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# General Handbook for Employees and Contractors



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Students of Strength



## Introduction

Welcome to Students of Strength! We are excited to have you join our team.

We have designed this handbook to provide you with important information about our company's structure and policies. There are several things to keep in mind about this handbook.

First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. If you have any questions concerning the applicability of a policy or practice, you should consult the Director of Operations or your immediate supervisor.

You may receive a supplement to this handbook, specific to your job.

Neither this handbook nor any other company document confers any contractual right, either expressed or implied, to remain in the company's employ. Nor does it guarantee any fixed terms and conditions of your employment. Unless you have entered into a separate, fixed-term contract with SOS, your employment is at-will and may be terminated at any time.

The procedures, practices, policies and benefits described here may be modified or discontinued at any time. You will be provided with written notice of any changes.

This handbook and the information in it should be treated as confidential. No portion of this handbook should be disclosed to others, except SOS employees.



## Who We Are

Our mission is to tutor the world.

We aim to bridge the achievement gap between low-income and high-income students by providing excellent tutoring for those of all backgrounds. Our services are affordable, and for those who cannot pay, we recruit sponsorships from individuals and businesses to cover the cost of tutoring.

Our service is unique because of our cutting-edge technology. Students can request a tutor on-demand, and videochat with them from anywhere. Our tutors can work remotely and on their own schedule. We recruit tutors only from the nation's best colleges and universities, and because of our unique business model and low overhead costs, we can offer top-notch tutoring for cheaper than our competitors.

We also offer our own curriculum, in both STEM subjects and life skills, which was developed at the Harvard School of Education and is constantly updated by our in-house Dean of Curriculum. It is provided to all students as part of their subscription, to explore on their own or to use as part of a tutoring session.

Customers come to us in two main ways. The first is "B2C," where parents or other individuals purchase our service, usually through our website. The second is "B2B," where schools, clubs, church groups, and other organizations purchase services for a group of students. When groups are interested in tutoring services but don't have the budget for them, they may be covered by sponsorships.

We are a rapidly growing company, driven by our passion for education and commitment to our students. We're glad you're joining us!



## Policies

### I. Equal Employment Opportunity

SOS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, marital status, disability or status as a covered veteran in accordance with applicable federal, state and local laws. SOS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, compensation and training.

### II. Conduct

All contractors and employees of SOS are expected to maintain respectful, professional behavior at all times during work, work-related activities, or while representing SOS in any way. Offenses that merit discipline, up to and including termination, include (but are not limited to):

- Harassment or discrimination of any kind
- Drug and alcohol use or possession
- Bullying, threats of violence, or physical assault
- Intentional abuse of or damage to company property
- Theft or misuse of company funds, property, or services
- Misconduct, including rude behavior and use of obscene language, when interacting with a student, customer, or any other person while working
- Misconduct while representing SOS, even when not working

### III. Anti-harassment and Anti-discrimination Policy

SOS expressly prohibits any form of harassment or discrimination based on race, color, religion, gender identity, sexual orientation, national origin, age, disability or veteran status. Improper interference with the ability of SOS employees to perform their expected job duties is absolutely not tolerated.

Any contractor or employee of SOS found guilty of harassment or discrimination may be terminated immediately.



### Definitions

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during tutoring sessions, business trips, business meetings and business-related social events.

### Complaint Process

SOS encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of SOS to promptly and thoroughly investigate such reports. SOS prohibits retaliation



against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

When possible, SOS encourages individuals who believe they experienced or witnessed harassment or discrimination to promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued.

If for any reason you wish not to confront the offender, or if the behavior continues, you are encouraged to report the event(s) to management. Reports may be made to the Director of Operations or to your immediate supervisor, and may be done verbally or in writing. If you do not feel comfortable with either of these options, you may report to any member of management, who will be responsible for promptly and diligently investigating the allegation.

#### **IV. Drug and Alcohol Policy**

Using, possessing, or distributing alcohol, marijuana or illegal drugs is strictly prohibited during any work-related activity. The presence of any detectable amount of any illegal drug or illegal controlled substance while performing company business, or while in a company facility, is prohibited. Exhibition of drug paraphernalia and discussion or promotion of illegal drugs is also prohibited.

SOS will not allow any employee or contractor to perform their duties while taking prescribed drugs that adversely affect the employee's ability to safely and effectively perform their job duties.

SOS retains the right to test employees and contractors for drug usage before receiving an offer or employment, or upon reasonable suspicion based on observations by a supervisor of apparent workplace use, possession or impairment. Employees will be paid for time spent in alcohol/drug testing and then suspended pending the results of the drug/alcohol test. Should the results prove to be negative, the employee will receive back pay for the times/days of suspension. Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations shall be kept confidential to the extent required by law.

Violation of this policy, including refusal to submit to testing, is grounds for discipline up to and including termination.