

Bowling Green Area  
Chamber of Commerce  
Employee Handbook

## **Table of Contents**

### **Section A. Employment**

- A.1 Definitions of Employment Status Page 5
- A.2 Recruiting and Selection Page 6
  - A.2.1 Equal Employment Opportunity Page 8
  - A.2.2 Americans with Disabilities Act Page 9
  - A.2.3 Employee Corrective Action Page 10
  - A.2.4 Employment of Relatives (Nepotism) Page 12
    - A.2.5 Conflict of Interest Page 13
    - A.2.6 Employment of Minors Page 14
    - A.2.7 Rehire Page 15
- A.3 Personnel Records and Privacy Page 16
- A.4 Probationary Period for New Employees Page 18

### **Section B. Wage and Salary Administration**

- B. 1 Salary Program Administration Page 19

### **Section C. Hours of Work and Payroll Practices**

- C. 1 Hours of Work and Paydays Page 20

### **Section D. Employee Benefits and Services**

- D.1 Vacation Time Page 21
- D.2 Holidays Page 22
- D.3 Sick Time Page 23
- D.4 Bereavement Page 24
- D.5 Jury Duty Page 25
- D.6 Voting Page 26
- D.7 Leaves of Absence Page 27
- D.8 Insurance Programs Page 30
- D.9 Retirement Page 31

**Section E. Standards of Conduct**

E.1 Standards of Conduct Page 32

E.1.1 Harassment Page 34

E.1.2 Drug and Alcohol Abuse Page 36

E.1.3 Attendance Page 40

E.1.4 Solicitation and Distribution Page 41

E.1.5 Dress and Personal Appearance Page 42

E.1.6 Technology Page 43

E.1.7 Social Media Policy Page 45

**Section F. Employee Communications**

F.1 Complaint Procedure Page 46

F.2 Confidentiality Page 47

F.3 Whistleblower Clause Page 48

**Section G. Training and Development**

G.1 Employee Performance Appraisal Page 50

**Section H. Safety and Health**

H.1 Accident/Injury Reporting Page 52

H.2 Inclement Weather/Emergency Closings Page 53

**Section I. Employee Separation**

I.1 Separation Page 54

I.2 Exit Interviews Page 56

**Section J. Policy Manual Receipt**

J.1 Receipt for Personnel Policy Manual Page 57

Ron Bunch, CEcD

President & CEO

Welcome to the Bowling Green Area Chamber of Commerce! We hope you will enjoy being a member of our team. You will soon find that working for the Chamber is a unique experience, as you'll have opportunities to work with many community leaders and volunteers serving in the advancement of South Central Kentucky.

The Bowling Green Area Chamber of Commerce has a long-standing history of growth and business development. Incorporated in 1935 and located in various facilities over the years, the Chamber has always had its home in downtown Bowling Green. Currently located in our new headquarters at 710 College Street, the Chamber was the first investment in the Circus Square District.

As the driving force behind the economic growth that employs this region's population, the Bowling Green Area Chamber of Commerce also manages the Kentucky Transpark and the Bowling Green Area Economic Development Authority. We are pleased to be the 4th largest Chamber in the state with more than 1,100+ Chamber partners. We choose to refer to our members as "partners" because of the proactive attitudes and high level of support the Chamber receives.

You are now a member of an award winning organization accredited by the U.S. Chamber of Commerce with a 5-Star designation for excellence in offering quality programs, practicing sound organization procedures, and reliably contributing to positive change in the community.

We look forward to an exciting future together!

Sincerely,

Ron Bunch

President & CEO

## **NOTICE**

### Application and Revision of Policies

This policy manual is an overview and summary of the Bowling Green Area Chamber of Commerce's policies and procedures, which are presently in effect.

The Bowling Green Area Chamber of Commerce reserves the right to change any policies, procedures, benefits and terms of employment without notice, consultation or publication, except as may be required by law. This Personnel Policy Manual is intended to be a general source of information and is not a contract. The Chamber reserves the right to modify or change any portion of the Personnel Policy Manual at any time.

The Bowling Green Area Chamber of Commerce adheres to the "employment-at-will" doctrine that has been established by Kentucky law. Under the "employment-at-will" doctrine, you, as an employee, and the Bowling Green Area Chamber of Commerce, as your employer, are free to terminate this employment relationship at any time, for any reason not prohibited by law. This gives both parties to the employment relationship as much freedom and flexibility as possible. Your status as an "at-will" employee may be modified only through a written contract signed by you and the President of the Chamber or his or her designee.

This policy manual supersedes all previous manuals, letters, memoranda and understandings.

**DEFINITIONS OF EMPLOYMENT STATUS**

**I. PURPOSE**

To help provide uniformity and equity in applying personnel policies and benefits.

**II. POLICY**

The Bowling Green Area Chamber of Commerce maintains standard definitions of employment status and classifies employees for purposes of personnel administration and related payroll transactions according to the following definitions:

Exempt. Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and state law and who are exempt from overtime pay requirements.

Non-exempt. Employees whose positions do not meet FLSA exemption tests and who are paid a multiple of their regular rate of pay for overtime, as required by federal and state law. Non-exempt employees will maintain a record of their hours worked and submit it to their supervisor each pay period.

Full-time. Employees scheduled to work 37.5 hours or more per week.

Part-time. Employees scheduled to work less than 37.5 hours per week.

Overtime. Overtime will be paid to non-exempt employees for time worked in excess of 40 hours per week. Overtime must be approved by the non-exempt employee's supervisor in advance. Lunch time, vacation, holiday and sick time will not be counted as hours of work for overtime purposes.

Temporary. Temporary employees may be hired for a pre-established period, usually during peak workloads or for vacation relief. They may work a full-time or part-time schedule. They are ineligible for Bowling Green Area Chamber of Commerce benefits.

## **RECRUITING AND SELECTION**

### **I. PURPOSE**

To establish the authority and responsibility of Bowling Green Area Chamber of Commerce personnel in recruiting and selecting employees; to maximize Bowling Green Area Chamber of Commerce efforts and resources in selecting the best employees available.

### **II. POLICY**

When a personnel vacancy occurs, the supervisor will conduct a recruiting and selection search designed to identify the most suitable individual for the position. Priority will be given to qualified existing Bowling Green Area Chamber of Commerce staff. Staff interested in the open position should submit an updated resume to their immediate supervisor or the Chief Operating Officer. An employee who has received an overall rating of below or well below expectations or has been placed on a coaching improvement plan by the Chamber during his or her most recent evaluation period will not be eligible for promotion.

### **III. PROCEDURE**

The following steps may be used to govern the recruiting and selection process:

1. Have a current job description, including essential responsibilities and minimum job requirements.
2. Review all possibilities of promotion or transfer from within the organization.
3. Place job posting on the Bowling Green Area Chamber of Commerce Website.
4. Activate appropriate outside recruiting source(s).
5. Screen incoming applications or resumes to identify candidates who are generally qualified.
6. Conduct interviews.
7. Conduct reference checks.
8. Conduct criminal background check, including credit bureau report, driving record and/or education and employment verification when applicable to position.
9. Make a final selection.
10. Make job offer and arrange for beginning work.
11. Request that the hired applicant furnish proof of eligibility to work in the U.S. and complete the I-9 form within three business days from date of hire.

### III. FOLLOW-UP AND DOCUMENTATION

Human Resources will notify all unsuccessful candidates **via: mail, e-mail, phone call etc.**



## **EQUAL EMPLOYMENT OPPORTUNITY**

### **I. PURPOSE**

To preserve an employment environment free from illegal discrimination.

### **II. POLICY**

It is the policy of the Bowling Green Area Chamber of Commerce that persons are entitled to equal employment opportunity regardless of race, color, religion, national origin, veteran status, sex, age forty (40) and over, or because the person is a qualified individual with a disability, or because the individual is a smoker or nonsmoker as long as the person complies with any workplace policy concerning smoking. See immediate supervisor for workplace policy concerning smoking.

In compliance with the provisions of all applicable state and federal civil rights laws, every effort will be made to employ the individuals whose qualifications best meet the needs of open positions, without regard to the above factors. Additionally, it is and shall continue to be our policy to provide promotion and advancement opportunities in a non-discriminatory fashion.

The Bowling Green Area Chamber of Commerce will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

### **III. PROCEDURE**

Any complaint regarding equal opportunity employment, harassment or hostile workplace environment should be brought to the immediate attention of the President, Chief Operating Officer or Chair of the Board of the Bowling Green Area Chamber of Commerce. To better assist the process please document all incidents prior to making complaint.

Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

**AMERICANS WITH DISABILITIES ACT**

**I. PURPOSE**

To comply with the Americans with Disabilities Act.

**II. POLICY**

The Bowling Green Area Chamber of Commerce is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Additionally, the Bowling Green Area Chamber of Commerce will make reasonable accommodations for qualified individuals with disabilities, unless doing so would result in an undue hardship to the organization.

**III. PROCEDURE**

Individuals should contact the President or Chief Operating Officer of the Bowling Green Area Chamber of Commerce concerning an accommodation.

\* Note to be protected under the ADA, you must have, have a record of, or be regarded as having a substantial as opposed to a minor impairment. A substantial impairment is one that significantly limits or restricts a major life activity such as hearing, seeing, speaking, walking, breathing, performing manual tasks, caring for oneself, learning or working.

## **EMPLOYEE CORRECTIVE ACTION**

### **I. PURPOSE**

To set forth general supervisory guidelines for a corrective action process aimed to document and correct undesirable employee behavior.

### **II. POLICY**

The Bowling Green Area Chamber of Commerce seeks to establish and maintain standards of employee conduct and supervisory practices that will, in the interest of the Bowling Green Area Chamber of Commerce and its employees, support and promote effective business operations. Such supervisory practices include administering corrective action when employee conduct or performance problems arise. Major elements of this policy generally include:

- A. Constructive effort by the supervisor to help employees achieve fully satisfactory standards of conduct and job performance.
- B. Correcting employee shortcomings or negative behavior to the extent required.
- C. Notice to employees through communication of this policy that termination of employment will result from continued or gross violation of employee standards of conduct or unsatisfactory job performance.
- D. Written documentation of disciplinary warnings given and corrective measures taken.

### **III. OPTIONS FOR CORRECTIVE ACTION**

Depending on the facts and circumstances involved in each situation, management at its sole discretion may choose to begin corrective action at any step up to and including immediate termination. However, in most cases, the following steps should be followed:

- A. Verbal Warning. For infractions the Bowling Green Area Chamber of Commerce deems to be minor, the employee should at a minimum be issued a verbal warning. If the situation does not improve within a reasonable time, the supervisor may repeat the measure or implement a more severe option.
- B. Written Warning Notice. For repeated minor infractions, or for a more substantial infraction, the employee should, at a minimum, be issued a written warning. Follow up should be scheduled following the issuance of the written warning or in accordance with an improvement coaching plan. If the situation does not improve within a reasonable time, the supervisor may repeat the measure or take steps to terminate the employee.

The written warning notice should be prepared following a corrective action discussion with the employee. The employee will be given an opportunity to comment in writing and should be asked to sign the notice, acknowledging receipt. A signature does not imply agreement with the corrective action. This notice will be filed in the employee's personnel file.

C. Termination of Employment. For infractions management deems to be sufficiently serious, or for continued failure to respond appropriately to prior corrective action, termination of employment is appropriate. The approval of the President and legal counsel must be obtained prior to the termination of an employee under any circumstances.

#### IV. OTHER OPTION FOR CORRECTIVE ACTION

Suspension. If events compel a supervisor to take immediate action when termination of employment appears possible, the supervisor will immediately suspend the employee for a specified period with pay, pending an investigation. The employee will be required to leave the premises immediately. The President will be notified immediately. The suspension/investigation period will last no longer than three working days, except in unusual circumstances. The objective of this suspension will be to determine if termination of employment is the proper decision.

**EMPLOYMENT OF RELATIVES (Nepotism)**

I. PURPOSE

To prevent problems of supervision, safety, security, and morale.

II. POLICY

Applications for employment from close family relatives of employees will not be considered when personnel vacancies occur.

III. DEFINITION

Close family relatives include current spouse, children, parents, grandparents, brothers and sisters, and step-relatives. For the purpose of this policy spouse means not only those employees having a legal marital relationship but also employees involved in relationships, which in the Bowling Green Area Chamber of Commerce's judgment are characterized by the permanence, duration and stability normally associated with marriage. Employees who marry one another during their employment will be allowed to remain with the company unless they are in a superior-subordinate relationship and there is no open position to which one of them may be moved.

## **CONFLICT OF INTEREST**

### **I. PURPOSE**

To prevent actual, perceived or potential conflicts of interest when an employee is in a position to influence a decision that may result in personal gain for that employee or a friend or relative as a result of his or her employment or when an employee is in a position of a competitive nature with a Chamber partner.

### **II. POLICY**

Employees should avoid any situation that involves or may involve a conflict between their personal interest and the interest of the Chamber and its partnership. Employees must make prompt and full disclosure of any potential conflict of interest to their immediate supervisor. Also, employees are asked to disclose in full any additional employment to their immediate supervisor. Significant conflicts of interest may affect your eligibility for employment with the Chamber.

### **III. DEFINITION**

Conflicts may include but are not limited to:

1. Ownership by an employee or by a member of his or her family of a significant interest in any outside enterprise, which does or seeks to do business with, or is a competitor of, the Chamber.
2. Serving as a director, officer, partner, consultant, or in a managerial or technical capacity with an outside enterprise, which does or seeks to do business with, or is a competitor of, the Chamber or its partners.
3. Acting as a broker finder, go-between or otherwise for the benefit of a third party in transactions involving the Chamber's interest.
4. Any other arrangements or circumstances, including family or personal relationships, which might dissuade the employee from acting in the best interest of the Chamber. If aware of possible misconduct please see Whistle blowing policy section F.3 page 48

**EMPLOYMENT OF MINORS**

**I. PURPOSE**

To establish guidelines to occasionally hire minors during school breaks, at peak work periods, or on an internship basis.

**II. POLICY**

Normally, candidates for regular full-time employment must have reached their eighteenth birthday. However, persons who have reached their sixteenth birthday may be considered for employment within the limits of state and federal laws. Additional restrictions may be applicable for employees of minor age as governed by state and federal employment laws.

**REHIRES**

I. PURPOSE

To establish the authority and responsibility of the Chamber regarding former employees applying to be rehired.

II. POLICY

When former employees apply to be rehired, they will be evaluated on the same basis as other applicants. Consideration will be given to past job performance, the circumstances surrounding the ending of the previous employment period, and the former employee's knowledge of the Bowling Green Area Chamber of Commerce's procedures and functions.



## **PERSONNEL RECORDS & PRIVACY**

### **I. PURPOSE**

To establish standards by which information contained in personnel records will be managed to achieve accuracy, privacy, and legal compliance.

### **II. POLICY**

A. Personnel records containing information on each Bowling Green Area Chamber of Commerce employee will be maintained to meet state and federal legal requirements and to assure efficient personnel administration.

B. Notification of Changes. Changes of address, telephone number, person to contact in case of an emergency, and/or family status (births, marriage, death, divorce, legal separation, etc.) must be reported immediately, as an employee's income tax status and group insurance may be affected by these changes.

C. File Access. Access to personnel files is restricted to the President of the Bowling Green Area of Commerce, the Chief Operating Officer, the executive committee of the board of directors, and/or a special-appointed committee of the board on a need-to-know basis. Personnel files are the property of the Bowling Green Area Chamber of Commerce and may not be removed from the finance and administration department.

D. Information Requests and Employment References. Requests for information from employee files from outside the Bowling Green Area Chamber of Commerce, including requests for references on former employees, will be directed to the President or the Chief Operating Officer of the Bowling Green Area Chamber of Commerce. Supervisors and other employees are prohibited from providing personal or employment references on former employees or current employees.

### **III. PROCEDURE**

A. Personnel File Contents. When an employee is hired at the Bowling Green Area Chamber of Commerce, a personnel file generally containing the following information will be established and filed with the Chief Operating Officer:

1. Application for employment and related hiring documents, such as resumes and course transcripts.
2. Personal information changes and personnel action notices of pay and employment status changes.
3. Performance documents including performance appraisals.
4. Employee history updating information submitted by employees including recent education, records of outside achievements, changes affecting withholding tax, etc.
5. Other documents pertaining to employment such as appreciation letters, corrective action reports, employment verifications, training records and references from previous employers.

B. Examination of an Employee's Personnel File. Inspection of an employee's personnel file may be accomplished at reasonable times during office hours under the following conditions:

1. Employee. Employees may examine their personnel files upon prior 24-hour written notice submitted to the President or the Chief Operating Officer of the Bowling Green Area Chamber of Commerce. The Chief Operating Officer must be present during the file's review.
2. Personnel files will be made available with a subpoena or other judicial order.

C. Information Requests and Employment References. If employees wish the Bowling Green Area Chamber of Commerce to verify information requested by outside sources for credit or other purposes, a release form with the employee's signature must be presented to the Bowling Green Area Chamber of Commerce.

Employment references on former employees will be provided by the President or the Chief Operating Officer of the Bowling Green Area Chamber of Commerce.

D. File Retention. Originals of personnel records will be retained in accordance with the file retention schedule outlined in the Accounting and Partnership Policy Manual.

**PROBATIONARY PERIOD FOR NEW EMPLOYEES**

**I. PURPOSE**

To help provide new employees a definition of their probationary period.

**II. POLICY**

The probationary period for regular full-time and regular part-time employees lasts up to 90 days from date of hire. During this time, employees have the opportunity to evaluate the Bowling Green Area Chamber of Commerce as a place to work and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the Chamber have the right to terminate employment without advance notice. Examples of unacceptable behavior will include but are not limited to: tardiness, absenteeism, and/or failure to meet work-related reporting requirements.

**III. PROCEDURE**

Upon satisfactory completion of the probationary period, a 90-day review will be given and benefits will begin as appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain the Chamber's standards for job performance and behavior

## **SALARY PROGRAM ADMINISTRATION**

### **I. PURPOSE**

To maintain a program of internally and externally equitable salaries.

### **II. POLICY**

The Bowling Green Area Chamber of Commerce strives to pay salaries competitive with those in our community and industry, recognizing individual effort and contribution to Bowling Green Area Chamber of Commerce success. Determination of salary policy is the responsibility of the President of the Bowling Green Area Chamber of Commerce subject to Executive Committee approval.

### **III. SALARY PROGRAM ELEMENTS**

A. Salary Grades. Each position at the Bowling Green Area Chamber of Commerce has been placed in a salary grade.

B. Salary Ranges. Each salary grade has been assigned a salary range. Within this framework, an employee's salary will be related to demonstrated performance. Employees will receive a salary that is within the range limits of the applicable grade.

1. Range Minimum. All qualified employees will be paid no less than the minimum of the appropriate salary range.

2. Range Maximum. The maximum of a salary range normally provides an upper limit of what employees in that grade may be paid.

3. Red Circle Salary. If an employee is paid over the maximum at the time the range for the classification is established, the salary will not be reduced. Rather, the employee will ordinarily be considered ineligible for an increase in pay (red circled) until an adjustment in the salary structure or a promotion to a higher grade brings the rate within the established range for the position.

### **C. Hourly worker**

1. Overtime- Stated by the FLSA any worker that works over 40 hours in a week will receive one time and half of their hourly pay for their individual overtime pay rate. This applies to anyone who is not exempt they will receive overtime pay for the hours worked. The act does not require overtime for works days of Saturdays, Sundays, holidays or regular days of rest, unless overtime is worked on such days.

### **IV. PROCEDURE**

Management will review salary increase recommendations in the fourth quarter of each year. Salary changes will be effective February 1. The President is responsible for compensation changes for all employees within the guidelines of the budgeting process. Employees hired after October 1 will receive their annual review and salary increase in the following year's cycle.

## **HOURS OF WORK AND PAYDAYS**

### **I. PURPOSE**

To establish the hours of employment in Bowling Green Area Chamber of Commerce's basic workday and workweek and establish pay periods and paydays to administer the payment of wages, salaries and overtime.

### **II. POLICY**

A. Hours of Work. The Bowling Green Area Chamber of Commerce office hours are from 8 a.m. to 4:30 p.m., Monday through Friday CST. There will be occasions when employees are expected to work before or past normal working hours. If employees work before or after their normal working hour's compensation for extra time can be arranged such as deferred pay or overtime based on what employer sees as reasonable accommodations.

B. Lunch and Rest Periods. Employees receive a minimum of 30 minutes and no more than one hour unpaid break time for lunch. The timing and duration of lunch periods shall be coordinated with management. A ten-minute paid break for each four-hour period worked is observed.

C. Paydays. Employees are paid on the 15th and the last day of the month. When a payday falls on a weekend or holiday, paychecks are distributed no later than the last workday before payday.

**VACATION TIME**

**I. PURPOSE**

To provide a traditional paid-time-off benefit to full-time employees that will provide a restful break in year-round routine and support the Bowling Green Area Chamber of Commerce's goals to attract and retain quality employees.

**II. POLICY**

Vacation requests must be approved two weeks in advance to avoid conflict with schedules and Chamber activities. No more than one employee may take vacation at the same time unless permission is obtained from the Chief Operating Officer. In the event of a conflict, preference will be given based on seniority and effect on chamber operations. Employees may carry over up to 75 hours of vacation time beyond the end of the calendar year. Any unused vacation time over 75 hours will be lost at the end of the year and will not be paid.

**III. VACATION ACCRUAL SCHEDULE - STAFF**

- Full-time Employees may accrue paid vacation time according to the following schedule:
- First through fourth year full-time employment—6.25 hours per month
- Fifth through ninth year full-time employment—9.38 hours per month
- Tenth year full-time employment and beyond—12.5 hours per month

**IV. VACATION ACCRUAL SCHEDULE – SENIOR MANAGEMENT**

Full-time Senior Managers may accrue paid vacation time according to the following schedule:

- First through ninth year full-time employment—9.38 hours per month
- Tenth year full-time employment and beyond—12.5 hours per month

In the event of separation, whether voluntary resignation or termination, the separating employee will be paid any accrued but unused vacation time.

Part-time employees may schedule time off without pay with their supervisor's advance approval in accordance with the vacation accrual schedule.

**HOLIDAYS**

I. PURPOSE

To provide full-time employees paid-time-off benefits to recognize traditional holidays. Part-time employees will not be paid for holidays.

II. POLICY

The following days are recognized as Bowling Green Area Chamber of Commerce holidays:

New Year's Day

Martin Luther King Day

Good Friday (1/2 day)

Memorial Day

Independence Day

Labor Day

Thanksgiving Day (and the day after)

Christmas Eve

Christmas Day (schedule varies)

New Year's Eve

Floating Personal Day (to be used at any time during the year at the employee's discretion with appropriate approval from supervisor)

Designated holidays that fall on a Saturday or Sunday are observed as determined by the President.

## **SICK TIME**

### **I. PURPOSE**

To provide income protection for full-time employees who are temporarily disabled and absent from work for a limited period because of personal illness, injury, medical appointment, illness or medical appointment of an immediate family member (spouse, child, parent, or person living in the employee's home) or for personal reasons approved by management.

### **II. POLICY**

A. Amount of Benefit. Sick time will be accrued at the rate of one day per month, and up to 60 days may be carried over beyond the end of the calendar year.

B. Reporting. Employees are expected to personally report all absences and the reason for the absence directly to their supervisor. If the absence is unplanned the employee is to report the absence to their supervisor and a member of the front office personnel as soon as possible. Employees should state their expected time of return.

C. Waiting Period. There is no mandatory waiting period before an employee may use sick time. A physician's certification indicating the specific illness and period of treatment required may be requested depending on the duration, frequency or pattern of absences.

D. Exceeding Sick Time. Non-exempt employees who take more sick time than is accrued will not be paid for those hours. Exempt employees who have exhausted accrued sick time and are absent for less than a full week will be paid their entire salary for that week. Exempt employees who have exhausted sick time and are absent for a full week will not be paid for that week.

E. Separation. In the event of separation, whether voluntary resignation or termination, the employee will not be paid for unused sick days.



**BEREAVEMENT**

I. PURPOSE

To provide all employees adequate time to mourn and to attend to personal affairs following the death of a member of the employee's immediate family.

II. POLICY

Bereavement. In the event of a death in an employee's immediate family, the Bowling Green Area Chamber of Commerce will grant up to three consecutive, scheduled working days with pay to handle family affairs and to attend the funeral. Immediate family for this policy is defined as: current spouse, children, parents, grandparents, brothers and sisters, mother-in-law or father-in-law, grandchildren, step-children, brothers-in-law and sisters-in-law, or other individuals that live in the employee's home and are considered to be part of the family unit.

**JURY DUTY**

**I. PURPOSE**

To allow employees the opportunity to serve on a jury without the loss of earnings.

**II. POLICY**

Jury Duty. The Bowling Green Area Chamber of Commerce will pay an employee's normal earnings for the period of jury service. Employees who have been chosen for jury duty may be requested to delay jury service to a later time in order to complete special assignments or to avoid absences during extraordinarily busy times. This does not mean that the delay request will be granted by the courts. If the court requires service, the employee is expected to comply with the jury service request.

**VOTING**

I. PURPOSE

To provide employees the opportunity to vote in elections for public government office.

II. POLICY

The Bowling Green Area Chamber of Commerce will provide employees the following:

Voting. Employees are permitted enough time as is determined reasonably sufficient by their supervisor to travel to and from their polling location, to wait in line, and to cast their vote.

## **LEAVES OF ABSENCE**

### **I. PURPOSE**

To enable employees to receive extended time away from work to satisfy military service obligations or to handle compelling personal business or medical issues requiring extended time away from work. The Chamber will comply with all requirements of the Uniformed Services Employment and Reemployment Rights Act (USERRA).

### **II. DEFINITION**

A leave of absence is defined as an excused absence without pay beyond five working days. Employees may use vacation and/or sick time to continue compensation during all or part of an approved leave of absence.

### **III. POLICY**

Military Reserve Leave, Personal Leave, and Medical Leave are available to eligible employees.

A. Military Reserve Leave. Employees who must be absent for active or inactive military training (e.g. Reserves or National Guard summer camps, annual cruises, weekend drills, attendance at military schools) will be granted, upon request, a leave of absence without pay.

Eligibility: All employees who are engaged in active or inactive military training duty in the armed forces of the United States (including the National Guard).

Duration: Military Leave will be granted to eligible employees in compliance with the Uniformed Service Employment and Reemployment Rights Act (USERRA) guidelines.

Approval: Request for military leave should be made as soon as notification of active duty service is received. This will allow the Chamber to effectively handle the extended absence. If emergency activation is required, the employee must notify the Chamber as soon as is reasonably possible of their absence by whatever means of notification is available.

Use of Accrued Benefit Time during Leave: An employee may use vacation time for annual military training obligations upon written request.

B. Personal Leave. A personal leave of absence to handle compelling personal business may be granted to regular, full-time employees. The length of a personal leave of absence may range from five to 30 consecutive working days.

Eligibility: The regular, full-time employee must have maintained a satisfactory record of employment with the Bowling Green Area Chamber of Commerce for a minimum of one year.

Approval: A personal leave of absence is approved at the discretion of the President.

Use of Accrued Benefit Time during Leave: Employees must use all accrued vacation before a personal leave of absence commences.

Reinstatement: The employee must be available to return to regular employment on or before the expiration date of the leave. Employees on leave of absence must notify their supervisor at least two weeks prior to the end of the leave to inform the Bowling Green Area Chamber of Commerce of their availability for returning to work. An employee's failure to return from leave of absence, or failure to contact his or her supervisor within three days after the scheduled date of return, will be considered a voluntary resignation. The Bowling Green Area Chamber of Commerce may require employees to have a physician's release or a physical examination to determine fitness for work prior to return from a leave of absence. Upon return from a personal leave of absence, the employee will be reinstated in the following priority of position reassignment:

First: Prior position, if available.

Second: Comparable position for which the employee is qualified, if available.

Third: Lesser position for which the employee is qualified, if available.

Last: If no work is available according to the reassignment priorities listed above, the employee will be terminated.

C. Medical Leave. Companies with fewer than 50 full-time equivalent employees are not required to comply with the Family Medical Leave Act (FMLA). Within reason non-compensated leave time may be granted the employee for personal health issues or to care for an ill spouse, parent or child. If you should find that personal or family illness requires additional time, you should request consideration of an unpaid leave of absence from the President. We will try to accommodate these requests but may or may not be able to grant leave requests based on workload and job requirements.

Eligible employees are entitled to request up to twelve (12) weeks of unpaid leave for the birth of a child and to care for the newborn child or the placement with the employee of a child for adoption or foster care.

Leave for birth or placement of a child for adoption or foster care must be taken within 12 months of birth or placement. When both spouses are employed by The Bowling Green Area Chamber of Commerce they are limited to a combined total of twelve work weeks during any rolling 12-month period if leave is taken for birth or placement of a child for adoption for foster care.

Eligibility: An eligible employee is one who has been employed for at least 12 months, has at least 1,250 hours of service during the 12 month period immediately preceding the date of the requested leave, and who expresses an intent to return to work after the leave.

Approval: An employee desiring to take leave must give at least 30 days advance notice prior to commencement of leave, if the need of the leave is foreseeable. If the need was not foreseeable, and 30

days is not possible, the employee must give as much notice as possible under the circumstances. A written request for leave should be submitted by the employee. The request should set forth the reasons for the leave and the anticipated start and duration of the leave.

**Reinstatement:** An eligible employee who returns from leave taken in accordance with this guideline will be reinstated to his or her former position, or to an equivalent position with equivalent pay, benefits, and working conditions. Employees on leave of absence must notify their supervisor at least two weeks prior to end of leave to inform the Bowling Green Area Chamber of Commerce of availability for return to work. An employee's failure to return from leave of absence, or failure to contact his or her supervisor within three days after the scheduled date of return, will be considered a voluntary resignation. The Bowling Green Area Chamber of Commerce may require employees to have a physician's release or a physical examination to determine fitness for work prior to return from a leave of absence.

**Benefits Continuation:** An employee on an approved leave may continue group insurance coverage during the leave. The premiums will be paid by the Chamber for a period not to exceed 60 days after which if the employee wishes to continue the coverage he or she must pay the premiums.

**Use of Accrued Benefit Time during Leave:** While leave is unpaid, employees who have accrued paid benefit time may be able to substitute paid leave for all or part of the otherwise unpaid leave period. Paid benefits may be used only if the usage is consistent with The Bowling Green Area Chamber of Commerce earned benefit time utilization guidelines or practices. If the leave is due to an employee's own serious medical condition, the employee must use all available sick time before being placed on an unpaid leave status. The employee has the option of substituting paid vacation for any portion of the unpaid leave after sick time has been exhausted or for leaves in which sick time is not applicable or otherwise not available. The entire leave period whether paid or unpaid will be counted toward the 12-week leave period maximum.

**Medical Certification:** The Bowling Green Area Chamber of Commerce reserves the right to require medical certification of an employee's ability or inability to work or, in the case that the leave is to care for a qualified seriously ill family member, that the requested leave is medically necessary. In addition, an employee may be required to submit periodic medical re-certifications. The Bowling Green Area Chamber of Commerce, at its expense, may require the employee to obtain a second medical opinion. In such cases, the Bowling Green Area Chamber of Commerce will designate the health care provider to furnish the second opinion. If the first and second opinions differ, Bowling Green Area Chamber of Commerce may require the employee to obtain a medical opinion from a third health care provider, again at the Chamber's expense. The third health care provider will be jointly selected by the Bowling Green Area Chamber of Commerce and the employee. The third opinion is final and binding.

**D. Extension of Leave.** Extensions of leaves of absence are not ordinarily granted.

No extension will be granted without the President's approval. Requests for an extension of leave must be submitted in writing to the employee's supervisor at least two weeks prior to the desired commencement date.

## **INSURANCE PROGRAMS**

### **I. PURPOSE**

To summarize group insurance and other insurance programs that the Bowling Green Area Chamber of Commerce offers employees.

### **II. POLICY**

The Bowling Green Area Chamber of Commerce provides group medical Insurance. Full details can be found in the insurance provider's literature. The following are brief summaries of these programs; contact the Chief Operating Officer for more information.

A. Health Insurance. All employees working an average of 37.5 or more hours per week throughout the year are eligible for medical coverage 30 days from the first day of the following calendar month after employment. All of the monthly premium for employee coverage is paid by the Bowling Green Area Chamber of Commerce. The employee pays for dependent coverage. Health benefits are subject to change without notice.

B. Dental Insurance. All employees working an average of 37.5 or more hours per week throughout the year are eligible for dental coverage 90 days from the first day of the following calendar month after employment. All of the monthly premium for the employee coverage is paid by the Bowling Green Area Chamber of Commerce. The employee pays for dependent coverage.

C. Life, Accident, Long Term Disability and Cancer Policies. All employees working an average of 37.5 or more hours per week throughout the year are eligible for coverage 90 days from the first day of the following calendar month after employment. All of the monthly premiums are paid by the Chamber.

D. Vision Insurance. All employees working an average of 37.5 or more hours per week throughout the year are eligible for coverage 90 days from the first day of the following calendar month after employment. This is an optional plan. The monthly premiums are paid by the employee.

E. Flexible Spending Account. All employees working an average of 37.5 or more hours per week throughout the year are eligible for coverage 30 days from the first day of the following calendar month after employment. The employee may contribute up to \$3000 pre-tax per plan year to this account to pay for eligible health, dental, and vision care expenses. These funds may be used for reimbursement of eligible medical-related expenses as set forth by the IRS. No insurance premiums can be paid with these funds. The employee may contribute up to \$5000 pre-tax per plan year to this account to pay for eligible dependent care expenses.

F. Workers' Compensation. The Bowling Green Area Chamber of Commerce carries insurance to cover the cost of work-incurred injury or illness. Benefits help pay for an employee's medical treatment and for part of the income lost while recovering. Specific benefits are prescribed by law depending on the circumstances in each case. To be assured of maximum coverage, all work-related accidents must be reported immediately to the employee's supervisor, and the employee must complete an Employee Accident Report so the Bowling Green Area Chamber of Commerce can file a timely claim.

**RETIREMENT**

**I. PURPOSE**

To offer employees of the Bowling Green Area Chamber of Commerce a competitive retirement package.

**II. POLICY**

The Bowling Green Area Chamber of Commerce offers a maximum contribution match of 5% to employees participating in the 401K program. Employees are eligible after one year of employment, may sign up during open enrollment, and are 100% vested upon enrollment. For additional information on the 401K or eligibility related to the Deferred Compensation Plan available, contact the Chief Operating Officer.

Employees are considered fully vested in the 401k program once they enroll. This means that should an employee be voluntarily or involuntarily terminated, employees can keep the employers contributions in their 401k.



## **STANDARDS OF CONDUCT**

### **I. PURPOSE**

To assure safe, efficient and harmonious operations and to fully inform all employees of their responsibilities in this regard.

### **II. POLICY**

The Bowling Green Area Chamber of Commerce's standards of conduct are established for the guidance of all employees. Infractions will lead to corrective action up to and including termination. Examples of breaches of standard of conduct include but are not limited to:

- Falsifying employment application, timesheet, personnel, or other Bowling Green Area Chamber of Commerce documents or records.
- Gambling, carrying weapons or explosives, or violating any law on the premises of the Bowling Green Area Chamber of Commerce or one of its partners.
- Creating a hostile work environment, acts of violence, horseplay, practical jokes or other disorderly conduct that may endanger the well-being of any employee or Bowling Green Area Chamber of Commerce operations.
- Engaging in acts of dishonesty, fraud, theft or sabotage.
- Threatening, intimidating, coercing, harassing, sexually harassing, using abusive or vulgar language with, or interfering with the performance of, other employees.
- Insubordination, refusal to comply with instructions, or failure to perform reasonable duties that are assigned.
- Unauthorized use or possession of Bowling Green Area Chamber of Commerce material, time, equipment or property.
- Damaging or destroying Bowling Green Area Chamber of Commerce property through careless or willful acts.
- The illegal use, sale, or distribution or possession of narcotics or drugs or controlled substances while on the job, Chamber property or at a Chamber affiliated event.
- Our facility is a smoke-free facility. Tobacco use is not permitted in the building or in Chamber vehicles. A smoking area has been designated outside the building.
- Engaging in conduct that disparages a Chamber partner or disparages the services rendered by the Chamber.
- Negligence in observing fire prevention and safety rules.
- Other circumstances for which the Bowling Green Area Chamber of Commerce feels that corrective action is warranted.

This list is intended to be representative of the types of activities that may result in corrective action. It is not intended to be comprehensive and does not alter the employment-at-will relationship between employees and the Bowling Green Area Chamber of Commerce.

*Please refer to Page 10 of the handbook which defines the progressive disciplinary system.*



## **HARASSMENT**

### **I. PURPOSE**

To establish the Bowling Green Area Chamber of Commerce's position on the subject of illegal harassment, to set forth guidelines for handling violations of the policy, and to specify the related complaint-handling procedure.

### **II. POLICY**

Harassment, including sexual harassment, is contrary to basic standards of conduct between individuals and is prohibited by Equal Employment Opportunity Commission and state regulations. Any employee who engages in any of the acts or behavior defined below violates Bowling Green Area Chamber of Commerce policy, and such misconduct will subject an employee to corrective action up to and including immediate termination.

*Please refer to Page 10 of the handbook which defines the progressive disciplinary system.*

Employees who feel they have been discriminated against for any reason or have been in any other manner harassed or sexually harassed should immediately report such incidents, following the procedure described below, without fear of reprisal. Confidentiality will be maintained to the extent permitted by the circumstances.

### **III. DEFINITIONS**

A. **Illegal Harassment.** Illegal harassment includes verbal, physical, or visual conduct that, in an employee's opinion, impairs his or her ability or that of a coworker to perform his or her job.

B. **Sexual Harassment.** Sexual harassment includes unwelcome sexual advances or visual, verbal or physical conduct of a sexual nature. This definition encompasses many forms of offensive behavior, including gender-based harassment of a person of different or the same sex as the harasser, conduct of a sexual nature that creates an offensive, intimidating or hostile work environment, and coerced sexual conduct by any person. Examples of sexual harassment include but are not limited to:

- unwelcome sexual flirtation or advances
- offering employment, promotions or other benefits in exchange for sexual favors
- making or threatening reprisals for refusing sexual advances
- Visual conduct such as leering; making sexual gestures; displaying sexually suggestive objects or pictures; cartoons or posters; suggestive or obscene letters, notes, invitations or emails.
- verbal conduct such as derogatory comments; epithets; slurs; sexual innuendo; sexual jokes; verbal commentaries about an individual's body; sexually degrading words used to describe an individual
- physical conduct such as unwanted, suggestive or offensive touching; assault; impeding or blocking movement

Additional Harassment includes but not limited to any harassment based on race, color, religion, pregnancy, national origin, age (40 or older), disability and/or genetic information.

Any Form of harassment of an employee by any Bowling Green Area Chamber of Commerce employee, supervisor or manager will not be tolerated. Any form of harassment by a non-employee (a partner, vendor, supplier or volunteer, for example) will not be tolerated. To report this behavior, follow the procedures described below.

#### IV. PROCEDURE

An employee who feels that he or she has been subjected to harassment should immediately report the matter to his or her supervisor. The supervisor will then inform the Chief Operating Officer, the Chamber's human resources manager. If the employee's supervisor is the source of the alleged harassment, the employee is to report the problem to the President or if it is the President submit complaint to the board chair. Discretion and due diligence will be utilized in investigating and, where appropriate, remedying improper conduct. There will be no retaliation against the employee who, in good faith, seeks resolution under this policy.

## **DRUG AND ALCOHOL ABUSE**

### **I. PURPOSE**

The Chamber wishes to ensure that its operations remain drug-free and alcohol-free by preventing Team Members from manufacturing, distributing, using, selling, transferring, consuming, possessing, and/or being under the influence of drugs and/or alcohol on Chamber premises or while performing Chamber business during work hours.

### **II. POLICY**

\* The manufacture, distribution, use, sale, transfer, consumption, possession, and/or being under the influence of alcohol or other legal or illegal drugs while on Chamber property or staffing a Chamber event or activity is prohibited. This includes all forms of alcohol, narcotics, depressants, stimulants, hallucinogens, marijuana, and other substances that could influence job performance.

\* Moderate consumption of alcohol is permitted in the instance of entertaining Chamber guests/clients after hours. Team Members should keep in mind that any of their conduct that adversely affects job performance, the performance of fellow associates or otherwise adversely affects partners, prospects, suppliers, people who work on behalf of the Chamber or the Chamber's legitimate business interests may result in disciplinary action up to and including termination.

*Please refer to Page 10 of the handbook which defines the progressive disciplinary system.*

\* The use of prescription drugs, per the physician's instructions, or over-the-counter drugs, per the manufacturer's instructions, is permissible during working hours provided that such drugs do not impair a Team Member's ability to perform his/her job safely and effectively. If any prescription or over-the-counter drug used by a Team Member has the potential to impair a Team Member's ability to perform his/her job safely or effectively, the Team Member must obtain permission from his/her Supervisor and/or the Chamber's Medical Representative before reporting to work.

#### **A. Pre-Employment Screening**

All new Team Members will be subject to a pre-employment drug screen. Permanent employment will be based on successful completion.

#### **B. Reasonable Suspicion Testing**

Reasonable Suspicion Testing: In cases where a Team Member is behaving or performing in an abnormal manner, the Supervisor may have reasonable suspicion that the Team Member is under the influence of alcohol and/or drugs prohibited by this Policy. The Team Member will be required to take a drug and/or alcohol test if "reasonable suspicion" is found to exist.

Post-Accident Testing: a Team Member's involvement in a work-related incident or "near miss" incident may constitute reasonable suspicion that the Team Member is under the influence of alcohol and/or drugs, and if so, the Team Member will be subject to drug and/or alcohol testing.

#### C. Random Testing

All Team Members may be subjected to unannounced random drug/alcohol testing. If a random drug/alcohol test is given, the Team Member will be required to take the test during his/her shift. Team Members who are absent from work on the day the test is given will be required to take the test at a later unannounced date. Team Members who leave the facility without notification to Chamber after the test is announced, but prior to being tested, will be considered to have tested positive and will be subject to termination of employment. The Chamber will provide sixty (60) days advance notice prior to the initial enforcement of this random testing policy; subsequently, however, there will be no advance notice of the tests themselves.

#### D. Testing Methods

The sample collection, transportation, chain of custody, and testing under this program will be conducted in accordance with the guidelines and standards of the U.S. Department of Health and Human Services (DHHS).

Prior to any specimen collections, Team Members will be requested to sign a consent form advising the Team Member that a drug and/or alcohol test is being done. An on-site Medical Representative or off-site designated health facility will collect a specimen. A positive drug and/or alcohol test will be sent to a DHHS certified lab to be confirmed by a gas chromatography/mass spectrometry (GC/MS) test before being considered a positive test under this Policy. The Medical Review Officer (MRO) will contact the Team Member to discuss the positive results before contacting the designated Chamber Medical Representative.

The Team Member has the right to have the same sample sent to another DHHS lab for re-analysis testing by GC/MS at the Team Member's expense, to be paid prior to re-analysis testing. If the re-analysis test is negative, the Chamber will reimburse the Team Member for the cost of the re-test.

The Chamber will follow the guidelines established by the Department of Transportation (DOT) for drug and/or alcohol concentration levels. These levels are subject to change when the guidelines are changed by the DOT.

The Chamber reserves the right to modify the testing method in accordance with DOT and/or DHHS standards.

#### E. Refusal to Submit to Testing

If a Team Member refuses a drug and/or alcohol test when conditions exist according to Section IB or IC, the Team Member's employment will be terminated. Refusal to take a drug and/or alcohol test includes the following:

- (1) Failure to appear for any test within a reasonable time, as determined by the Chamber after being directed to do so by the Chamber;
- (2) Failure to remain at the collection site until the collection process is complete;
- (3) Failure to provide a urine specimen for any drug test required by this Policy;
- (4) In the case of a direct observed or monitored collection, failure to permit the observation or monitoring of the provision of a specimen when required as described in the DHHS guidelines and standards;
- (5) Failure to provide a sufficient amount of urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure as determined by the process described in the DHHS guidelines and standards;
- (6) Failure or decline to take an additional drug test or collection as directed by the Chamber or the collector;
- (7) Failure to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process or as directed by the Chamber; or
- (8) Failure to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, disrupt the collection process, fail to wash hands after being directed to do so by the collector);
- (9) Failure to follow the observer's instructions related to the collection process;
- (10) Possess or wear a prosthetic or other device that could be used to interfere with the collection process; or
- (11) Admit to the collector or MRO that you have adulterated or substituted the specimen.

#### F. Specimen Tampering

Tampering, falsifying or adulterating any sample or specimen submitted as part of an alcohol or drug test will result in termination of employment.

#### III. Disciplinary Action

A Team Member's employment who tests positive for drugs/alcohol in violation of this Policy will be terminated.

#### IV. Voluntary Rehabilitation

Purpose: The Chamber wants to improve the well-being of our Team Members by supporting those who voluntarily come forward requesting assistance in becoming drug/alcohol-free. Team Members who request assistance related to a drug and/or alcohol problem prior to an incident or injury that would give rise to reasonable suspicion testing, or prior to notification of random testing, as described herein, will be considered to have made a voluntary request for assistance and will be treated with respect and discretion.

#### A. Procedure for Voluntary Rehabilitation

\* A Team Member, upon request, may be granted a leave of absence to attend an approved inpatient or outpatient drug and/or alcohol rehabilitation program. Such leaves may be designated as medical leave or personal leave.

\* Upon completion of a leave of absence, Team Members will be subject to no more than 12 random drug tests over a 24 month period. If during this time period the Team Member fails one of the random tests, the Team Member's employment will be terminated.

Attending an approved drug and/or alcohol rehabilitation program does not preclude a Team Member from being drug and/or alcohol tested under Section IB or IC of this Policy.

For further information on Leave of Absence refer to page 27.

#### V. Conditions of Employment

It is a condition of employment that Team Members must abide by the terms of this Policy.

It is a further condition of employment that Team Members must notify their supervisors within 5 days of any violation of criminal laws that results in a felony conviction relating to unlawful possession, sale, distribution and/or use of drugs within the workplace. Team Members convicted of such criminal activity will be subject to immediate termination.



## **ATTENDANCE**

### **I. PURPOSE**

To provide a method to control employee attendance in order to maintain efficient operations.

### **II. POLICY**

Regular attendance by each employee is mandatory. Absences for any reason, excluding excused absences as defined in the policy manual, may result in disciplinary action up to and including termination.

### **III. DEFINITIONS**

Absence. An absence is defined as any unapproved nonattendance of work.

### **IV. PROCEDURE**

If an employee is going to be unable to report to work as assigned, that employee must personally notify a supervisor, preferably the employee's immediate supervisor, and state the reason for the absence or tardiness and the expected time of return. Such notice must be reported in advance of the scheduled work time. E-mail or voicemail may be used in addition to this personal notification to a supervisor but cannot be used as a substitution for it. The employee should also inform the Office Manager or a member of the front office staff as well.

*Please refer to Section D7: C. page 28- Medical Leave which outlines the Medical Leave Policy.*

## **SOLICITATION AND DISTRIBUTION**

### **I. PURPOSE**

To ensure a productive work environment where employees and business operations may function without disruption.

### **II. POLICY**

No employee is allowed to engage in solicitation or other outside activities during the time they are supposed to be working or in such a way as to interfere with another employee during time that employee is supposed to be working (ex: Cookie/Candy Sales, School Fundraisers, Outside businesses, etc...). Working time is defined as any time employees are not on break, mealtime, or other specified periods during the day when the employees are not engaged in performing their work tasks. There will be no distribution of literature or other printed matter at any time in working areas of the facility by any employee. Non-employees are prohibited from soliciting or distributing any literature or printed material on the premises at any time. Any such incident should be reported to a member of management immediately.

Use of Chamber resources such as but not limited to confidential partner contact information for non-Chamber-related solicitation is strictly prohibited.

## **DRESS AND PERSONAL APPEARANCE**

### **I. PURPOSE**

To establish guidelines for appropriate dress and appearance during normal business hours at the Bowling Green Area Chamber of Commerce or any other chamber sponsored or affiliated event (i.e. Business After Hours, Coffee Hour, committee activities, etc.)

### **II. POLICY**

Employees are expected to maintain an appropriate appearance that is businesslike, neat and clean as determined by the requirements of the area in which the employee works. Inappropriate appearance includes any attire that is deemed by management to be too casual, revealing and/or to be inappropriate for any reason.

#### **A. Attire: Examples of inappropriate dress that should not be worn include, but not limited to:**

Jeans, men's shirts without collars, shirts that display advertising or writing, t-shirts, overalls, sweatshirts/pants, jogging suits, shorts, casual tank tops, athletic shoes, flip-flops, shirts without sleeves, spaghetti straps, articles of clothing that are see-through, any clothing that reveals the chest, back, midriff or thighs.

#### **B. Jewelry:**

Visible piercings, other than traditional women's earrings, are not allowed

#### **C. Tattoos:**

Visible tattoos should never be displayed.

#### **D. Hair:**

Hair should be clean, combed and neatly trimmed and/or arranged. This includes sideburns, moustaches and beards. Shaggy, unkempt, or unwashed hair is not allowed.

#### **E. Personal Hygiene:**

All employees of Bowling Green Chamber of Commerce must follow good personal hygiene (no offensive perfumes and/or body odor) at all times.

If an employee reports to work (office and/or event) in inappropriate dress, the employee will be required to go home (with pay), change into conforming attire or properly groom, and return to work.

If an employee's poor hygiene or use of too much perfume/cologne is an issue, the supervisor will address the problem with the employee in private. This meeting will be to point out the specific areas to be corrected. If the issue persists, supervisors should follow the normal corrective action process listed on page 10 of this handbook

## **TECHNOLOGY USAGE**

### **I. PURPOSE**

To outline the expectations of Bowling Green Area Chamber of Commerce employees related to use of computers, software, electronic mail, internet, telephone systems, Smart Phones and other Chamber-owned and monitored technology.

### **II. POLICY**

The Chamber's computer, Internet, electronic mail (e-mail) and telephone systems are licensed and operated by the Chamber to conduct business operations and are intended for no other purpose. Authorization for use of these systems is granted at the discretion of the Chamber. Emails and other forms of communication created, received, stored or sent do not have personal privacy rights. The Chamber reserves the right to monitor usage of its equipment; therefore, representatives of the Chamber as authorized by the President are permitted to access the system and documents and review all information. Reviewing messages or transmissions intended for anyone else without express authorization by the President is grounds for disciplinary action up to and including termination.

No computer, Internet, email or other forms of media/communication should be used for downloading or transmitting material that is offensive, obscene, vulgar, threatening or sexually explicit. Soliciting, gambling, game playing, sending or receiving unauthorized, copyrighted, or proprietary materials is prohibited. Transmission of materials in violation of any U.S. or state law or regulation is prohibited. Any violations of this policy may lead to disciplinary action up to and including termination. The employee may be held personally liable for violation of this policy. Employees who become aware of misuse of these systems should contact their Chamber's immediate supervisor, Chief Operating Officer or the President.

### **III. PROCEDURE**

A. Cell phone, Treo, Blackberry, etc. Cell phones or other hand held communication devices provided to the Chamber employee for purposes of conducting Chamber business are property of the Chamber. Personal use should be kept to a bare minimum and abuse may result in employee reimbursement to the Chamber and/or disciplinary action up to and including termination. Employees using a personal cell phone for business related purposes may be reimbursed for business related charges by completing the appropriate reimbursement form.

B. Email. Transmissions and stored email messages should be filed and/or deleted whenever possible to best manage levels of content being stored on the server. Personal emailing whether on the Chamber's system or a personal account accessed on-line is considered equivalent to personal phone calls during work hours and should be used minimally and must not be in violation of the technology policy. Rolling emails are prohibited and should be deleted upon receipt. Employees should use discretion in distributing Chamber email addresses.

C. Computers/Software. Unauthorized installation of software or computer programs is prohibited on the Chamber's computers. Do not download materials from the internet that are not work related/required without the office manager's approval. Software programs purchased by the Chamber are not to be duplicated for personal use. All computers should be password protected. When leaving your computer unattended, employees should set their computer security mode, activating their password security screen. Your password should not be shared with anyone under any circumstances. If access to your computer is needed in your absence, the Office Manager will handle and document that access. If you believe your password(s) has been compromised, your password should be changed. In the event of your password being compromised, you should report the incident or suspicion to your immediate supervisor, Office Manager or Vice President of Chamber Operations. Personal screensavers must be approved by the office manager. Laptops/wireless cards, etc. provided by the Chamber are for business use only.

D. Telephones. An employee's recorded phone greeting should be professional. Personal phone conversations should be infrequent and brief. For personal long-distance calls a calling card should be used. It is management's sole discretion as to what constitutes abuse. Employees abusing personal communication during work hours will receive disciplinary action up to and including termination.

E. Internet. Employees should only use the Internet for business purposes. Visiting websites that do not violate the technology usage policy for personal purposes is permissible during lunch or allotted breaks.

F. Audio/Visual Equipment. Audio/visual equipment is property of the Chamber and is not for personal use.

G. No Employee shall use a mobile communication device in an unsafe manner that is likely to endanger himself or others. Specifically, any use of a mobile device that is likely to distract an employee while operating a motor vehicle is prohibited. For example, reading or sending text or email messages, or using the Internet on a mobile device while driving is prohibited. Employees should avoid making or receiving phone calls on mobile devices while operating a motor vehicle. If during the course of operating a motor vehicle it becomes necessary to use a mobile device for any reason, the employee should first bring the vehicle to a full and complete stop in a safe location. Failure to comply with this policy will result in disciplinary action against the employee up to and including termination of employment.

**Social Media Policy**

I. PURPOSE

At the Bowling Green Area Chamber of Commerce, we understand that social media can be fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, the following guidelines must be followed as an employee for appropriate use of social media.

II. POLICY

Social media includes all means of communicating or posting information or content of any sort on the internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity web sites, web bulletin board or a chat room, whether or not associated with the Bowling Green Area Chamber of Commerce, as well as any other form of electronic communication.

The same principles and guidelines outlined in this handbook apply to an employee's activities online. Ultimately, the employee is responsible for what is posted online. Before creating online content, consider what risks could be involved. Any online conduct that disparages a Chamber partner or disparages the services rendered by the Chamber is prohibited and may result in disciplinary action.

The Chamber's standards of conduct (see section E.1) and Harassment policy (see section E.1.1) do apply to all online posting made by an employee.

A.) MEDIA CONTACTS

If a situation arises that local and/or national media outlets contact an employee for a statement, no statements should be given on the Chamber's behalf. All media inquiries should be directed to the Communications and Public Policy Director.

**FOR MORE INFORMATION**

If an employee has a question or needs further guidance they should contact their supervisor immediately.

## **COMPLAINT PROCEDURE**

### **I. PURPOSE**

To provide a process for employees to discuss complaints or problems with management and to receive careful consideration and a prompt resolution.

### **II. POLICY**

Each employee of the Bowling Green Area Chamber of Commerce may discuss work related complaints or problems with his or her supervisor.

### **IV. DEFINITION**

A complaint is defined as the communication of a condition of employment or application of policy that the employee thinks is unjust or inequitable.

### **V. PROCEDURE**

A. Supervisor's Role. To resolve complaints and problems, the employee is encouraged to first seek assistance from his or her immediate supervisor, who should attempt to resolve the problem. The supervisor is responsible for handling the complaint as an important business matter and is expected to strive to arrive at a prompt, equitable solution.

B. Alternative Channels. Occasionally, an employee's complaint may involve his or her supervisor. Supervisors should realize that employees often do not feel free to express such concerns to them. Therefore, employees may discuss complaints with the Chief Operating Officer or the President.

## CONFIDENTIALITY

### I. PURPOSE

It is very important to the Bowling Green Area Chamber of Commerce that its confidential information be kept confidential. Confidential information may include but is not limited to: compensation data, computer processes and codes, partnership lists, financial information, marketing strategies, and information regarding economic development, especially which relate to attraction and expansion projects.

### II. POLICY

Information regarding the activities, operations, and business of the Bowling Green Area Chamber of Commerce may not be disclosed to anyone outside of the organization except when required in the normal course of business. Such confidential information includes, but is not limited to, the following examples:

- Financial information,
- Marketing strategies,
- Pending projects and proposals, and
- Personnel/Payroll records.

If an employee improperly uses or discloses confidential information, regardless of whether the employee benefits from disclosing the information, she/he will be subject to disciplinary action, up to and including termination.

### III. PROCEDURE

A. Confidentiality Agreement. All staff will be required to sign a confidentiality agreement upon being hired.

B. Media Relations. Any and all contacts with the news media must be referred to the Communications and Public Policy Director or his/her designee who shall then communicate with the media him/herself or direct them to the appropriate staff or board member. **Refer to Social Media Policy page 45**

C. Communication with the Public. All official Chamber papers, articles, speeches, presentations, or other forms of communication addressed to non-Bowling Green Area Chamber of Commerce persons must be submitted to a Vice President or the President for approval prior to their being shared on behalf of the Chamber.



## WHISTLEBLOWER POLICY

### I. PURPOSE

The Bowling Green Area Chamber of Commerce is committed to high standards of ethical, moral and legal business conduct. The purpose of this policy is to encourage all employees to disclose any malpractice or misconduct of which they become aware, disclosing any potentially legal and ethical issues that may adversely impact the organization as a whole. This policy also sets forth an investigative process of reported acts of wrongdoing and provides protection for employees who report allegations of such malpractice or misconduct.

### II. POLICY

The Bowling Green Area Chamber of Commerce endorses and utilizes internal controls and operating procedures intended to detect and prevent improper activities. If, however, those controls or procedures fail to safeguard against irregularities, or if intentional or unintentional violations of law or regulations occur, it is the policy of the association that members and employees are encouraged to report those irregularities and violations. Types of suspected misconduct that should be reported under this policy include financial improprieties or misuse of corporate resources, violations of internal policies, failure to comply with legal requirements and breaches of ethical obligations. No employee, in good faith, reporting a concern shall be subject to retaliation or adverse employment consequences. Employees who participate or assist in an investigation will also be protected. Concerns reported shall be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

### IV. DEFINITIONS

A. Whistleblowing. Whistleblowing inside the workplace is the reporting, by employees or ex-employees, of wrongdoing such as fraud, malpractice, mismanagement, breach of health and safety law or any other illegal or unethical act, either on the part of management or by fellow employees.

B. Good Faith. Good faith is evident when the report is made without malice or consideration of personal benefit and the employee has a reasonable basis to believe that the report is true; provided, however, a report does not have to be proven to be true to be made in good faith. Good faith is lacking when the disclosure is known to be malicious or false.

C. Adverse Employment Action. Examples of adverse employment action include, but are not limited to, demotion, suspension, termination, denial of promotions, denial of benefits, threats, harassment or denial of compensation as a result of the employee's report of wrongdoing.

### V. PROCEDURE

A. Reporting. An employee who reasonably believes that inappropriate business conduct is occurring should raise the issue with his/her manager or if this is considered inappropriate the issue should be raised with his/her senior manager. If the employee is not comfortable in reporting to his/her manager or senior manager the conduct or activity should be reported to the Chamber Board Chairman.

B. Investigation. Once the claim of malpractice or misconduct is made, the manager, senior manager or Board Chairman will respond to the whistleblower within 10 working days setting out the intended investigation plan. An investigation may include internal reviews, reviews by the external auditors or lawyers or some other external body.

Once the investigation is complete, the appropriate company representative will inform the whistleblower of the results of the investigation as well as any corrective steps that are being taken.

C. Safeguards. If requested by the whistleblower all reasonable steps will be taken to protect the anonymity of the whistleblower. However under certain circumstances to assist with the investigation the individual's identity may become known or needs to be revealed.

D. Disciplinary Action. If the claim of malpractice or misconduct is substantiated, appropriate disciplinary action will be taken against the responsible individual(s) up to and including termination of employment. Any act of retaliation or victimization against the whistleblower will result in disciplinary action, up to and including termination of employment. The malicious use of the whistleblowing policy will result in disciplinary action against the whistleblowing complainant, up to and including termination of employment. **Refer to Employee Corrective Action page 10**

## **EMPLOYEE PERFORMANCE APPRAISAL**

### **I. PURPOSE**

To provide a process by which the job performance of each employee is appraised for purposes of development, merit review and coaching.

### **II. POLICY**

The employee performance appraisal process will be managed to accomplish the following objectives:

- A. To enhance individual employee performance and ensure effective business operations.
- B. To summarize both formal and informal performance discussions held with employees throughout the review period.
- C. To document performance areas in which employees do well and areas that require improvement. To establish performance goals and plans to correct performance shortcomings.
- D. To link employee performance with merit increase considerations.

### **III. PROCEDURE**

Each supervisor is responsible for setting and communicating clear performance standards for his or her employees at the beginning of, and throughout, the review period. Each supervisor is also responsible for observing and discussing with his or her employees positive and negative aspects of their performance in relation to standards throughout the review period. And, on a regular basis, each supervisor is responsible for conducting formal performance appraisals on each subordinate employee summarizing past discussions and setting performance goals.

A. Timing. **Regular employees will receive performance appraisals twice a year-January and July. New hires will be evaluated during their first 30 days, again at 90 days and then whichever regular performance appraisal that falls first.**

B. Performance Appraisal Discussion. Supervisors will hold a discussion with the employee regarding each performance appraisal. The discussion should be held at a prearranged time in a private location free from interruptions. **Topics that will/could be discussed include: quality of work, appearance, cooperation, initiative, creativity, and leadership.**

An example of a performance appraisal is below:

Employee's Name:

Employee's Position:

Supervisor's Name:

Review Period:

For each trait below, circle the phrase that best represents the employee.

1. Quality of Work
  - a. Outstanding B. Above Average C. Average D. Below Average E. Poor
2. Appearance
  - a. Outstanding B. Above Average C. Average D. Below Average E. Poor
3. Cooperation
  - a. Outstanding B. Above Average C. Average D. Below Average E. Poor
4. Initiative
  - a. Outstanding B. Above Average C. Average D. Below Average E. Poor
5. Creativity
  - a. Outstanding B. Above Average C. Average D. Below Average E. Poor
6. Leadership
  - a. Outstanding B. Above Average C. Average D. Below Average E. Poor

C. Employee Signature. The employee will be given an opportunity to provide a written comment on the appraisal and will be asked to acknowledge the appraisal by signing the form; **a signature does not imply agreement with the review**. The employee will be given a copy of the signed appraisal upon request.

## ACCIDENT/INJURY REPORTING

### I. PURPOSE

To protect the safety and health of all employees and visitors and to comply with applicable federal and state laws.

### II. POLICY

Employee and visitor accidents and injuries, regardless of severity, must be reported to management immediately and documented appropriately.

### III. PROCEDURE

A. Report Unsafe Conditions. Prevention is the ultimate goal, and safety is everyone's responsibility. Employees should report any unsafe conditions or circumstances to a supervisor immediately.

B. Report Accidents Immediately.

#### 1. Employee Accidents

a. The injured employee or a witnessing employee should notify management immediately and seek medical attention if necessary.

b. The injured employee must complete the employee accident form **[Where the employee can access the form]** and turn it in to his or her supervisor **within 10 days**.

#### 2. Visitor Accidents

a. The informed employee should assess the situation and determine if medical attention is necessary, preferably by asking the injured visitor if he or she needs medical attention, **this applies to any visitors at the Chamber office or any Chamber sponsored events. Call 911!**

b. The informed employee must notify management immediately.

c. A member of management must complete the visitor accident form, by asking the visitor for the information requested on the form, and obtain the visitor's signature on the form.

## **INCLEMENT WEATHER/EMERGENCY CLOSINGS**

### **I. PURPOSE**

To protect the safety and health of all employees and visitors in the event of inclement weather.

### **II. POLICY**

At times, emergencies such as severe weather, fires, or power failures can disrupt Chamber operations. The decision to close the office will be made by the President.

### **III. PROCEDURE**

When the decision is made to close the office, employees will receive official notification from their supervisors. **This will be communicated by email, phone, text, etc.**

Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees. However, if employees would like to be paid, they are permitted to use vacation time if it is available to them.

For information on specific steps to take in an emergency or disaster situation, please refer to the Bowling Green Area Chamber of Commerce Emergency Action & Disaster Recovery Plan.

## **EMPLOYEE SEPARATION**

### **I. PURPOSE**

To ensure timely and accurate processing of employees who are being removed from the Bowling Green Area Chamber of Commerce payroll.

### **II. DEFINITIONS**

The categories of separation and their definitions are:

A. Resignation. A voluntary separation with or without notice, including, but not limited to:

1. Resignation with notice. Employees should give two weeks or more written notice.
2. Resignation without notice. An absence of three or more consecutive working days without notice to the Bowling Green Area Chamber of Commerce will be considered a voluntary resignation. Failure to return from a leave of absence within three days of the approved return date, will be considered a voluntary resignation. Failure to return from reduction-in-force upon recall within three days of recall will also be considered a voluntary resignation.

B. Retirement. A voluntary separation which usually includes qualification for benefits under the Bowling Green Area Chamber of Commerce's Retirement Program.

C. Reduction in Force.

1. Temporary Reduction. Work is no longer available, but recall is expected within 12 months.
2. Permanent Reduction. Work is no longer available. Recall is not expected (job eliminated, contract expired, department closed, etc.).

D. Termination of Employment. A separation in which the employee is removed from the payroll for violation of employee standards of conduct or safety regulations, unsatisfactory job performance, or any other reason deemed by the Bowling Green Area Chamber of Commerce to warrant termination of employment.

### **III. PROCEDURE**

A. Notice to Employee. As an at-will employer, there are no requirements for advance notice to employees upon separation.

B. Resignation. An employee who resigns, with or without notice, will be asked immediately by the supervisor to complete a voluntary resignation letter. The letter will be placed in the employee's personnel file.

C. Return of Property and Keys. Prior to the last day of work, a supervisor must obtain all Bowling Green Area Chamber of Commerce property and keys from the separating employee.

#### IV. BENEFIT ELIGIBILITY

Medical Group Benefits. Extended coverage and conversion privileges of the medical group insurance benefit plans are provided in accordance with conditions outlined in insurance and/or healthcare providers' materials.



## **EXIT INTERVIEWS**

### **I. PURPOSE**

To determine and document the reasons employees leave the Bowling Green Area Chamber of Commerce and to solicit constructive feedback to improve the Bowling Green Area Chamber of Commerce.

### **II. POLICY**

Prior to leaving the Bowling Green Area Chamber of Commerce upon **voluntary** separation, employees will be asked to participate in an exit interview.

### **III. PROCEDURE**

The immediate supervisor should provide the departing employee with the exit interview survey requesting that he or she meet with the Chief Operating Officer to submit the completed document or return it in a sealed envelope to the Chief Operating Officer. The Chief Operating Officer may follow-up with the employee after reviewing the completed exit interview or to obtain a completed exit interview if necessary. The document will be placed in the employee's personnel file.

**PERSONNEL POLICY MANUAL**

**RECEIPT AND ACKNOWLEDGEMENT**

I have received a copy of the Personnel Policy Manual issued by my employer, the Bowling Green Area Chamber of Commerce (the “Chamber”), and I understand and agree that I am to review this handbook in detail and to consult with my supervisor or the Chief Operating Officer if I have any questions concerning its content.

I understand and agree:

A. that this Personnel Policy Manual is intended as a general guide to personnel policies at the Chamber and that it is not intended to create any sort of contract between the Chamber and any one or all of its employees;

B. that the Chamber may modify any or all of these policies, in whole or in part, at any time, with or without prior notice;

C. that in the event the Chamber modifies any of the policies contained in this handbook, the changes will become binding on me immediately upon issuance of the new policy by the Chamber; and

D. that this Personnel Policy Manual does not alter the “employment-at-will” doctrine that has been established by Kentucky law.

I further understand and agree that my employment with the Bowling Green Area Chamber of Commerce may be terminated by me or by the Chamber at any time, for any reason not prohibited by law. I understand that my status as an “at-will” employee may be modified only through a written contract signed by me and the President of the Chamber or his or her designee. I understand that no person other than the President of the Bowling Green Area Chamber of Commerce has any authority to enter into any contract of employment for any specific period of time, and I further understand and agree that he or she may do so only in a written document signed by him or her and by me.

I understand that this manual is the sole property of the Bowling Green Area Chamber of Commerce and that I may not copy or give any part of it to anyone outside the Bowling Green Area Chamber of Commerce.

I understand that as an employee of the Chamber, I am required to review and follow the policies set forth in this Personnel Policy Manual, and I agree to do so.

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_