

AREA CHAMBER  
OF COMMERCE  
**MARSHALLTOWN**



# MARSHALLTOWN AREA CHAMBER OF COMMERCE

## PERSONNEL MANUAL

## 1.00 INTRODUCTION

We would like to welcome you to the staff of the Marshalltown Area Chamber of Commerce. The Chamber provides you with the following information in order to clarify basic personnel policy. Please review this handbook and keep it handy as a reference.

### 1.01 Purpose

All policies and procedures contained or referred to in this manual, or which may be added or referred to in the future, represent the policies established by the Marshalltown Area Chamber of Commerce for its employees in relation to the subject addressed by the policy. It is the intention of the Chamber that such policies and procedures are a guide for recurring situations and should be used by employees in carrying out their responsibilities to the Chamber. Violation of a policy can be the basis for discipline or discharge.

### 1.02 Changes to Manual

It is the intention of the Chamber to keep policies current at all times. The Chamber reserves the right to amend, add, repeal, or deviate from any or all of the policies and procedures set forth or referred to in this handbook whenever it believes it is necessary or desirable to do so. This will be at the discretion of the Executive Director.

It is the employee's responsibility to be aware of and comply with the most recent policies. Management staff is expected to administer these guidelines in a fair and consistent manner. Any modifications or additions to this manual will be distributed as they occur. Instructions as to the placement of updates will accompany any material to be placed in the manual.

### 1.03 Exceptions to Policy

The Chamber realizes there may be circumstances in the business and personal lives of its employees that may need special consideration for exception to one of its policies. Employees may request an exception to policies contained herein by submitting such request to the Executive Director, who shall have final approval over any special considerations.

The Executive Director will consider the request in a fair and consistent manner and respond to the employee, in writing, indicating whether the exception was accepted or denied.

## 2.00 GENERAL CONDITIONS OF EMPLOYMENT

### 2.01 Equal Employment Opportunity

It is the policy of the Marshalltown Area Chamber of Commerce to grant equal opportunity to all qualified persons without regard of race, color, age, sex, religion or natural origin, physical handicap or veteran status. It is the intent and desire of the Chamber that equal opportunity be provided in employment, wages, promotion, benefits and all other privileges, terms and conditions of employment.

The Marshalltown Area Chamber of Commerce will make reasonable accommodations to allow otherwise qualified individuals with known physical or mental disabilities, covered under ADA, to perform the essential functions of the job. These accommodations will be made unless they would cause undue hardship or unless the individual would present a significant and immediate risk to him/herself or co-workers.

### 2.02 Immigration Regulations

In compliance with the Immigration Law (IRCA) passed in 1986, all employees hired on or after November 6, 1986, are required to provide documentation verifying their identity and authorization to work in the United States. The Immigration and Naturalization Services I-9 Form must be completed and signed at the time of hire by every new employee and by a representative of the Chamber.

IRCA does not compromise the Chamber's equal opportunity policy.

### 2.03 General Employment (At-Will) Policy

The Marshalltown Area Chamber of Commerce is an at-will employer. As such, the only employment contract which exists between the Chamber and its employees is one of at-will employment. Therefore, all employees may terminate their employment or be terminated with or without cause at any time, with or without notice.

### 2.04 Employment Definitions

Regular Employee - A regular employee works a full day, Monday through Friday, forty (40) hours per week and receives either a salary or hourly wage paid semi-monthly.

Part-Time Employee - Part-Time employees are paid by the hour and do not qualify for any fringe benefits.

Contract Employee - A contract employee works under the terms of the contract, and benefits will be defined in the contract.

Management Staff (Exempt) - Employees who are responsible for carrying out the programs and objectives of the Chamber or its affiliate and/or subsidiary organizations as established by the Board of Directors. Exempt employees are exempt from overtime requirements of federal and state law. The salary of exempt employees is designed to compensate them for all hours worked, including hours in excess of eight (8) in one day and forty (40) in one week.

Support Staff (Non-Exempt) - Employees whose main responsibility is to provide clerical and secretarial support to management staff. Non-exempt employees are entitled to overtime pay in accordance with federal and state law and Chamber policy.

### 2.05 Probationary Period

Employees of the Marshalltown Area Chamber of Commerce are hired subject to a probationary period of ninety (90) days, during which the new staff member may evaluate his/her interest in the position and the Chamber may evaluate the ability of the employee. This probationary period is not to be a guarantee of ninety (90) days employment. At the end of the probationary period, a written evaluation will be made of the employee's attitude, ability and capacity to determine whether the employee shall be hired as a regular employee.

Completion of this probationary period does not indicate a change in the nature of your status as an at-will employee.

### 2.06 Absence from Work

If an employee is absent from work for any reason, it is the responsibility of the employee to notify the Chamber by 8:15 a.m., explaining the reason for the absence and the expected day of return.

Any absence not classified as business (forced absence, i.e., funeral leave, sick leave, personal day or vacation) is classified as absence without pay. Excessive unapproved absenteeism, or failing to call in absent, may lead to disciplinary action, up to and including termination, depending on the circumstance relating to the absenteeism.

### 2.07 Absence without Pay

On occasion, it is unavoidable for an employee to be away from the job. Employees with no accrued sick or vacation days may be granted reasonable leave without pay upon approval of the designated supervisor or Executive Director. Under extreme circumstances, absence with pay may be granted upon the approval of the Executive Director.

## 2.08 Working Hours

All regular, full-time employees are expected to work 40 hours per week, Monday through Friday. The Chamber's office hours are 8:00 AM to 5:00 PM Monday through Thursday, and 8:00 AM to 4:00 PM on Friday. Employees receive an unpaid lunch break of one hour, which may be taken between 11:00 AM and 2:00 PM. Please note that the front reception area may not be used for eating lunch and lunch hours may not be extended by eating lunch at your desk after an hour's absence. Lunch hours should be scheduled so that the office is adequately covered at all times.

## 2.09 Rest Periods

It is recognizable that non-exempt employees will occasionally feel the need for a "break" from work duties. Employees may take two (2), each of ten (10) minutes duration. One shall be taken in the morning and one in the afternoon.

## 2.10 Emergency Closing

If the Marshalltown Area Chamber of Commerce must close the office due to an emergency (tornado, power outage, etc.) you will be paid for the time you have worked. You may charge the remaining unworked time to paid time off or have the time unpaid.

## 2.11 Overtime

Occasionally, the needs of the Chamber may require that employees work overtime. If you are a non-exempt employee and are asked to work overtime, you will receive overtime pay. Overtime is time worked over eight (8) hours in one day or forty (40) hours in one week. Overtime is normally paid at the rate of one and one-half (1 ½) times your regular hourly rate. All overtime must be authorized by the Executive Director or designated supervisor.

## 2.12 Pay Period/Salary Deductions

Salary and wages are paid on the fifteenth (15) and the last day of the month. If payday falls on a holiday or weekend, checks will be distributed on the working day immediately preceding the payday. By law the Marshalltown Area Chamber of Commerce makes the following deductions from the salary of employees:

- \* Federal Income Tax
- \* Social Security
- \* State Withholding Tax
- \* Other deductions as may be authorized by the employee.

### 2.13 Personnel File

Correct and accurate employment records are important. Information concerning address, phone number, person to contact in case of accident, change in name, marital status or number of dependents must be kept up-to-date at all times. Employees may review their own personnel file in the presence of their immediate supervisor. Supervisors of employees may only review the files of those employees reporting to them. Credit or employment verification is handled by management only. Salary information will be confirmed only with written approval of the employee. Verification without specific written instructions and a release from the employee will be limited to dates of hire (and separation, if applicable) and most recent job title. No documents will be removed from your files.

### 2.14 Performance Reviews

Annual job performance evaluations, including those for compensation, will be conducted by the Executive Director and/or the designated supervisor and will be filed in the employee's personnel file. The performance evaluations occur at the end of each fiscal year.

Salary reviews are also presented once a year, in conjunction with your performance review. Whether to provide a salary increase, and if so, in what amount, are decisions made at the sole discretion of management. Salary increases normally depend upon merit and position in the salary range; a salary review is not a guarantee of a salary increase.

### 2.15 Outside Employment

The Chamber discourages outside employment. However, if there is no conflict of interest involved, as determined by the Chamber, and the employment will not adversely affect your performance or your attendance, the Chamber may grant its approval. You must consult the Executive Director before taking outside employment.

### 2.16 Doctor/Dental Appointments

Employees should attempt to schedule doctor, dental appointments during their lunch hours. However, if the situation arises where it is necessary to schedule an appointment during regular office hours, it is considered personal time and must be approved by the Executive Director.

### 2.17 Leaves of Absence

Jury Duty - If you are called to serve on a jury or as a witness in court you will receive your base pay up to a maximum of five (5) days per year. You are required to furnish the Chamber with a copy of your official notice and to let the Chamber know the expected duration of your absence. Employees will be paid the difference between regular pay and the amount received while on jury duty. Payment slips will need to be provided. If you are dismissed from jury duty with two hours or more remaining in your work day, you are expected to report to work as early as possible.

Military - Employees who participate in the Uniformed Services (Army, Navy, Marine Corps, Air Force, Coast Guard, Reserves, National Guard, or any other category designated by the President of the United States in time of emergency) will be paid the difference between regular pay and the amount received while engaged in training. Employees who leave their jobs in order to undertake a military tour of duty, and who are honorable discharged, will be eligible for rehire in compliance with the laws in effect at the time of application for rehire.

Funeral - Employees will be paid the time spent away from the job in event of a death in the immediate family. Up to three (3) days may be spent away from the job for a death in the immediate family. The immediate family of the employee is normally considered to be: 1. a husband, wife, or child of the employee. 2. A parent/grandparent of either an employee or his/her spouse. 3. Brother, brother-in-law, sister, sister-in-law of an employee. 4. Stepfather/mother, stepbrother/sister or stepson/daughter of an employee. Unique circumstances may warrant use of paid time off for additional time off. Those instances must be approved by the Executive Director.

Medical Disability – Regular employees of the Marshalltown Area Chamber of Commerce are eligible for medical disability leave after completion of the probationary period. Accrued paid time must be used during the first 30 days of the leave. With the documentation of a physician’s statement after thirty (30) days you may be eligible for short term disability which pays 60% of your salary for a period of 9 weeks. After 9 weeks long term disability may apply if the criteria for such disability are met. Any time off that is not covered by accrued paid time, short term or long-term disability will be unpaid.

Maternity - Maternity leave benefits are available in connection with the birth or adoption of a child to regular full-time employees who have completed 90 days of service. Six weeks of maternity leave will be paid at 80% of the employee’s regular weekly wage as of the date the leave commenced. Employees and their covered dependents will remain in the health insurance plan and the retirement plan, and the employee share of the health insurance premiums and retirement contributions will be deducted from the maternity benefits.

Unpaid Leave-of Absence - The Chamber recognizes there may be exceptional circumstances of a personal nature that prevents an employee from performing his/her

duties. The Chamber shall define these circumstances as a Personal Leave of Absence and it shall be unpaid leave. The purpose of granting such leave is to provide employees with the flexibility to handle those exceptional situations of a personal nature. A request for such leave, along with a detailed explanation regarding the reason, should be submitted to the employee's supervisor for discussion and approval. The employee and his/her immediate supervisor will mutually determine the point at which a personal leave shall begin and end. The Executive Director shall have final approval of the request.

An employee may request an unpaid personal leave of absence without pay for a maximum of twenty (20) days. The Board of Directors must approve any leave of absence beyond twenty (20) days, or one requested by the Executive Director.

The Chamber shall determine whether or not holding the employee's position open while he/she is on leave would be detrimental to the operation of the Chamber. In the event the employee's position is replaced while he/she is on leave, the employee will be placed in an available position of comparable wages or, if no position is available, the next available opening for a mutually agreeable position may be considered.

No salary increases will be granted to employees while on unpaid leave of absence. Annual reviews, which occur while an employee is on a unpaid leave of absence, will be deferred until the employee is back to work for a period of ninety (90) days. Salary increase percentages will not be affected if the leave of absence does not exceed sixty (60) days. The employee's salary increase will be multiplied by a percentage that would be calculated as the number of full months worked in the review period times 10%, but shall not exceed 100%.

It is possible for employees on leave to continue their Chamber's insurance program. Such employees may maintain coverage by making payments on an individual basis.

All regular employees are eligible for a leave of absence.

### 2.18 Workers Compensation Leave

Workers' comp disability leave may be taken for the period of the actual medical disability for an illness or injury which is work-related. If you are injured or become ill due to work-related causes, you must notify your supervisor immediately. You will be referred to a physician of the Chamber's choice unless there is a prior note in your Personnel file listing your preferred doctor's name, address and telephone number. In the event that you request your own physician, the Chamber has the right to request a second opinion from its own physician, at its own expense. Covered doctor bills and hospital expenses are paid directly by the Chamber's workers comp carrier.



Note: Employees may choose to participate in certain extra curricular activities such as softball, volleyball, picnics, etc. These events are voluntary and are not part of the job. Any injuries which may arise from these activities, even if incurred on Chamber property, are not considered to be work-related and will not be covered under workers' compensation.

### 2.19 Substance Abuse in the Workplace

Substance abuse has become a major concern because of its relationship to job performance, productivity, health and accidents/injuries in the workplace. Employees found possessing, selling or using mind-altering drugs such as alcohol, street drugs or any controlled substance in the workplace are in violation of corporation policy and are subject to termination of employment.

### 2.20 Tobacco Use

The Chamber office is a smoke-free environment that is consistent with the smoke-free policy of the Fisher Community Center.

Smoking or other use of tobacco or tobacco-like products (including, but not limited to cigarettes, electronic cigarettes, cigars, chewing tobacco, snuff pipes, snus) on company property is prohibited. This includes any emerging tobacco product or simulated smoking device. This also includes all nicotine products not regulated or approved by the Food and Drug Administration (FDA).

### 2.21 Attendance at Chamber Functions

There are times when it is necessary for functions sponsored by the Chamber be held outside normal work hours. Employees should recognize the importance of these events and that they are every bit as much a part of the business the Chamber conducts as the meetings and events which take place during the course of the normal workday. Employees, particularly management staff of the Chamber and Affiliates, are urged to make every effort to attend these functions when they do occur, especially when the event is within an individual's realm of Chamber responsibility. These functions are considered part of the job expectations for management (exempt) employees and thus there is no additional compensation. Support staff (non-exempt) employees will be compensated according to the total hours worked and the overtime guidelines previously outlined in this manual.

## 3.00 CONDUCT, EXPECTATIONS AND PROCEDURES

### 3.01 Open Door Policy

If you feel you have a problem at work or a personal problem that affects your work, you should discuss it first with your supervisor. If that discussion fails to resolve the problem or you think it is inappropriate to discuss it with your supervisor, you should contact the Executive Director. If the Executive Director is unable to resolve the problem, or if the Executive Director is your direct supervisor, you may discuss the issue with the Executive Committee of the Board of Directors. You should present your issue to the Executive Committee in writing, within five (5) days of the problem or decision; the Committee will respond within ten (10) working days. The decision of the Executive Committee shall be final.

### 3.02 Harassment

It is the policy of the Marshalltown Area Chamber of Commerce to provide a workplace free of unlawful harassment of employees by other employees, managers, volunteers or visitors. Harassment **will not** be tolerated. Harassment, including sexual harassment, is contrary to basic standards of conduct between individuals and is prohibited. It constitutes a violation of Chamber policy for any employee to engage in any of the acts or behavior defined below, and such misconduct will subject an employee to corrective action up to and including immediate discharge. Employees who feel they have been harassed in any manner 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.

Definitions:

Prohibited harassment includes, but is not limited to:

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature.

Use of ethnic slurs, jokes and unwelcome and unwanted comments based upon or related to race, color, age, religion, ancestry, creed, national origin, gender, sexual orientation, marital status, citizenship, military status or physical or mental disability.

Displaying or possessing a weapon, fighting, or any act of violence, threat or intimidation during work hours, on agency property or while acting as an agent of the Marshalltown Area Chamber of Commerce is considered harassment and is strictly forbidden.

Harassment is a violation of State and Federal law. Harassment is determined when:

Using Coercive sexual behavior to control or affect the career, salary or performance review of another employee.

Making threats of reprisal explicitly or implicitly as a term or condition of employment.

Unreasonably interfering with work performance or creating an otherwise offensive working environment.

Harassment may take different forms. One specific form is the demand for sexual favors. Harassment may be overt or subtle. Some behavior that is appropriate in a social setting may not be appropriate in the workplace. Other forms of harassment include, but are not limited to:

Verbal: Sexual, racial or religious innuendoes, suggestive comments, jokes of a sexual, racial religious or personal nature, ethnic slurs, sexual propositions, threats.

Non-verbal: Sexually suggestive objects or pictures, graphic commentaries, suggestive or insulting sounds, leering, obscene gestures.

Physical: Unwanted physical contact, including touching, pinching, brushing the body, coerced sexual intercourse, assault.

Complaints of harassment of any type should be directed to the employee's immediate supervisor or the Executive Director of the Chamber or Chairman of the Board of Directors of the Chamber. In the event the complaint involves the Executive Director the incident should be reported to an officer of the Board of Directors without fear of reprisal. Confidentiality will be maintained to the extent possible while still working to address the complaint. There will be a prompt tactful investigation on each complaint. If the investigation concludes that harassment has occurred, disciplinary action will be taken as appropriate.

### 3.03 Use of Equipment

All equipment and communication services are the sole property of the Chamber, and, as such, are considered business resources to be used responsibly. Equipment and communication services include, but are not limited to, offices, desks, office supplies, bulletin boards, computers, network and computer files, electronic mail, on-line services, telephone and voice mail systems, facsimiles, video equipment and tapes, copiers, postage meters, pagers, cellular phones and cameras. Employees are not permitted to use any code, access files or retrieve stored information except as authorized by the organization. All passwords, including computer, voice mail, etc. must

be provided to the supervisor and no password may be used unless authorized by the Chamber. We understand that there are occasions where the phone or electronic mail system may be used for personal matters. You are expected to keep personal use to a minimum. Unauthorized or improper use of Chamber equipment or communication services (including the transmission of inappropriate, offensive or harassing messages) will not be tolerated and may result in disciplinary action, including termination.

### 3.04 Borrowing

Employees are not permitted to borrow from other employees, from funds entrusted to them or other Chamber funds to which they may have access.

### 3.05 Affiliation with other Organizations

There is no objection to an employee being a member of any organization that is not in direct conflict with the goals/objectives of the Marshalltown Area Chamber of Commerce. However, an employee should consult with the Executive Director before accepting an office or other place in such organization. No public statements should be made which are in conflict with the Chamber policy.

### 3.06 Political Affiliation/Participation

While Chamber staff members are encouraged to be active in the party of their choice; no staff member may be a candidate for any political office while employed by the Chamber.

### 3.07 Confidential Matters

The Chamber is an institution to which many matters of a confidential nature are entrusted. Each employee must keep in strictest confidence any information acquired and be discreet as to matters being handled by the Chamber.

### 3.08 Recommendations/Endorsements

Since the Marshalltown Area Chamber of Commerce is supported by many firms that are in competition with one another, we do not make recommendations or endorsements of products, services or companies. Inquiries are best answered by giving the names of all Chamber members that are concerned with the particular product or service. We do not give the names of non-members when members have the product or service inquired about.

### 3.09 Solicitation

As a general rule, the Marshalltown Area Chamber of Commerce does not purchase advertising or tickets for social events. Any such solicitation should be referred to the Executive Director.

### 3.10 Participation in Fund Raising Campaigns

Staff members involved in fund raising activities for other organizations must do so on their own time, or during regular business hours only with the approval of the Executive Director.

### 3.11 Publicity

All publicity having reference to the Chamber, its officers, directors, and personnel is to be approved by the Executive Director. Staff, without prior clearance, should release no information concerning the Executive Director.

### 3.12 Staff Conduct

Orderly and courtesy toward the public and fellow workers should be observed at all times. The Chamber is a quasi-public institution and is judged to a great extent by its personnel. Pleasant and courteous treatment of callers and prompt service is required of all persons employed by the Chamber.

### 3.13 Purchases

No purchases or expenditures shall be made without the prior approval of the Executive Director except for luncheons in amounts of \$50.00 or less.

### 3.14 Meal Reimbursement

Meals associated with out-of-town meetings, seminars or conventions will be reimbursed on your expense report based on the receipt as documentation. The cost of meals and beverages will be reimbursed provided the amount is reasonable for the area of the event.

### 3.15 Entertainment

On occasion it will be good business practice for a staff member to buy meals and beverages for members or prospective members of the Chamber. Staff members are expected to use judgment before extending such invitations. The cost of meals and beverages will be reimbursed provided the amount is reasonable, and receipts must be presented for reimbursement.

### 3.16 Automobile Expenses

When an employee uses his/her auto for organizational purpose, those expenses will be reimbursed at the rate allowed by the Internal Revenue Service. This rate is reviewed semi-annually and is adjusted accordingly. Tolls and parking fees incurred in the line of business are reimbursable. Parking and speeding tickets are not reimbursable items.

### 3.17 Expense Accounts

All travel for the Chamber must be approved in advance by the Executive Director. The Chamber will reimburse the employee in full for all direct expenses relating to travel, but will not reimburse for incidentals such as gifts, toiletries, and magazines. An expense voucher must be completed monthly, listing in detail and by day all expenses for which reimbursement is requested. Receipts for air travel, car rental, hotels and meals should be attached to the voucher.

### 3.18 Assisting the Public

The question is often asked "what's the Chamber's position in regard to the general public who are not members of the Chamber?" We will attempt to service everyone as best we can. However there are certain requests for service that require so much time or money that it would be impractical to perform the service. Refer all such questions to the Executive Director.

### 3.19 Request for Business Recommendations

In answer to inquiries regarding the reliability of firms in the area, if the firm is a member of the Chamber the caller should be referred to the Better Business Bureau. Under no circumstances is staff to make a recommendation regarding the reliability of a company in question. In event of an inquiry requesting lists of members engaged in a particular business or profession, such lists should include names of all firms who are members of the Chamber.

### 3.20 Leaving the Office

When a staff member is carrying out assigned duties outside the office, that person must make sure another member of the staff knows of the absence, the destination and approximate time of return.

### 3.21 Use of Telephone

In answering the telephone, it is necessary that every courtesy be shown to the person at the other end. All telephone calls should be answered promptly (within three (3)

rings). All employees should answer all incoming calls with: "Good morning/afternoon Marshalltown Area Chamber of Commerce." Do not just say hello.

Personal phone calls should strictly be limited during business hours. The staff member responsible must reimburse long distance personal calls to the Chamber.

### 3.22 Purchasing of Supplies/Equipment

The purchasing of supplies and equipment will be purchased whenever possible from Chamber members. No purchase will be made for any purpose that is not authorized in the budget unless prior approval is obtained from the Executive Director.

### 3.23 Request for Advance Funds

A request for the amount required should be approved by the Executive Director at least a week in advance of a trip. All expense advances must be accounted for within five (5) days after returning from a trip.

### 3.24 Suggestions

Suggestions from employees are always welcome. They will be given every consideration. At the same time, employees should bear in mind that criticism of work performance must be in the interest of better service.

### 3.25 Dress

Each staff member is expected to dress in a manner appropriate for businessmen and women. Business casual attire is acceptable, but blue jeans are not appropriate except on specially designated days.

### 3.26 Resignation

Should the occasion arise when an employee is contemplating resignation, two (2) weeks notice is expected from a support staff member and three (3) weeks notice from a member of the Management staff. Notice of resignation should be in the form of a written letter addressed to the Executive Director with a copy of the letter to that person's designated supervisor.

### 3.27 Discipline and Discharge

It is the policy of the Marshalltown Area Chamber of Commerce that employees should be given the opportunity of counseling and a progressive discipline process for problems

related to poor work performance or for problems related to violations of the Chamber policies and procedures contained in this manual.

### Counseling (Oral Reprimand)

Counseling involves discussion between an employee and his/her immediate supervisor regarding improvement. This should be a positive, two-way conversation to help the employee understand what is expected. Reasonable effort should be made by both supervisor and employee to achieve desired results through counseling.

### Progressive Discipline

Generally, progressive discipline is used as an alternative to termination based solely on employee's unsatisfactory performance of the duties for his/her job. It is not required when a poor job performer commits an act warranting immediate termination. However, it may be used in cases of misconduct not warranting immediate termination.

The process is designed to formally inform the employee of behavior or job performance problems and provide him/her with an opportunity to improve behavior at work and/or job performance behavior. The steps in the process are described as follows:

#### Step 1: Written Warning

In an informal counseling session, the employee is given a written warning that includes an explanation of work and/or job performance behaviors to be corrected; a clear statement of expected improvement; and a statement that failure to improve at the expected level will result in probationary status or possible later termination. This review should be signed by the employee and the supervisor.

A written record of the session should be made to document the employee's response. This may be done by using handwritten notes, a letter, or a file memo.

#### Step 2: Probationary Status

If the problem continues, the employee should be given probationary status. This notification should include a review of the written warning; an explanation of the employee's failure to meet expected level of improvement; a list of specific improvements or changes necessary in order to be removed from



probationary status; specified time frame for improvement; and a reminder that no transfers or pay increases will be granted during this probationary status.

In the event that an employee is eligible for any pay increase while he/she is on probationary status, that increase will be payable upon successful completion of the probationary term.

Copies should be forwarded to the Executive Director for placement in the employee's personnel file. At the end of the probationary status period, the supervisor must write a memo reciting the list of specific improvements required and a description of the employee's progress. The memo must be filed in the employee's personnel file to release him/her from probationary status if the progress is complete and satisfactory, or the memo should be used as documentation to proceed to Step 3.

#### Step 3: Review

If Steps 1 & 2 does not produce the necessary results, the supervisor should recommend further disciplinary actions. Those actions include extending the probationary status for another specified period; suspension of the employee without pay for a specified period of time; or termination of employment.

The supervisor's recommendation memo and other relevant documents should be reviewed by the Executive Director. The Executive Director must approve the proposed disciplinary action.

#### Step 4: Suspension

If Step 3 results in a decision to suspend employment, a meeting should be held with the employee privately. The employee should receive copies of the supervisor's memo, and any other documents related to the cause for suspension put in his/her personnel file.

#### Step 5: Termination

If review supports the termination decision, a termination meeting should be held with the employee. The meeting should be conducted in private. Persons attending should be the employee, the supervisor, and the Executive Director. The employee should be given a termination letter during this meeting (or if not then, as soon thereafter as practical), which should inform the individual about any termination benefits that apply and final pay arrangements.

## Immediate Termination

Employees may be terminated at any time, with or without notice. Reason(s) for immediate dismissal would be acts or actions by the employee that constitute a material breach of expected conduct concerning work, the Chamber's members or the Chamber's reputation.

Such termination requires the approval of the Executive Director. In this absence, the manager may immediately suspend the individual without pay pending approval of termination by the Executive Director.

Managers will exercise fair judgment and terminate employment immediately only in serious circumstances.

## Appeal

An employee may appeal any termination and discipline ruling in writing within five (5) working days of the proceeding. Written appeals must be submitted to the Executive Director. The Executive Director will render a written decision on the appeal within five (5) working days of receipt of the written appeal. A decision by the Executive Director is final.

## 4.00 BENEFITS

### 4.01 Paid Time Off

Paid Time Off (PTO) is based on your anniversary date and may be taken at any time during the year. PTO must be pre-arranged to avoid conflict with schedules or other work of the Chamber, which may require the presence of the staff member. No more than two (2) employees may be on vacation at the same time. In the event of a conflict preference will be given to service seniority.

Eligibility – Fifty-six (56) hours after successful completion of the ninety (90) day probationary period as a regular employee of the Chamber

Ninety-six (96) hours after completion of one (1) consecutive year as a regular employee.

One hundred and twelve (112) hours after completion of three (3) consecutive years as a regular employee.

One hundred and thirty-six (136) days after completion of five (5) consecutive years as a regular employee.

One hundred and fifty-two (152) days after completion of eight (8) consecutive years as a regular employee.

One hundred and seventy-six (176) days after completion of ten (10) consecutive years as a regular employee.

An employee may earn four (4) hours for every year completed beyond ten (10) consecutive years as a regular employee.

Accumulation - A maximum of thirty-two (32) hours may be accumulated from one year to the next.

Minimum Increment of Use – PTO may be taken in one (1) hour increments at a minimum.

Holidays during Vacations - Should a holiday, which is observed by the Chamber, occur during an employee's paid-time off, it is not charged against the employee's PTO time.

Termination/Resignation of Employment - Unused earned PTO will be paid for in cases of termination or resignation.

Advance Vacation Pay - Advance paychecks for vacation must be requested one week in advance with the approval of the Executive Director.

Request for Vacation - All PTO should be requested as far in advance as possible. As PTO requests are approved based on seniority, it is to the employee's advantage to make such requests as soon as he/she can possibly do so. Requests for PTO should be made in writing to the employee's immediate supervisor. All requests will require the approval of the Executive Director.

#### 4.02 Paid Holidays

New Year's Day	Presidents Day	Good Friday
Memorial Day	Independence Day	Labor Day
Thanksgiving Day	Friday after Thanksgiving	Christmas Eve
Christmas Day	New Year's Eve	

When holidays fall on Saturday, the preceding Friday will typically be recognized as a holiday. When a holiday falls on a Sunday, the following Monday will typically be seen as a holiday.

#### 4.04 Sick Leave Policy

Full time employees may earn sick leave according to the schedule below:

3 months - 5 years of service -	10 days per year
5 years - 10 years of service -	12 days per year
10 years +	13 days per year

Use - Sick leave can accumulate up to thirty (30) days. Upon resignation or termination no payment will be made for accumulated sick leave. Sick leave must be used in a half (1/2) day at minimum.

Physician's Statement- Utilization of sick leave beyond three (3) consecutive workdays could require a physician's statement.

A documented pattern of utilization of sick leave, such as before or after holidays or weekends will be subject to a physician's statement validating sick leave taken.

Termination/Resignation of Employment - In case of resignation or termination no payment will be made to employees for unused Sick Leave.

#### 4.05 Group Medical Insurance

All regular full-time employees are eligible to participate in group medical coverage. Dependent coverage may be available with the possibility that payment may be shared by the Chamber and the employee.

#### 4.06 Long Term Disability Insurance

Long term disability insurance is provided to all employees at no cost to the employee. This insurance begins after 90 days and it pays up to 60% of your monthly salary up to \$10,000 a month. Benefits are payable for the period during which the employee continues to meet the definition of disability up to age 65, but not less than five (5) years. Benefits paid are offset by any other income received during the period of total disability.

Refer to the policy for additional requirements and restrictions.

#### 4.08 Life Insurance

Life insurance coverage with a benefit of 2.5 times the employee's annual salary is provided at no cost to the employee.

#### 4.09 Workers Compensation

Employees are protected under provisions of workers compensation that provides medical and hospital care and partial compensation for time lost due to an accident or occupational disease during the course of employment. Any employee who is injured while working should report the injury immediately to their supervisor.

#### 4.10 Unemployment Compensation

The Marshalltown Area Chamber of Commerce pays for this program. The employee makes no contribution.

#### 4.11 Retirement

The Marshalltown Area Chamber of Commerce sponsors a Simple IRA retirement plan with the following features:

Eligibility – Any employee with 90 days of continuous employment. If there is a break in service, the eligibility period begins with the rehire date.

Employee Contributions – Any eligible employee may elect to have his/her compensation, each pay period, reduced by a percentage. Federal law establishes maximum contribution limits. This information is kept on file at the Chamber office. The employer (Chamber) will remit these monies monthly. An employee may discontinue contributions at any time, but will not be permitted to re-establish contributions until the next calendar year. An employee may not reduce contribution percentages other than during the 30 day period prior to June 1 of each year without written approval of management. An employee may increase contributions once a quarter by submitting their request in writing to the payroll clerk no later than 30 days prior to calendar quarter end.

Allocation – Each employee is responsible for the investment allocation in his or her respective accounts. Investment allocations of current contributions can only be changed once a year. There will be a period of 30 days, beginning May 1 of each year, to change allocation. The new allocation will take place on June 1 of each year. Any employee may, at their own discretion, exchange or reallocate existing account dollars.

Employer Contribution – The Marshalltown Area Chamber of Commerce will contribute either a matched or non-elective contribution with respect to each eligible employee as follows; MATCHED: Each calendar year, the Chamber will contribute a matching contribution to each eligible employee's account equal to employees' salary reduction up to a limit of 3% of employee's compensation for

the calendar year. The Chamber may reduce the 3%, but not less than 1% in more that 2 years of a 5-year period. NONELECTIVE: the Chamber may make, in lieu of match, a non-elective contribution equal to 2% of each eligible employee's compensation for the calendar year. All eligible employees must be notified of the employer contribution choice 60 days prior to calendar year-end.

Vesting – All employees are fully vested immediately, including the Chamber contribution.

## EMPLOYEE ACKNOWLEDGMENT

This handbook is designed to inform you of policies, procedures, benefits and other aspects of your employment at the Marshalltown Area Chamber of Commerce.

Take time to read carefully and review/understand the material. If you have questions, or need more information, please contact your supervisor. It should be understood that information in this handbook is only subject to changes in practices that may be made after publication of this handbook. Notice of such changes will be provided to the employee in writing.

I have received and read this handbook on:

DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

To Employee's Personnel File