, 2015, will be permitted to retain those days for future use, but once utilized he/she will be permitted to only accumulate up to, but not to exceed the maximum of 20 days.

GRF Sick Leave is paid at the employee's base rate of pay which excludes additional pay types such as differentials, bonuses, and commission payments.

Eligible employees may use GRF Sick Leave starting on their 90th day of employment.

Non-exempt employees may take sick leave in increments of one (1) hour or greater.

Accumulated and unused GRF Sick Leave benefits are available in the event of an illness or injury of an employee, or the employee's spouse, child or parent. The term "child" or "parent" must meet the definition as established within state regulation requirements. Accumulated and unused GRF Sick Leave benefits are also available for any event protected by State or Federal law.

If an employee is sick for three (3) or more consecutive working days, the employee will be required to provide a health care provider's statement releasing the employee to return to duty with or without restrictions. A health care provider's statement may also be required for absences of less than three (3) consecutive working days if the Foundation determines it is warranted.

If an employee is sick and unable to report for work, the employee must notify his/her immediate supervisor no later than thirty (30) minutes after the shift is scheduled to start. Messages left on the Supervisor's voice-mail are not acceptable. The employee must advise his/her immediate Supervisor as to the expected return date. If this is not known, the employee must call in each day.

Employees do not accrue sick hours while on a personal or family care leave of absence extending beyond one pay period. As sick pay benefits are designed only to assist an employee who misses work due to actual illness, injury or health care well visit, no sick leave benefits are paid upon termination of employment for any reason, nor can sick leave benefits be applied as extra vacation.

C. Healthy Workplaces Health Families (California (Cal) Sick Leave Benefits)

Cal Sick Leave is provided to all employees at a rate of 3 days (24 hours) per year based on the following schedule:

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- All existing employees will receive 24 hours of Cal Sick Leave on July 1, 2015 and each July 1st thereafter.
- All new employees will receive 24 hours of Cal Sick Leave at time of hire and each annual anniversary thereafter.

Employees may use Cal Sick Leave hours starting on their 90th day of employment.

Cal Sick Leave does not roll over from year to year. Cal Sick Leave is capped at 24 hours per year. Cal Sick Leave does not accrue. Cal Sick Leave resets on an annual basis based on the schedule listed above.

Cal Sick Leave benefits may be used for the employee or for an employee's family member, for the diagnosis, care or treatment of an existing health condition, or preventive care. The term "family member" is defined as child, parent, spouse, registered domestic partner, grandparent, grandchild, or sibling. An employee who is a victim of domestic violence, sexual assault or stalking may also use Cal Sick Leave time.

Employees may use Cal Sick Leave in increments of one hour or greater.

Sick leave is paid at the employee's regular rate of pay over the preceding 90 days of employment, which includes additional pay types such as differentials, bonuses, and commission payments.

Employee must provide reasonable advance notice, if feasible, when utilizing Cal Sick Leave; if not feasible, then as soon as practicable.

Accrued but unused Cal Sick Leave will not be paid to the employee upon termination of employment. Employees who are re-hired within 12 months of separation will receive any previously accrued and unused Cal Sick Leave.

Employees will not be demoted, disciplined, retaliated against, suspended or terminated for requesting or using available Cal Sick Leave. For employees eligible for both Cal Sick Leave and GRF Sick Leave, available Cal Sick Leave must be exhausted prior to using any available GRF Sick Leave.

D. Vacation

The Foundation has established a vacation plan for the benefit of its eligible employees. The vacation plan is designed to provide eligible employees who have completed 90 days of continuous service a period of rest and relaxation away from work without loss of pay or benefits. Vacation accrual starts when employment begins as a full-time employee. This is based upon the hire date or change to full-time status. Vacation hours are accrued on a biweekly basis. Vacations must be scheduled in advance at the convenience of the Foundation, and must be approved by the immediate Supervisor and the Department Manager.

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Full-time employees hired on or after January 1, 2013, are eligible to accrue vacation benefits in accordance with the following schedule:

Years of Service	Bi-Weekly Accrual	Annual Accrual	Maximum Accrual Balance
0 to 6.99 Years	3.08	80 Hours per Year	120 Hours
7 to 14.99 Years	4.62	120 Hours per Year	180 Hours
15+ Years	6.16	160 Hour per Year	240 Hours

Full-time employees hired before January 1, 2013, are eligible to accrue vacation benefits in accordance with the following schedule:

Years of Service	Bi-Weekly Accrual	Annual Accrual	Maximum Accrual Balance
0 to 4.99 Years	3.08	80 Hours per Year	120 Hours
5 to 9.99 Years	4.62	120 Hours per Year	180 Hours
10+ Years	6.16	160 Hours per Year	240 Hours

Full-time employees who work more than thirty (30), but less than forty (40) hours per week are eligible to accrue vacation benefits on a pro-rata basis. Part-time employees are ineligible for vacation accruals.

Non-exempt employees may take an accrued vacation in increments of one (1) hour or greater with the prior approval of the immediate Supervisor and Department Manager.

Exempt employees may schedule vacation in increments of half days (4 hours) or greater with the prior approval of the Department Manager. Department Heads must have their vacation requests approved by the Executive Director.

Exempt employees who have exhausted their vacation accrual will be paid for partial days missed; however when a full day, eight (8) hours, is missed the day will not be paid.

Vacation hours may be accrued up to one and one-half (1½) times the amount an employee can accrue each year. Under extenuating circumstances, and with written approval from the Executive Director, employees may be permitted to accrue up to a maximum of forty-five (45) days. Employees who accrue and then exceed the maximum vacation hours will not be eligible to accrue additional hours until their accrued vacation balance is reduced to below the maximum accrual amount.

Should a Foundation-observed holiday fall during an employee's scheduled vacation, the employee will receive holiday pay for that day and will not be charged for vacation for that day.

Vacation is paid at the employee's base rate of pay which excludes additional pay types such as differentials, bonuses, and commission payments. Paid time-off while on vacation is not considered hours worked for purposes of calculating overtime.

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Employees do not accrue vacation hours while on personal or family care leave of absence extending beyond one pay period.

All full-time employees who terminate their employment with the Foundation will be paid for any accrued but unused vacation hours.

E. Holiday Benefits

All full-time employees are eligible to receive the following nine (9) Foundation-observed Holidays plus one (1) Floating Holiday with pay. From time to time, certain positions, including but not limited to Security Department staff, Service Maintenance staff, Transportation staff, may be required and/or requested to work on the observed holidays listed below.

All eligible employees shall be entitled to the following Foundation observed holidays off with pay:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day
- Christmas Day
- Floating Holiday (1)*

*Full time employees who have completed their first 90 days of employment are eligible for a Floating Holiday. Scheduling is at the discretion of your Supervisor with the approval of your Department Manager.

For example, an employee might choose to use the Floating holiday to observe a religious holiday or a holiday not observed by the Foundation or one's birthday, etc. The Floating Holiday must be taken as a full day (8 hours). No partial days/hours will be permitted for the Floating Holiday.

When a holiday listed above falls on a Saturday, it will be observed on the preceding Friday. When a holiday falls on a Sunday, it will be observed on the following Monday.

When it is necessary for an employee to work on a Foundation observed holiday, the Supervisor shall provide the employee another day-off at the convenience of the Department.

If an employee works eight (8) hours on a holiday and is eligible for holiday pay, the employee will receive eight (8) hours holiday pay, plus eight (8) hours of scheduled work time at one and one-half (1½) the employee's regular rate of pay. If an eligible employee is scheduled less than eight (8)

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hours on the holiday, the employee will receive prorated holiday hours based on scheduled hours. Holiday hours paid on the Foundation's observed holidays will count as time worked when calculating weekly overtime. Daily overtime will be based on time actually worked.

If a Foundation observed holiday falls during the employee's approved vacation period, the employee will be paid for the holiday and will not be charged with a vacation day for the day the holiday is observed.

In order to be eligible for holiday benefits, an employee **MUST** work the last full scheduled workday before the holiday and the first full scheduled workday after the holiday unless on scheduled vacation or excused by the employee's supervisor.

Time taken for personal or family care leave of absence is not considered work time. Employees do not accrue vacation or sick hours or receive holiday pay while on personal or family care leaves greater than one pay period. If a Foundation observed holiday falls during an unpaid leave of absence, no pay will be given for the holiday.

F. Legislated Benefits

(i) Workers' Compensation Insurance

The Foundation carries workers' compensation insurance coverage as required by the State of California to protect employees who are injured on the job. This insurance provides medical, surgical, and hospital treatment in addition to payment for loss of earnings that result from work-related injuries. Employees are automatically covered by this insurance on their first day of employment. The cost of this coverage is paid completely by the Foundation.

If you are injured while working, you must report it immediately to your Supervisor, regardless of how minor the injury may be. If you have any questions regarding the workers' compensation insurance program, please contact the Human Resources Director.

(ii) State Disability Insurance (SDI)

To protect employees who miss work for a non-work-related accident or illness, the law requires that a small percentage of each employee's wages, up to the prevailing maximum, be deducted each pay period for disability insurance. Eligible employees will be paid a percentage of their regular earnings for a maximum period provided by law in any one (1) year.

Claim forms are available in the Human Resources Department or at <http://www.edd.ca.gov>. You must file a claim with the California Employment Development Department (EDD) to receive any payment. Questions about this program should be directed to California's Employment Development Department (EDD).

VII. BENEFITS**(iii) Paid Family Leave Insurance**

Employees are required by state law to make contributions to the Paid Family Leave Insurance (PFL) program through mandatory payroll tax deductions. Eligible employees may receive PFL benefits when they are unable to work due to the need to care for qualified family members or to bond with a new child. Employees may file benefit claims with the Employment Development Department (EDD). Benefits are paid directly by the EDD to eligible employees.

(iv) Unemployment Insurance

The Foundation contributes to the Unemployment Insurance Program. If your employment terminates, you may be eligible to receive unemployment insurance. Claims should be filed at <http://www.edd.ca.gov>. Unemployment Insurance is coordinated through California's Employment Development Department (EDD) which determines a person's eligibility.

(v) Federal Insurance Contributions Act (FICA)

As an employee of the Foundation, you are covered under the provisions of the Federal Insurance Contributions Act (FICA). This is a federal act mandating employers deduct a particular tax percentage from the earnings of every employee each pay period for Social Security benefits (OASDI and Medicare). The amount of the deduction from your wages for these taxes is matched by the Foundation. Social Security benefits are often a significant step to provide you and your family a retirement income and health benefits as you retire.

G. Consolidated Omnibus Budget Reconciliation Act (COBRA)

As a result of the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), employees and their eligible dependents that are enrolled in the group medical, dental and/or vision plans at time of termination will be advised by the Foundation's insurance broker of their rights under the terms and conditions of COBRA. Dependents of employees who become eligible for benefits will also be notified of their rights under COBRA. Under COBRA, employees and their eligible dependents may continue their group medical, dental, and/or vision at group rates at their own expense.

H. Employee Hiring Referrals

All employees are encouraged to share career opportunities at the Foundation and we have provided an incentive to do so. The Employee Referral Program allows active employees to refer friends and colleagues. If a referral is hired, the employee is eligible for a monetary Referral Bonus. For details and more information about this referral program, please see our Employee Hiring Incentive Policy or contact your Human Resources Department.

All open positions are updated regularly and published on the Leisure World Seal Beach website Careers page at www.lwsb.com/careers.

VIII. LEAVES OF ABSENCE

A. Family and Medical Leave

Eligible employees may take unpaid, job-protected leave under the Family and Medical Leave Act ("FMLA") for specified family and medical reasons.

(i) Eligibility

To be eligible for FMLA leave, you must meet all of the following criteria:

- Have worked at least 12 months for the Foundation;
- Have worked at least 1,250 hours for the Foundation over the preceding 12 months; and
- Work at a location where there are at least 50 Foundation employees either at that location or within a 75-mile radius of that location.

(ii) Conditions Triggering Leave

FMLA leave may be taken for the following reasons:

- Birth of a child, or to care for a newly-born child;
- Placement of a child with the employee for adoption or foster care;
- To care for an immediate family member (spouse, child, or employee's parent) with a serious health condition;
- Because of the employee's serious health condition which makes the employee unable to perform the functions of the employee's job; or
- Because of a "qualifying exigency" arising out of the fact that the employee's spouse, son, daughter, or parent is on active duty or ordered to active duty in the armed forces and/or to care for an injured service member if the employee is the spouse, son, daughter, parent or next of kin of the injured service member.

(iii) Duration of Leave

Except in the case of leave to care for an injured service member, an eligible employee's FMLA leave entitlement is limited to a total of 12 workweeks of unpaid leave during any "rolling" 12-month period, measured backward from the date of any FMLA leave. FMLA leave for the birth or placement of a child for adoption or foster care must be concluded within 12 months of the birth or placement.

An eligible employee seeking leave to care for an injured service member is entitled to a combined total of 26 workweeks of leave for military caregiver leave and leave for any other FMLA-qualifying reason during the same "single 12-month period." Of this 26-week period, the employee may take no more than 12 workweeks of leave because of a "qualifying exigency" arising out of the fact that the employee's spouse, son, daughter, or parent is on active duty or ordered to active duty or for any other FMLA-qualifying reason. For purposes of military caregiver leave, a "single 12-month period" begins on the first day the eligible employee takes military caregiver leave and ends 12 months after that date.

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If the employee takes less than 26 weeks of leave during that 12-month period, the unused weeks are forfeited.

You may take FMLA leave intermittently, by reducing your normal weekly or daily work schedule, when medically necessary for your own or immediate family member's serious health condition. Intermittent leave for birth of a child, to care for a newly born child or for placement of a child for adoption or foster care may be available, but may be subject to additional restrictions. Employees who require intermittent leave or reduced-schedule leave must try to schedule their leave in a manner that will least disrupt the Foundation's operations.

(iv) Benefits While on Family/Medical Care Leave

During the family/medical leave period, the Foundation will maintain the employee's health coverage under any group health plan as if the employee had remained employed. The employee will be required to pay his/her share of benefit premiums during the leave. If an employee fails to return to work at the conclusion of his/her leave, the Foundation may recover its share of health premiums paid for the employee during the duration of the leave unless the inability to return to work is due to a serious health condition of the employee or an immediate family member, or circumstances beyond the employee's control. The employee will not lose any employee benefits or seniority that accrued prior to the start of the leave. Employees are not eligible for and do not accrue any additional employee benefits (e.g. holiday, vacation, etc.) or seniority while on unpaid leave.

(v) Application of Paid Leave

Accrued sick time must be used if the leave is for the employee's serious health condition and may be used if the leave is for any other reason. During the time taken for family/medical care leave, the employee must also use any accrued vacation hours, unless the leave taken also qualifies as Pregnancy Disability Leave.

(vi) Notice Requirements and Conditions of Leave

The employee must give advance notice thirty (30) days prior to the leave, or as much advance notice as is practicable. For planned medical treatment, the employee should try to schedule the treatment to avoid undue disruption of the Foundation's operations. Regarding any leave based on a serious health condition, the employee must submit written medical certification supporting the request for a family care leave. If the employee requests an intermittent or reduced leave schedule, the medical certification must also document the dates and duration of any medical treatments. Where both spouses are employed with the Foundation, the combined amount of leave available for both spouses for leave taken for the birth, adoption or foster care placement of a child may not total more than twelve (12) weeks during the 12-month period. The Foundation may require an employee on a family/medical care leave of absence to periodically submit subsequent written certifications from a health care provider and reports regarding his/her status and intent to return to work.

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(vii) Reinstatement Upon Return from Family Medical Care Leave

Employees granted leave are guaranteed reinstatement to the same or an equivalent job position at the end of the leave unless the job ceased to exist for legitimate business reasons and subject to any other defense allowed under the law. However, a salaried employee who is among the highest paid ten (10) percent of employees employed by the Foundation within a 75-mile radius of the employee's worksite will not be guaranteed reinstatement if granting reinstatement would cause substantial and grievous economic injury to the Foundation. An employee returning from a family/medical care leave due to his/her own serious illness must submit a medical certification verifying his/her ability to resume work to full duty or with any medical restrictions. This certification should not be a previously submitted note initially placing the employee on leave or extending the leave, it must be a new and separate certification.

(viii) Concurrent Leaves of Absence

Where permitted by law, the period of any leave taken pursuant to this policy will run simultaneously with any other period of leave mandated by law.

B. California Family Rights Act

(i) Employee Eligibility

An employee is eligible for family or medical care leave of up to twelve (12) weeks during a 12-month period, under the California Family Rights Act ("CFRA") if the employee has worked for the Foundation for at least one year, has worked at least 1,250 hours over the previous twelve (12) months, and is employed at a worksite in California where the Foundation employs at least fifty (50) employees within a 75-mile radius of that worksite.

The 12-month period in which the leave occurs will be calculated on a "rolling" 12-month period measured backward from the date an employee uses any family leave.

(ii) Permissible Purposes of CFRA Leave

An eligible employee may take unpaid family/medical care leave of up to twelve (12) weeks during a 12-month period for any of the following reasons: (1) to care for the employee's child after birth; (2) the placement of a child with the employee in connection with an adoption or foster care; (3) to care for the employee's child, parent, spouse or domestic partner who has a serious health condition; or (4) for a serious health condition (other than a pregnancy-related disability) that prevents the employee from performing one or more of the essential functions of the employee's position.

(iii) Relation to FMLA Leave

To the extent CFRA leave is permitted to run concurrently with FMLA leave, the terms and conditions in the Foundation's FMLA Leave Policy are incorporated herein by reference.

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(iv) Pregnancy-Related Disabilities

Under CFRA, a disability due to pregnancy, childbirth or related medical condition is not a "serious health condition" and, therefore, is not counted against an employee's CFRA Leave entitlement. Instead, pregnancy-related disabilities are covered by California's Pregnancy Disability Leave Law, discussed below.

C. **Pregnancy Disability Leave and Transfer Privileges**

(i) Eligibility for PDL

If you are affected or disabled by pregnancy, childbirth or related medical conditions, you are eligible to take a pregnancy disability leave ("PDL"), regardless of full-time or part-time status or length of service. Time off needed for prenatal or postnatal care; doctor-ordered bed rest; gestational diabetes; pregnancy-induced hypertension; preeclampsia; childbirth; postpartum depression; loss or end of pregnancy; or recovery from childbirth would all be covered by your PDL.

(ii) Amount of PDL

The PDL is for any period(s) of actual disability caused by your pregnancy, childbirth, or related medical condition up to four months or the working days in one-third of a year or 17½ weeks, per pregnancy. The PDL does not need to be taken in one continuous period of time, but can be taken on an as-needed basis.

(iii) Reasonable Accommodation

If you are affected by pregnancy or a related medical condition, you are also eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, provided you are qualified and such position is available. In addition, you may be eligible for a change in your work environment or in the way your job is customarily done to enable you to perform the essential functions of your job. Reasonable accommodation may include, but is not limited to: modifying work practices or policies; modifying work duties; modifying work schedules to permit earlier or later hours, or to permit more frequent breaks; providing stools or chairs or otherwise modifying furniture or equipment.

(iv) Requesting PDL

You must provide at least 30 days advance notice of your need for a reasonable accommodation, transfer or pregnancy disability leave, or as much prior notice as practicable. If you are requesting a reasonable accommodation or transfer because of pregnancy, you must provide a written certification from your health care provider which should include: a description of the requested reasonable accommodation or transfer; a statement describing the medical advisability of the reasonable accommodation or transfer; and the date on which the need for the reasonable accommodation or

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transfer became or will become medically advisable and its estimated duration. If you are requesting a leave of absence because of pregnancy, you must provide a written certification from your health care provider which should include: a statement that you need to take pregnancy disability leave because you are disabled by pregnancy, childbirth or related medical condition; and the date on which you became disabled because of pregnancy and the estimated duration of the leave.

(v) Pay While On PDL

PDL is unpaid except to the extent you are otherwise eligible for Foundation-provided long term disability benefits or state-provided disability/family leave benefits. We encourage you to contact the California Employment Development Department regarding your eligibility for state disability insurance for the unpaid portion of your leave. During the time taken for PDL, the employee must use any accrued sick hours and may use any vacation hours.

(vi) Benefits While On PDL

At your option, you can use any accrued vacation time as part of your PDL before taking the remainder of your leave on an unpaid basis. We require, however, that you use any available sick time during your PDL. The use of any paid leave will not extend the duration of your available PDL. Employees on PDL are not eligible for, and do not accrue, any additional employee benefits (e.g., holidays, sick leave, vacation, etc.) while on leave.

During the PDL, the Foundation will maintain your health insurance coverage under any group health plan as if you had remained actively employed. You, however, must continue to pay any employee contribution to the health coverage.

(vii) Returning From PDL

Upon your return from PDL, you will be reinstated to your same position unless your job ceases to exist because of legitimate business reasons unrelated to your PDL. As a condition of your return from PDL, or transfer, the Foundation requires you to obtain a release to return to work from your health care provider stating that you are able to resume your original job duties.

If you do not return to work on the originally scheduled return date or request, in advance, an extension of the agreed upon leave with appropriate medical documentation, you will be deemed to have voluntarily terminated your employment with the Foundation. Failure to notify the Foundation of your ability to return to work when it occurs, or your continued absence from work because your leave must extend beyond the maximum time allowed, may be deemed a voluntary termination of your employment with the Foundation, unless you are otherwise entitled to additional leave under state or federal law.

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(viii) Relation to FMLA Leave

PDL leave may run concurrently with FMLA leave, if you are eligible for such leave and, to that extent, the terms and conditions in the Foundation's FMLA Leave Policy are incorporated herein by reference.

Any request for leave after your pregnancy disability has ended will be treated as a request for Family and Medical Leave under the California Family Rights Act and the Federal Family Medical Leave Act, if you are eligible for such leave. Please refer to the Family and Medical Leave and California Family Rights Act policies in this Handbook for additional information.

D. Medical Leave of Absence for Occupational Disabilities

A leave of absence shall be granted upon written request for any full-time or part-time employee who sustains a work-related disability. A leave of absence for a work-related disability shall be extended to the employee for the duration of the work-related disability. Employees returning from a leave will be given credit for any portion of an Orientation Period completed prior to the commencement of the leave of absence. Benefits for a leave of absence for a work-related disability will be coordinated with workers' compensation benefits. Employees may also be entitled to benefits under other policies such as FMLA. Notification requirements for a medical leave of absence for occupational disabilities are the same as those for medical leaves for non-occupational disabilities. The Foundation will retain employees on an extended leave of absence for work-related disabilities until one of the following situations occur:

- The employee is released for full or partial duty.
- The Foundation receives medical evidence satisfactory to it that the employee will be permanently unable to return to work.
- The employee directly or indirectly informs the Foundation (e.g., by accepting other employment that is inconsistent with the intent to return to the job, moving out of the state, etc.) that he or she does not intend to return to the Foundation's employment.

An employee who returns to work at the end of the leave of absence will be returned to his or her former position, if possible, or, if the employee's prior position is unavailable due to business needs, the employee will be offered the first available opening in a comparable position for which they are qualified. The employee must provide a health care provider's statement that indicates that they are fit to return to work. Leave for a work-related disability will be classified as an FMLA/CFRA leave if the employee is eligible. The leave under these laws runs concurrently, and eligible associates will be on FMLA/CFRA for a maximum of 12 weeks in a 12-month period starting from the first disability day off.

E. Personal Leaves of Absence

In the event a full-time or part-time employee exhausts all available Company, State and Federal

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leave programs, a personal leave of absence without pay may be granted for a reasonable period of time. Requests for personal leave are granted at the discretion of management and based on business needs. Approval for personal leave does not offer job protection and is not covered under any state or federal leave program(s).

(i) Requests

Requests must be submitted in writing and must be approved by the employee's immediate Supervisor and Department Manager before the leave begins. Failure to follow this procedure means the Leave of Absence is not approved, and the employee will be subject to the attendance policy. It is the employee's responsibility to report to work at the end of the approved leave. An employee who fails to report to work on the workday after the leave expires will be considered to have voluntarily terminated employment.

(ii) Status of Employee Benefits During Personal Leave

The Foundation does not pay for group health insurance premiums during any portion of a personal leave of absence. Accordingly, the premiums for such coverage are the complete responsibility of the employee. In order to keep the insurance in force, premiums for the period of the leave must be paid in a timely manner. Since premiums are normally due by the first day of each month, premiums for a month will be considered untimely if received more than thirty (30) days after this date. Failure to pay premiums in a timely manner will result in immediate termination of coverage.

F. Military Leave of Absence

The Foundation provides unpaid leave to employees for military service in accordance with the provisions of the Uniform Services Employment and Re-Employment Rights Act 1994. Employees who would like further information about their rights to military leave should contact the Human Resources Director.

G. Military Spouse Leave

Qualified employees will be given up to ten (10) days leave during that time in which the employee's spouse or domestic partner is on leave from deployment in a combat zone with the active duty or reserve military or National Guard during a period of military conflict. Employees may use accrued vacation time to cover this absence. If the employee has no accrued vacation, the employee must request time off without pay. Qualified employees are employees who work an average of twenty (20) hours per week and have a spouse or domestic partner who is serving as (1) a member of the U.S. Armed Forces and who has been deployed during a period of military conflict to an area designated as a combat theater or combat zone by the President of the United States or (2) a member of the Armed Forces Reserve Components or the National Guard and has been deployed during a period of military conflict. Qualified employees who wish to request this leave must provide the Foundation's Human Resources Director with a written request for such leave within two (2) business days of receiving official notice that the military spouse or domestic partner will be on leave from

VIII. LEAVES OF ABSENCE

deployment. The employee must also provide written documentation to the Foundation's Human Resources Director certifying that the military member will be on military leave from deployment.

H. School Activities and Appearance Leave

An employee who is the parent or guardian, of a student one or more children in kindergarten through grade 12, or attending a licensed child daycare facility, is eligible for up to 40 hours of unpaid leave time each year to participate in the activities of the school or daycare facility of any of his/her children. Forty hours is the maximum amount of time that may be taken in any calendar year, and no more than eight hours of leave time may be taken per calendar month.

An employee may also take off additional time as may be necessary to attend their child or grandchild's school to discuss a possible suspension or expulsion.

The employee must provide his/her supervisor or the Human Resources Director reasonable advance notice of the need for such leave time and must provide written documentation from the school or daycare facility verifying the employee's participation in the activities on a specific date and at a particular time.

Vacation time may be used for such absences; otherwise, school visitation time is unpaid. No adverse action will be taken against any employee in any manner for requesting or taking time off as provided in this policy.

If both parents of a child work for the Company, only one parent — the first to provide notice — may take the time off, unless the Company approves both parents taking time off simultaneously.

I. Jury Duty and Court Appearances

The Foundation assures time-off, without pay or loss of seniority, for an employee to serve on jury duty or to appear as a witness in a legal proceeding. However, exempt employees will receive full salary unless they are absent for a full week and perform no work.

An employee who is summoned to report for jury duty or to appear as a witness in a legal proceeding must immediately notify his/her supervisor and provide the Foundation with the notice to serve, witness subpoena, or summons to appear in order to be granted a leave of absence. On days when the employee is not required to serve, the employee is expected to report to work.

Excused absences because of jury duty will not be considered time worked for the purpose of computing overtime.

Should an employee be subpoenaed, on Foundation related business, to appear in court, the Foundation will pay for the absence and those hours will be considered as time worked for the purpose of computing overtime.

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J. Time-Off to Vote

Employees who are unable to vote during non-working hours may arrange, in advance, to take up to two (2) hours off from work, with pay, to vote in a public election. In order to receive time-off for voting, the employee must obtain approval from his or her immediate Supervisor forty-eight (48) hours in advance, and present a voter's receipt to their Supervisor, when returning from voting. Time-off to vote may be taken only at the beginning or end of the employee's shift.

K. Bereavement Leave

In the event of the death of an immediate family member, the Foundation will grant a full-time employee up to three (3) days leave with pay, in order to arrange and attend the funeral. The Foundation may require proof of the death prior to issuing bereavement pay.

Immediate family members are defined as spouse, domestic partner, child, sister, brother, father, mother, father-in-law, mother-in-law, grandfather, grandmother, grandchild, stepfather, stepmother, stepchild or legal guardian.

L. Absences for Weather Conditions

Severe weather or weather-related problems, such as earthquakes, floods, etc., might make travel conditions dangerous. Employees are expected to use caution and exercise good judgment when traveling and are not encouraged to take any unnecessary risks getting to work.

Should the Foundation need to close, due to weather or other emergencies, the Executive Director or the President of the Foundation, will make that decision. Employees not working should call the Emergency Phone Line (EPL) for up to date work-related information. EPL # 1-562-999-3810

M. Crime Victims

Employees who miss work in order to attend judicial proceedings relating to certain crimes may elect to use their accrued sick or vacation benefits to receive pay for their absence. This privilege will be available to employees who are victims of a violent or serious felony, as defined by law, or a felony involving theft or embezzlement. It will also be available to immediate family members of victims of such crimes. For purposes of this policy only, the term "immediate family member" means spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father, stepfather, registered domestic partner or child of a registered domestic partner.

Before an employee may be absent from work, the employee should give notice to his/her supervisor or the Human Resources Director and provide a copy of the notice of each scheduled proceeding that is provided to the victim by the agency responsible for providing such notice. If advance notice is not possible, the employee must provide appropriate written documentation evidencing the judicial proceeding.

VIII. LEAVES OF ABSENCE

No adverse action will be taken against any employee in any manner for requesting or taking time off as provided in this policy.

N. Domestic Violence, Sexual Assault or Stalking Victims

An employee who is a victim of domestic violence, sexual assault, or stalking may take time off in order to obtain any relief, including, but not limited to, a temporary restraining order, restraining order or other injunctive relief, to help ensure the health, safety, or welfare of the victim or his/her child.

If an employee needs time off to obtain relief from domestic violence, sexual assault, or stalking, the employee should give advance notice to his/her supervisor or the Human Resources Director as soon as possible so that arrangements to accommodate the employee's absence may be made. If advance notice is not possible, the employee must provide appropriate written certification of the reason for his/her absence upon his/her return to work.

The Company will make reasonable efforts to maintain the confidentiality of any employee requesting time off on account of domestic violence, sexual assault, or stalking. Time off on account of domestic violence, sexual assault, or stalking is unpaid. However, the employee may utilize any available vacation or sick time. No adverse action will be taken against any employee in any manner for requesting or taking time off as provided in this policy.

Employees may also take time off, subject to the terms of this policy, for any of the following: to seek medical attention for injuries caused by domestic violence, sexual assault; or stalking; to obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence, sexual assault; or stalking; to obtain psychological counseling related to an experience of domestic violence, sexual assault; or stalking; and to participate in safety planning and take other actions to increase safety from future domestic violence, sexual assault, or stalking, including temporary or permanent relocation.

O. Volunteer Firefighter, Peace Officers, and Rescue Personnel

An employee who performs duties as a volunteer firefighter, as a reserve peace officer, or as emergency rescue personnel, shall be permitted to take temporary, job protected leaves of absence, not to exceed an aggregate of 14 days per calendar year, to engage in fire, law enforcement, or emergency rescue training. Exempt employees who work any portion of a workweek in which they also performing duties as a volunteer firefighter, reserve peace officer, or emergency rescue personnel will receive their full salary for that workweek. Otherwise, exempt employees will be granted time off without pay.

P. Civil Air Patrol Leave

The Foundation will provide up to 10 days of unpaid leave per year for voluntary members of the California Wing of the Civil Air Patrol to respond to an emergency operational mission Leave is

VIII. LEAVES OF ABSENCE

limited to three days on any one occasion but can be extended if authorized by the government entity that called for the mission and the Foundation agrees. In order to qualify for the Civil Air Patrol leave, employee volunteer members must be employed by the Foundation for at least 90 days immediately preceding the commencement of leave.

Employees will be required to give the Foundation as much notice as is possible of the intended leave dates. Upon expiration of the leave, the Foundation will restore the employee to his or her position or to a position with equivalent seniority, benefits, pay and other terms and conditions of employment, unless the employee is not restored because of conditions unrelated to the exercise of these leave rights.

Q. Lactation Accommodation

Employees who wish to express breast milk at work may request the opportunity to do so. The Foundation shall make reasonable efforts to provide the employee with the use of a room or other location, other than a restroom, in close proximity to the employee's work area, for the employee to express milk in private and shielded from view and free from intrusion. Where an employee has a private office, it may be used for that purpose. Expressed milk can be stored in Foundation's refrigerators, refrigerators provided in the lactation room or other location, or in an employer provided cooler. Employees are to sufficiently mark or label milk containers to avoid confusion for other employees who may share the refrigerator.

Employees who have the need for a lactation accommodation are to contact their manager/supervisor. If GRF cannot provide breaktime or a location that complies, GRF will provide a written response.

Employees can exercise this privilege during their regular rest periods when possible. If it is not possible to exercise this privilege during a regular rest period, employees can arrange with their immediate Supervisor to take additional time or express breast milk at a different time. The time will be paid when employees use their regular rest period to express breast milk. In some instances where special accommodations are made and a non-exempt employee receives time off in addition to her rest periods to express breast milk, the additional time may be unpaid except where federal or state law dictates otherwise.

GRF will not retaliate against employees who request or obtain an accommodation in accordance with this policy.

Employees who feel the Foundation is not providing adequate break time and/or a place to express milk as provided for in Labor Code § 1030, they may file a report/claim with the Labor Commissioner's Bureau of Field Enforcement (BOFE) at the BOFE office nearest the place of employment. The complaint must be filed within three years of the alleged unlawful action.

In addition, employees who believe they have been a victim of retaliation for either asserting a right to lactation accommodation or for complaining to the Labor Commissioner about the failure of the Foundation to provide this accommodation, employees may file a retaliation claim with the Labor

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Commissioner's Office pursuant to Labor Code § 98.7. This claim must be filed within six months of the alleged retaliation.

R. Alcohol and Drug Rehabilitation Leave

The Foundation wishes to assist employees who recognize that they have a problem with alcohol or drugs that may interfere with their ability to perform their job in a satisfactory manner. Employees who have a problem with alcohol or drugs and who decide to enroll voluntarily in a rehabilitation program will be given unpaid time-off to participate in the program unless it would result in an undue hardship to the Foundation. If an employee requests time-off to participate in such a program, the Foundation will make reasonable efforts to keep the fact that the employee enrolled in the program confidential.

The employee may use any accrued sick leave or vacation benefits while on leave. However, additional benefits will not accrue during the leave of absence. The leave will be subject to the same provisions and rules as apply to medical leaves.

Nothing in this policy prohibits the Foundation from refusing to hire, or terminating, an employee who, because of the employee's current drug or alcohol use, is unable to perform his or her duties, or cannot perform the duties in a manner which would not endanger his or her health or safety or the health or safety of others.

S. Literacy Education

The law requires employers to reasonably accommodate and assist any employee who reveals a problem with illiteracy. Consistent with the obligation, if an employee reveals such a problem and requests the Foundation's assistance in enrolling in an adult literacy education program, the Foundation will attempt to assist the employee if the accommodation requested would not result in an undue hardship. The type of assistance available from the Foundation will include, as example, providing the employee with the locations of local literacy education programs. The Foundation does not provide paid time-off, however, for participation in an adult literacy education program.

T. Organ and Bone Marrow Donation

The Foundation provides eligible employees a paid leave of absence of up to thirty (30) days to donate an organ or up to five (5) days to donate bone marrow in a one-year period. The employee must support the request for a leave with written certification that they are an organ or bone marrow donor, and that the organ or bone marrow donation is required by medical necessity. The one-year period is measured from the date the employee's leave begins and shall consist of 12 consecutive months.

The Foundation will also provide employees with an additional unpaid leave of up to 30 business days in a one-year period when donating an organ. The one-year period is measured from the date

VIII. LEAVES OF ABSENCE

leave begins.

To be eligible, employees must have been employed with the Foundation for 90 days immediately preceding the commencement of leave.

The employee must use any accrued sick or vacation benefits during the leave of absence. The amount of benefits that must be used is determined by the reason for the leave and the amount of the employee's available sick or vacation leave benefits. The employee must use two (2) weeks sick and vacation benefits for organ donation leave and five (5) days benefits for bone marrow donation leave.

Leave for organ or bone marrow donation may be taken in addition to any family medical leave rights to which you may be entitled.

The Foundation will not retaliate against employees who request or take leave in accordance with this policy.

IX. HEALTH AND SAFETY

All employees are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. Employees must report all work-related injuries or illnesses immediately to their Supervisor or to the Human Resources Director. To promote the concept of a safe workplace, the Foundation maintains an Injury and Illness Prevention Program. A copy of the Injury and Illness Prevention Program will be given to all employees at the time of hire.

The Foundation's Injury and Illness Prevention Program provides for meetings, training programs, the posting of safety notices and safety tips and providing periodic written communications to employees regarding safety matters. The program also includes periodic inspections to identify and evaluate potential security and safety hazards within the Foundation's property. In addition, it provides for the correction of any hazards that are identified and the investigation resulting in injury or property damage.

Full cooperation by all employees is necessary for the Foundation to accomplish its goal of maximizing the security and safety of its employees. Employees should direct any questions they have regarding their obligations under this policy to their Supervisor, the Foundation's Safety Coordinator, or the Human Resources Director. Any unsafe or hazardous condition should be reported to your Supervisor immediately.

Should an accident or injury occur, no matter how minor, report it immediately, or at the earliest possible moment, to your Supervisor or the Human Resources Director.

Employees should refrain from engaging in unsafe behaviors on the job, including horseplay. Such behavior includes, but is not limited to, using equipment improperly, pranks, running, chasing, throwing or pushing, or failure to follow workplace rules. Each employee is responsible for performing their job correctly, which includes safety. Horseplay and other safety rule violations can lead to disciplinary action, up to and including termination.

A. Workplace Security and Anti-Violence Policy

The Foundation is committed to providing a violence-free workplace for its employees. In keeping with this commitment, it has established an anti-violence policy that prohibits actual or threatened violence by employees against co-workers or other persons. This policy is also intended to promote workplace security by addressing situations in which outsiders enter the workplace and engage in violent acts or threaten employees with violence. Although some kinds of violence result from societal issues that are beyond our control, the Foundation believes that it can adopt some measures that will increase security and the protection of our employees. In order to accomplish this objective, we require the cooperation of all employees.

The Foundation believes that employees may be better prepared to avoid or prevent violence if they are able to recognize early warning signs in advance and follow appropriate response procedures. Employees will therefore play a crucial role in the administration of the anti-violence policy.

IX. HEALTH AND SAFETY

(i) Early Warning Signs

Employees should understand that certain risk factors and behavior patterns may offer early warning signs of violent conduct. Examples of such warning signs include the following:

- A history of emotional or mental disturbance;
- A history of threatening or violent behavior;
- Paranoia or easily panicked behavior;
- A fascination or preoccupation with weapons, particularly weapons or explosives that could be used for mass destruction;
- Extreme stress from personal problems or a life crisis;
- Events affecting workplace conditions and/or generating stress;
- Identifying with incidents of workplace violence reported in the media and either condoning or sympathizing with the actions of the individuals committing the violence;
- Being a loner with little or no involvement with other employees;
- Engaging in frequent disputes with co-workers, Supervisors or Department Managers;
- Routine violation of Foundation policy; and
- Obsessive involvement with one's job, particularly where it occurs with no apparent outside interest.

If a Supervisor becomes aware of risk factors and behavior patterns of the type described above, the Supervisor should immediately contact the Human Resources Director.

(ii) Threats of Violence

Every threat of violence is serious and must be treated as such. Threatening behavior can include, but is not limited to actions such as:

- Throwing objects;
- Making a verbal threat to harm another individual or destroy property;
- Making menacing gestures;
- Expressing significant grudges against co-workers, Supervisors, Department Managers, shareholders, etc.;
- Displaying an intense or obsessive romantic interest that exceeds the normal bounds of interpersonal interest;
- Attempting to intimidate or harass other individuals;
- Behavior indicating that the individual is significantly out of touch with reality and that he or she may pose a danger either to himself or herself or to others;
- Provoking a fight or fighting;
- Participating in horseplay or practical jokes;
- Carrying firearms or any other weapons;
- Engaging in criminal conduct whether or not related to job performance;
- Use of abusive or threatening language toward a supervisor or member of management; and

IX. HEALTH AND SAFETY

- Using abusive, threatening or intimidating language.

Employees who become aware of any threats of workplace violence must report the threats immediately to their Supervisor. The Supervisor will, in turn, be responsible to notify the Human Resources Director who will consult with the Executive Director in order to complete an assessment of the incident and the surrounding circumstances.

(iii) Imminent Risk of Violence

If an employee becomes aware of any actual violence, imminent violence, or threat of imminent violence, obtaining emergency assistance must be a matter of first priority. The employee should immediately contact the Security Office by dialing 377 and, if appropriate, should contact the Seal Beach Police, by dialing 9-1-1. Immediately after contacting the law enforcement authorities for emergency assistance, the employee must report the incident to his or her Supervisor or Department Manager. If the Supervisor or Department Manager is not immediately available, the employee should contact the Human Resources Director immediately after contacting law enforcement authorities. Employees may report any incidents of violence or threats of violence without fear of reprisal of any kind.

(iv) Policy Violations

In cases where it is determined that an employee has violated this policy by threatening another individual with violence or engaging in violent behavior, the Human Resources Director will determine the appropriate corrective action, including whether disciplinary action is warranted. If it is determined that a threat of violence was made or actual violence has occurred, disciplinary action will be imposed, up to and possibly including immediate termination. In situations where it is found appropriate to do so, an individual who violates this policy may be required to obtain counseling or other available assistance.

B. Non-Smoking Facility

The Foundation is committed to a philosophy of good health and a safe work environment. In keeping with this philosophy, it is important that the work place and office environment reflect the Foundation's concern for good health.

The Company maintains smoke- and tobacco-free offices. Smoking or other use of tobacco products (including, but not limited to, cigarettes, e-cigarettes, pipes, cigars, snuff, or chewing tobacco) is not permitted inside Foundation offices, any work areas, Clubhouses, Library, or in vehicles owned, leased, or rented by the Company. Smoking is only permitted in designated, outside areas, marked as "smoking areas" and only during breaks or non-worked hours. No additional breaks beyond those allowed under the Company's break policy may be taken for the purpose of using tobacco or similar products.

IX. HEALTH AND SAFETY

C. Alcohol and Drug Abuse Policy

The Foundation has maintained a strong commitment to provide a safe, efficient, and productive work environment. The Foundation wishes to ensure that employees will perform their duties safely and efficiently in a manner that protects their interests and those of their co-workers. The Foundation also desires to promote efficiency in the work place and to provide the highest quality of services to the shareholders. In keeping with this commitment, the Foundation has a strict policy regarding the inappropriate use and possession of drugs and alcohol. This policy recognizes that employee involvement with alcohol or drugs can be extremely disruptive and harmful to the work place. It can adversely affect the quality of work and the performance of employees, pose serious safety and health risks to the user and others, and have a negative impact on work efficiency and productivity. Accordingly, the Foundation requires all employees to report for work fit to perform their jobs and prohibits the use or possession of alcohol or illegal drugs. All employees must adhere to the rules stated in this policy.

No employee may use, possess, transfer, distribute, manufacture, or sell alcohol or any illegal drugs while on the Foundation's premises, while on duty, while on on-call status or while operating a vehicle or potentially dangerous equipment that is owned or leased by the Foundation. In addition, no employee may report for work, or go or remain on duty or on on-call status, while under the influence of or impaired by any "illegal drug" if its use is prohibited or restricted by law and an employee improperly uses or possess the drug, regardless of whether such conduct constitutes an illegal act or whether the employee is criminally prosecuted and/or convicted for such conduct. The Foundation may require testing of an employee based upon a reasonable suspicion that the employee is under the influence of or impaired by alcohol or drugs.

Any employee who is using prescription or over-the-counter drugs that may impair the employee's ability to safely perform the job, or affect the safety or well-being of others, must also notify a Supervisor of such use immediately before reporting to work under such medication. If the Foundation determines that such use does not pose any safety or work quality risk, the employee will be permitted to work.

All employees must comply fully with this policy. Employees who violate this policy are subject to disciplinary action up to and including the possibility of immediate termination.

D. Driving on Foundation Premises

All employees who drive a personal vehicle on the Golden Rain Foundation premises must have a valid driver's license and display a valid Golden Rain Foundation parking pass in their window or on their dashboard.

Upon cessation of employment, Human Resources will coordinate the return of the parking pass to the Security department.

IX. HEALTH AND SAFETY

Other vehicle and pedestrian rules and regulations as defined in Community Operations 80-1920-1, Traffic Rules and Regulations and 80-1925-1, Traffic Rules and Regulations also apply.

E. GPS Monitoring of Employer Vehicles

The Foundation desires to strike the appropriate balance between today's technologies, your desire for privacy, and our interests in protecting GRF's vehicles, equipment, and drivers. Due to safety, efficiency, and other business purposes, the foundation may occasionally use GPS technology to monitor the whereabouts of its vehicles.

If employees abuse the privilege of driving company vehicles, corrective action, up to and including termination of employment, may result. If necessary, GRF will also advise law enforcement officials of any illegal conduct.

F. Use of Employer Vehicles

Company vehicles are to be used for Foundation business only. Unless the use of the vehicle has been approved for personal use, personal or outside business use is strictly prohibited.

When a Foundation vehicle cannot be operated, is unsafe for use, or has been damaged, notify your manager or supervisor immediately.

As the driver of a Foundation vehicle, you are responsible for the vehicle while in your charge and must not permit unauthorized persons to drive it. You are also responsible for the daily housekeeping of the vehicle; it is to remain clean and uncluttered.

You may not operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment.

G. Driving Records

The Foundation is committed to making certain that employees who have driving responsibilities do not place the Foundation, shareholders/members, employees, GRF Board Members, Mutual Directors or the general public at risk.

In keeping with this policy, all employees who are required to operate a Foundation vehicle in the course of their assigned duties are required to have a clean driving record and a valid California driver's license in their possession during work hours. Individuals who fail to maintain such driving records may become unsuitable for their positions.

In order to verify an individual's driving status, the Foundation will require the employees to sign any necessary authorizations that are required or appropriate to request records directly from the California Department of Motor Vehicles. Subject to any limitations imposed by state and federal laws, individuals must cooperate fully with any request for records or request for an authorization to seek such records from an appropriate agency.

IX. HEALTH AND SAFETY

H. Notice of Suspension or Revocation of License

The Foundation requires employees with driving responsibilities to inform the Foundation within 24-hours if the employee's driver's license has been suspended or revoked or if the employee's liability insurance has been canceled. Employees who fail to comply with this requirement will be subject to disciplinary action found appropriate by the Foundation, up to and possibly including termination of employment. Employees must operate motor vehicles in a safe and reasonable manner that conforms to all applicable traffic and safety laws.

I. Use of Cell Phones and Texting While Driving

Employees are expected to operate motor vehicles safely in accordance with applicable State of California laws. Among other things, these laws prohibit the operation of motor vehicles in excess of applicable speed limits, while under the influence of alcohol, controlled substances, or medications that impair driving abilities, or in any unsafe manner. The laws also recognize that the use of cellular phones and text messaging devices can create distractions. If an employee operates a motor vehicle while using a wireless telephone, the wireless telephone must be used in a manner that allows hands-free listening and talking operations. However, a cellular phone may not be used under any circumstances that would distract any employee from the duty to drive in a safe and non-negligent manner. Reading, preparing, typing or sending text messages while operating a motor vehicle of any kind is strictly prohibited.

X. SEPARATION FROM EMPLOYMENT

A. Exit Interviews and Final Pay

(i) Resignation

If you find it necessary to resign, you are requested but not required to give advance notice in writing to your immediate Supervisor specifying the last day you will be at work. This date will be considered the effective date of your resignation. Full-time employees are requested but not required to give at least two (2) weeks advance notice of the effective date of a resignation.

(ii) Terminations

Employees who are involuntarily terminated will be paid all wages due, including accrued but unused vacation, on their last day of work.

(iii) Exit Interview

The Human Resources Department will conduct exit interviews either in person or through an exit interview form with each employee who leaves the Foundation voluntarily. The interview allows employees to communicate their views on their work with the Foundation and the job requirements, operations, and training needs. It also provides the employee an opportunity to discuss issues concerning working conditions, salary and benefits.

B. Return of Foundation Property

Employees are required to return all Foundation-owned property in their possession, custody, or control immediately on termination of employment for any reason. This includes Employee Handbooks, Foundation ID's, gate passes/decals, keys, tools, equipment, etc. that the employee may have received, as well as any electronic files belonging to the Foundation. Failure to return Foundation property at the time of termination may subject the employee to legal action to recover such property.

C. Final Paycheck

Employees will receive their final paycheck within the time required by the State of California. The final paycheck, for employees who resign with at least seventy-two (72) hours advance notice, will be provided on their last day of work. Employees who resign without providing at least seventy-two (72) hours advance notice, however, will receive their final paycheck within seventy-two (72) hours of their resignation. Employees who are terminated involuntarily will be provided their final paycheck on their last day of work. All employees will be paid their accrued but unused vacation hours.

D. Reduction in Force

Under some circumstances, the Foundation may need to restructure or reduce its workforce.

X. SEPARATION FROM EMPLOYMENT

If restructuring our operations or reducing the number of employees becomes necessary, the Foundation will attempt to provide advance notice, if possible, to help prepare affected individuals. If possible, employees subject to layoff will be informed of the nature of the layoff and the foreseeable duration of the layoff, whether short-term or indefinite.

In determining which employees will be subject to layoff, the Foundation will take into account, among other things, operational requirements, the skill level, productivity, ability, and past performance of those involved, and also, when feasible, the employee's length of service.

E. Rehire Eligibility

Employees who are classified as "eligible for rehire" upon separation from the company will be considered for rehire with other applicants. Any employee who has separated employment, is eligible for rehire, and returns to work with a break of service of less than ninety (90) days, will be reinstated with the original employment anniversary date as when the employee left. If the employee is reinstated to the same position, the rate of pay will remain the same as when the employee left. If, however, the employee is reinstated to another position, the rate of pay will be adjusted to the appropriate established salary range for the current position. Eligibility for benefits will be determined according to the current benefit plan document statements.

Employees who are rehired following a break in service of more than ninety (90) days will be considered a new employee from the effective date of the re-employment for all purposes. This will include established review periods, pay, and eligibility for benefits, except the retirement plan. Employees who are rehired within 12 months from the previous separation will have previously accrued and unused sick leave restored. Information on how re-employment affects participation in the retirement plan can be obtained from the Human Resources Department.

ACKNOWLEDGMENT OF RECEIPT OF EMPLOYEE HANDBOOK

This handbook describes important information about Golden Rain Foundation ("Foundation"), and I understand that I should consult my direct supervisor or the Human Resources Department regarding any questions not answered in the handbook. I have entered into an "at-will" employment relationship with the Foundation voluntarily and acknowledge that there is no specified length of employment. Accordingly, either the Foundation or I can terminate the relationship at will, for any reason or no reason, with or without cause, and with or without prior notice, at any time. I understand that my status as an "at-will" employee can be changed only by a fully-integrated written agreement signed by the President of the Foundation that expressly states an intention to change the "at-will" nature of my employment.

Since the information, policies, and benefits described herein are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to Foundation's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

I understand that I am governed by the contents of the handbook and that I am expected to read, understand and adhere to the Foundation policies and will familiarize myself with the material in the handbook and any revisions made to it. I understand that I am bound by the contents of the handbook and any revisions whether or not I read and familiarize myself with it.

I HEREBY ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE FOREGOING.

EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S NAME (PRINTED)

EMPLOYEE COPY – RETAIN FOR YOUR RECORDS

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EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S NAME (PRINTED)

FILE COPY - SIGN AND RETURN

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Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: EXECUTIVE COMMITTEE
SUBJECT: AMEND 30-5094-4 CUSTODIAN OF RECORD ACKNOWLEDGEMENT FORM
DATE: SEPTEMBER 22, 2020
CC: FILE

At its meeting on September 11, 2020, the Executive Committee added a statement acknowledging that privileged documents should be treated with confidence and not be shared.

I move to amend 30-5094-4, Custodian of Records Acknowledgement form, as presented.

EXECUTIVE COMMITTEE

30-5094-4



Custodian of Records Acknowledgement

Corporations Code Section 8334 affords directors an absolute right to inspect and copy corporate books. While exercising this right, directors are under an ongoing fiduciary duty to the Corporation and its membership. A director's rights under Section 8334 may include access to personal, financial, sensitive or even privileged information, which when disclosed, may result in irreparable injury. By removing records from the corporate office, directors are assuming this fiduciary duty, and they must acknowledge the personal and financial liability a breach of this duty imposes.

For example, the attorney-client privilege belongs to the Corporation, and only the Board of Directors may waive the privilege through public or third-party disclosure. If the privilege is waived without Board approval, the director will be held personally liable, including costs and attorney's fees, for any resulting damage to the Corporation. Because a breach of fiduciary duty, whether a waiver of the attorney-client privilege or the disclosure of sensitive member information, lies outside the scope of a director's role, any resulting damage will not be covered by the Corporation's insurance policies.

Privileged documents or their contents must never be shared. This fiduciary duty and responsibility continues even after you are no longer a director.

I, _____, a director of _____,
acknowledge the duty undertaken and the liability imposed by removing the following
documents from the corporate office:

EXECUTIVE COMMITTEE

30-5094-4

Custodian of Records Acknowledgement



37 Dated: _____

Signature: _____

(Oct 19)

GOLDEN RAIN FOUNDATION Seal Beach, California

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Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: EXECUTIVE COMMITTEE
SUBJECT: AMEND 30-5155-3, PLAN INVESTMENT ADMINISTRATIVE COMMITTEE
DATE: SEPTEMBER 22, 2020
CC: FILE

At its meeting on September 11, 2020, the Executive Committee reviewed 30-5155-3, Plan Investment Administrative Committee and recommended the GRF Board of Directors approve the amendments.

I move to amend 30-5155-3, Plan Investment Administrative Committee, as presented, amending the governing document name, adding a statement defining the oversight of the Sub-Committee, and stating the frequency of meetings with the plan administrators.



EXECUTIVE COMMITTEE

Plan Investment Administrative Sub-Committee

PURPOSE

The Golden Rain Foundation (GRF) has prior hereto adopted "The Golden Rain Foundation Employees' Retirement Plan."

Under and pursuant to Article V, Section 10.01 of the Plan, there is to be a "Plan Administrative Sub-committee," the membership of which is determined by the Board of Directors (BOD) of the GRF. The Sub-Committee will oversee the administrative management, investment options, and financial health of the plan.

1. The entire BOD of the GRF is appointed the Plan Administrative Sub-committee of the "Golden Rain Foundation Employees' Retirement Plan" pursuant to Section 10.01.

2. The Executive Committee of the BOD shall act as a screening committee for matters to be determined by resolution of the BOD as the Plan Administrative Sub-committee with its recommendations concerning any such action, except that investment options may be authorized by a subcommittee.

3. The Sub-committee will consist of the President, Vice-President and the Treasurer of the BOD of the GRF Executive Director, Director of Finance, and Human Resources Director. The investment options are to be authorized by two (2) signatures, one of which will be the President, or the Treasurer and the second signature will be the Executive Director's or the Director of Finance. Four members must be present to constitute a quorum.

4. The Sub-Committee will meet annually with the Administrators of "The Golden Rain Foundation Employees' Retirement Plan".

Document History

Adopted: 21 Jan 76	Amended: 20 Jan 87	Amended: 20 May 97
Amended: 15 May 09	Amended: 22 Aug 17	Amended: 23 Jul 19

Keywords: Executive Committee Investment Employee
Committee



Golden Rain Foundation

Golden Rain Foundation

Leisure World, Seal Beach

BOARD ACTION REQUEST

TO: GRF BOARD OF DIRECTORS
FROM: FINANCE COMMITTEE
SUBJECT: RESERVE FUNDING REQUEST- REPLACEMENT OF GRF FORKLIFT
DATE: SEPTEMBER 29, 2020
CC: FILE

A staff task force representing the users of the forklift (Julie Rodgers, Ruben Gonzales) and the Fleet Manager (Grant Winford) reviewed the needs in a replacement forklift and drafted general specifications to seek a suitable replacement for the GRF forklift. Specific detailed needs of the departments were the premise on which the quotations were provided.

The following is a summary of quotes received for two (2) options for the replacement of the GRF forklift. The first option is for a like model replacement specification of our current forklift. The second option is for a forklift with the same capacity and operational specifications as our current forklift but with an 80 volt battery powertrain.

Option 1 Propane Powered

<u>Make</u>	<u>Model</u>	<u>Vendor</u>	<u>Price /w tax</u>
Nissan	AF520LP	Total Warehouse INC, Anaheim, CA	\$28,273
Hyster	H50XT	Pape Material Handling, Anaheim, CA	\$26,336
Toyota	8FGU25	Southwest Toyota Lift, Anaheim, CA	\$32,685
Unicarrier	CF50LP	LA Lift Services, Vernon, CA	\$29,760
Doosan	G25N-7LP	Doosan Material Hand, Buena Park, CA	\$26,589
CAT	GP25N5	Equipment Depot, Whittier, CA	\$30,447

Option 2 Battery Powered

<u>Make</u>	<u>Model</u>	<u>Vendor</u>	<u>Price / w tax</u>
Toyota	05-8FM25T	Southwest Toyota Lift, Anaheim, CA	\$60,155
Hyster	J50XN	Pape Material Handling, Anaheim, CA	\$52,647
Unicarrier	QX50	LA Lift Services, Vernon, CA	\$51,741
CAT	2EP5000	Equipment Depot, Whittier, CA	\$67,525

On July 20, 2020 the Finance Committee moved to inform the GRF Board that they have determined Non-Scheduled Reserve Funds are available, in an amount not to exceed \$33,000, and have placed a temporary hold on those funds pending GRF Board action on the proposed replacement of the existing GRF forklift.

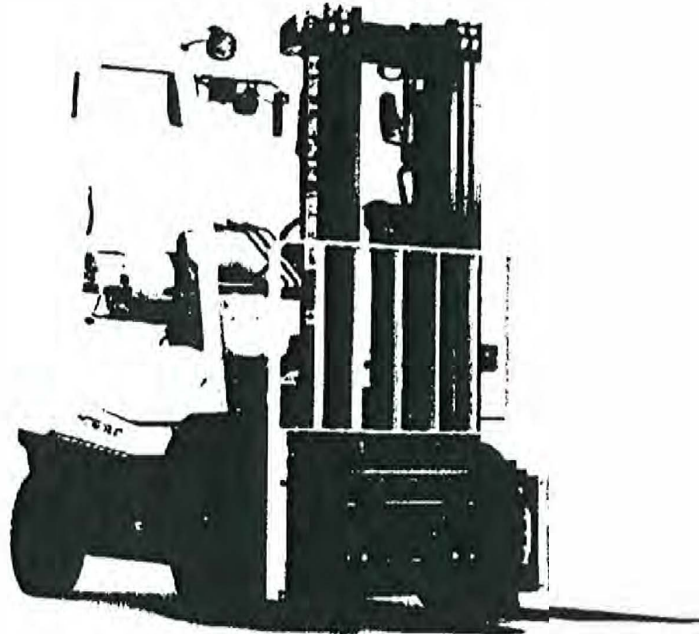
On September 9, 2020 the Security, Bus and Traffic Committee, by consensus, forwarded the forklift task force agenda item to the Finance Committee

On September 21, 2020 the Finance Committee moved to inform the GRF Board that it had determined Reserve funds, in the amount of \$26,336.10, are available and placed a temporary hold on those funds pending Board action on the proposed purchase of a Hyster Model H50XT from Pape Material and Handling, as recommended by the forklift task force and the Finance Committee.

I move to approve the replacement purchase of the GRF fleet forklift with a new Hyster Model H50XT forklift from Pape Material Handling, in the amount of \$26,336.10, Reserve Funding.



PAPE MATERIAL HANDLING
3650 E. MIRALOMA AVE
ANAHEIM California 92806
Phone: 714-630-6161



MODEL: H50XT

All trucks shown with optional equipment. Please refer to quotation specifications.

CUSTOMER DETAILS

CUSTOMER	GOLDEN RAIN FOUNDATION
ADDRESS	ATTN: ACCOUNTS PAYABLE, Seal Beach, California, 90740
SHIP-TO ADDRESS	2601 Westminster, Seal Beach, California, 90740
CONTACT NAME	Grant W
PHONE	562-431-6586

PROPOSED BY	Chance Fielder	EMAIL	cfielder@papemh.com
PHONE	(949) 377-8156	QUOTE EXPIRATION	Aug 29 2020
DATE	Jun 30 2020		



PAPE MATERIAL HANDLING
3650 E. MIRALOMA AVE
ANAHEIM California 92806
Phone: 714-630-6161



Proposal Summary

Included Items	Description	Quantity
Model	Hyster® H50XT Lift Truck - 5,000 lb Nominal Capacity, Class V	1
Powertrain	Brakes - Self Energizing Drum Engine - PSI 2.4L LPG Powershift 1 Speed Transmission	
Powertrain Options	High Air Intake Counterweight Rear Exhaust Fixed LPG Bracket with Steel Strap Pressure Sensing Low LPG Fuel Indicator Single Pedal Inch/Brake Arrangement Anti-Clog Radiator Keyswitch Start UL Label - Classification Type LP 33.5 lb Steel LPG Fuel Tank with Auxiliary Fill Valve	
Mast	3-Stage Full Free Lift Mast, 189" (4800mm) Maximum Lift Height, 84" (2120mm) Overall Lowered Height Mast Tilt - 6° Forward / 6° Back	
Carriages & Attachments	48" (1220mm) High Load Backrest Extension 42" (1067mm) Wide - Class II - Hook Type Integral Slideshift Carriage	
Forks	42" Long x 1.6" Thick x 3.9" Wide (1067mm x 40mm x 100mm) - Class II Hook Type - Standard Taper Forks	
Hydraulics	3 Function (1 Auxiliary) Hydraulic Control Valve Mechanical Lever Hydraulic Controls - Cowl Mounted	
Hoses	1 Auxiliary Function Hose Group - 2 Hoses Internally Mounted	
Wheels & Tires	Drive Tires - 7.00-12 - Pneumatic Shaped Solid (PSS) - 2 Layer Construction - Standard Tread Width Steer Tires - 6.00 x 9 - Pneumatic Shaped Solid (PSS) - 2 Layer Construction	
Operator Compartment	Document Clip 88" Overhead Guard (Grid Style)	
Directional Control	MONOTROL® Directional Control Pedal Steering Wheel with Spinner Knob	
Seat	Seat Belt - Black - No-Cinch with ELR (Emergency Locking Retractor) Non-Suspension Vinyl Seat	
Lights & Alarms	Audible Alarm - Reverse Direction Activated - Self-Adjusting 82-102 dB(A) Work Lights - Halogen Glass Lens - 2 Front and 1 Rear Amber Strobe Light - Ignition Activated	
Warranty	12 Months / 2,000 Hours Manufacturer's Warranty, 36 Months / 6,000 Hours Powertrain Warranty; please see full Warranty Statement for additional details.	
Literature & Nameplate	English Literature Pack and Labels	
Fees & Surcharges	Freight	

Quote Number: 2020-487319

2 of 3



Fees & Surcharges

Destination Charge

Additional Items or Accessories Included

	Description	Quantity
Pape	Prep and Delivery	1

Total Investment

Price H50XT	\$24,217.10	Qty: 1	
Quoted Quantity	1	TOTAL:	\$24,217.10

F.O.B. Delivered. Price is exclusive of any taxes. Payment Terms Net 10. For Terms and Conditions see www.pape.com/terms

Proposal By:	<u>Chance Fielder</u>	Accepted By:	<u></u>
Signature:	<u></u>	Signature:	<u></u>
Date Signed:	<u></u>	Date Accepted:	<u></u>
		PO Number:	<u></u>

Terms and Conditions

F.O.B. Delivered. Price is exclusive of any taxes.
For Terms and Conditions see www.papa.com/terms

Plus tax =
\$26,336.10

