

KELSO LONGVIEW CHAMBER OF COMMERCE

EMPLOYEE MANUAL

I. PURPOSE OF MANUAL

The purpose of this Employee Manual is to clarify the employee relations' philosophy and the conditions under which employees are hired to work at the Kelso Longview Chamber of Commerce.

The Manual is for distribution to all employees during their orientation period. Supplements and revision will be made as conditions and policies change to keep pace with the trends in employee-relations matters.

This manual described how the Board of Directors views employee relations and the conditions of employment they expect.

The Manual does not constitute an employment contract; neither does it compromise the Chamber's employment-at-will policy. It outlines policy and procedure and is intended to be a means whereby employee relations' decisions can be made consistently and equitably.

II. EMPLOYEE RELATIONS

Management is committed to:

- Evaluate job applicants on the basis of their qualifications consistent with job requirements, to assure non-discriminatory selection and placement of employees.
- Provide clean, safe and healthful working conditions and environment.
- Develop means of obtaining full use of employees' talents through orientation, training and other developmental programs.
- Provide compensation for employees that is commensurate with community standards including salaries, wages and supplemental benefits.
- Encourage communication that will involve employees in the consideration of policies and procedures affecting them, and will encourage constructive responses and suggestions affecting their work and the Chamber.
- Maintain reasonable working schedules compatible with member requirements.
- Publish and administer clearly stated personnel policies.
- Assure employee complaints, problems or grievances are heard, promptly acknowledged and effectively resolved.

III. WHAT IS THE CHAMBER OF COMMERCE?

The Kelso Longview Chamber of Commerce is a voluntary organization of business and professional men and women who have joined together for the purpose of promoting the civic, commercial, and industrial progress of our community.

The Chamber has two primary functions: 1) to act as spokesperson for the business and professional community and translate into action the group thinking of its members, and 2) to render specific services of a type that can be most effectively rendered by a community organization both to its members and to the community as a whole.

IV. OBJECTIVES OF THE KELSO LONGVIEW CHAMBER OF COMMERCE

1. To advance the commercial, industrial, agricultural, and civic interests of the Cities of Longview and Kelso and their contiguous areas.
2. To promote integrity and good faith among all segments of the community.
3. To encourage just and equitable principles in business.
4. To educate the business community, and represent them in city, county, state, and national legislative and political affairs.
5. To acquire, preserve, and distribute industrial, commercial and civic statistics and information of value.

V. HOW IT OPERATES

▪ Board of Directors

The Board of Directors is the policy-making body of the Kelso Longview Chamber of Commerce. Its members represent the business and professional leadership of the community. The Board of Directors shall be composed of (a) twelve (12) members elected from the general membership, (b) all elected officers of the Chamber, (c) four non-voting ex-officio members: the City Manager, assistant City Manager or Mayor of the Cities of Kelso and Longview, a Cowlitz County Commissioner and a representative of the Cowlitz Economic Development Council, and (d) two non-voting ex-officio members: the CEO of the Chamber, and the General Counsel of the Chamber.

▪ Executive Committee

The Executive Committee, composed of the President, President Elect, Vice President, Immediate Past President, Treasurer, Chamber Legal Counsel, and the CEO/Secretary, is responsible for the transaction of all routine business of the Chamber; it acts for the Board of Directors in the interim between its meetings; it has authority to order disbursements of the budgeted expenses of the organization or to delegate that authority to the CEO. The Executive Committee shall fix the salaries of the appointive employees of the Chamber for approval by the Board of Directors. It is the duty of the Executive Committee to analyze the annual budget submitted by the Treasurer and CEO and, in turn, to submit that budget to the Board of Directors with its recommendations. The CEO and the Chamber Legal Counsel will be ex-officio members of the Executive Committee.

- **CEO**
The CEO administers the programs of the Chamber under the direct supervision of the Chairman of the Board. He/she is an ex-officio member of all boards, committees, and divisions of the Chamber. He/she is responsible to prepare an annual report of the activities and financial status of the Chamber for presentation at the annual meeting. He/she is responsible for employing of staff personnel and for staff management, subject to regulation by the Executive Committee.
- **Board Liaison**
The duties of the Board Liaisons are such as their titles in general usage would indicate, as well as those that may be assigned by the President of the Board and the Board of Directors. They serve on a committee of the Chamber of Commerce and are the liaison between the Board of Directors and the committee. The liaison can be the Chair of that committee but it is not encouraged.
- **Committees**
The committees are the means by which members bring into focus their ideas and wishes with respect to the proper development and advancement of business and/or the community. They serve as the action arm of the Chamber. The Board Liaison, in consultation with the CEO, shall appoint the chairperson of the committee(s) as deemed necessary to carry out the program of the chamber. A committee, by its specific or implied action or consideration does not commit the Chamber of Commerce to a position until its recommendation has been approved by the Board of Directors.
- **Recommendation Procedure**
When a chamber committee or task force wants to make a recommendation to the Chamber Board of Directors, the committee submits the recommendation to the CEO. It will then be enclosed in the board packet and emailed prior to the monthly board of directors meeting. The Board Liaison responsible for the committee making the recommendation will present the recommendation to the Board and then relay the action taken by the board with regard to the recommendation to the committee chairman.

VI. PERSONNEL POLICIES

- **Equal Employment Opportunity**
The Chamber will provide equal employment and advancement opportunities to persons regardless of age, sex, religion, marital status, race, creed, color, national origin, sexual orientation, or the presence of any sensory mental or physical disability unless based on bonafide occupational limitations. The Chamber expects a work environment that is free from bias and encourages each person to contribute to the success of the organization.
- **Hiring**
Hiring is done by the CEO in consultation with the Executive Committee. Temporary help, if determined to be necessary to the operations of the Chamber, may be secured to fill in during periods of vacation, leaves of absence, extended periods of illness, or other extraordinary circumstances.

- **Employment Status**

1. **Initial Employment**

The first three months on the job is a trial period, during which employees' attendance, conduct, work performance, attitude and safety practices are evaluated and the employee evaluates their satisfaction with their position. No employee benefits are earned during the initial three months employment, however, earned time will accrue from date of hire but will not be payable until after the completion of the three calendar months trial period. The Chamber has the right to terminate employment without advance notice at any time during the trial period. Upon completion of the Initial Employment period, a performance evaluation will be conducted.

2. **Full-Time Employment**

Full-time employees are those regularly scheduled to work 35 or more hours per week. The Chamber reserves the right to require full-time employees to occasionally work hours in excess of their regularly scheduled hours. Benefits accrue to full-time employees only.

3. **Probationary Employment**

If an employee's conduct or job performance falls below the Chamber's standards, an employee may be placed in probationary status at any time during employment. The CEO will communicate the length of a disciplinary probation and the corrective action expected to the employee at the beginning of the probationary period.

4. **Employee at Will**

The employment relationship between the Chamber and the employee is "at will." This means the employee may decide, at any time, for any reason, to leave the employ of the Chamber, and the Chamber may decide, at any time, for any reason, to discontinue the employment relationship.

- **Dress Policy**

The Kelso Longview Chamber has a policy of dress standards to be maintained in a manner appropriate for a professional business office. The organization has members, potential members, and various guests visiting the office throughout the day and dress must be businesslike. Appropriate and inappropriate dress attire is at the discretion of the CEO.

Violations of Dress Code:

If an employee is in violation of the dress code, he/she may be asked by the CEO or their supervisor to leave the office and return in appropriate attire.

- **Time Sheets/Pay Periods**

. Employees will submit time sheets twice a month on the day ending the pay period. Employees will be paid semi-monthly (5th and the 20th of each month). In January of each year the bookkeeper will distribute a list of payday that will indicate the date completed time sheets must be submitted to the bookkeeper. All time sheets must be submitted to the CEO for approval.

- **Annual Performance Evaluation**

Annual employee performance evaluations will be conducted by the CEO. The Executive Committee will conduct an annual performance review of the CEO.

- **Employment Records**

Employment records will be maintained on file by the CEO. These records include performance evaluations, disciplinary actions, etc. Information concerning address, phone number, persons to contact in case of accident or other emergency, and change in name, marital status, or number of dependents must be kept up-to-date at all times. Accurate and up-to-date data is the responsibility of the employee.

- **Hours of Work**

The Chamber is open Monday through Friday from 8 a.m. until 5 p.m. and will be staffed during those hours unless an emergency arises. The basic workweek will be 40 hours with schedules varied at the direction of the CEO.

- **Payment of Overtime**

Time worked in excess of 40 hours per workweek by non-exempt employees will be paid at time and one-half the employee's straight time hourly rate as comp time. Whenever workload is such that it seems likely to require work in addition to regularly scheduled hours, employees must get authorization in advance from the CEO. Exempt employees are not eligible for overtime pay.

- **Meal Break**

One hour, designated as mealtime, is to be taken as near the middle of the shift as workload flow allows and is not considered time worked. Employees must not work more than five consecutive hours without taking a meal break. Meal breaks are to be taken away from the work area and food is not to be consumed at the employee work areas.

- **Rest Break**

Two fifteen-minute rest periods during each eight-hour shift are considered time worked. Employees must not work more than three consecutive hours without taking a rest break.

- **Outside Employment**

As long as outside employment does not interfere with the employee's work with the Chamber or create a conflict of interest, such outside employment is permitted. It is required that any such outside employment be discussed with the CEO.

- **Attendance and Punctuality**

Being to work on time, as scheduled, contributes to our providing the best service for our members. Because fellow employees depend on your support in order to do their work, you being present and punctual is critical to an efficient workplace and positive employee morale. While an occasional absence or late arrival is understandable, repeated absence or tardiness is cause for discipline.

If it is necessary to be absent from work or tardy, requirements are to notify the CEO either personally, by text or email, and other staff persons who need to know of your absence, as soon as possible. Notifying only a co-worker is not acceptable. It is a must to make the supervisor or the CEO aware of the circumstances and the expected length of the absence. If absence exceeds the expected time, supervisor must be informed of your circumstances. Failure to inform supervisor may be considered an unauthorized absence. Unauthorized absences are absences without pay. Three consecutive unauthorized absences are considered abandonment of an employee's position and will be regarded as a resignation.

▪ **Returning to Work**

Employees must submit a release from their physician before returning from medically related absence:

- Following surgery
- Over three days' duration
- Authorized as a leave of absence for medical reasons
- Due to any contagious disease
- Following delivery of a baby
- Due to on-the-job injury or illness

Following any absence, employees may be required to submit a physician's release prior to returning to work, especially for frequent illness. All physician releases will be retained in employee's personnel files.

▪ **Emergencies**

In the event of a personal emergency, a staff member may be given permission to leave by the CEO.

▪ **Personal Business**

Deviations from the established work schedule will be at the discretion of the CEO. Personal phone calls should be held to a minimum and employees are not to conduct personal business during work hours.

▪ **Company Equipment/Supplies, Records**

All files, computers, phones, materials and desks are company property and may need to be used by others in the office to perform work-related tasks. Employees should have no expectation of privacy in regard to the workplace.

▪ **Leave Without Pay**

On occasion, it is unavoidable for an employee to be away from the job for an extended period of time. Employees with no earned time accrual may be granted reasonable leave without pay upon approval of the CEO. Failure to return from leave without pay as agreed may be treated as a resignation of employment.

▪ **Proof of Auto Insurance**

Any employee who drives their personal vehicle for Chamber duties must provide proof of insurance twice a year. Preferred dates are January and July of each year.

- **Accidents**

Should an employee receive injuries during the performance of his or her duties, it shall be reported immediately to their supervisor or the CEO.

- **Hazardous Weather Policy**

In the event of extreme weather conditions where it may be hazardous for employees to report for work, the policy is as follows: If you can safely make it to work, you should report your regular time on your time sheet. If you are unable to travel and choose to stay home, you will report your absence as earned time. If the office is closed due to hazardous weather conditions, all employees will be paid for that time. Employees would then record office closure as Comp hours on their time sheets.

- **Salary Policy**

The Chamber does not provide automatic pay increases. At the time of the annual budget review by the Board of Directors, the salary status of all employees is reviewed.

- **Drug/Alcohol Testing**

The Kelso Longview Chamber is a drug-free organization and all employees are subject to at will drug/alcohol testing.

See section X. for complete substance abuse policy.

- **Termination of Employment**

Because each Chamber employee is an at-will employee, which mean either the employee or the Chamber can terminate the employment relationship at any time for any reason or for no reason at all, the following guidelines may not be applicable to all situations:

- A. Voluntary

An employee who wishes to terminate employment in good standing is expected to give his/her supervisor two, preferably three, weeks' advance notice. If an employee is absent for three consecutive days without notice to the supervisor, the employee will be considered to have abandoned (voluntarily quit) the position.

- B. Involuntary

Employees, during their three-month Initial Employment Period, may be terminated with no notice.

Except in cases of misconduct, a full-time or part-time employee whose performance is inadequate or whose services are no longer needed will be given at least one week's notice of termination or pay-in-lieu of notice. Employees discharged for misconduct will be given no advance notice or pay-in-lieu of notice.

The CEO of the Chamber has the sole authority for involuntary termination.

- C. Final Pay

Final paychecks will be issued according to state law (three days) following termination and will include any vacation earned and not yet taken. Terminating employees must

make arrangements to repay any monies owed the Chamber and return all Chamber property in their possession, i.e., keys, etc.

▪ **Misconduct**

Some behaviors are completely unacceptable, and could lead to immediate termination without any further verbal or written warning. The following is a partial list of behaviors that could result in termination without further warning or notice:

- Disclosing confidential information about Chamber members.
- Discussing confidential information with anyone outside the Chamber.
- Refusing to obey a reasonable order by a supervisor.
- Possession or use of illegal drugs, firearms or other weapons on Chamber premises or while on Chamber time.
- Unauthorized possession or consumption of alcoholic beverages on Chamber premises or while on Chamber time.
- Theft of property belonging to members, employees, visitors or the Chamber.
- Falsifying personnel/payroll or other Chamber records.
- Willful destruction of Chamber property.
- Immoral or indecent conduct on Chamber premises or while on Chamber time.
- Fighting or attempting to injure another person.
- Neglect that causes injury to a member, visitor or employee, or damage to Chamber facilities.

VIII. EMPLOYEE BENEFITS

▪ **Eligibility**

Employee benefits are provided for full time employees of the Chamber. Full time employment is defined as working 35 or more hours per workweek. (Personal time will be accrued from the date of employment but Personal time cannot be used until the employee has completed their 3-month trial period.) January 1 of each year Process starts.

VACATION LEAVE:

Employees working in a regular capacity earn paid vacation time as outlined below. (*Employees in temporary, on-call or intern positions do not earn paid vacation.*)

0 to 5 years of employment: Eligible employees earn one hour of vacation for every 26 hours worked*. This translates to 10 days a year for full-time employees (40 hours a week).

5 to 10 years of employment: Eligible employees earn one hour of vacation for every 17.33 hours worked*. (This translates to 15 days a year for full-time employees.) An employee enters the higher vacation category at the end of five continuous years of employment.

More than 10 years of employment: Eligible employees earn one hour of vacation for every 13 hours worked*. (This translates to 20 days a year for full-time employees.) An employee enters the higher vacation category at the end of ten continuous years of employment.

***For the purposes of accruing vacation, time worked is actual hours worked (excluding overtime), paid company holidays, paid company vacation, and paid company sick leave.**

Because of the calculation method that we use, vacation begins accruing on the first day of employment with Kelso Longview Chamber of Commerce, however it is not considered to belong to the employee until the employee has been with us for three months. Therefore, you may not take any vacation time during your first three months of employment. If you terminate employment during the first three months, you will not be paid any vacation when you leave the Kelso Longview Chamber of Commerce.

If prior to your hire with KL Chamber, you made vacation plans for time that will occur during your first three months of employment; you discussed it with your hiring manager during the hire process and the absence was approved, you may take that time as leave without pay.

Vacations of any length in duration must be pre-approved by your supervisor.

Vacation that is accrued during the year may be carried over into the following calendar year, Max 40 hours

Employees will only be paid vacation hours in an amount equal to the number of hours they are normally scheduled to work. For example: If you are normally scheduled to work 32 hours per week, you will only be paid for 32 hours vacation when you take a week off. You may not put in for 40 hours.

Each employee should submit their request for Vacation time off as early in the calendar year as possible to ensure adequate scheduling and to afford each employee the possibility of taking leave on his or her desired dates. For multi-day absences, the request should be submitted for approval at least a month in advance to allow time to plan coverage during your absence.

Do not purchase non-refundable trips until you are certain that your supervisor has approved your vacation request; your supervisor will try to accommodate you but may not always be able to approve your request.

If you become ill during a scheduled vacation, you cannot change a vacation day to a sick day unless you have a physician's note to validate the illness.

If a company holiday falls during a scheduled vacation, it is not counted as a vacation day.

SICK LEAVE:

All employees hired at regular status accrue sick leave as noted below. (Regular status does not include employees who average less than 10 hours per week, temporary, on-call, or intern positions.)

Full-time employees (35 hours per week or more) accrue 1.84 hours of sick leave per pay period. This equates to 44 hours per year (24 pay periods multiplied by 1.84 = 44 hours sick leave). *You are allowed to accrue a maximum of 144 hours.

Part-time employees (20 hours to 29.99 hours per week) accrue .92 hours of sick leave per pay period. This equates to 22 hours per year (24 pay periods multiplied by .92 = 22 hours sick leave). *You are allowed to accrue a maximum of 72 hours.

Less than part-time employees Will not qualify for sick leave.

*Employees on leave without pay do not accrue sick leave during the unpaid absence. For that reason, there may be instances where the number of hours earned will not equate to the examples above.

All accrued hours will show on your pay stubs, so you should always know where you stand on sick leave.

If you are ill and unable to work, it is your responsibility to inform your supervisor immediately. If possible, you must speak with your supervisor rather than leave a message so any questions about pending work may be resolved. If you must leave a voice mail or other message for your supervisor, you must also leave a number where you can be reached if he/she needs to reach you. If you do not phone to advise your supervisor you will not be at work that day, we reserve the right not to pay you for that day even if accrued leave is available. In addition, failure to notify your supervisor you will not be at work may be considered insubordination and is subject to disciplinary action.

If you are extremely ill and unable to make the call personally, a family member or friend should contact the supervisor. In that event, you are to contact the supervisor as soon as you are physically capable of doing so.

If you are absent for more than one day, you must phone your supervisor each day of your absence to notify him/or that you will not be in.

An employee that becomes ill during a scheduled vacation cannot change a vacation day to a sick day unless they have a physician's note to validate the illness.

Sick leave is not to be construed as being additional vacation time. It is available for your use when you are sick. It is also available for your use when you must care for a "child" with a "health condition" or a spouse, parent, parent-in-law, or grandparent with a "serious health condition." This is further defined below:

"Child" means a child who is the natural or adopted child of you or your spouse or who is under your legal guardianship, legal custody or foster care who is: under age 18; or age 18 or older and incapable of self-care because of a mental or physical disability.

A "health condition" that qualifies you to use sick leave to care for that child is one that requires treatment or supervision defined as:

Any medical condition requiring treatment or medication that the child cannot self-administer.

Any medical, health or mental health condition which would endanger the child's safety or recovery without the presence of a parent or guardian; or

Any condition warranting treatment or preventive health care such as physical, dental, optical or immunization services, when a parent must be present to authorize the treatment.

A "serious health condition" which allows you to use paid sick leave to care for a spouse, parent, parent-in-law, or grandparent is defined as a serious or emergency health condition:

Requiring an overnight stay in a hospital or other medical-care facility, OR

Resulting in a period of incapacity or treatment or recovery following inpatient care, OR

Continuing treatment under the care of a health care services provider that includes any period of incapacity to work or attend to regular daily activities, OR

Emergency health condition that demands immediate action.

We may request a written doctor's statement to validate the use of sick time (for you or your family member). We will *most likely* request a doctor's note:

If you call in sick on a day which you had previously requested as time off and for which the request was denied.

If you call in sick the day before or after a company observed holiday.

If you are unable to provide a doctor's statement at our request or if your absences are in excess of your accrued leave, we reserve the right not to pay you for the sick leave or to take disciplinary action.

If you have no accrued sick leave to cover a sick absence, you must use accrued vacation or your personal day(s). If all leave balances are exhausted, your absence will be unpaid.

Absences of one week or more in duration, due to illness or surgery, must be reported to your supervisor/CEO as soon as possible. If an illness or injury requires excessive absences from work or an extended absence from work, KL Chamber cannot guarantee that your job will remain available to you upon your return [except as in accordance with approved leave under the Family Medical Leave Act (FMLA), which is discussed in the "Leaves of Absence" section below].

If you come to work sick and it is suspected that the illness may be passed to other employees or that your own health may suffer due to you being at work while ill, your supervisor may require you to go home. Your supervisor may also send you home if you are attempting to work while ill and it is affecting your productivity. If you are required to leave due to illness, you may use either sick leave or vacation.

Sick leave will not be cashed out at any time.

Sick leave may not be used after notification to terminate employment is given unless a physician's note is provided to validate the illness.

- **Holidays**

Full-time and part time employees are eligible for holidays with pay, subject to the earned time program after thirty days of employment.

The Kelso Longview Chamber of Commerce observes the following holidays annually:

- New Year's Day
- Martin Luther King Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the Friday following
- Christmas Day
- One floating holidays (must be approved by CEO in advance)

If a holiday falls on a Sunday, then Monday shall be observed. If a holiday falls on a Saturday, then Friday shall be observed. The provisions of federal law, however, regarding observance of Monday holidays shall govern over the above.

▪ **Bereavement Leave**

Any full time employee may be granted a leave of absence at full pay for such time as may reasonably be needed at the time of the death of a member of his or her immediate family (spouse, children, parents, brother, sister, parents in-law, grandparents and grandchildren) not to exceed a maximum of three (3) working days. The CEO shall determine any extension of this leave. Bereavement leave for other than immediate family can be taken with prior approval without pay.

▪ **Leave for Jury Duty**

It is the policy of the Chamber to encourage participation in civic responsibilities. Upon notification of the requirement to serve as a juror, employees shall notify the CEO promptly so adequate job coverage can be arranged. Employees summoned to perform jury duty service will be paid the difference between their regular daily compensation and the amount received from the court for jury service (excluding mileage allowances). Verification from the court showing the dates served and the total compensation received must be presented to the CEO. Employees are expected to report to work for the balance of any work shift not fully consumed by jury duty.

▪ **Leave of Absence**

Employees who have at least one year of service with the Chamber and who have worked at least 1,250 hours in the previous twelve-month period may take an unpaid leave of up to twelve weeks during any twelve-month period: Acceptable reasons for requesting a leave of absence may include but are not limited to the following:

Medical Leave of Absence

- Serious illness or injury suffered by the employee necessitating absence in excess of accumulated earned time.
- Serious illness or injury suffered by a member of the employee's immediate family and requiring the presence and daily attention of the employee in excess of accumulated earned time.

Maternity Leave of Absence

- Sickness or temporary disability due to pregnancy or childbirth necessitating absence in excess of accumulated earned time.

Family Leave runs concurrently with all other types of leave (earned time, leave without pay, maternity leave and general leave for a workers' compensation injury or illness).

Employees may elect, however, to use earned time as part of the twelve-week family leave. In no event will the total amount of leave be permitted to exceed twelve continuous weeks without prior approval of the CEO.

The Chamber will continue to pay the employee's medical, life/accidental death and long-term disability insurance premiums during medical and maternity leaves of absence up to 60 days. After the 60-day period, employees must either convert their coverage to an individual policy or discontinue the coverage and meet the conditions, if any, provided for in those policies. No contributions to the Chamber's retirement plan will be made during a leave of absence.

Employees requesting leave must provide thirty days (30) notice when possible. In addition, employees must also indicate the date they expect to return to work. Every effort will be made to place the employee back into the same job they left upon return from leave. If the same job is not available, an equivalent position will be offered.

A written release from the attending physician must be submitted by an employee returning from a leave of absence granted because of personal disability due to illness, injury or pregnancy. The release shall give the date of return to work and stipulate restrictions to work performance, if any.

- **Medical Insurance**

An Insurance stipend will be provided for full time employees by the Chamber. If elected, dependent medical, dental, or life insurance coverage premiums shall be borne by the employee. (Full time employees shall be eligible to participate after three months of employment.) Employee may choose to participate in their own personal insurance or insurance through their spouse.

- **Workers Compensation**

Employees are protected under provisions of workers' compensation, which provides medical and hospital care and partial compensation for lost time due to an accident or occupational disease during the course of employment. A prompt written report of accidents arising out of, or in the course of, employment is essential to protect the employee's interests.

- **Unemployment Compensation**

The Chamber pays the premium costs for this program.

- **Internet Access and Use**

The Chamber's computerized equipment is a business resource, owned by the chamber, to be used by employees for the chamber's business purposes. Because this is a new and changing technology, this policy is subject to revision at any time.

The Internet provides a valuable tool for research, interaction, communication and delivery of services between the chamber and its members, peer organization, and citizens. It is a very public resource. Any use of the Internet access should be considered public. It is technically possible to monitor which Internet resources and any user visits sites, and also how much time is spent there.

Except as permitted herein for personal use, all approved Internet usage shall be relevant to the job which the user is expected to perform and to enhance the value or productivity of that job.

Obtaining access to the Internet

Internet Email will be available to all authorized users of the chamber's computers. The appropriate programs used to access the World Wide Web or other Internet resources above and beyond Email will also be installed.

Privacy

All activities on the Internet using access provided by the chamber should be performed assuming that the chamber's management may monitor those activities.

Chamber management has the absolute right to examine all electronic transactions at any time, similar to its right to examine other aspects of an employees' job. While this does not imply management will look at Internet access files or information, the right to do so is reserved. Chamber policy is to do so only as required in the care and maintenance of the system.

Acceptable business use

Acceptable business use of the Internet varies depending on the nature of an employee's job duties. In no case is it acceptable to purposely visit sites, which have no reasonable relation to chamber business.

Uses not authorized at any time

The Internet has representations on it of all types of interests, business, education, and discussions which otherwise occur in a worldwide society. The following is unauthorized: any use that contains obscene or abusive language or graphics, sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses an individual's age, sexual orientation, religious or political beliefs, national origin or disability. It also includes any use that attacks the integrity of others, creating, sending, forwarding, or obtaining disruptive information, playing computer games, and any use that pertains to any commercial or business activity not directly associated with the chamber.

It is possible to accidentally venture into material which you or others may find personally offensive or which violates laws. If that occurs, you are expected to immediately back out of the site and return to acceptable uses of the Internet as indicated in this policy.

Downloading files

Files that are downloaded from the Internet may have viruses that may cause damage to the chamber computers. Users are advised to use caution when downloading files. This includes ensuring that such files originate from professional sites and by downloading only files needed in the course of your work; this includes licensed or unlicensed software, games, freeware, shareware, updates, or graphics. Any of the above may be subject to copyright law, trademark, license agreement, or other implicit or explicit legal agreement.

Personal use

Limited personal use of chamber computers is allowed outside of an employee's work hours, subject to all prohibitions of this policy.

Consequences of failure to adhere to this policy

Any employee who violates this policy for improper purposes will be subject to discipline up to and including discharge.

▪ **Sexual Harassment**

Sexual harassment of employees or applicants will not be tolerated. All employees should familiarize themselves with our policy against sexual harassment.

A. It is illegal and against chamber policy for any employee, male or female, to sexually harass another employee by (1) making unwelcome sexual advances or requests for sexual favors, or other verbal or physical conduct of a sexual nature, (2) making submission to or rejection of such conduct the basis for employment decisions affecting the employee, or (3) creating an intimidating, hostile, or offensive working environment by such conduct.

1. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature. Sexual harassment also includes, but is not limited to, unwelcome sexual flirtations, advances or propositions, verbal abuse of a sexual nature, subtle pressure or requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature, subtle pressure or requests for sexual activities, unnecessary touching of an individual, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, a display in the work place of sexually suggestive objects or pictures, sexually explicit or offensive jokes, or physical assault.

2. No supervisor or other employee shall threaten or insinuate, either explicitly or implicitly, that another employee's or applicant's refusal to submit to sexual advances will adversely affect that person's employment, work status evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment or career development. Similarly, no employee shall promise, imply, or grant any preferential treatment in connection with another employee or applicant engaging in sexual conduct.

B. Any employee who feels that he or she is a victim of sexual harassment by any supervisor, management official, other employee, customer, client, or any other person in connection with his or her employment, should bring the matter to the immediate attention of his or her supervisor, or the CEO. Due to the sensitive nature of such issues and the need to make employees comfortable in such discussions, employees may also report such matters to a member of the Chamber Executive Committee. Any questions about this policy or potential sexual harassment should also be brought to the attention of the same persons. The chamber will promptly investigate all allegations of sexual harassment in as confidential manner as possible and take appropriate corrective action if warranted.

C. Any employee who has been found by the chamber to have sexually harassed another employee will be subject to appropriate sanctions depending on the circumstances, from a warning up to and including termination.

D. The Chamber recognizes that questions arise regarding purely personal, social relationships that do not have a discriminatory effect on employment. Each case requires a factual determination. Given the nature of this type of discrimination, the Chamber also recognizes that false accusations of sexual harassment can have serious effects on innocent women and men.

- E. We trust that all employees will continue to act responsibly to ensure a pleasant working environment free of discrimination.

IX. OFFICE PROCEDURES

- **Correspondence**

All inquiries or requests should be answered within two working days if staff time as work priorities permit. If a lengthy delay is anticipated in order to gather information, the request should be acknowledged, stating that the information will be forthcoming as soon as it can be secured.

No letter should leave the office unless a duplicate is on file. When the same letter is sent to several persons, a notation as to whom the letter was sent should be made on file copies. Whenever the name of the CEO, officer, or committee chair is used on a letter, prior permission must be obtained, unless it is a standard form letter.

Important letters or emails written by a staff member should be approved by the CEO before sending. Including but not limited to pricing, policy, politics or procedures.

The correct usage of language and punctuation are “musts” in this organization.

- **Leaving the Office**

When any employee is carrying out assigned duties outside the office, he or she must make certain that another employee knows of the absence, their destination, and the approximate time of return.

- **Neatness**

Offices should be kept neat and orderly at all times. Tops of desks, files, and bookcases should be kept clear of unnecessary items. Desks should be left in an orderly fashion at the end of the day.

- **Locking the Building**

The last employee to leave the office at the end of the day or following an evening meeting will be responsible for turning off all lights and securely locking all doors, checking air conditioning/heating controls, bringing in the flags, setting the answering machine, and arming the security system.

- **Purchase of Supplies, Equipment and Services**

The Chamber buys its supplies, equipment and services from its members, insofar as possible. Its business in a certain line is divided (price and quality considered) as nearly equally as possible among its members who are in that particular line of business.

Whenever it is noticed that an item is getting low in supply, it should be reported to the employee in the office responsible for ordering supplies.

- **Use of Supplies**

Stationery and other supplies are to be used only as needed to perform assigned duties, and their economical use is a factor in determining the efficiency of employees. Waste can be very costly.

- **Travel**

All travel on behalf of the Chamber must be approved in advance by the CEO. The Chamber will reimburse the employee in full for all direct expenses related to the trip. Travel in the employee's automobile will be reimbursed at the rate determined by the CEO. An expense voucher must be completed listing in detail, and by day, all expenses to be reimbursed. Receipts for air travel, car rental, and hotels must be attached to the voucher. After completing the report, it must be approved by the CEO.

- **Request for Advance Travel Funds**

A request for advance travel funds should be approved by the CEO at least one week in advance of travel. All expense advances must be accounted for within 30 days after return from a trip.

- **Expense Reimbursement**

Any expenses borne by an employee on behalf of the Chamber should be noted on the proper form and turned in for approval by the CEO. All requests for payment of any type must indicate fully what the payment covers and to what department or committee it is to be charged. A small petty cash fund is maintained in the office for incidental expenses.

- **Handling Finances**

Upon receipt of checks or drafts, the Chamber bank stamp "For Deposit Only" will be affixed to the back of the item. Cash, checks, drafts and any other negotiable items, will be held a maximum of two working days (not counting the day of receipt) prior to deposit. When a negotiable instrument of \$500 or more is received, it will be deposited on the day of receipt.

- **Paying Invoices**

The Chamber seeks to maintain its credit standing at the very highest level at all times. This can be accomplished by the prompt paying of its bills. Employees should make certain that all bills are directed immediately to the CEO who is responsible for seeing that bills are paid.

- **Member Refunds**

When a definite guarantee of plates must be made for a Chamber-sponsored event, refunds for tickets will only be made when the request for the refund is received prior to the time the guarantee for the number of meals is given (unless the ticket(s) can be resold).

- **Cooperation of Staff**

Emergencies frequently arise when it becomes necessary to help other employees get through deadline periods. The staff, while individual in character, is also a team and at all times must work together to get the job done.

- **Equipment and Facilities**

The Chamber's office equipment and supplies are to be used only for work or service performed for the Chamber of Commerce. Books in the Chamber library, including all city directories, are not to be removed from the chamber office.

Keys to the Chamber building or to any of its offices are to be issued only to employees and building custodians. Duplication or loaning of keys is prohibited unless special permission is granted by the CEO.

- **Confidentiality**

Since the Chamber of Commerce is an institution to which many matters of confidential nature are entrusted, each employee must keep in strictest confidence whatever information they may acquire concerning the business being handled by various members of the staff or groups within the Chamber. No such information should be discussed outside the office.

- **Suggestions**

Suggestions from employees are always welcome. This is true, not only of suggestions for improvement of your own department or in the general office, but for the general good of the organization as well. Suggestions will always be given consideration and, if adopted, you will receive appropriate recognition.

- **Mail, Check Documentation and Deposit Process**

The processing of mail, checks and deposits will be determined by the CEO and will be conducted by the Bookkeeper, the Project Director or the CEO.

UPDATED 2-15-15
William G. Marcum Jr. CEO