

*The Chattanooga Area Chamber of Commerce*  
**The Chattanooga Chamber and Chattanooga Chamber Foundation**

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## Employee Policy Manual

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## **Introduction**

### ***001 Employee Welcome Message***

We welcome you to the Chattanooga Area Chamber of Commerce (“the Chamber”). The Chamber strives to provide a rewarding and challenging work environment where teamwork and employee development play a key role. We value the contributions each employee brings to the greater team effort. Your effort, professionalism, initiative and creativity play an essential role as the Chamber pursues its mission, “To champion our member businesses and promote regional economic growth.”

This handbook is part of our commitment to clear communication with all the members of our employee team. It describes our operating policies, procedures and programs as well as the benefits available to employees.

You should read, understand and comply with all provisions of the handbook. The handbook describes many of your responsibilities as an employee and outlines the programs we have developed to benefit our employees. One of our objectives is to provide a work environment that is conducive to personal and professional growth.

No employee handbook can anticipate every question about an employer’s policies. In addition to providing this handbook, Chamber management is committed to answering your questions and clarifying policies whenever necessary. Please contact your supervisor immediately if questions arise.

The Chamber reserves the right to add, change or cancel policies at any time. The only exception is that our employment-at-will policy will not be changed or cancelled unless mandated by changes in state or federal law. The employment-at-will policy permits you or the Chamber to end the employment relationship at any time for any reason. We will notify you of any changes to the handbook as they occur.

As a part of the Chamber team, we trust you will find ample opportunity for challenging and rewarding work that contributes to the greater success of this organization and the community we serve. Welcome to our Chamber team!

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**002 Employee Acknowledgement Form**

I understand the employee handbook describes important information about the Chamber and that I should consult the Human Resources Officer if I have any questions that are not answered in the handbook.

I became an employee at the Chamber voluntarily. I understand and acknowledge that there is no specified length to my employment at the Chamber and that my employment is at will. I understand and acknowledge that “at will” means that I may terminate my employment at any time, with or without cause or advance notice. I also understand and acknowledge that “at will” means that the Chamber may terminate my employment at any time, with or without cause or advance notice, as long as they do not violate federal or state laws.

I understand and acknowledge that there may be changes to the information, policies and benefits in the handbook. The only exception is that the Chamber will not change or cancel its employment-at-will policy. I understand that the Chamber may add new policies to the handbook as well as replace, change, or cancel existing policies. I understand that I will be told about any handbook changes and I understand that handbook changes can be authorized only by the Chief Executive Officer of the Chamber.

I understand and acknowledge that this handbook is not a contract of employment or a legal document. I have received the handbook and I understand that it is my responsibility to read and follow the policies contained in this handbook and any changes made to it.

EMPLOYEE’S NAME (printed): \_\_\_\_\_

EMPLOYEE’S SIGNATURE: \_\_\_\_\_

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

*The Chattanooga Area Chamber of Commerce*  
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**003 Employee Non-Disclosure Agreement**

**Non-Disclosure Statement, between the Chattanooga Area Chamber of Commerce (“Chamber”) and \_\_\_\_\_.**

As a condition to the Chamber furnishing you certain Privileged Information, you agree to treat the information contained in the Privileged Information in accordance with the provisions of this agreement and to take or abstain from taking certain other actions herein set forth. The term “Privileged Information” does not include information which (i) becomes generally available to the public other than as a result of a disclosure by the Chamber or its employees, agents or advisors, or (ii) becomes available to you on a non-confidential basis from a source other than the Chamber to be bound by a confidentiality agreement with other obligation of secrecy to the Chamber of another party.

You agree that the Privileged Information will be used solely for the purpose of assisting the Chamber with specific proprietary projects, and not for any other private or commercial purpose, and that, except as required by law or legal process, such information will be kept confidential by you.

In addition, without the prior written consent of the Chamber, and except as required by law or legal process, you will not disclose to any person Privileged Information or any of the terms, conditions or other facts with respect to the status thereof, gained through your employment or internship with the Chamber.

Damages resulting from the breach of the terms of this agreement may be impossible to measure. Therefore, you acknowledge that, in the event of such breach, the Chamber shall initiate corrective action up to and including termination of employment and shall be entitled to seek specific performance of the covenants contained herein and/or other injunctive relief in addition to any other remedy to which it may be entitled at law or in equity.

The terms set forth in this agreement may be modified or waived only by a separate writing by you and the Chamber expressly so modifying or waiving such agreement.

If you agree with the foregoing, please sign and return a copy to the Chamber Human Resources Officer.

Confirmed and Agreed to this  
\_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

By: \_\_\_\_\_

*The Chattanooga Area Chamber of Commerce*  
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**004 Data Security and Confidentiality Agreement**

As a Chattanooga Chamber employee, temporary agency employee, intern or other contractor working at the Chamber, I understand I have access to confidential information, records, and documents. This information includes companies considering expansions and/or relocation to our area, the Chamber's general business affairs, records, employee personnel files or other human resources information, members' contact data, payment card data and other proprietary, privileged, and confidential information.

I agree that I will not disclose, divulge, or disseminate any confidential information to any other people except in accordance with applicable Chamber confidentiality policies, as attached. I acknowledge receipt of the current **Policy 703 Information Sensitivity and Security**. I also agree not to use confidential information for my own benefit or the benefit of others either during or following the period that the Chamber employs me. I will return all confidential information and any documents containing such information that I possess or control upon termination of my employment.

I understand that as a normal part of system security, each employee is assigned a password that enables access to computerized data. I also understand that the identification will be used to generate a record or file updates for which I will be held responsible and accountable.

I will maintain the confidentiality of my password and will take reasonable precautions to prohibit anyone else from gaining knowledge of and using my password. If I am aware that someone knows my password, I am responsible for changing my password immediately and I will notify the Chamber's Information Technology department. I will sign off or lock the terminal each time I leave the vicinity of the terminal.

I acknowledge that I am responsible for all of my activities while using and/or accessing a corporate device or computer system. I will not store any company data (documents, files, programs, etc.) on my personal computer.

I also understand that unauthorized use of, or contribution to the unauthorized use of computer facilities and/or Chamber data can result in immediate dismissal or in termination of my contract as a contractor.

I acknowledge that the Chamber will be entitled to injunctive relief upon any breach or threatened breach of the terms of this agreement. Such action shall not constitute an election of remedies, and the Chamber shall be entitled to pursue other legal or equitable remedies available to it in such circumstances.

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Employee Signature

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Date

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Designated Manager



## ***005 About the Chattanooga Chamber of Commerce***

The Chattanooga Chamber of Commerce and its sister organization, The Chattanooga Chamber Foundation, are collectively referred to as “The Chamber.”

The Chamber was founded in 1887 to promote an environment supportive to business success in the Chattanooga and its surrounding communities. We are the largest membership organization in Southeast Tennessee, representing approximately 1,900 area businesses. The programs, services and events provided by the Chamber ensure that our member businesses have ready access to the networking, training and marketing resources to equip them to achieve success and compete globally.

Our sister organization, the Chattanooga Chamber Foundation, was founded in 1969 as a charitable foundation to pursue community development, leadership development and community beautification. In the 1990s, the mission was expanded to include economic development, including research and analysis, entrepreneurial support, workforce development, existing business retention and expansion, global business recruitment and marketing the area to the international business community and site selectors for business development projects.

The mission of the Chamber is to “Champion our member businesses and promote regional economic development.”

Our goals as expressed in our business plan are:

- 1) Maximize Chamber membership value.
- 2) Promote local and regional economic growth through new business recruitment, expansion and retention, including the start-up and entrepreneur support needed to make Chattanooga the place to start a business in the Southeast.
- 3) Become a driving force in aligning educational outcomes and workforce needs.
- 4) Engage the Chattanooga business community in acting on the responsible growth strategies of the Thrive 2055 regional action plan.
- 5) Support and equip our Chamber’s Councils to ensure the Chamber’s mission and goals are implemented throughout the region.
- 6) Be the most effective voice for the business community on public policy issues.
- 7) Be the lead advocate for inclusive and diverse economic development.
- 8) Become the center of leadership training and development in the region.
- 9) Be well-organized, strategically staffed and have the resources to accomplish its mission.

The Chamber recognizes that people (staff, volunteers, and member-investors) are its greatest assets. If we are to continuously “raise the bar” as an organization, we must improve the skills, experience and information available to the people who drive our efforts.

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**Our Commitment to Our Staff:**

- 1) We provide a shared vision of the values, strategies, goals, and initiatives which are most important to achieving the Chamber's mission as an organization. The Chamber's business plan, which has been developed through input from volunteer leadership, member-investors and staff, is the core document for ensuring that our entire team understands the vision, values and priorities of the organization as well as how each department, employee and volunteer effort fits within the overall plan.
- 2) We compare individual skills, experience, resources and knowledge with business plan strategies and goals in order to identify opportunities for professional development that will support staff and volunteers in becoming more effective. Continuous professional development is a means of achieving the Chamber's organizational goals while also giving employees and volunteers the opportunity to enhance their personal skill sets and professional credentials.
- 3) We affirm our ongoing commitment to providing competitive compensation (for employees) and recognition (for volunteers) in a way that is keyed to performance.

**Our Commitment to Our Members and Investors:**

- 1) Communicate effectively
- 2) Prioritize customer service
- 3) Provide quantifiable value
- 4) Listen well and act accordingly
- 5) Maintain the highest professional standards
- 6) Improve continuously
- 7) Take well-researched risks
- 8) Focus on common ground issues

Our members and investors are the lifeblood of the Chamber and the reason we exist. Every employee represents the Chamber to members and the public. Our members judge all of us by how we treat them. One of the highest priorities at the Chamber is to help any member or potential member. Nothing is more important than being courteous, friendly, prompt and helpful to members. We will provide member relations and customer service training as needed to employees who have frequent member contact.

If a member wants to make a specific comment or a complaint, you should direct the person to the Human Resources Officer for appropriate action. Your contacts with the public, your telephone manners and any communications you send to members reflect not just on you, but also on the professionalism of the Chamber. Positive member relations will not only enhance the public's image of the Chamber and its staff, but also pay off in greater member loyalty and increased membership and financial assistance.

## **General Employment Policies**

### ***101 Nature of Employment***

Effective Date: 7/26/2017

Revision Date: \_\_\_\_

Your employment with the Chamber is voluntary and is subject to termination by you or the Chamber at will, with or without cause and with or without advance notice, at any time, as long as termination does not violate any applicable federal or state law.

The policies in this handbook are not intended to be a contract of employment or create legal or contractual obligations between the Chamber and any employee. The only exception to this policy is a written employment agreement approved at the discretion of the CEO or the Board of Directors, whichever is applicable. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of Chamber employees.

The policies and procedures in the handbook have been developed at the discretion of management and, except for the policy of employment-at-will, may be amended or cancelled at any time, at the sole discretion of Chamber management.

These provisions replace all other existing policies and practices and may not be changed or added to without the express written approval of the CEO of the Chamber.

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**102 Employee Relations**

Effective Date: 7/26/2017

Revision Date:

The Chamber seeks to provide working conditions, wages and benefits that allow us to attract, recruit and retain the most qualified workers in the competitive labor market. We believe that the working conditions, wages and benefits we offer to Chamber employees are competitive with those offered by other employers in this area and in this industry. If you have concerns about work conditions or compensation, we strongly encourage you to express these concerns openly and directly to your supervisor.

When employees deal openly and directly with management, the work environment can be excellent, communications can be clear and attitudes can be positive. We believe that the Chamber fully demonstrates its commitment to employees by responding effectively to employee concerns.

If employees want to examine the option of representation by individuals outside the Chamber, we strongly encourage you to carefully consider all sides, including related issues such as regular deductions for representation fees from your paycheck, the potential for outside interference with supervisory relationships and the commitment for you to comply with third party initiated directions.

Because we want to maintain direct employer/employee communications, we will resist organization within the limits of the law, and protect your right to speak for yourself.

### ***103 Equal Employment Opportunity***

Effective Date: 7/26/2017

Revision Date:

The Chamber provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, genetic information, disability or veteran status. In addition to federal law requirements, the Chamber complies with applicable state and local laws governing nondiscrimination in employment.

To give equal employment and advancement opportunities to all individuals, it is the policy and practice of the Chamber to base all employment decisions only on valid job requirements and the applicable knowledge, skills and abilities to satisfactorily perform required job duties.

This policy covers all aspects of employment, including recruitment, selection, job assignment, promotions or transfers, compensation, discipline, termination and access to benefits and training.

If you have a question about any type of alleged or observed discrimination at work, talk with your immediate supervisor or the Human Resources Officer.

## ***104 Diversity Policy, including Discrimination and Harassment***

Effective Date: 7/26/2017

Revision Date

The Chamber is committed to creating a work environment and company culture that values individuals for their unique experiences, perspectives and viewpoints. We recognize that a workforce that represents and reflects the different backgrounds, cultures, beliefs and abilities of our members and our community maximizes the success, creativity and teamwork displayed in our workplace and improves our ability to recruit, retain and develop our workforce talent.

The Chamber expressly prohibits any form of discrimination or workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, marital status, genetic information, disability or veteran status.

If an employee, member or volunteer experiences or observes discrimination, harassment or other inappropriate conduct by any other employee, volunteer or vendor, they are obliged to report the incident as soon as possible to their immediate supervisor or to the Human Resources officer. All reports will be discreetly and confidentially investigated to determine whether harassment has occurred, implement corrective action and prevent further occurrences.

Additionally, retaliation, including intimidation, threats or coercion because an employee or applicant has reported or objected to discrimination, engaged or may engage in filing a complaint, assisted in a review, investigation or hearing or have otherwise to obtain or protect their legal rights under any Federal, State or local EEO law, is prohibited.

Improper interference with the ability of employees or volunteers to perform their job duties on behalf of the Chamber may result in discipline up to and including termination of employment or volunteer status.

## **105 Disability Accommodation**

Effective Date: 7/26/2017

Revision Date

The Chamber is committed to comply with all applicable federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). It is company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

The Chamber will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to the Chamber. These accommodations must be requested in a timely manner and will be considered on an individualized and flexible basis.

It is the responsibility of individuals to identify themselves as an individual with a disability when seeking an accommodation or adjustment. It is also the responsibility of the individual to provide documentation of their disability from an appropriately licensed professional and to demonstrate how the disability limits their ability to complete the essential functions of their job. Medical documentation will be kept strictly confidential.

All employees are required to comply with the Chamber's safety and performance standards.

## ***106 Immigration Law Compliance***

Effective Date: 7/26/2017

Revision Date:

The Chamber is committed to employing only people who are United States citizens or who are legally authorized to work in the United States. We do not illegally discriminate because of a person's citizenship or national origin.

Because we comply with the Immigration Reform and Control Act of 1986, every new employee at the Chamber is required to complete the Employment Eligibility Verification Form 1-9 and show documents that prove identity and employment eligibility.

If you leave the employ of the Chamber and are rehired, you must complete another Form 1-9 if the previous 1-9 with the Chamber is more than three years old, or if the original 1-9 is no longer accurate, or if we no longer have the original 1-9.

If you have any questions or want information on the immigration laws, contact the Human Resources Officer. If you ask questions or want to complain about the Immigration law, you will not be punished in any way.



## **107 Nepotism**

Effective Date: 7/26/2017

Revision Date:

Nepotism is the practice of granting employment or contracts to family members and friends, regardless of whether they are qualified to do the work. Nepotism can cause significant problems in a nonprofit organization financed by donations or sponsorships because of the increased need for accountability to donors and the perception that the procurement or hiring processes are not fair and equally available to all based upon individual merit.

It is the policy of the Chamber not to allow hiring of close relatives. For this policy, we define a relative as any person who is closely related to you by blood or marriage, or whose relationship with you is similar to that of a relative. Any question about whether a potential hire qualifies as a close relative for the purposes of this policy will be decided by Chamber executive management.

If employees become relatives, per definition, while in the employ of the Chamber, each case will be determined on an individual basis by Chamber management.

## **108 Business Ethics and Conduct**

Effective Date: 7/26/2017

Revision Date:

The success of our business is dependent on the trust and confidence we earn from our employees, volunteers, members and investors. Employees and volunteers owe a duty to the Chamber, our members and Chattanooga citizens to act in ways that will merit the continued trust and confidence of the public.

Our reputation for integrity and professional excellence requires that we honor our commitments, display honesty and integrity in all our professional interactions and reach company goals through exhibiting the highest standards of personal conduct and business integrity.

We expect all employees and volunteers to treat each other and our members with dignity and respect, to communicate openly and ask difficult questions, particularly with respect to ethics concerns, to address concerns promptly and take appropriate steps internally to correct actions that are not in compliance with our company standards of conduct.

As an organization, the Chamber will comply with all applicable laws and regulations. We expect all directors, officers and employees to conduct business in accordance with the letter, spirit and intent of all relevant laws and to not do anything that is illegal, dishonest or unethical.

In general, you should find that using good judgment, based on high ethical principles, will guide you to act appropriately. If you are unsure about the proper course of action, you should discuss the matter openly with your supervisor. If necessary, you may also contact the supervisors and managers for advice and consultation.

Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the Chamber's Human Resources officer, who has responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor, the CEO or the Human Resource officer.

It is the responsibility of every Chamber employee to comply with our policy of business ethics and conduct. Employees who ignore or do not comply with this standard of business ethics and conduct may be subject to disciplinary action, up to and including possible termination of employment.

## **109 Conflicts of Interest**

Effective Date: 7/26/2017

Revision Date:

The Chamber has guidelines to avoid real, potential or perceived conflicts of interest. It is your duty as an employee of the Chamber to understand and follow the guidelines about conflicts of interest. If this is not clear to you or if you have questions about conflicts of interest, contact the Human Resources Officer.

A potential conflict of interest is created when any relationship or activity might impair, or even appear to impair, our ability to make objective and fair decisions when performing our jobs. At times, we may be faced with situations where the business actions we take on behalf of the Chamber may conflict with our own personal or family interests. We owe a duty to the Chamber to advance its legitimate interests when the opportunity to do so arises.

Some situations that might create a conflict of interest would be if you, a close family member or someone with whom you are close enough to be similar to a family member are:

- 1) Acting as a consultant to a competitor, supplier or contractor while you are employed with the Chamber.
- 2) Directing Chamber business to a vendor that results in an unusual gain for the business.
- 3) Directing Chamber business to a vendor that financially benefits a family member.
- 4) Using insider information gained through Chamber employment to invest or otherwise profit from transactions such as stock sales or investment gains.
- 5) Serving as a board member for an organization that provides or contracts for paid services with the Chamber.
- 6) Placing company business with a firm owned or controlled by a Chamber employee or his or her family member.
- 7) Accepting gifts, discounts, kickbacks, bribes, favors or services from a member, or supplier, unless equally available to all Chamber employees. (Please see gift policy in the financial policies handbook.)

This is not a comprehensive list, but is intended to help you assess situations for potential conflicts of interest.

We do not automatically assume that there is a conflict of interest if you have a relationship with another company. However, if you have any influence on transactions involving purchases, contracts, or leases, you must tell an officer of the Chamber as soon as possible. By telling us that there is the possibility of an actual or potential conflict of interest, we can set up safeguards to protect everyone involved.

## **110 Gifts, Gratuities and Business Courtesies**

Effective Date: 7/26/2017

Revision Date:

It is our belief that employees of the Chamber should remain independent in their actions and decisions. The Chamber is committed to avoiding any actions that create a perception that favorable treatment is accorded to businesses that provide gifts, gratuities or business courtesies.

**Gifts** are defined as cash, merchandise, trips or tickets. Acceptable business practices should be our guide and local customs of exchanging gifts, particularly in foreign travel, should be followed. Employees may accept unsolicited gifts, other than money, that conform to reasonable ethical practices of the marketplace. Flowers, fruit baskets or other modest presents that commemorate a special occasion or logoed marketing or promotional items given to all customers and having minimal cash value are not considered gifts for the purpose of this policy.

To avoid the appearance of undue influence, employees should refrain from accepting tangible gifts (including tickets to a sporting or entertainment event) valued at more than \$50 from members, vendors or others with whom you interact on behalf of the Chamber, unless doing so would risk damaging the relationship with a member or vendor. In those instances, consult your managing VP or CEO prior to accepting.

When a gift valued at more than \$50 is accepted, prepare a gift log showing the name of the giver, company affiliation and estimated fair market value of the gift. If the value is greater than \$50, please obtain your manager's signature on the log. Completed logs should be submitted to the CEO and will be reviewed by a committee of our Chair, past Chair and Chair-Elect at the end of each calendar year to determine if the gift will be added to reported wages for taxation purposes.

**Gratuities** are defined as compensation, honoraria or money of any amount from entities with whom the Chamber does or may do business or for services performed and compensated as an employee of the Chamber. Generally, employees may not accept gratuities for personal benefit for services performed during normal working hours, in the capacity of Chamber employment or while traveling on a trip paid for by the Chamber.

**Business courtesies** are defined as meals, refreshments, entertainment, or other benefits from companies with whom the Chamber does or may do business. Employees who award contracts or who can influence the allocations of business, who create specifications that result in the placement of business or who participate in negotiation of contracts must be particularly careful to avoid actions that create the appearance of favoritism or that may adversely affect the Chamber's reputation for impartiality and fair dealing. The prudent course of action is to decline a courtesy *of substantial value* from a supplier the Chamber is involved in choosing or reconfirming as a vendor or under circumstances that would create an impression that offering courtesies is the way to obtain Chamber business. If in doubt, consult your manager prior to accepting.

## **111 Confidentiality**

Effective Date: 7/26/2017

Revision Date

The viability of every business is its proprietary information. It is very important to the Chamber that we protect our own confidential business information and trade secrets, as well as information shared with us by member or client businesses with an expectation of confidentiality.

**Confidential information** is all information or material that has or could have commercial value or other utility to the business and is not known or available through legitimate means in the public domain. Types of information considered confidential as they apply to the Chamber, its members or prospective members could include, but are not limited to, the following examples:

- Personnel file data
- Protected health information
- Donor financial information
- Credit card information
- Intellectual property information obtained under a non-disclosure agreement
- Computer programs and codes
- Member information marked private
- Financial information
- Marketing strategies
- New materials research
- Pending projects and proposals
- Technological data
- Technological prototypes

Confidential information should be held in strictest confidence, with access carefully restricted to prevent deliberate or accidental disclosure that could be damaging to the Chamber or our business partners. Items requiring high levels of restriction should be clearly marked as “Confidential.”

**Open information**, including information publicly known at the time of disclosure, information that is available to the public from other legitimate sources, or information that has been shared with prior approval to distribute, should still be treated with care and discretion. Our members and partners entrust us with their information and we must respect that trust.

You may be asked to sign a non-disclosure agreement as a condition of your employment. If you improperly use or disclose a trade secret or confidential business information, you will be subject to disciplinary action, up to and including termination of employment. This applies even if you do not get any benefit from releasing the information.

## **112 Whistleblower Protection**

Effective Date: 7/26/2017

Revision Date

The Chamber requires employees, volunteers, officers and directors to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Chamber, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

We encourage employees to raise serious concerns internally so that Chamber management can address and correct inappropriate conduct and actions. Employees or volunteers who witness violations of the code of ethics or suspected violations of law or regulations that govern the Chamber's operations are obligated to report those concerns to the CEO or the Human Resources officer.

It is contrary to values and interests of the Chamber for anyone to retaliate against any employee, volunteer, director or officer who in good faith reports an ethics violation or a suspected violation of law, such as a complaint of discrimination, a hostile work environment, suspected fraud or suspected violation of any regulation governing the operations of the Chamber.

Retaliation of any kind, including but not limited to intimidation, threats or coercion, because an employee, volunteer, director or officer has reported or objected to an ethics violation or suspected violation of law, engaged or may engage in filing a complaint, assisted in a review, investigation or hearing or have otherwise to obtain or protect their legal rights under any Federal, State or local EEO law, is prohibited.

Improper interference with the ability of employees or volunteers to perform their job duties on behalf of the Chamber may result in discipline up to and including termination of employment or volunteer status.

### ***113 Outside Employment***

Effective Date: 7/26/2017

Revision Date

We hold all employees to the same performance standards and scheduling expectations regardless whether they have other secondary jobs. You may hold a secondary job as long as you can satisfactorily perform your Chamber job duties and the secondary job does not interfere with our scheduling demands. If your outside employment has an undesirable impact on the Chamber, we will consider that it is a conflict of interest. It is at the sole discretion of Chamber management to determine if a secondary job negatively impacts the Chamber or the performance of your Chamber job duties.

In order to remain employed at Chamber, we will ask you to terminate an outside job if we determine that it is impacting your performance or your ability to meet our requirements, which may change over time. Failure to terminate, upon request of Chamber management, a secondary job that impacts the performance of your Chamber duties will result in disciplinary action up to and including termination of your Chamber employment.

## **114 Job Posting and Employee Referrals**

Effective Date: 7/26/2017

Revision Date

The Chamber is committed to recognizing and developing talent and potential in employees. Our internal job posting program gives you the opportunity to show your interest in open jobs and to advance within the organization according to your knowledge, skills and abilities. In general, we will post all regular, full-time job openings, although the Chamber reserves its right not to post any particular opening.

Employees will be notified of job openings through company email and through postings on the employee bulletin boards. Postings normally remain open internally for five business days, which may run concurrent with external postings. Each job posting notice will include the dates of the posting period, job title, department, job summary, essential duties and qualifications (required skills and abilities).

To be eligible to apply for a posted job, you must have performed competently for at least 90 calendar days in your current position. You are not eligible to apply for a posted job if you have a written warning on file, or are on probation or suspension. You will be considered for posted jobs based on the required skills, competencies, and qualifications.

To apply for an open position, submit a job posting application to the Human Resources Officer. List your job related skills and accomplishments on the application. You may also submit a current resume documenting education, additional training and development. Your current supervisor must sign the form acknowledging it has been discussed in advance of submission.

We encourage you to talk with your supervisor about your career plans before there is an opening. We also encourage supervisors to support your efforts to gain experience and advance within the Chamber.

The internal job posting process does not guarantee that internal applicants will be promoted into an available job opening. Hiring decisions will be made by the executive management team based on the needs of the Chamber. The Chamber reserves its right to pursue external candidates if an internal candidate is not deemed to be the best fit. In addition to posting, the Chamber may use other recruiting sources to fill open jobs.

Job posting also serves as a way for the hiring manager to find out about qualified and interested applicants through personal referrals from current employees. We encourage you to refer friends who may be interested in working at the Chamber if they qualify for an open position. You should first obtain your friend's permission to make the referral. You can give information about working at the Chamber, but be sure to not make any commitments or promises about employment.



## **Employment Status & Records**

### **201 Employment Categories**

Effective Date: 7/26/2017

Revision Date:

Chamber employees may be classified as full time, part time, temporary or student intern **and** as exempt or nonexempt under the provisions of the Fair Labor Standards Act (FLSA) for the purposes of compensation and benefits administration. Please see Section 301 for information regarding benefit eligibility.

A **full time employee** is an individual who regularly works a normal Chamber work week schedule and is hired for an indefinite period. Full time is typically 40 hours per week but an employee may be considered full time if regularly scheduled to work at least 35 hours per week.

A **part time employee** is an individual who regularly works less than a 35-hour work week and is hired for an indefinite period.

A **commission sales** employee is an individual who is paid based solely or primarily a percentage or premium on sales and may work either a full time work week or part time work week.

A **temporary employee** is generally an individual who is hired either part time or full time for a specified, limited period. A paid internship typically falls under this classification.

A **student intern** is generally an individual who is offered a temporary unpaid position as a learning opportunity, does not displace a regular employee and may receive class credit from an area high school or college for completion of a specified number of supervised training hours.

A **nonexempt employee** is generally subject to the minimum wage and overtime provisions of the FLSA and is typically paid either on an hourly or salary basis.

An **exempt employee** is exempt from the provisions of the FLSA and is not entitled to overtime payments regardless of hours worked in excess of 40 hours per week. Exempt employees are typically paid on a salary basis and include administrative, executive and professional employees, outside sales representatives and certain highly skilled computer professionals.

Full time, part time and temporary employees may be classified as either exempt or nonexempt as the law allows. The Chamber reserves the right to add other flexible or provisional staffing classifications as needed as long as no applicable laws are violated.

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These employment classifications do not guarantee employment with the Chamber for any specific period of time. You became an employee at the Chamber voluntarily and your employment is at will. As an at will employee, you may terminate your employment at any time, with or without cause or advance notice. Likewise, the Chamber may terminate your employment at any time, with or without cause or advance notice.

## **202 Access to Personnel Files**

Effective Date: 7/26/2017

Revision Date:

The Chamber maintains comprehensive personnel files on employees. The personnel files may include original resumes, job applications and related hiring documents, pre-employment testing, tax withholding documents, training records, performance documentation, salary history and other employment records.

Personnel files are the property of the Chamber and are treated as confidential information. Because personnel files contain confidential information, access is restricted to people with a legitimate business reason. If you wish to review your own file, contact the Human Resources officer. You may review your file with an advance request and with a representative of the Chamber present. You have a right to dispute any erroneous information contained in your file. Employees may not remove their personnel file from the accounting department for any reason.

## ***203 Employment Reference Checks***

Effective Date: 7/26/2017

Revision Date:

To ensure that individuals who join the Chamber are well-qualified and have a strong potential to be productive and successful, the Chamber reserves the right to conduct pre-employment testing and to check the employment references of applicants. It is the Chamber's policy to include background checks for driving record, criminal record and credit record, as necessary and as the information pertains to the requirements of the position. Written permission will be obtained in advance prior to any legal, criminal or credit background checks. Notification of adverse hiring decisions based on background checks will be provided in compliance with all applicable federal and state laws.

The Human Resources officer will respond in writing only to those employment or reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and positions held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

## ***204 Personnel Data Changes***

Effective Date: 7/26/2017

Revision Date:

It is important that the Chamber have current personal information about you in our records. Information in your personnel records is treated as confidential information. You should submit an updated personnel data form any time there is a change to your emergency contact information, mailing address, telephone numbers, marital status, dependents' information, educational accomplishments, tax withholding and other related information. To change your personal information or if you have question about what information is required, contact the Human Resources Officer.

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**205 Introductory Period**

Effective Date: 7/26/2017

Revision Date:

For all new and rehired regular staff members, the introductory period consists of the first 90 days of employment. The introductory period is a time for you and your supervisor to talk about your job responsibilities and the performance requirements of the new job. A copy of your job description will be provided to you upon hire or within the first week of employment.

Your performance will be evaluated at regular intervals during the introductory period and you will be provided a copy of any written evaluations. At the end of the introductory period, if not before, you and your supervisor will establish written performance goals and objectives and recommend any further training or professional development needed. Eligibility for employee benefits is not determined by completion of the introductory, but is determined by the eligibility criteria set for specific benefit programs by Chamber management.

If you are promoted or transferred within the Chamber, you may be asked to complete a secondary introductory period of 90 days, during which you will work with your supervisor or trainer to learn your new job responsibilities and performance requirements to demonstrate competency. If you go through a secondary introductory period because of a promotion or transfer, and it appears that you are not performing satisfactorily in the new job, you may be removed from the new job. If this happens, you may be allowed to return to your former job or to a comparable job for which you are qualified, at the sole discretion of the management of the Chamber and the availability of a comparable job.

Since your employment with the Chamber is voluntary and at will, you may terminate your employment at any time during or after the introductory period with or without cause or advance notice. Likewise, the Chamber also may terminate your employment at any time during or after the introductory period, with or without cause or advance notice.

## **206 Employment Applications**

Effective Date: 7/26/2017

Revision Date:

We rely on the accuracy of the information you provide on your employment application, which becomes a part of your personnel file. We also expect that you and your references give accurate and true information during the hiring process and employment. If we find that any information is misleading, false or was omitted intentionally, we may reject an applicant from further consideration. If the person is already hired, a determination that false information was submitted could result in disciplinary action up to and including termination of employment.

We reserve the right to require pre-employment drug testing and verification of educational and employment backgrounds as a condition of employment.

## **207 Performance Evaluation**

Effective Date: 7/26/2017

Revision Date:

We encourage you and your supervisor to discuss job performance goals on an informal, day-to-day basis. Formal performance evaluations are done at regular intervals during and at the end of your introductory period for any new job. The introductory period is a time for you and your supervisor to talk about your job responsibilities and the performance requirements of the new job. In addition, you and your supervisor will have formal performance evaluations to discuss your work and goals, to identify and correct weaknesses, and to encourage and recognize your strengths.

Performance evaluations are usually completed annually in September.

We may give merit-based pay adjustments to some employees to recognize truly quality employee performance. These adjustments are based on a number of factors including budgetary constraints and the information documented by the formal performance evaluations, and are at the sole discretion of Chamber management.



## **208 Job Descriptions**

Effective Date: 7/26/2017

Revision Date:

It is important to maintain accurate job descriptions for all jobs at the Chamber. A job description includes the following sections: job information; job summary (gives a general overview of the job's purpose); essential duties and responsibilities; supervisory responsibilities; qualifications (includes educations and/or experience, language skills, mathematical skills, reasoning ability, and any certification required); physical demands; and work environment.

We use the job descriptions to help new employees understand their jobs and their responsibilities. We also use the job descriptions to identify the requirements of a job, define hiring criteria, set standards for employee performance evaluations and establish a basis for making reasonable accommodations for individuals with disabilities.

The Human Resources officer and the hiring manager prepare a job description when a new job is created. We review existing job descriptions and change them when a job changes. You can help by making sure that your job description is accurate and describes your job duties.

Your job description does not necessarily cover every task or duty that you might be assigned. You may be assigned additional responsibilities as necessary. If you have questions or concerns about your job description, contact the Human Resources officer.

## **209 Salary Administration**

Effective Date: 7/26/2017

Revision Date:

Chamber management is committed to paying equitable wages that are based on the requirements and responsibilities of each job and insofar as possible, are comparable to the wages paid to employees in similar jobs in other organizations in the area.

The Chamber's salary administration program helps us have consistent pay practices, comply with federal and state laws, support our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market.

Compensation for each job is based on several factors. The factors include job analysis and evaluation, the essential duties and responsibilities of the job, and comparative salary data from other comparable employers. We periodically review our salary administration program and change it as necessary.

We may give merit-based pay adjustments to some employees to recognize superior employee performance. These adjustments are based on a number of factors including the information documented by the formal performance evaluations, and are at the sole discretion of Chamber management.

If you have a question about compensation in your area or for your job, talk with your supervisor. If you have a question about the Chamber's salary administration, contact the Human Resources Officer.

## **Employee Benefits Program**

### ***301 Employee Benefits***

Effective Date: 7/26/2017

Revision Date:

The Chamber complies with all applicable state and federal laws mandating benefits that cover employees, including Social Security retirement and disability, workers' compensation and state and federal unemployment insurance.

The Chamber also provides eligible employees many voluntary group benefits, some fully paid for by the Chamber and some that may require the employee to pay all or part of the cost if they participate. Several factors may determine your benefit eligibility, including your age, employment classification and employment tenure.

This employee handbook contains policies describing some of the major benefit programs. Chamber management retains sole discretion to change or eliminate voluntary employee benefits.

For more information, refer to your annual Employee Benefits statement. Sometimes a policy will tell you that there is more information in another place such as the Summary Plan Description (SPD). If you have questions about your benefits eligibility, please see your Human Resources officer.

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### **302 Vacation Benefits**

Effective Date: 7/26/2017

Revision Date:

The Chamber offers vacation time off with pay to eligible employees. Employees in the following employment classifications are eligible for paid vacation time:

Regular full-time employees

The amount of paid vacation time you receive each year depends on how long you have been working. This is the schedule for accruing vacation:

Years of Service	Annual Vacation Days	Accrual Per Month
Year 1 after acquiring eligibility	5	3.33 hours
Years 2 through 4	10	6.67 hours
Years 5 through 9	15	10 hours
Years 10 and more	20	13.33 hours

Account Executives are subject to the terms of their commission sales agreement to determine whether they are eligible for vacation pay.

We calculate the length of your eligible service on the basis of a “benefit year.” A benefit year is the 12-month period that begins when you start earning vacation time. Your benefit year may be extended for any significant leave of absence except military leave of absence. (Military leaves do not affect the benefit year calculation.) See the leave of absence policies in this handbook for information on how each type of leave affects vacation accruals.

Once you enter an eligible employment classification, you begin to earn paid vacation time according to the schedule in this policy. However, before you can use vacation time, you must complete a waiting period of 30 calendar days. After the waiting period, you can request you use your earned vacation time, including the vacation time that accrued during the waiting period.

Vacation accrual begins on the first day of the first full month of employment, and is posted to payroll on the pay date closest to the 15<sup>th</sup> for the previous 30 days.

In order to better manage departmental vacancies, planned vacations must be requested at least 2 weeks in advance. For urgent needs or unexpected personal time requests, submit requests to your manager at the earliest opportunity. Managers may require no more than one scheduled absence per department in order to ensure that work is performed efficiently. Each request will be reviewed based on a number of factors, including our business needs and staffing requirements.

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You will be paid for vacation time off at your base pay rates as of the time of the vacation. Vacation pay does not include overtime or any special forms of compensation such as incentives, commissions or bonuses.

We encourage you to use your available paid vacation time for rest and relaxation. If you do not use your available vacation by the end of a benefit year, you may carry over the unused time to the next benefit year. If the total amount of your unused vacation time reaches the “cap” amount, you temporarily stop accruing vacation. The “cap” amount is the annual vacation amount that you are eligible to receive. When you take vacation again and your total accrued amount falls below the cap, you will start accruing vacation again.

In the event a special need arises, after the approval of your supervisor, and with advance approval from the CEO, an employee may be allowed to “borrow” vacation time that has not yet been earned or accrued. This will result in a negative accrual vacation balance. In the event of the termination of an employee with a “negative” accrued vacation balance, the negative amount will be deducted from the final pay period owed to the employee. Should there not be sufficient pay to cover this “negative” balance, the employee will be expected to reimburse the Chamber. Availability of paid vacation before vacation has been accrued is entirely at the discretion of Chamber management and will be considered on a case by case basis.

If your employment terminates, you will be paid for any unused vacation time that has been earned through your last day of work.

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### **303 Holidays**

Effective Date: 7/26/2017

Revision Date:

The Chamber gives time off to all employees on the following holidays:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Good Friday (Friday before Easter)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving
- Christmas (December 25)

Eligible employees will be paid for holiday time off. If you are eligible, your holiday pay will be calculated at your straight-time pay rate as of that holiday. Employees in the following employment classifications are eligible for holiday time off with pay immediately:

- Regular full-time employees

If a recognized holiday falls on a Saturday, the Chamber will observe it on the Friday before the holiday. If a recognized holiday falls on a Sunday, the Chamber will observe it on Monday after the holiday.

If you are eligible for paid holidays and on the holiday you are on a paid absence, such as vacation or sick leave, you will get holiday pay instead of the paid time off pay you would have received.

### **304 Worker's Compensation Insurance**

Effective Date: 7/26/2017

Revision Date:

The Chamber provides a worker's compensation insurance program to our employees that is compliant with Tennessee Worker's Compensation System requirements. The worker's compensation program covers compensable work-related injuries. The cost of this benefit is paid by the Chamber.

It is very important to notify your supervisor immediately about any work-related injury, regardless how minor it might seem at the time. Accidents in the workplace should be reported to a supervisor within 24 hours to make sure you qualify for coverage as quickly as possible and to allow us to investigate the matter promptly.

Tennessee law requires notification within 15 days after a doctor first tells the employee an injury is work-related. Medical treatment for compensable injuries is provided at no cost to the employee and may include reimbursement mileage to and from medical treatment if travel exceeds 15 miles. Temporary disability benefits may be available when an authorized treating physician declares an employee unable to work as a result of a compensable injury. An employee declared unfit for work for less than 14 days is not entitled to disability benefits for the first 7 days of work missed. If the authorized treating physician certifies temporary disability for more than 14 days, benefits are retroactive to the first day of disability.

The terms of workers compensation medical coverage and temporary disability coverage are determined by the laws of Tennessee and may be subject to change upon action of the Tennessee legislature. You may find additional information on Tennessee worker's compensation law at <https://www.tn.gov/workforce>.

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**306 Time Off to Vote**

Effective Date: 7/26/2017

Revision Date:

The Chamber encourages employees who are citizens to engage in the civic process by voting in elections. If it is impossible for you to vote before work or after work, we will give you up to two hours paid time off to vote during working hours, subject to work requirements.

If you require time off to vote, see your supervisor for the time off at least two days before the day of the election.



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**307 Bereavement Leave**

Effective Date: 7/26/2017

Revision Date:

The Chamber provides bereavement leave to employees who need to take time off because an immediate family member died. To ask for bereavement leave, see your supervisor.

Employees in the following employment classifications are eligible for up to 3 days of bereavement leave with pay:

- Regular full-time employees

While you are on a paid bereavement leave, you will receive your base pay rate but you will not receive any special forms of pay, such as incentives, commissions or bonuses.

We normally will give you bereavement leave unless there are business reasons that require you be at work. With your supervisor's approval, you can use any available paid leave benefits you have, such as vacation, if you need more time off.

For bereavement leave, "immediate family" means your spouse, parent, child, brother or sister; your spouse's parent, child, brother or sister, your child's spouse, your grandparent or your grandchild. We will also consider requests for bereavement leave if someone dies who was as close to you as an immediate family member.

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**308 Relocation Benefits**

Effective Date: 7/26/2017

Revision Date:

The Chamber may give relocation benefits to eligible newly hired employees when we ask them to relocate to a new work location. We normally give relocation benefits to employees who have to move so that they can live within 50 miles of their new work location. Employees eligible for relocation benefits include:

- Full-time exempt salaried professional employees as designated by Chamber management.

For more information about the relocation benefits, contact the Human Resources Department.

All requests for relocation assistance must be made before the date of an expense. We will reimburse expenses only if we approved the expense before it occurred, if the expense is reasonable, and if we received satisfactory proof no more than 30 days after the date of the expense. If Chamber management elects to authorize a relocation allowance in lieu of approved reimbursement, the allowance may have significant tax implications for the employee.

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### **309 Jury Duty**

Effective Date: 7/26/2017

Revision Date:

The Chamber encourages you to fulfill your civic responsibilities by serving jury duty if you are summoned. Employees in an eligible classification may request paid jury duty leave over any period required by the court and documented by a written summons and documentation from the court that you were present in court or deliberations for the time period requested.

If you are selected for jury duty, you will be paid at your base rate of pay for the number of hours you would have normally have worked that day. You will be required to endorse the pay received from the court for your jury service over to the Chamber as an offset to the regular pay you receive. Employees working for the Chamber for more than six months are eligible for paid jury duty leave.

If you get a jury duty summons, show it to your supervisor the next day. This will help us plan for your possible absence from work. We expect you to come to work whenever the court schedule permits.

Either you or the Chamber may ask the court to excuse you from jury duty if necessary. We may ask that you be relieved from jury duty if we think that your absence would cause serious operational problems for the Chamber.

Subject to the terms, conditions and limitations of the applicable plans, the Chamber will continue to provide health insurance benefits for the full period of jury duty. Your vacation, sick leave and holiday benefits will continue to accrue during jury duty leave.

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**310 Witness Duty**

Effective Date: 7/26/2017

Revision Date:

If you receive a subpoena to testify in court, the Chamber will give you time off to be a witness. If you are summoned to be a witness for the Chamber or if we ask you to testify, we will give you time off with pay.

If you have to go to court to be a witness for someone other than the Chamber, the Human Resources officer will present the case to management for decision regarding continuing pay and benefits. A written agreement will be signed by the employee and the Chamber to cover duration of legal proceedings.

If you need to request time off to be a witness, show the subpoena to your supervisor as soon as you receive it. We expect you to report for work whenever you are not needed in court to testify.

### **311 Benefits Continuation (COBRA)**

Effective Date: 7/26/2017

Revision Date:

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) helps employees and their dependents to continue their health insurance even if they are no longer eligible under our health plan.

There are strict rules about when you can use COBRA. Once covered by our group health plan, COBRA lets an eligible employee and dependents choose to continue their health insurance when a “qualifying event” happens. Qualifying events include the employee’s resignation, termination, leave of absence, shorter work hours, divorce, legal separation or death. Another qualifying event is when a dependent child stops being eligible for coverage under your health insurance.

If you continue your insurance under COBRA, you will pay the full cost of the insurance at the Chamber’s group rates plus an administration fee. When you become eligible for our health insurance plan, we will give you written notice describing your COBRA rights. Because the notice contains important information about your rights and what to do if you need COBRA, be sure to read it carefully. You may carry COBRA coverage for 18 or 36 months depending upon the qualifying event or until you become eligible for group coverage under another plan.

### **312 Educational Assistance**

Effective Date: 7/26/2017

Revision Date:

The Chamber offers an educational assistance program to encourage employees to maintain and improve their job-related skills through formal education.

Employees in the following employment classification are eligible for the educational assistance program:

- Regular full-time employees

You must first complete 90 calendar days of service in an eligible classification to participate in educational assistance. While you are receiving educational assistance, you must continue to be an active employee and perform your job satisfactorily to stay in the program.

To be eligible, a course or group of courses that are part of an accredited associate or bachelor degree program, licensing, or certification program must be related to your current job duties or to a position you might have at the Chamber in the foreseeable future. The Chamber reserves the right to make the sole determination whether a course or program is eligible for educational assistance and is sufficiently related to your current job or future one to qualify for assistance.

If you have questions about educational assistance, contact Human Resources officer for more information. To receive reimbursement for the approved courses, the employee must earn a B grade. Reimbursement will be made for tuition, books and associated fees as required.

We invest in our employees' education because we expect that our investment will benefit the Chamber. We hope that educational assistance will develop your skills but we do not promise or guarantee that more education will result in promotions, new job assignments or pay increases.

If you receive educational assistance and then voluntarily terminate your employment within one year of the last payment, we may consider the amount we paid to be a loan. We will then require you to repay up to 100 percent of the original educational assistance payment we made.

### **313 Health Insurance**

Effective Date: 7/26/2017

Revision Date:

Our health insurance plan offers medical benefits to eligible employees and their dependents. Employees in the following employment classification are eligible to enroll in the health insurance plan:

- Regular full-time employees after completing 30 days of continuous service.

The eligible employees can enroll in the health insurance plan subject to the terms and conditions of the agreement between the Chamber and its insurance carrier.

If you are enrolled in the health insurance plan and change to an employment classification that would make you no longer eligible, you may be able to continue your health care benefits under the Consolidated Omnibus Budget Reconciliation Act (COBRA). See the Benefits Continuation (COBRA) Policy in this handbook for more information.

There are more details about our health insurance plan in the Summary Plan Description (SPD). When you become eligible for health insurance, you will receive an SPD and rate information. If you have questions about our health insurance plan, contact the Human Resources officer for more information.

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### **314 Life Insurance**

Effective Date: 7/26/2017

Revision Date:

The Chamber currently offers a basic life insurance plan for eligible employees after 90 days of continuous service.

The basic life insurance plan includes Accidental Death and Dismemberment (AD&D) insurance. AD&D provides benefits in case an accident causes serious injury or death.

Employees in the following employment classifications are eligible to enroll on the life insurance plan:

- Regular full-time employees after 90 days of continuous service.

The eligible employees may participate in the life insurance plan subject to the terms and conditions of the agreement between the Chamber and its insurance carrier. As with any voluntary benefit, the Chamber reserves the right to alter, amend or discontinue offering any employee benefit based on the sole discretion of Chamber management.

There are more details about our basic life insurance plan in the Summary Plan Description. If you have questions about our life insurance plan, contact Human Resources officer for more information.



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### **305 Sick Leave Benefits**

Effective Date: 7/26/2017

Revision Date:

The Chamber provides paid sick leave benefits to eligible employees who are temporarily absent due to illness or injury. Employees in the following employment classifications are eligible for sick leave:

- Regular full-time employees.

If you are eligible, you will accrue sick leave benefits at the rate of 10 days per year (.83 of a day for every month of service). Sick leave benefits are calculated on the basis of a “benefit year.” A “benefit year” is the 12-month period that begins when you start earning sick leave. You can request to use paid sick leave after you complete a 90-day waiting period from the date you become eligible to accrue sick leave benefits.

You may use your sick leave in increments of one hour for illnesses, doctor or dentist appointments or because of the illness or injury of your child, spouse or parent. Sick leave requests in increments less than one hour will be at the sole discretion of Chamber management.

If you cannot work because of an illness or injury, you should notify your supervisor before the scheduled start of your workday if possible. Your supervisor must also be contacted on each individual day of absence, unless a doctor has specified in advance when you will be able to return to work and you have conveyed that information to your supervisor as soon as available.

If you are absent for three or more consecutive days due to illness or injury, you may be required to provide a note from your doctor stating that you were ill or injured, when the condition began and that you may safely return to work. We may also request a similar statement for other sick leave absences of less than three days, at the discretion of your supervisor.

Your sick leave benefits will be calculated based on your base pay rate at the time of your absence. Sick leave benefits do not include any special forms of compensation such as incentives, commissions or bonuses. After 15 consecutive days of absence, if you are completely disabled, you can apply for short-term disability benefits through the Chambers insurance carrier.

Unused sick leave benefits will be allowed to accumulate until you have accrued 14 calendar days of sick leave. If your unused sick leave reaches this maximum, you will temporarily stop accruing sick leave. When you start using sick leave again and the total accrued sick leave falls below 14 days, you will start accruing sick leave again.

### **318 Short-Term Disability**

Effective Date: 7/26/2017

Revision Date:

The Chamber currently provides short-term disability insurance at no cost to employees in the following classifications:

- Active full-time employees currently at work after 90 days of continuous service

Eligible employees may participate in the STD plan subject to the terms and conditions of the agreement between the Chamber and its insurance carrier. As with any voluntary benefit, the Chamber reserves the right to alter, amend or discontinue offering any employee benefit based on the sole discretion of Chamber management.

Please refer to the group insurance plan of benefits for details or contact the Human Resources officer for more information.

### **315 Long-Term Disability**

Effective Date: 7/26/2017

Revision Date:

The Chamber currently offers a long-term disability (LTD) benefits program for eligible employees. LTD benefits are paid to eligible employees who have a qualifying long-term absence due to an illness or injury and cannot work.

Employees in the following employment classifications are eligible for the LTD plan:

- Regular full-time employees after 90 days of continuous service.

Eligible employees may participate in the LTD plan subject to the terms and conditions of the agreement between the Chamber and its insurance carrier. As with any voluntary benefit, the Chamber reserves the right to alter, amend or discontinue offering any employee benefit based on the sole discretion of Chamber management.

There are more details in the LTD Summary Plan Description including how much can be paid, the limits, and the restrictions. If you have questions about LTD benefits, contact the Human Resources officer for more information.

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**316 401(k) Savings Plan**

Effective Date: 7/26/2017

Revision Date: 1/05/2004

The Chamber currently offers a 401(k) savings plan to help eligible employees save for their retirement years. When you are eligible, you may participate in the 401(k) plan subject to all the terms and conditions of the plan then in effect.

To be eligible to join our 401(k) savings plan, you must have completed 12 months of service and be 21 years of age or older. If you are a part-time employee, you are not eligible until after you have completed more than 1,000 hours in a continuous 12-month period. You will be automatically enrolled for the Chamber's contribution on the first of the quarter after reaching eligibility.

The Chamber contributes 10% of an eligible employee's salary into each employee's 401(k) plan account. Employees may voluntarily contribute a portion of their wages up to the limit permitted by the IRS if they so choose, but employee contribution is not required.

Employee contributions to a standard 401(k) are taken from your pay before the federal and state taxes are calculated, which means you will pay lower taxes now while you are contributing to the 401(k) plan. Your 401(k) account will be taxed when you take money out in the future, but at that time it is possible that you will be in a lower tax bracket.

Alternatively, you may choose to contribute to a Roth IRA, which is funded on an after-tax basis. Funds placed in a Roth IRA continue to grow without further taxes and will be available tax free when withdrawn unless changes in federal law alter that plan design.

There are more details about our 401(k) plan in the Summary Plan Description. As with any voluntary benefit, the Chamber reserves the right to alter, amend or discontinue offering any employee benefit based on the sole discretion of Chamber management. If you have questions about the 401(k) plan, contact the Human Resources officer for more information.

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**317 Group Dental Insurance**

Effective Date: 7/26/2017

Revision Date:

The Chamber offers eligible employees and their eligible dependents access to voluntary dental insurance benefits. Employees in the following employment classification are eligible to participate in the dental insurance plan after 30 days of continuous service:

- Regular full-time employees

The cost of the Dental Insurance Program is the responsibility of the employee. The employee may enroll his or her family in the program, but the employee will pay the premium for that expanded coverage.

Employees can receive information about the program benefits from the Human Resources officer.

## ***Timekeeping & Payroll***

### ***401 Timekeeping***

Effective Date: 7/26/2017

Revision Date:

Accurate timekeeping is a responsibility of all Chamber employees. Federal labor law requires the Chamber to keep accurate records of “time worked” and “paid time off” in order to correctly calculate employee pay and benefits. Federal labor law designates several categories of employees and defines the treatment of pay and hours worked for various categories, within the definition of the work week as determined by management. The “work week” or “pay period” as defined by Chamber management runs from Monday through Sunday. All classes of employees must use the Chamber’s electronic timekeeping software to record time worked and paid time off requested.

Timekeeping records must be submitted weekly. Each supervisor will review and approve the time record before submitting it for payroll processing. In addition, if corrections or changes are made to the time record, you must document the changes prior to submitting to your manager for approval.

Falsifying time records is a serious matter. You may not enter a false time on purpose, tamper with time records, or record other employees’ time for them. If you do any of these actions, you may be subject to disciplinary actions, up to and including termination.

**Non-exempt** employees are paid on the basis of an hourly rate and must be paid for all time worked. The FLSA requires that actual “time worked” in excess of 40 hours per work week by non-exempt employees must be paid at an overtime rate of 1.5 times the normal hourly rate. “Paid time off” such as holiday pay, sick pay, bereavement leave, jury duty or vacation pay in lieu of time worked does not count toward the “time worked.” As an example, in weeks that an employee has 8 hours of paid time off and works additional hours on Saturday, that time would be paid at the normal or “straight time” rate until 40 hours actually worked has been reached. Paid time in excess of 40 hours actually worked would then be paid at the overtime rate.

Before you work **any** overtime, you must always get **advance** approval. If you are asked to work beyond your normal daily hours on a particular day, your manager may choose to reduce your hours another day to keep total hours under 40 for the week.

If you are a non-exempt employee, you should not start working more than 15 minutes before your scheduled start time. You should also not continue working more than 15 minutes after your scheduled end time. You can only start earlier or work later when your supervisor approves it in advance. Flextime arrangements, when available, must be made in advance, approved by your manager, with a notice to accounting from the manager, and are based on the business needs of the Chamber. Non-exempt employees should not work from home or check email during non-working hours unless authorized by your manager to do so, and that time must be documented in the timekeeping software.

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If you are a non-exempt employee, you must accurately record the time you start and stop work, when you start and end any meal periods and when you leave the workplace for personal reasons. You must also request the appropriate “paid time off” for hours not worked for personal reasons or your pay will be reduced accordingly. Time off must be submitted through the approved timekeeping system and approved by your supervisor.

**Exempt employees** are those who are exempted from federal or state overtime payment requirements based on the duties of their job. Exemptions to the Fair Labor Standards Act are narrowly construed. The most common exemptions are “white-collar” exemptions for administrative, executive and professional employees, computer professionals and sales employees. Duties tests help determine exempt status, such as autonomy in decision-making, managing employees or programs and meeting the minimum threshold of salary as set by the Department of Labor.

Exempt employees are not paid overtime, regardless of hours worked. The Chamber requires exempt employees who do not work a full normal work week of 40 hours to use accrued paid time off for the hours not worked. Any exceptions require the written approval of the CEO for each occurrence.

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**402 Paydays**

Effective Date: 7/26/2017

Revision Date:

All salaried employees, exempt or non-exempt, are paid semi-monthly on the 15<sup>th</sup> and last day of the month. Each paycheck includes pay for all work performed through the end of the current payroll period.

All hourly employees are paid per hours as recorded on time sheets. The paycheck could be delayed up to two weeks behind the actual time worked.

The Chamber requires that employees receive pay through direct deposit into the bank account(s) of your choice. Employees may choose to have pay designated into a single account or multiple accounts using a flat amount or percentage designation between accounts.

When payday falls on a bank holiday or weekend, checks will be deposited on the previous working day.



### **403 Employment Termination**

Effective Date: 7/26/2017

Revision Date:

There may be many reasons why employment terminates. The following are some of the most common reasons for termination of employment:

- Resignation - voluntary employment termination initiated by an employee
- Discharge - involuntary employment termination initiated by the Chamber
- Layoff - involuntary employment termination initiated by the Chamber for non-disciplinary reasons such as lack of work or budgetary constraints
- Retirement - voluntary employment termination, initiated by the employee, due to meeting age, length of service and any other criteria for retirement from the Chamber

The Chamber will schedule an exit interview if you terminate. At the exit interview, we can go over such topics as your benefits, benefits conversion rights, repayment of any outstanding debt to the Chamber or return of Chamber-owned property, including but not limited to technology equipment such as cell phones, laptop computers and access cards. You may also make suggestions or complaints and ask questions at the exit interview.

Since your employment with the Chamber is voluntary and at will, you may terminate your employment at any time, with or without cause or advance notice. Likewise, the Chamber may terminate your employment at any time, with or without cause or advance notice. However, the Chamber requests a two-week notice and work for the two weeks to receive wages for same.

Your benefits are affected by termination in several ways. All accrued, vested benefits that are due and payable at termination will be paid. You may be allowed to continue some benefits by paying for them yourself. You will be notified in writing about which benefits you can continue and the limitations and details of how to continue them.

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**404 Severance Pay**

Effective Date: 7/26/2017

Revision Date:

The Chamber does not routinely offer severance pay, but may, under certain circumstances, provide a severance offer to eligible employees whose employment is being involuntarily terminated for reasons not related to misconduct such as violating Chamber policies or bringing harm to the Chamber. Circumstances that might trigger severance pay include, but are not limited to, corporate downsizing or elimination of a position or program due to changes in strategic direction or funding.

We provide severance pay to involuntarily terminated employees in the following employment classifications except for certain situations described later in this policy:

- Regular full-time employees

Under this policy, we will not pay severance if you were offered another suitable position with the Chamber but refused it or were hired as a temporary employee for a specified period of time.

All severance pay must be requested in writing and requires CEO approval. As with any voluntary benefit, the Chamber reserves the right to alter, amend or discontinue offering any employee benefit based on the sole discretion of Chamber management.

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***405 Administrative Pay Corrections***

Effective Date: 7/26/2017

Revision Date:

The Chamber works in good faith to make sure you are paid correctly and on scheduled paydays. If you find a mistake in your pay, tell the Human Resources officer immediately so that the error can be corrected as quickly as possible.

## **406 Pay Deductions and Setoffs**

Effective Date: 7/26/2017

Revision Date:

Federal and state laws require the Chamber to take deductions from your pay for certain things such as federal, state and local taxes. The law requires us to deduct Social Security taxes from your pay up to an amount called the Social Security “wage base.” The wage base is set by law and may change from time to time. The Chamber also contributes an equal amount to your Social Security account as is withheld from your pay.

The Chamber may offer programs and benefits to eligible employees that are not required by law. You may ask us to deduct money from your pay to cover your payment for these programs.

The Chamber offers voluntary payroll deductions to support certain community agencies such as United Way and ArtsBuild. You may ask us to deduct money from your pay to cover your commitment pledge to these agencies. These commitments are on an annual basis and require a signed pledge form before they can be deducted from your pay and remitted to the agency.

The Chamber reserves the right to take a “pay setoff” from your paycheck. Pay setoffs occur when the Chamber must deduct money from your paycheck to pay off a debt you owe us, such as unauthorized or ineligible charges on a company credit card that have not been reimbursed to the Chamber upon request.

If you want to know why money was deducted from your paycheck or how your pay is calculated, see your supervisor and/or Human Resources officer.

## **Leaves of Absence**

### **501 Personal Leave**

Effective Date: 7/26/2017

Revision Date:

Eligible employees may request an unpaid personal leave of absence to fulfill personal obligations only after they have completed 90 calendar days of service. If you wish to take unpaid personal leave, give a written request to your supervisor as far in advance as possible to allow for your job duties to be covered.

Chamber management will evaluate each request individually to balance the employee's needs with the Chamber's business needs, workload and staffing requirements during the requested time period. The Chamber retains sole discretion to approve or deny requests for unpaid personal leave.

Employees in the following employment classifications are eligible to request personal leave.

- Regular full-time employees

An eligible employee cannot take more than 30 calendar days of personal leave annually without the permission of the CEO. If this initial period of leave is not enough, we will consider your written request for one extension of no more than 30 calendar days. If your supervisor approves, you may use any available paid time off, such as vacation, as part of your personal leave period.

Subject to terms, conditions and limitation of the applicable plans, the Chamber will provide health insurance benefits until the end of the month in which a personal leave begins. At that time, you will be responsible for the full cost of those benefits in order for your coverage to continue. When you return from personal leave, the Chamber will again provide those benefits according to the applicable plans.

Your accrual of additional vacation and sick leave will cease during an unpaid personal leave.

When a personal leave ends, we will make a reasonable effort to return you to the same position if it is available or to an available similar position for which you are qualified. However, the Chamber cannot guarantee that you will be reinstated in all cases.

If you do not come back to work promptly at the end of a personal leave, we will assume that you have resigned.

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**502 Military Leave**

Effective Date: 7/26/2017

Revision Date:

The Chamber will grant military leave of absence if you are absent from work because you are serving in the US uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). You must give your supervisor advance notice of upcoming military service, unless military necessity prevents advance notice or it is otherwise impossible or unreasonable.

You will receive full pay if you are on leave for a two-week training assignment or a shorter absence. You will not be paid for military leave beyond two weeks. However, you may use available accrued paid time off, such as vacation or sick leave, to help pay for the leave.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which you are otherwise eligible.

Your benefit accruals, such as vacation, sick leave, and holiday benefits, will continue during a military leave period of one year.

If you are on military leave for up to 30 days, you must return to work on the first regularly scheduled work period after your service ends (allowing for reasonable travel time). If you are on military leave for more than 30 days, you must apply for reinstatement in accordance with USERRA and applicable state laws.

When you return from military leave (depending on the length of your military service in accordance with USERRA), you will be placed either in the position you would have attained if you had stayed continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, you will be treated as if you had been continuously employed.

If you have questions about military leave, contact the Human Resources officer for more information.

## **Work Conditions and Hours**

### **601 Safety**

Effective Date: 7/26/2017

Revision Date:

Our employee's safety is a top priority at the Chamber. We want the Chamber to be a safe and healthy place for employees, members and visitors. The Human Resources officer is responsible for implementing, administering, monitoring and evaluating safety initiatives. A successful safety program depends on everyone being alert and committed to safety.

We regularly communicate in different ways with employees about workplace safety and health issues. These communications may include supervisor-employee meetings, bulletin board postings, memos or other written communications.

Some of the best safety improvement ideas come from employees. If you have an idea, concern or suggestion on how to improve safety in the workplace, tell your supervisor, another supervisor, or the Human Resources officer. We want you to know that you can report any concerns about workplace safety anonymously and without fear of reprisal.

You are expected to obey all safety rules and be careful at work. You must immediately report any unsafe condition to the appropriate supervisor. If you violate the Chamber safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation, not reporting a hazardous or dangerous situation, and not correcting a problem even though you could have corrected it.

It is very important that you tell the Human Resources officer or the appropriate supervisor immediately about any accident that causes an injury, no matter how minor it might seem at the time. When you report it quickly, we can investigate the accident promptly, follow the laws, and start insurance and worker's compensation processing.

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**602 Work Schedules**

Effective Date: 7/26/2017

Revision Date:

The normal work schedule for all the Chamber employees is 8 hours per day, 5 days per week. Chamber offices are normally open from 8 a.m. to 5 p.m., Monday through Friday. Some jobs may require different hours to cover opening or closing duties, or delivery of program expectations. Your supervisor will tell you what time your work schedule will normally start and end.

Our staffing needs and work demands may require that we change the starting and ending times of work schedules. We may also need to change the number of work hours that are scheduled each day and week. It is not unusual for the Chamber to schedule events that occur before or after normal hours of operation. These events may be considered optional or mandatory. Your supervisor will advise you whether you are required to attend as an expected job duty.

Flexible scheduling, or flextime, may be available in some circumstances as the business needs of the Chamber allow. Flextime lets you vary the times you start and end work each day within certain time limits. To utilize a flexible schedule, you and your supervisor must agree on the schedule together. Before we can approve flextime, we will also look at our staffing needs, your performance, and the needs of your job. If you are interested in flextime, talk with your supervisor.



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**603 Overtime**

Effective Date: 7/26/2017

Revision Date:

There may be times when the Chamber cannot meet its operating requirements or other needs during regular working hours. If this happens, we may require that employees work beyond normal hours on a given day, possibly resulting in overtime for the week.

It is our policy that no overtime can be worked without the approval and authorization of the supervisor. We try to distribute overtime assignments fairly among all employees who are qualified to perform the required work.

Non-exempt employees will receive overtime pay in accordance with the federal and state wage and hour laws. Overtime pay is based on the actual hours worked. Paid time off for sick leave or vacation, and other paid leaves of absence are not counted as hours worked when calculating overtime pay.

## **604 Use of Equipment and Vehicles**

Effective Date: 7/26/2017

Revision Date:

Equipment and vehicles essential in accomplishing your job duties are expensive and may be difficult to replace. When you use Chamber property, you should be careful, perform required maintenance, and follow all operating instruction, safety standard and guidelines.

Tell your supervisor if any equipment, machines, tools or vehicles appear to be damaged, defective or need repair. When you promptly report damages, defects and the need for repairs, you can prevent deterioration of equipment and possible injury to employees and other people.

See your supervisor if you have questions about your responsibility for maintenance and care of equipment or vehicles you use on the job.

The improper, careless, negligent, destructive or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, may result in disciplinary action, up to and including termination of employment.

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## **605 Emergency Closings**

Effective Date: 7/26/2017

Revision Date:

The Chamber is a member organization and one of our highest priorities is to assist our member businesses. In order to meet the needs of our members, maintaining regular hours of operation and honoring those hours is an important part of demonstrating integrity and earning trust.

There may be times when emergencies, such as severe weather, fires, power failures or earthquakes disrupt normal business operations at the Chamber. We may even have to close a work facility, before or during a work day.

If we decide to close AFTER the workday has already started, your supervisor will officially notify you. Company-wide closings will be treated as a paid day for salaried employees and hourly employees will be paid their scheduled hours for that day.

If we decide to close BEFORE the workday starts, payment for time off will be at the sole discretion of the Chamber. If a closing results in a reduction in your normal paid weekly hours, you may request to use accumulated paid leave time, such as vacation.

Managers will notify direct reports of office closings prior to the start of business day as soon as a decision is made in order to prevent needless commuting. Your manager will contact you via email, phone or text to advise you of full or partial day closings if you have a contact number on file. It is each employee's responsibility to provide your manager with appropriate emergency contact information. If you do not use a Chamber cell phone to have email delivered to your smartphone, you may log in to your staff email from the Chamber home page of the website to check on office status during inclement weather or uncertain conditions. See the Chamber's IT manager if you need training on accessing your Chamber email remotely.

You may also check the Chamber website for a public notification that the office is closed, or call the main office switchboard to determine whether the message has been changed to indicate that the office is closed for the day, but direct communication from your manager is the most timely and reliable source of information.

## **606 Business Travel Expenses**

Effective Date: 7/26/2017

Revision Date:

We will reimburse you for reasonable business travel expenses if the immediate supervisor approves the travel in advance. After a trip is approved, you are responsible for making your own travel arrangements.

We reimburse approved travel expenses such as travel, meals, lodging and other expenses as long as they were necessary to meet the objectives on the trip. You are expected to keep expenses within reasonable limits. We will reimburse for business related entertainment expenses as approved by management.

If you are involved in an accident while on business travel, immediately report the accident to your supervisor. If you use a vehicle owned, leased, or rented by the Chamber, you may not use that vehicle for personal reasons unless you received advance approval.

We may sometimes give employees a cash advance to cover the expected expenses for an approved trip. If you think you need a cash advance, give a written request to your supervisor.

When a business trip is over, submit your completed travel expense report within 7 days whenever possible. With your expense report, you must also submit receipts for every expense item.

More information is available regarding expense reports and allowable business expenses in the Chamber Financial Policies Handbook. See your supervisor for help and questions about business travel, travel advances, expense reports or any other travel issues.

It is a very serious matter if you record false or misleading information on your expense report. You may not request reimbursement for expenses that you did not have or that were not business-related. Employees who do not follow this business travel policy could be subject to disciplinary action, up to and including termination of employment.

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***607 Visitors in the Workplace***

Effective Date: 7/26/2017

Revision Date:

All visitors should enter the Chamber at the main entrance unless accompanied by an employee. If you have visitors, you are responsible for their conduct and safety while on premises.

Only visitors who are properly authorized by checking in with the reception staff may be on the Chamber premises. This helps to maintain safety standards, safeguard employee and customer welfare, protect our property and facilities, guard confidential information against theft and reduce potential distraction and disturbances.

If you see an unauthorized person at work, notify your supervisor immediately or direct the person to the main entrance.

## **Technology Policies**

To help you do your job, the Chamber may give you access to computers, computer files, telephones, the email system, network drives, internet, wifi and various software. The security of our information network (IT) and information systems (IS) are paramount to our ability to conduct business and maintain business records critical to our financial and operational stability.

### **701 Information Technology (IT) Usage**

Effective Date: 7/26/2017

Revision Date:

In order to protect the integrity and security of Chamber information technology, employees are expected to maintain the highest level of diligence and professionalism in their access to these assets, including but not limited to, the following precautions:

- All equipment should be properly secured when not in use. Desktop computers should be password protected and locked; laptops should be stored in a secured location such as a locked drawer, cabinet or the trunk of your vehicle when parked; cell phones must be password protected at all times.
- If you intend to access or store Chamber data on a non-Chamber asset such as a personal cell phone, iPad or laptop, that device must be protected using the same password and antivirus guidelines established for Chamber-owned devices. The Chamber reserves the right to remotely monitor and manage devices that contain Chamber data.
- Use a strong password that complies with any IT security guidelines then in effect. Do not reuse passwords or use the same password for multiple accounts.
- Do not share passwords or store passwords in clear text format such as in email contact records or “sticky notes.”
- Do not use a password, access a file or retrieve any stored communication without authorization.
- Producing, or enabling others to produce, illegal “bootleg” copies of software licensed by the Chamber is theft and is strictly prohibited.
- If you discover you have permissions to a system outside your scope of responsibility, you must report this to the IT manager or VP of Administration in writing immediately upon discovery.
- Do not modify, or allow others to modify, the hardware or software of any Chamber asset without prior written approval from the IT Manager or VP of Administration.
- Do not use any communications devices or media in ways that are disruptive, offensive to others or harmful to morale.

If you know about any violations to this policy, notify your supervisor, the Human Resources officer or any member of management. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

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## **702 Information Systems (IS) Usage**

Effective Date: 7/26/2017

Revision Date:

The Chamber may provide you with access to information systems (IS) that are tools for storing, managing, using, and gathering of data and communications to help you do your job. This policy explains our general guidelines for using Chamber IS:

- The equipment, services and technology you use to access the internet or internal networks are the property of the Chamber. All data written, sent, or received through our information systems is part of official Chamber records and is legally “discoverable.” The Chamber can be legally required to show that information to law enforcement or other parties. You should always make sure that the business information contained in any form of digital record or transmission is accurate, appropriate, ethical and legal.
- We reserve the right to monitor your internet usage or social media accounts accessed from any Chamber-owned hardware or internet connections, whether the usage is during or outside regular working hours and regardless whether the accounts accessed are Chamber accounts or personal accounts. We also reserve the right to find and read any data that you write, send or receive through our internet connections or that is stored in our information systems.
- We reserve the right to monitor any Chamber data such as documents, files, and emails that you access and store on a personal device.
- You may not write, send or upload data that represents a personal opinion as that of the Chamber.
- You may not send or post confidential material, trade secrets, or proprietary information outside of the organization.
- You may not write, send, solicit or receive data through the internet that could damage the organization’s image or reputation, including but not limited to, content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating or disruptive to any employee or other person.
- Unacceptable content includes, but is not limited to, pornography or obscene material, sexual comments or images, graphic violence, racial slurs, off-color jokes or other comments or images that would be reasonably expected to offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation or any other legally protected category.
- The Chamber does not allow unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material. As a general rule, if you did not create the material, do not own the rights to it, or have not received authorization for its use, you may not use or disseminate the material. You are responsible for making sure that anyone who sends you material over the internet has the appropriate distribution rights.
- Before you download or copy a file from the internet, it must be checked for viruses. All compressed files must be checked for viruses before and after decompression. In general, do not click on links or download files from sources you do not know and trust.



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- You may not use Chamber assets or systems to ask other people to contribute to businesses, religious or political causes, outside organization or any non-business matters.
- You may not use Chamber hardware or systems to promote political causes or activities, religious activities or any sort of gambling
- You may not copy Chamber software to use on your personal computer or facilitate others to do so. Illegal duplication of software and its documentation is strictly prohibited.
- If you use the internet in a way that violates the law or the Chamber policies, you will be subject to disciplinary action, up to and including termination of employment. You may also be held personally liable for violating this policy.

### **703 Information Sensitivity and Security**

The Information Sensitivity and Security Policy is intended to help employees determine what information can be disclosed to non-employees, as well as the relative sensitivity of information that should not be disclosed outside of the Chattanooga Chamber without proper authorization. It also governs the manner in which information should be accessed, shared, stored, transported/transmitted, and destroyed, along with the appropriate penalties for the deliberate or inadvertent disclosure of this information.

The information covered in these guidelines includes, but is not limited to, information that is either stored or shared via any means. This includes: electronic information, information on paper, and information shared orally or visually (such as telephone and video conferencing).

All Chamber information is categorized into two main classifications:

- Chamber Public
- Chamber Confidential

“Chamber Public” information is information that has been declared public knowledge by someone with the authority to do so, and can freely be given to anyone without any possible damage to the Chattanooga Chamber.

“Chamber Confidential” contains all other information. It is a continuum, in that it is understood that some information is more sensitive than other information, and should be protected in a more secure manner. Included is information that should be protected very closely, such as trade secrets, development programs, potential acquisition targets, and other information integral to the success of our organization. Also included in “Chamber Confidential” is information such as credit card numbers, social security numbers, and bank account numbers. Further, “Chamber Confidential” includes less critical information, such as telephone directories, general corporate information, personnel information, etc., which does not require as stringent a degree of protection.

A subset of “Chamber Confidential” information is “Chamber Third-Party Confidential” information. This is confidential information belonging or pertaining to another company or individual which has been entrusted to the Chamber by that entity; oftentimes under non-disclosure agreements and other contracts. Examples of this type of information include everything from joint development efforts to vendor lists, customer orders, and supplier information. Information in this category ranges from extremely sensitive to information about the fact that we've connected a supplier / vendor into the Chamber's network to support our operations.

Chamber personnel are encouraged to use common sense judgment in securing “Chamber Confidential” information to the proper extent. If an employee is uncertain of the sensitivity of a particular piece of information, he/she should contact their manager.

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## **704 Social Media**

Effective Date: 7/26/2017

Revision Date:

Social media serves as an invaluable tool for marketing and communication, providing a strong platform for conversation and connecting users with community members and colleagues, and informing members about programs, events and membership benefits. As with many social settings, guidelines and basic etiquette ensure the platform is used to its fullest potential to have a positive effect on our organization. The procedures and best practices listed below are recommendations for acceptable use of social media.

This policy pertains to the use of mass emails, social media sites, blogs, web content, group texting and all other forms of communication in which an individual communicates with many people simultaneously:

### **Keep in mind:**

- **Ethics.** Chamber employees carry a responsibility to be clear, professional and ethical in all communications. Employees are expected to conduct themselves professionally and ethically when communicating on behalf of the Chamber.
- **Approval.** All corporate mass communications for external consumption must be submitted to the Chattanooga Chamber of Commerce Marketing and Communications department for approval before distribution.
- **Transparency.** Employees must recognize that their affiliation with the Chamber may give them access to information that must be handled in accordance with explicit and implicit confidentiality agreements and the highest ethical principles.
- **Conversation.** Social media is best used as a conversational tool. Actively participating in discussions and replying to questions bolsters the Chamber's standing on social media.
- **Voice.** When posting on behalf of the Chamber, all digital content, including social media posts, should reflect the overall voice and feel of the Chamber's established brand (consult our digital media branding guide or our Communications team).
- **Awareness.** Consider the platform you are about to use – each one is different. Tailor posts to that platform, know your intended audience and understand how they will engage with your content via that platform.
- **Harmful material.** Avoid posting images or information that might be embarrassing to an individual or group, or create a negative public opinion of the Chamber. Negative comments about private citizens and companies may open you to allegations or even legal action.

### **Best Practices**

- **Be professional.** Chamber employees, whether on or off the clock, are perceived by the public as representing the Chamber, Chamber membership and the Chattanooga region.
- **Make a clear distinction between opinion and fact.** Distinguishing between opinion and fact helps to avoid misunderstanding. When writing for yourself, use the first person "I" to clearly delineate that these are your personal views. Check facts before reacting.

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- **If content is questionable, refrain from posting.** Be respectful to those with whom you are engaging. A good rule of thumb: “if you don’t have something good to say, don’t say anything at all.” When in doubt, consult with the Chamber’s Marketing and Communications team.
- **Admit your mistakes.** Digital communications are easy to trace; therefore, admit to your own mistakes quickly and clearly. Responding to mistakes will often invite forgiveness from other users.
- **Visuals.** Incorporate visuals (photos, videos, etc.) into your posts, as posts with visual content garner higher rates of engagement.
- **Respect copyright.** Do not post any images or content without proper approval or unless it is public domain.

Acceptable cultural norms and social etiquette are in an ever-changing state of flux. This is a general guide for social media conventions and was accurate at the time written. If in doubt or for the most current acceptable use practices, consult the Marketing and Communications department staff.

## **Employee Conduct & Disciplinary Action**

### ***801 Employee Conduct and Work Rules***

Effective Date: 7/26/2017

Revision Date:

We expect you to follow certain work rules and conduct yourself in ways that protect the interests and safety of all employees and the Chamber.

While it is impossible to list every action that constitutes unacceptable conduct, the following lists some examples. Employees who break work rules such as these may be subject to disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of company records, including but not limited to, timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace while on duty or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Insubordination or other disrespectful conduct
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace

## **802 Drug and Alcohol Use**

Effective Date: 7/26/2017

Revision Date:

The Chamber is committed to being a drug-free, healthful and safe workplace. You are required to come to work in a mental and physical condition that will allow you to perform your job satisfactorily.

The Chamber employees may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs while on Chamber premises or while conducting any business-related activity away from the Chamber premises. Exceptions would be made for the use of alcohol at Chamber-sponsored events where local custom suggests that serving alcohol to guests is customary. You may use legally prescribed drugs on the job only if they do not impair your ability to perform the essential functions of your job effectively and safely without endangering yourself or others.

If you violate this policy, it may lead to disciplinary action, up to and including immediate termination of your employment. We may also require that you participate in a substance abuse rehabilitation or treatment program. If you violate this policy, there could also be legal consequences.

If you have a drug or alcohol problem, you may request unpaid time off to participate in an approved rehabilitation or treatment program through our health insurance benefit coverage as outlined in the medical health plan, if your substance abuse problem has not already resulted in disciplinary action and if you are not currently subject to immediate disciplinary action. We may approve the time off if you agree to stop using the problem substance, follow all Chamber policies and rules relating to conduct at work and if giving the time off will not cause the Chamber an undue hardship.

If you have questions about this policy or issues related to drug or alcohol use at work, you can raise your concerns with your supervisor or the Human Resources officer without fear of reprisal.

### **803 Sexual or Other Unlawful Harassment**

Effective Date: 7/26/2017

Revision Date:

The Chamber is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive, including sexual harassment. The Chamber will not tolerate any actions, words, jokes or comments based on a person's race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, genetic information, disability, veteran status or any other legally protected characteristic. The Chamber provides ongoing sexual harassment training to ensure you the opportunity to work in an environment free of sexual and other unlawful harassment.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwelcome sexual advances
- Offering employment benefits in exchange for sexual behaviors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures or displaying of sexually suggestive objects or pictures, cartoons or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs or inappropriate jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual or suggestive or obscene letters, notes or invitations
- Physical conduct that includes touching, assaulting or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
2. Submission or rejection of the conduct is used as a basis for making employment decisions; or,
3. The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile or offensive work environment.

If you experience or witness sexual or other unlawful harassment at work, report it immediately to your supervisor. If your supervisor is unavailable or you believe it would be inappropriate to discuss it with your supervisor, you should immediately contact the Human Resources officer or any other member of management. There will not be

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punishment or reprisal if you report sexual harassment or ask questions or raise concerns about it.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and the confidentiality of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources officer or any member of management so it can be investigated in a timely and confidential manner. Any employee who engages in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.



## **804 Workplace Violence Prevention**

Effective Date: 7/26/2017

Revision Date:

We are committed to preventing workplace violence and making the Chamber a safe place to work. This policy explains our guidelines for dealing with intimidation, harassment, violent acts or threats of violence that might occur during business hours or on our premises at any time.

You are expected to treat your co-workers, including supervisors and temporary employees, with courtesy and respect at all times. Chamber volunteers must also be treated with the same level of courtesy and respect as staff. You should not fight, play tricks on others or behave in a way that might be dangerous to other people. We do not allow firearms, weapons and other dangerous or hazardous devices and substances on the premises of the Chamber without proper permits and authorization.

The Chamber does not allow behavior by staff or volunteers at any time that threatens, intimidates, bullies or coerces another employee, a member or the public at large. This includes off-duty periods. We do not permit any act of harassment, including harassment that is based on an individual's race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, genetic information, disability, veteran status or any characteristic protected by federal, state or local law.

You should immediately report a threat of violence or an act of violence by anyone to your supervisor or another member of management. If you report a threat of violence, give every detail you can.

Be sure to immediately report any suspicious person or activities to a supervisor. Do not place yourself in danger. If you see or hear trouble or a disturbance near your work area, do not try to see what is happening or try to stop it.

We will promptly and completely investigate all reports of violent acts or threats of violence. We will also promptly and completely investigate all suspicious people and activities. We will protect the identity of a person who makes a report when practical. Until we have investigated a report, we may suspend an employee, either with or without pay, if we think it is necessary for safety reasons or to do the investigation.

If you commit a violent act, threaten violence or violate these guidelines in another way, you will be subject to disciplinary action, up to and including termination of employment.

If you are having a dispute with another employee, we encourage you to talk it over with your supervisor or the Human Resources officer. The Chamber wants to help you work out problems before they become more serious. We will not discipline you for bringing these types of problems to our attention.

### ***805 Attendance and Punctuality***

Effective Date: 7/26/2017

Revision Date:

We expect Chamber employees to be reliable and punctual. You should report for work on time and as scheduled. If you cannot come to work or you will be late for any reason, you must notify your supervisor as soon as possible.

Unplanned absences can disrupt work, inconvenience other employees and affect productivity. If you have a poor attendance record or excessive lateness, you may be subject to disciplinary action, up to and including termination of employment.

## **806 Personal Appearance**

Effective Date: 7/26/2017

Revision Date:

Personal appearance means how you dress, how neat you are and your personal cleanliness standards. Your personal appearance can influence what members and visitors think about the Chamber. Personal appearance can also impact the morale of your co-workers.

During business hours or whenever you represent the Chamber, you should be clean, well-groomed and wear appropriate clothes. Your appearance should not detract from your ability to represent the Chamber in a professional manner. This is particularly important if your job involves dealing with members or visitors in person.

If your supervisor finds that your personal appearance is inappropriate, you will be asked to leave work and return properly dressed and groomed. If you are asked to leave you will not be paid for the time you are away from work. See your supervisor if you are not sure about the correct clothing standards for your job. The final decision on appropriate attire or personal appearance shall be at the sole discretion of Chamber management.

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## **807 Progressive Discipline**

Effective Date: 7/26/2017

Revision Date: 1/05/2004

This policy describes the basis for administering fair and consistent discipline for unsatisfactory conduct at the Chamber

We believe it is important to make sure all employees are treated fairly and disciplinary actions are prompt, consistent and impartial. The major purpose of a disciplinary action is to correct the problem, prevent it from happening again and prepare the employee for satisfactory performance in the future.

Although your employment is based on mutual consent and both you and the Chamber have the right to terminate employment at will, with or without cause or advance notice, the Chamber may use progressive discipline at its discretion.

Disciplinary action may be any of the following four steps:

1. Verbal warning
2. Written warning
3. Suspension with or without pay
4. Termination of employment

We will look at the severity of the problem and its frequency when deciding which step to take. There may be circumstances when one or more steps are bypassed.

In minor cases, progressive discipline means that we will normally take these steps in the following order:

1. A first offense may call for a verbal warning
2. A second offense may be followed by a written warning
3. A third offense may lead to suspension
4. A fourth offense may then lead to termination of employment

If more than 12 months have passed since the last disciplinary action, the process will normally start over.

Serious behavioral or performance issues may justify either a suspension or termination of employment without going through the usual progressive discipline steps. This decision is at the sole discretion of Chamber management.

See the policy on Employee Conduct and Work Rules for guidance on specific examples of unacceptable conduct that might result in disciplinary action. By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and the Chamber.

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**808 Problem Resolution**

Effective Date: 7/26/2017

Revision Date:

The Chamber encourages an open and frank atmosphere in which any problem, complaint, suggestion or question receives a timely response from supervisors and management. We believe that honest discussion and listening to each other builds trust between employees and management and helps make the Chamber a better place to work.

We work hard to ensure fair and honest treatment of all employees, and expect supervisors, managers and employees to treat each other with mutual respect. We encourage employees to give positive and constructive criticism to each other.

If you disagree with Chamber policies or practices, you may state your concerns through the problem resolution procedure described in this policy. You will not be penalized, formally or informally, for making a complaint as long as you do it in a reasonable, business-like manner.

If you believe that a condition of employment or a decision that affects you is not fair, you are encouraged to use the following problem resolution steps. You may stop the procedure at any step.

1. You present the problem to your supervisor within 30 calendar days after the incident occurs. If your supervisor is unavailable or you believe it would be inappropriate to discuss it with your supervisor, you may present the problem to the Human Resources officer or any other member of management.
2. Your supervisor responds within 30 calendar days after consulting with appropriate management, and documents the discussion.
3. You present the problem to the Human Resources officer within 30 calendar days if the problem is not resolved.
4. The Human Resources officer counsels and advises you, helps you to put the problem in writing, visits with your managers, if necessary, and directs you to the CEO for a review of the problem.
5. You present the problem to the CEO in writing and verbally.
6. The CEO reviews and considers the problem, informs you of the decision within 30 calendar days and forwards a copy of the written response to the Human Resources officer for your file. The CEO has full authority to make any adjustments determined to be appropriate to resolve the problem.

Problems, disputes or claims not resolved through the preceding problem resolution steps are subject to mediation under the Employment Mediation Rules of the American Arbitration Association. If you choose to use mediation to resolve a problem, you will be expected to share the cost of the mediation with the Chamber.

**THIS PROCESS WILL NOT BE USED IN COMPENSATION OR TERMINATION.**

## **Employee Safety**

### **901 Employee Safety Information**

Effective Date: 7/26/2017

Revision Date:

The emphasis of the Chamber's employee safety plan is to ensure safety in the workplace. We will proactively take sensible precautions to prevent dangerous situations and improve employee safety. We have established this plan to reduce the injuries and business disruptions that result from accidents and emergencies we cannot prevent. The order of priority for the Chamber in any emergency will be as follows:

1. The safety and well-being of employees.
2. Securing and restoring the Chamber's headquarters and other facilities, from a temporary location if necessary, and reassigning staff duties as necessary.
3. Working with local government, emergency personnel and other assisting agencies to recover from a community-wide emergency.
4. Providing emergency-related information and services to Chamber members and the business community at large, from a temporary location if necessary, and reassigning staff as necessary.
5. Returning as soon as possible to normal operations.

Familiarize yourself with the following terms and the specific guidelines for each:

- **Evacuation:** A hasty and prompt mass departure from the building. Beyond personal items that can be accessed very quickly (i.e. wallet, purse, cellphone), grab your emergency phone list and leave all else behind. Exit the building via the nearest stairwell and keep moving in a single file line out of the building to the designated Evacuation Site. **Do not use an elevator.** Aid any individual needing special assistance due to a physical or mental disability, or any visitors to Chamber premises who may not be familiar with our alarms, exits, or evacuation points.
- **Evacuation Sites:** Designated locations to gather a safe distance from the primary office location.
- **Lockdown:** All entrances into the building will be locked, permitting people to exit only. Depending on the circumstances, you may or may not be permitted to leave the building during a lockdown.
- 

This safety information is intended as a guide for all Chamber employees.

#### **Basic Safety Information:**

1. In an emergency situation, your safety and that of co-workers depends on your ability to remain calm and make common sense decisions.
2. Know the locations of all exit doors, fire extinguishers and CPR equipment.

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3. If you have questions regarding your safety or you observe a safety issue at work you need to discuss it with your immediate supervisor and/or the Safety Director.
4. If emergency medical care is required for a co-worker immediately call 911 or attend to your co-worker and alert your supervisor or direct someone to do so.
5. If you sustain a serious injury, call 911 if you are able and alert your supervisor or direct someone to do so.
6. If you or a co-worker have a non-serious and/or minor injury, use the first-aid box mounted on the wall in each Chamber Break Room (Broad Street location only).
7. In case of an office emergency, call 911 and alert your supervisor.
8. In the unlikely event there is an emergency that prevents evacuation from the Chamber offices, all employees are encouraged to be prepared:
  - a. Carry a supply of prescribed medications
  - b. Carry a spare pair of glasses.
  - c. Store a comfortable pair of walking shoes at your desk.
  - d. Store a small flashlight with batteries at your desk.
  - e. Store an extra set of keys.
  - f. Keep a small amount of cash available.
  - g. Take action and be prepared by talking with family members about disaster plans and include your children in the discussion.
  - h. Consider how you will communicate with your family in case you are injured or separated.
  - i. Consider and prepare for child care alternatives.
  - j. Determine alternate routes and/or transportation requirements.
9. In the unlikely event an emergency threatens business continuity and your ability to work at the Chamber office, you are encourage to be prepared by creating a Chamber work file that is kept at your home. This file would include:
  - a. The Chamber's Emergency Telephone Tree
  - b. Passwords for the voice mail system
  - c. Remote system access information (if you have it)
  - d. Business contact names and information
10. The Chamber management team as indicated on the Chamber's Emergency Telephone Tree will contact you and let you know what is happening within six (6) hours of normal office hours.
11. Remember to keep phone numbers and other information as current as possible. Provide any changes to the Receptionist on a regular basis.

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## **902 Safety Coordinator Information**

Effective Date: 7/26/2017

Revision Date:

### Overview:

1. This list identifies the Safety Coordinators for the Broad Street location.
2. These Safety Coordinators have volunteered to respond to emergencies at the Broad Street location when called on by Chamber management.

### *Safety Officer – oversees the Chamber’s Employee Safety Program*

Cheryl Millsaps

Office: ext. 1025

Office Mobile: (423) 653-0937

Home: (423) 842-6836

Alternative Mobile: (423) 364-5335

### *Safety Coordinator- 1<sup>st</sup> Floor*

Brenda Harrison

Office: ext. 1001

Home: (423) 332-3161

Mobile: (423) 779-2170

### *Safety Coordinator – 2<sup>nd</sup> Floor*

Heather Harmon

Office: ext. 1029

Mobile: (928) 830-1961

### *Safety Coordinator- 2<sup>nd</sup> Floor*

Yolonda Hayslett

Office: ext. 1030

Mobile: (423) 313-1904

### *Safety Coordinator – Business Development Center, INCubator Program*

Kathryn Menchetti

Office: ext. 2001

Mobile: (423) 423-240-3398

### *Safety Coordinator – Business Development Center, INCubator Program*

Bill Lupia

Office: ext. 2002

Mobile: (423) 423-544-1391



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### **903 Emergency Responders Contact Information**

Effective Date: 7/26/2017

Revision Date:

#### **Emergency Response Telephone Numbers:**

In the event an emergency occurs at any of our office locations, Chamber employees will use the following emergency numbers:

<b>Organization</b>	<b>Information</b>	<b>Phone Number</b>
Chattanooga Police		<b>911</b> (423) 698-2525
Chattanooga Fire		<b>911</b> (423) 266-2753
Chattanooga Paramedics		<b>911</b> (423) 622-7777
TN Poison Center	Inhalants, Chemicals, etc.	(800) 288-9999

#### **Building Services Information**

This information is provided for emergency use only.

<b>Chamber Location</b>	<b>Building Management</b>	<b>Services</b>	<b>Phone Numbers</b>
BDC	Robby Clarke	All	(423) 227-3294
Broad Street	Berry & Hunt	All	(423) 267-8112

#### **Information Providers**

In the event a catastrophic event occurs, Chamber employees can tune into these radios stations for information.

<b>FM Radio Station</b>	<b>Phone Number</b>	<b>Address</b>
WDEF Sunny 92.3	(423) 321-6200	2615 Broad St. Chattanooga
WGOW Talk 102.3	(423) 756-6141	821 Pineville Rd. Chattanooga
WUSY Country 101.3	(423) 892-3333	7412 Old Lee Hwy Chattanooga

## **904 Inclement Weather Office Closure**

Effective Date: 7/26/2017

Revision Date:

### **Overview:**

1. This emergency procedure applies to all employees of the Chamber.
2. This emergency procedure helps clarify what the Chamber will do should adverse weather conditions occur.
3. One of the highest priorities of the Chamber is to help any member or potential member. To accomplish this priority, we expect the office locations to remain open during normal business hours if it is safe to do so.

### **Additional Reference:**

Employee Handbook Policy:

HR Policy 505 - Emergency Closings

Refer to procedure:

Emergency Closure

### **Procedure:**

*We live in an area that experiences moderate to severe weather during certain times of the year. The Chamber recognizes that employee safety is of the highest priority and management has the responsibility to provide you with a safe work environment.*

### **Closure During Work Hours:**

When adverse weather conditions make it hazardous for the employees to remain in the downtown Chattanooga area, the Chamber may decide to close during business hours if there is adequate warning to provide employees time to travel safely. When management makes the decision to close the office, your supervisor will officially notify you to leave the building. When there is not adequate time to evacuate safely, the safest procedure is to shelter in place.

### **Non-Work Hours Closure:**

Chamber management plans to maintain normal hours on normal workdays, but recognizes that adverse weather conditions can make it hazardous for our employees to commute. The Chamber urges employees to use good judgment when making this decision. If weather conditions make it unsafe for you to travel, we expect you to call your supervisor to let him/her know that you will be late or absent that day. In the event a major weather occurrence dictates closure for the safety of our employees, every effort will be made to notify you far enough in advance to adjust your schedule before leaving on your commute.

## **905 General Evacuation Procedures**

Effective Date: 7/26/2017

Revision Date:

### **Overview:**

- This emergency procedure applies to all employees of the Chamber.
- This procedure allows the employees of the Chamber to be in a state of preparedness at all times and knowledgeable about what they should do in the event of an emergency condition such as fire, bomb threat, explosion, severe weather or other occurrence.

*\*\*\*Special Note Regarding Bomb Threats\*\*\**

**An immediate building evacuation is mandatory for all employees**

The Chamber takes all bomb threats seriously. Even if you assume the caller is a hoax you must always take it seriously.

### **Additional Reference:**

**Refer to procedure: 903 Emergency Site Evacuation**

### **Declaration of Emergency Evacuation**

Under most situations, the Chamber President/CEO is responsible for making the decision to declare an emergency, activate the emergency evacuation plan or close the office. In the absence or incapacity of the CEO, a member of the senior staff who is present and capable may assume authority for declaring an emergency, in consultation with the board Chair if time and circumstances allow without compromising the safety of employees. In the event of a bomb threat, fire, tornado, hazardous material exposure, dangerous intruder or other situation calling for immediate response, members of the Safety Team are authorized to act to protect the safety of employee and the property of the Chamber without waiting for authorization from the CEO or officers of the board.

### **Basic Evacuation Procedure for All Emergency Evacuations:**

1. The primary signal to evacuate is the continuous sounding of the fire alarm along with speaker message and activation of the strobe lights.
2. Take your cell phone/purse/wallet/keys and Handbook with you if you can. You will NOT be allowed to re-enter the building for any reason until the "all clear" has been issued.
3. Do not panic. To avoid injury, walk quickly, do not run.
4. Verbally notify co-workers as you exit and assist those who need help leaving the area.
5. Do not use the elevators. Use the stairs.
6. Go directly to the pre-designated evacuation site, or the secondary site if necessary.
7. Check in with your manager or Safety Coordinators.
8. DO NOT LEAVE the pre-designated area until told to do so by your manager.

## **906 Emergency Evacuation Site**

Effective Date: 7/26/2017

Revision Date:

### **Overview:**

- This emergency site evacuation procedure applies to all employees of the Chamber.
- This emergency site evacuation procedure allows the employees of the Chamber to be in a state of preparedness at all times and knowledgeable about what should be done in the event of an emergency evacuation from their office location.

### **Additional Reference:**

## **Refer to procedure: 902 Evacuation Procedures**

### **Procedure:**

#### **Emergency Evacuation**

1. In the event the Chamber office locations require an immediate evacuation of the premises a designated meeting place will be maintained and known by all employees. (see below)
2. At these sites all employees will be accounted for and will receive instructions on what to do next.
3. Employees should proceed to the secondary evacuation site if the primary evacuation site is blocked or compromised.
4. No employee will be allowed to re-enter the compromised premises until the “all clear” has been issued by first responders.

### **Evacuation Sites: Broad Street location**

#### **Primary -**

All employees at the Broad Street location will evacuate to the bus stop at 820 Broad

#### **Secondary –**

All employees at the Broad Street location will evacuate to the Public Library at the corner of Broad Street and 10<sup>th</sup> Street.

### **Evacuation Sites: Business Development Center (BDC) location**

#### **Primary –**

All employees at the BDC location will evacuate to Renaissance Park across the street

#### **Secondary –**

All employees at the BDC location will evacuate to Publix on N. Market Street.

## **907 Emergency Response – Immediate Emergencies**

Effective Date: 7/26/2017

Revision Date:

### **Overview:**

- This emergency response plan applies to all employees and provides for specific emergency responses or evacuations of a short-term duration.
- This emergency response procedure allows the employees of the Chamber to be in a state of preparedness at all times and knowledgeable about what should be done in the event of an emergency evacuation from their office location.

### **Additional Reference:**

## **Refer to procedure: 902 Emergency Evacuation Procedures**

### **Medical Emergencies**

1. If a medical emergency arises, call 911 or have a coworker call 911 immediately
2. Do not move a sick or injured person, except to remove them from risk of immediate danger
3. If possible, cover the individual with a sweater, coat or blanket in response to shock
4. Talk to and attempt to calm the sick/injured individual
5. Seek assistance in establishing a perimeter around the scene to keep onlookers who cannot help at a distance. Seek assistance in ensuring that emergency personnel will not encounter obstructions in gaining access to the site.
6. Do not perform emergency medical procedures unless you are qualified to do so. We encourage all staff to enroll in CPR/First Aid courses when they are offered.
7. Direct emergency medical personnel to the sick/injured person and assist as requested.

### **Civil Disturbances or Suspicious/Irate Person(s)**

1. Do not confront individuals involved in a disturbance or who are behaving suspiciously or in an irate manner
2. If you can do so discreetly, call VP of Administration to alert 2<sup>nd</sup> floor staff
3. The “emergency buttons” can be utilized to signal an alarm. Buttons are located:
  - a. Front reception desk
  - b. Secondary reception desks
  - c. Second floor executive assistance desk
  - d. Second floor rear support pillar near exit door
4. Administrative staff may also elect to pull a fire alarm to signal immediate evacuation
5. If evacuation is signaled, follow evacuation procedures using available stairwells and proceed to evacuation sites
6. If evacuation is not required, an announcement will be made that the investigation is complete and the situation is resolved

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**Fire/Smoke/Explosion – Evacuation required**

1. If a fire is discovered or an explosion occurs, **evacuate** the premises and sound the fire alarm as you exit.
2. Stay low to the ground where air is cleanest and feel doors to detect heat before opening.
3. Refer to the basic evacuation procedures, evacuate the immediate area and the Chamber offices using the nearest safe exit and assemble at your designated area.
4. If you are trapped in the elevator or another area of the building, stay where you are if the situation seems stable and safe to do so. Surrounding structures may be unstable or normal exit routes may be blocked. Remain confident the Safety Director or emergency responders will find you.
5. Utilize your cell phone to call for assistance.
6. Use clothing to cover your mouth and nose to protect against inhaling dust and debris.
7. Avoid shouting to avoid inhaling smoke, dust and debris.
8. Look around you to locate anything you can use to make noise to alert rescuers to your location.

**Earthquake – Shelter in place. Do not attempt to evacuate during the event.**

1. Move away from windows or glass panels if possible.
2. Find shelter under a sturdy structure like a desk or table – not a doorway.
3. Stay away from freestanding objects – cabinets, shelving.
4. Stay put until the Safety Coordinators tell you to return to your work area or evacuate.
5. An initial earthquake shock usually lasts less than a minute, but other jolts may come soon after.
6. Above all, stay calm, focused and alert. Depending on the severity of the earthquake, the lights may fail or fire may break out.
7. Follow instructions for basic evacuation when your Safety Director instructs you to do so.

**Severe Weather/Tornado – Shelter in place. Do not attempt to evacuate.**

1. Be prepared by thinking in advance of the safest locations on each floor.
2. Stay as calm as possible.
3. Alert a Safety Coordinator at the first knowledge of an active Tornado Warning.
4. Do not use the elevators due to risk of power failure.
5. If possible, move to an inside room that has no windows and secure the door. The designated tornado shelter area in the 811 Building is the basement adjacent to the elevator chase and vault. Secondary option is the front stairwells.
6. If moving to a secure location is not an option, move at least 15 feet away from windows. Find shelter under a sturdy structure – not a doorway.
7. Stay away from freestanding objects – cabinets, shelving.

After the severe weather:

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1. Stay put until the Safety Coordinators tell you to return to your work area or evacuate.
2. Follow instructions for basic evacuation.
3. If you are trapped in the elevator or another area remain confident the Safety Coordinator will find you.
4. Above all, stay calm, focused and alert. Depending on the severity of the tornado or other severe weather event, the lights may fail or fire may break out.
5. Expect the unexpected.

**Power Outage – Shelter in place.** Do not attempt to evacuate.

1. Stay calm and wait for instructions.
2. Do not call EPB from your desk. Multiple calls from the same location tie up valuable resources they need to respond to a widespread outage.
3. Stay at your desk until you receive further instructions from your manager and/or the Safety Coordinator.
4. Follow instructions for basic evacuation.
5. If you are trapped in the elevator or another area, call for help from your cell phone if you have it with you.. The emergency telephone in the elevator may not be functional due to the emergency.
6. Remain confident the Safety Coordinators will find you.

**Hazardous Materials in Packages -** In the unlikely scenario of a hazardous materials attack at either Chamber office, you must take it seriously.

Use caution when opening unusual envelopes or packages such as those with misspelled addresses, lack of a return address, a “personal” or “confidential” marking, stained outside covering, protruding wires or unusual sounds. If a letter or package is opened and suspicious contents are evident, remain calm. Set the item down slowly to avoid stirring any powder into the air or disturbing any mechanism. Back away quickly, close the door if present, and keep others from coming in to contact with the envelope or package. **It is very important that you not pass around the envelope or package, show it to others in the room, carry it to a different area, etc.**

If you have personally come in contact with a suspicious substance, wash your hands and face immediately with warm water and soap.

Notify your supervisor. Supervisors should isolate the area, for example by closing the door on the room and notifying others in the immediate area as well as a member of the Safety Team. The team member should call 911 to allow law enforcement personnel to handle the situation.

**Gas, Chemical or Biological Agents**

One of the many unsettling characteristics of these agents is that some of them cannot be seen or smelled. Natural gas has an additive that carries a distinctive smell so that gas leaks can be identified. One rule of thumb is to observe individuals, birds and small animals in the area. If a single person is on the ground or choking, it is likely that this person is having a heart attack, some sort of seizure or has an object lodged in the throat.

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However, if several people are down, coughing, vomiting, having eye problems, etc., or if birds are dropping from the sky, it is more likely that a toxic substance is present.

If the substance is indoors, call 911, evacuate the area immediately, leave the building as rapidly as possible and go to your assembly point; once there, report in to your supervisor or a member of the Safety Team. Team members should guide the evacuation in accordance with established procedures. Once outside, those who believe they may have been exposed to the toxic substance should notify Safety Team members and follow their instructions. If possible, remove outer clothing since this can remove most of the contamination hazard. Studies have shown that water alone is also an effective decontaminant. Look for a nearby source of water so that you can quickly and thoroughly rinse any skin that might have been exposed.

If you encounter a toxic substance outdoors, the most important thing to do is to get a physical barrier between you and the gas, chemical or biological substance. Get indoors quickly—preferably into a building, but even being inside a car can help (shut all windows and vents and turn the air conditioner or heating system off). In a building, turn off air conditioning, fans and heating systems; close windows, fireplace dampers and other vents; and try to plug any drafts of outside air (such as outlets, heat registers, air conditioning, doors and windows) with tape, plastic, towels, etc. Go to an above ground room with the fewest windows and doors and take your emergency supplies kit with you.

If you have been contaminated, remove your clothes, put them in a plastic bag, and take a shower to help remove any contamination that might have occurred before you were able to get indoors. Call 911 and notify authorities. Stay indoors and monitor radio or TV broadcasts for news and announcements. Outdoor air will carry most toxic substances away within a relatively short period of time. Authorities will notify you when it is safe to go outside or whether the entire neighborhood is being evacuated. Unsealing and leaving the shelter to rescue or assist victims could be a deadly decision for you, the victim and others who have taken shelter with you. There is no assistance that an untrained citizen could offer that would likely be of any value to the victims of a chemical or gas attack.

It may not become apparent that a biological agent has been released until people develop symptoms several days later. Initial symptoms of many biological agents resemble flu. National, state and local public health authorities are developing capabilities to rapidly identify such agents and treat those affected. If you hear reports that a biological agent may have been released, get or stay indoors, remove contamination and block off all sources of outside air.

Remain calm as rescuers arrive and give medical attention to the most seriously affected individuals first. Even if you are showing no symptoms of exposure medical personnel will want to give you a check-up and police officers will want to speak with you about what you have observed.



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In a widespread community emergency, the Emergency Broadcast System would be employed to give instructions to citizens on local radio and TV stations, or officials may drive by and give instructions over a loudspeaker, or come to your door. Listen carefully and follow instructions, but do not call 911 or any other source for information. Use the phone only to report an actual life-threatening emergency.

**Bomb Threats** - In the unlikely scenario of a bomb threat at either Chamber office, you must take it seriously. No two calls are alike, but you can learn much information if you do not panic.

1. Stay calm but focused and alert. Do not panic.
2. Try to flag another Chamber employee to start an immediate building evacuation or when the call ends, immediately notify your manager and the Safety Director.
3. Write all the information down as you have the conversation. Use the bomb threat report sheet if available. If not, make sure you write down the following information:
  - a. Note the time of the call
  - b. Note the type of voice the caller has: male, female, young, old, etc.
  - c. Try to establish when the bomb might explode
  - d. Try to establish where the bomb may be located within the building
4. Take the written information with you as you evacuate the premises.
5. Refer to the basic evacuation procedures and evacuate the immediate area and the Chamber offices using the nearest exit.
6. If your supervisor has not already done so, call the police department after you have exited the building and are a safe distance away.
7. Do not go back inside until the "all clear" is given.

**Additional Reference:** Bomb Threat Questionnaire

**\*\*\*\*Special Note Regarding Bomb Threats\*\*\*\***

**An immediate building evacuation is mandatory!** The Chamber takes all bomb threats seriously. Even if you assume the caller is a hoax, you must take it seriously. The Chattanooga Police Department Bomb Squad may ask the Facility Director, or someone who is familiar with the building to volunteer and go back inside with them to look for unusual items. *The Chamber believes your safety comes first and we respect your decision to say no to this request.*

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Addendum #1

**BOMB THREAT QUESTIONNAIRE**

Date rec'd: \_\_\_\_\_ Time: \_\_\_\_\_

Location at which threat was received: \_\_\_\_\_

**INSTRUCTIONS:** Stay calm – listen carefully. Be polite – do not interrupt the caller. ALWAYS notify the Chamber emergency contact person (Operations) and have someone contact the police. Try to keep the caller talking. Get as many details as possible.

**FIND OUT:**

- What kind of bomb? \_\_\_\_\_
- Where is it? \_\_\_\_\_
- When will it go off? \_\_\_\_\_
- Why was it placed? \_\_\_\_\_

**DETERMINE:**

☐ Male      ☐ Female      ☐ Adult      ☐ Teen      ☐ Juvenile

**Type of voice:**      ☐ Loud      ☐ Soft      ☐ Articulate      ☐ Rough  
                                 ☐ Intoxicated      ☐ Deep      ☐ Other \_\_\_\_\_

**Speech:**      ☐ Fast      ☐ Slow      ☐ Distinct      ☐ Slurred  
                                 ☐ Other \_\_\_\_\_

**Pitch:**      ☐ High      ☐ Low      ☐ Varied

**Accent:**      ☐ Yes      ☐ No      ☐ Local      ☐ Foreign/Regional  
                                 ☐ Other \_\_\_\_\_

**Style:**      ☐ Angry      ☐ Frantic      ☐ Calm      ☐ Slurred  
                                 ☐ Steady      ☐ Laughing      ☐ Other \_\_\_\_\_

**Background noises:** ☐ Machinery      ☐ Office      ☐ Factory      ☐ Planes  
                                 ☐ Trains      ☐ Subway      ☐ Street      ☐ Cars  
                                 ☐ Crowd      ☐ Bus      ☐ Other \_\_\_\_\_

**Former employee?**      ☐ Yes      ☐ No      **Customer?**      ☐ Yes      ☐ No

**Other information:** \_\_\_\_\_

**Person who received the threat:** \_\_\_\_\_

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**Active Shooter Emergency – The building will be placed on lockdown until the all clear is given by law enforcement responders.**

1. Employee safety is of primary importance. You will only have seconds to make critical choices that may save your life and your coworkers' lives.
2. Keep your cell phone with you to communicate with management and first responders. Silence the ringer and turn off the vibration.
3. Your first, best option is to **flee**. Move away from the sounds of gunfire using the shortest route to an exit and safety.
4. Know your routes of escape from every point in our offices.
5. Run and notify coworkers of the danger as you go. Do not stop and argue with those who refuse to leave.
6. Activate the emergency call buttons on the first and second floors if they can be safely reached.
7. Call 911 when it is safe to do so.
8. If you cannot escape due to proximity of the shooter or a blocked escape route, **hide**. If you are in an office with solid walls, stay there and secure the door. Barricade the door with furniture if possible. Find a weapon with which to protect yourself. Shelter under a desk or out of the line of sight. Turn off lights. Silence your phone. Even a vibration can give you away.
9. If you are in a hallway or a glass-walled office, get into a room that has mass between you and the shooter and secure the door. Barricade if possible.
10. Choose the spot in the room that is least visible to the shooter's line of sight. Turn lights off. Silence your cell phone.
11. Only as a last resort, **fight**. A shooter normally wants to take out as many people as possible in the least amount of time. Arm yourself with whatever is available and attempt to take the active shooter down. When a shooter is at close range and you cannot flee, your chance of survival is greater if you try to incapacitate the shooter.

## **908 Office Closure Procedures**

Effective Date: 7/26/2017

Revision Date:

### **Overview:**

1. This emergency closure procedure applies to all employees of the Chamber.
2. This closure procedure allows the employees of the Chamber to be in a state of preparedness at all times and knowledgeable about what they should do in the event their Chamber office location is damaged and/or destroyed.
3. All employees will follow this emergency closure procedure unless instructed differently by their supervisor or senior management.

### **Additional Reference:**

Refer to the procedure: Emergency Site Evacuation

Refer to the procedure: Inclement Weather Office Closure

### **Procedure:**

1. Chamber employees are alerted to an office closure through the media, telephone call, text message, website message or their commute to the office.
2. If employees commute to their office location and find their office closed due to safety or emergency conditions, immediately leave the area and go home.
3. In the event of an emergency other than inclement weather that forces our office(s) to close, supervisors will contact all Chamber employees within 6 hours of our normal office opening to provide you with instructions and information.
4. If Chamber offices are closed due to safety concerns, Chamber employees are **not** to travel to their office location unless instructed to do so by their supervisor.

## **909 Business Continuity Response**

Effective Date: 07/26/2017

Revision Date:

In the event of an emergency that renders our offices temporarily or permanently uninhabitable or otherwise threatens the continuity of operations of the Chamber or the Chattanooga business community, the Chamber must continue to play a leadership role in the recovery. We must initiate crisis communications efforts to keep employees and the business community informed regarding our own status and our efforts to become operational at the earliest opportunity. More importantly, we should be a visible, credible symbol for the business community during recovery from a community-wide crisis. Whether the emergency is large or small, the staff of the Chamber will be looked upon to model a sense of purpose and hope, and to demonstrate through our actions that recovery is possible.

### **Overview:**

- This emergency procedure applies to all employees of the Chamber.
- This procedure allows the employees of the Chamber to be in a state of preparedness at all times and knowledgeable about what they should do in the event of an emergency condition such as fire, bomb threat, explosion, severe weather or other occurrence.

Convene an emergency response team of available and capable senior managers and staff volunteers to organize and assign the following tasks to the members of the Team:

- Provide communications facilities for employees to contact loved ones as soon as possible. Ensure that transportation and other services are available for those who require them.
- Debrief employees: learn what has happened and what is needed.
- Notification of next of kin: Assign a team member or pair of team members to communicate what has happened and serve as the chamber's representative to every family of an injured or killed person, whether an employee or not. Determine who will be allowed on site, and establish a receiving area for victims' families who come to the Chamber's facility. Provide security or plain clothes police escorts if needed to secure the area. Assign a less-traumatized person to greet arriving family members. Protect family members from the media, asking police to assist in securing the property if needed. Determine if language or cultural issues will need to be addressed with families. Communicate the chamber's outreach plan for the victims and families: What is being offered employees in the way of financial help (existing life & health insurance, severance, workers compensation, 401(k) beneficiaries, etc.). Sick leave and return to work policies for employees? Counseling? Organize official representation at funerals and/or hospital visits and make sure senior management meets with victims' families as soon as practical. Will there be an organization-

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sponsored memorial service? Will there be an assistance fund (and will the Chamber contribute)? What will we not do (fly in victims' families, etc.)?

- Employees who were not victims, and their families: Organize the Chamber's outreach plan to employees who are not victims. What is the policy on funeral attendance and time off? Plan the "first day back" including a structured management response to the incident: what happened, what we are doing, what we are planning; what measures we will take to help insure this does not happen again.
- Media: Refer to Crisis Communications Plan
- Officers, board and members: Contact all officers immediately with a concise report of what has happened and what is being done in response. Involve the chairman of the board in a declaration of emergency if necessary. Report to the officers regularly (probably daily at first) on the activity of the Emergency Response Team, and bring them into Team meetings as needed. Prepare to issue more complete communications to the entire board of directors and membership as appropriate.
- Police and other emergency responders: Work with other staff managers assigned to communications duties to get them the following official assistance: Ask for assistance to immediately secure the building and regain access for staff at the appropriate time. Ask for assistance in managing media, family members and others who wish to have access to the site. Ask for assistance in notification of families. Organize the Chamber's response to requests/requirements received from the police and other emergency responders. Carefully record communications with emergency authorities, such as orders to evacuate, including who ordered the evacuation, the date and time.
- Insurance, OSHA and other government agencies: Obtain copies of all relevant policies and make contact with insurance agents to make claims. Ask the following questions if necessary: *What coverage do we presently have? Should we begin clean-up and temporary repairs? Should we look for another facility in which to operate? Who is the adjuster assigned to us and when will we be contacted? What documentation is needed to verify our claim (equipment serial numbers, etc.)? If we do not have property damage but have lost revenue, can we claim that? If we have had to close business due to the orders of civil authorities, can we make a claim for the revenue lost during that time?* Assist employees making personal claims. Report injuries as required. Work with legal counsel to respond to requests/requirements of all other government agencies.
- Callers: Provide materials to staff answering the phone to log all calls, record all questions & comments, and record to whom the call was referred. Communicate to staff what should and should not be said in response to callers on specific questions. Determine if it is necessary to set up a community information response center or hotline, etc.

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- Determine who/what needs immediate financial attention and assign a team member to work with management and officers to address. What are the immediate payroll and debt obligations? Trust fund for victims and families (Chamber contribute)? For insurance purposes, carefully record and document any materials, supplies, services, pledges and income received (in cash or in kind) and expenditures made (including staff time) after the disaster separately from pre-disaster activity.
- Assign a team member to arrange clean-up and repairs of the worksite (if gruesome do not use employees, even those not present or not involved). If the building has been damaged, arrange to have it inspected by structural engineers and contractors to determine its safety and the extent of damage. Take pictures or video if possible both inside and out, noting both structural damage and damage to equipment, supplies and inventory. Work with staff assigned to communicate with our insurers regarding claims.
- When it is safe, and if necessary, arrange the removal of critical equipment, supplies, documents, etc. to prevent further damage.
- Restore utilities (power/gas, phone, water, postal, transit, waste pickup) as soon as possible to do so safely. Make temporary repairs to the building by boarding up windows, covering holes in roof, etc. to avoid additional property damage. Partition the building if some areas are not usable. If the building is not usable, make arrangements with other Chamber facilities or other alternative locations and plan the relocation. Arrange to replace or repair damaged supplies and equipment. Retrieve back-up tapes; reinstall back-up data; recover lost data. Arrange for signage to redirect customers, parking, etc.
- Develop a detailed recovery plan—a list of additional steps required for us to resume operations or undertake new responsibilities as a result of the crisis—with task assignments and timelines. Communicate to all employees their part in the recovery plan.
- Canvas the staff to determine whether any previously scheduled program or activities will need to be cancelled or re-scheduled and provide this information to those handling Chamber communications.
- Assign a team member to anticipate potential legal actions against the chamber; contact legal counsel.
- Assign a team member to work with advisors to determine whether professional crisis intervention and group briefings are necessary, and if so to have them conducted. Determine whether employees will be allowed to visit the crisis scene and if so, when and how. Identify “at risk” persons and give them professional assistance as appropriate. Continue to attend to balancing work issues with personal needs of employees.

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- Convene the Team regularly to assess whether the crisis or the reaction to it may be escalating and how that might be mitigated. Discuss rumors and rumor control. Plan and assign additional communication as needed.
- In case of a community-wide emergency, assign a team member to lead an assessment of the most critical business and community needs, in consultation with the Brown County Emergency Government, local political leaders and others. Inventory needs and damage at all area businesses, and update regularly. Learn when each will re-open for business if they are not currently open. Make re-opening information available in a variety of formats (printed handout, phone response, newsletter, website, faxable, e-mail attachment, news release etc.) and provide to those handling Chamber communications.
- In case of a community-wide emergency, assign a team member to organize the compilation of a list of available resources and referral information for both business and community needs. Make available in a variety of formats (printed handout, phone response, newsletter, website, faxable, e-mail attachment, news release etc.) and provide to those handling Chamber communications. Hold a regular meeting open to business to share information. Locate sample business recovery plans and check-lists and make available to members.
- In case of a community-wide emergency in which there are significant un-met business and community needs, assign a team member to work with the Executive Committee to determine what role the Chamber should have in the emergency response effort. Make a check-list of action items needed to take on this role during the crisis. Be sure to consider the following factors:
  - Results of the assessment
  - Facilities needed (and available)
  - Communications capabilities needed (and available)
  - Computing hardware and software needed (and available)
  - Manpower needed (and available)
  - Programs to be put on hold



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**910 Disaster Recovery Binder**

Effective Date: 7/26/2017

Revision Date:

**Important Information for Chamber Employees  
Regarding Disaster Recovery**

The Chamber maintains a secure, off-site storage location that holds electronic backups of business critical records in the event that an emergency situation prevents access to the 811 Building. In addition, accounting and IT personnel each have Disaster Recovery Binders with critical information to allow operations to continue in a limited fashion in a remote location.

1. Access to this secure site resides with the CFO and Network Manager.
2. A comprehensive binder of original and/or sensitive business materials is maintained by accounting and IT staff at remote locations.
3. A comprehensive report on the Chamber's equipment inventory and serial numbers is maintained offsite.
4. A comprehensive, digital picture history of the offices at each Chamber location is maintained offsite.
5. IT archive files are maintained at this site and are updated on a regular basis.
6. A back-up copy of the Broad Street location phone system software is stored offsite.
7. A periodic review schedule will be established to validate materials and data kept in the Disaster Recovery Binder.

**Note to employees:**

1. Please work with your manager to identify any original and/or sensitive business material that should be included in the Disaster Recovery Binder.
2. Please follow-up with the Network Manager to include materials or other information in the Disaster Recovery Binder.

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## **911 Safety Coordinator Duties**

Effective Date: 7/26/2017

Revision Date:

This emergency procedure applies to the Safety Coordinators of the Chamber and empowers the Safety Coordinators to be in a state of preparedness at all times and knowledgeable about what they should do in the event of an emergency condition such as fire, bomb threat, explosion, severe weather or other occurrence.

**\*\*\*\*Special Note Regarding Bomb Threats\*\*\*\***  
**An immediate building evacuation is mandatory!**

The Chamber takes all bomb threats seriously. Even if you assume the caller is a hoax, you must take it seriously. The Chattanooga Police Department Bomb Squad may ask the Facility Director, or someone who is familiar with the building to volunteer and go back inside with them to look for unusual items. The Chamber believes your safety comes first and we respect your decision to say no to this request.

### **Procedures for Emergency Situations**

#### General Evacuation Plan

1. The primary signal to evacuate is the continuous sounding of the fire alarm along with speaker message and activation of the strobe lights.
2. When you hear or see the fire alarm, evacuate the building immediately. Take your Emergency Action Plan with staff phone listing, your Disaster Recovery Binder (if assigned), and keys. The only personal items you should take are cell phone, wallet, purses, etc. You will **NOT** be allowed to re-enter the building until it has been cleared.
3. The Chamber frequently hosts visitors for meetings. If you are the staff liaison to a meeting, it is your responsibility to direct visitors safely out of the building in an orderly fashion.
4. Do **NOT** use the elevator to evacuate. Use the stairs.
5. The safety coordinator designated from each floor or department will assist employees with disabilities and will ensure that all personnel are evacuated from all areas of their responsibility. Pay special attention to visitors who are unfamiliar with Chamber evacuation procedures and routes.
6. Assemble in your designated evacuation area and await further instructions via voice or text updates. Chamber staff from the 811 Building will evacuate to the bus stop area at **820 Broad Street**.
7. Safety Coordinator:
  - a. Between the hours of 8 a – 5 p you should notify Building Management at 423-267-8112 of the nature of the emergency.

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- b. After 5 p on weekdays and anytime during weekends, notify emergency services at 911 and Building Management at 423-267-8112, pressing “8” and leaving a specific voice mail message. The after-hours system notifies the parties that are on call.

### **Specific Emergency Information**

#### **Fire Emergency**

1. Determine the nature of the emergency.
2. Remove yourself from potential danger immediately.
3. If the building is not in alarm, proceed to the nearest pull station (located at emergency stair entrances) and activate the alarm.
4. Contain the fire by closing the door.
5. Take your Emergency Action Plan, Disaster Recovery binder and keys.
6. Take personal items such as cell phone, wallet, purse, etc. You will not be allowed to re-enter to retrieve such items until the building has been cleared.
7. Support the evacuation of the building. If you are the staff liaison in a meeting scheduled in our building, you have primary responsibility to direct visitors safely out of the building in an orderly fashion.
8. Exit the building and proceed to the pre-designated evacuation site.
9. Check in with other coordinators and assist in determining if all occupants have exited safely.
10. Notify first responders if anyone is missing and suspected of being in the building.

#### **Bomb Threat/Explosion – All bomb threats must be taken seriously and require evacuation immediately. Do NOT use cell phones or radios to communicate.**

1. Determine the nature of the emergency.
2. Communicate bomb threats to 911 and then to Building Management at 423-267-8112.
3. Use the fire alarm system to communicate the need to exit the building immediately.
4. Do NOT search for an explosive device.
5. Do NOT use cellular device.
6. Do NOT touch any unusual or suspicious objects. Note their location and report to your Safety Coordinator and Building Management.
7. Follow general evacuation procedures and exit the building IMMEDIATELY.
8. Gather at your pre-determined evacuation site and await further instructions.

#### **Severe Weather**

1. During a tornado watch or warning, monitor emergency weather updates online for up to date information.
2. If weather becomes violent, move to a location away from windows and proceed to an internal office, restroom, hallway or stairwell.

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3. Do NOT exit the building or use elevators during the threat of tornados or violent weather.
4. In the event of power failure, emergency lighting is available in the first floor utility closet and second floor kitchen.

### **Earthquake Emergency**

1. Immediately move away from windows, shelving systems, room partitions or other items that are a falling hazard.
2. With arms over head, shelter under a desk, table, door arch, stairwell or against an inner wall.

### **Medical Emergency**

1. If possible, assess the nature and severity of the medical event.
2. For an emergency issue that requires medical attention, have someone call 911 while you attend to the victim.
3. In the event of a breathing or cardiac event, administer first aid and defibrillator as needed until first responders arrive.
4. Provide immediate first aid for bleeding wounds, falls, sprains, broken bones, and other non-life-threatening medical events until medical assistance arrives.
5. Send a staff person to the lobby to meet first responders and direct them to the victim.

### **Active Shooter Emergency**

12. Employee safety is of primary importance. You will only have seconds to make critical choices that may save your life and those of your coworkers.
13. Keep your cell phone with you to communicate with management and first responders. Silence the ringer and turn off the vibration.
14. Your first, best option is to **flee**. Move away from the sounds of gunfire in the shortest route to an exit and safety.
15. Know your routes of escape from every point in our offices.
16. Run and notify coworkers of the danger as you go. Do not stop and argue with those who refuse to leave.
17. Activate the emergency call buttons on the first and seconds floors if they can be safely reached.
18. Call 911 when it is safe to do so.
19. If you cannot escape due to proximity of the shooter or a blocked escape route, **hide**. If you are in an office with solid walls, stay there and secure the door. Barricade the door with furniture if possible. Find a weapon with which to protect yourself. Shelter under a desk or out of sight. Turn off lights. Silence your phone. Even a vibration can give you away.
20. If you are in a hallway or a glass-walled office, get into a room that has mass between you and the shooter and secure the door. Barricade if possible.
21. Choose the spot in the room that is least visible to the shooter's line of sight. Turn lights off. Silence your cell phone.

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22. Only as a last resort, **fight**. A shooter normally wants to take out as many people as possible in the least amount of time. Arm yourself with whatever is available and attempt to take the active shooter down. When a shooter is at close range and you cannot flee, your chance of survival is greater if you try to incapacitate the shooter.

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**912 Chamber Staff Emergency Telephone Tree**

Effective Date: 7/26/2017

Revision Date:

In the event of an emergency the Chamber will use this telephone tree to spread information efficiently and quickly to all employees.

**Telephone Tree:**

1. To ensure everyone gets called remember to keep conversations short and stick to the facts.
2. All numbers are area code 423 unless noted.
3. Chamber employees are encouraged to keep this information up to date and in a file they maintain at home.

<b>Name</b>	<b>Will Call</b>	<b>Home Phone</b>	<b>Cell Phone</b>
Bill Kilbride	Jared Bigham		1.706.455.0200
602.1465	Sandra Brewer	553.9023	991.0999
	Cheryl Millsaps	842.6836	653.0937
	Maria Noel		413.2515
	Lori Slatton	238.4439	596.1473
	David Steele		834.5489
	Sybil Topel	622.7089	994.4956
	Charles Wood	893.9113	313.3583
Jared Bigham	Jennifer Andrews		800.2208
	Robin Cayce		1.615.981.4559
Sandra Brewer	Taylor Belcher		280.0248
	Kerry Beth Carico		1.715.937.1431
	Brenda Harrison		779.2170
	Honor Hofstetler	698.4802	802.6837
	Ann Riley		821.7862
	Meredith Rivers		503.7935
	Anne Schwenke		304.5596
Cheryl Millsaps	Thomas Fairchild		779.2870
	Dustin Harris		298.7900
	Yolonda Hayslett		313.1904
	Heather Pearsall		928.830.1961
	Bridgett Massengill		785.7426
	Ruthie Thompson		290.8883
David Steele	Cathy Humble		488.2976
	Mattie Moran	867.8199	309.3732
	Diane Parks	624.9467	227.2016
	Darian Scott		595.3152
Sybil Topel	Amanda Ellis		762.2013
	Eric Lisica		760.408.5594
	Jeremy Henderson	894.1135	710-6662

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<b>Name</b>	<b>Will Call</b>	<b>Home Phone</b>	<b>Cell Phone</b>
Charles Wood	Miriam Hamilton	821.8855	821-8855
	Lindsay Hiatt		605-0247
	Steve Hiatt	877.1963	902-9058
	Kathryn Menchetti	344.2720	240-3398
	Alex Wilson		1.731.413.9161
Kathryn Menchetti	Mallorie Bailey		
	Robby Clark		227-3294
	Bill Lupia		544-1391
	Kwang No		504-7465

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### **913 Finance Department Information**

Effective Date: 7/26/2017

Revision Date:

#### **Overview:**

This section provides information to the employees of the Chamber regarding the Finance Department's processes in the event business continuity is challenged.

#### **Procedure:**

- Managers will contact CFO for specific instructions related to finance department related needs.
- The Accounting Manager will serve with delegated authority if the CFO is unavailable.

#### **General Information:**

##### **Payroll**

Because the Chamber's payroll is outsourced, if a disaster occurs within a week before payroll is due:

1. Hourly employees should submit time remotely through the online timekeeping portal. If online access is not available, report and confirm with their manager.
2. Managers will then be responsible for approving the time and getting this information to the Controller or Accounting Manager.
3. In the event actual time reporting is interrupted, standard full time hours will be paid and adjusted afterwards on the next regular payroll.
4. Chamber employees use direct deposit; no interruption of this process is anticipated.

##### **Other Accounting Processes**

1. Employees requiring cash for travel or other immediate business needs should contact the CFO or Accountant for instructions.
2. A few days of business interruption should not cause undue problems with accounts payable. With a longer interruption, managers should contact the CFO or Accountant regarding payments.
3. Should extraordinary events occur; each financial requirement will be evaluated and appropriate actions taken.
4. Be careful to save any documentation related to deliveries, billings, etc. that might come to you during an emergency.
5. Use the Vendor Contact List or the Chamber Website if it becomes necessary to order supplies during an emergency.

##### **Accounting Staff Responsibilities**

###### *Accountant (Accounts Payable)*

1. Maintain a Disaster Recovery File at home that contains up to date information:



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2. A list of bank account numbers
3. Deposit slips for each bank
4. Contact numbers for other department employees

#### *Accounting Manager (Accounts Receivable and Payroll)*

1. Maintain a Disaster Recovery File at home that contains up to date information:
2. Blank payroll forms that enable the transmission of payroll information
3. Payroll processor phone numbers and contact names
4. Contact numbers for other department employees
5. Passwords for accessing bank account information electronically to monitor balances

#### *CFO*

1. Maintain a Disaster Recovery File at home that contains up to date information:
2. Bank account information including contacts
3. One set of year-end financial statements from previous fiscal year
4. List of top 20 vendor contacts with telephone numbers
5. List of insurance contacts with telephone numbers
6. Contact numbers for all Chamber employees

## **914 IT Department & Network Security**

Effective Date: 7/26/2017

Revision Date:

The Chamber continues to invest significant thought into maintaining the organization's data security by incorporating the following layered defenses into its DR/BC plan:

**Datacenter Colocation.** The data network, which is maintained in a nearby third-party colocation facility, has been built to safeguard against single points of failure. In addition to providing offsite data backups, the colocation facility also utilizes redundant power grids from the local municipal power provider and triple-redundant Internet Service Providers (ISPs). Physical access restrictions, temperature regulation, waterless fire suppression, and continuous video surveillance are also implemented by the site.

**Network Design.** The data network incorporates the following redundancies. Some items are detailed in other parts of this section.

- Storage arrays protected with RAID and both warm and cold spare disks
- Failover-ready hot-swappable integrated power supplies on each server
- Dual network interface cards on each appliance
- Dual hot-swappable cooling fans
- Rack-level external uninterruptible power supplies (UPS)
- In-network monitoring
- Firewall-level dual Internet service providers (ISPs)
- ISPs are monitored by a third-party DNS failover service

**Firewall with integrated endpoint anti-malware protection.** The Chamber's firewall monitors inbound/outbound traffic at the network edge using a combination of traditional IP-based analytics and Layer 7 filtering. The appliance also provides RADIUS-authenticated VPN, IDS/IPS, and similar tools for securely using and maintaining the network. Additionally, an optional service provided by the firewall manufacturer is used to store and analyze traffic.

**Clustered Virtual Hosts.** The HPE Hyper Converge platform serves as the host for the Chamber's Hyper-V virtual server environment. Considered "site redundant", the unit boasts a comprehensive array of fault-tolerant controls to keep the guest VMs running when a node is down due to maintenance or an unforeseen failure.

**Backup Power (UPS).** The Chamber uses a number of UPS appliances both at the datacenter and other locations throughout the network to provide a backup power source for critical systems. Although not intended for long-term power, the UPS furnishes the sensitive equipment with clean, uninterrupted power. The datacenter UPS can power the rack for a sustained 30-minute outage before safely shutting down the equipment; smaller units support less critical equipment and may only provide a few minutes of clean power.

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**Data Backups**

- **(Onsite).** The organization uses redundant servers/NAS running Quest Rapid Recovery (formerly App Assure) to provide Continuous Data Protection (CDP) to key servers, both virtual and physical. Hourly snapshots are captured to ensure the servers can be recovered quickly and with little data loss in order to meet RPOs and RTOs for the given service. Backups are produced on one server and copied to its assigned NAS, and then replicates the backup sets to a secondary server/NAS pair.
- **(Off-site).** The colocation facility captures off-site backups using a separate application and saves them on its own servers; data is retrieve by request. Secondly, the file server is protected by Carbonite for Business, to enable quick restores and versioning access for selected file types.

**Remotely Accessible Soft Phone.** In the event that the Chamber's staff is able to report to work, select staffers are provided with a "soft phone" for their desk phone's extension. This enables them to send/receive calls as if he/she was sitting in the office, regardless of where they are at home or on an international business trip.

**Out-of-band Email Filtering.** This Chamber contracts with local Chamber member to provide Proofpoint Essentials email filtering service to scan all incoming emails. Also serving as an email proxy, the Proofpoint service also queues the Chamber's incoming messages if there is a network issue that prevents emails from being successfully delivered to the Chamber's Microsoft Exchange server.

**Out-of-Band DNS monitoring and failover.** The chosen DNS provider affords the Chamber a geo-redundant solution for its public-facing DNS. During the downtime for selected services, the traffic gets routed to an available host without any appreciable downtime for the user.

**Staff Education.** As the first and last line of defense, staff are frequently coached on proper data hygiene. Most computers are locked down to prevent unauthorized changes without password protection.

## **915 Building Security Capabilities**

Effective Date: 7/26/2017

Revision Date:

The Chamber offices are protected with several layers of security. As the property owner of the multi-tenant building occupied by the Chamber and two other businesses, the Chamber Board has selected several capabilities that protect all building occupants and their guests.

**Glass-break Alarms, Motion Detectors, and Panic Buttons.** Monitored by a third-party security services provider located in North Carolina, these sensors are monitored 24/7/365. When an incident is detected, the service provider notifies a series of individuals on the call list; this may include Emergency Services, key Chamber staff, and the Chamber's property management company. System is tested bi-annually.

**Fire Sensors and Water Sprinkler System.** Monitored by a third-party fire suppression system provider. The control panel uses redundant phone lines and redundant power to issue fire notifications. System is fully tested every semi-annually, and performs automated connectivity pings to the third-part monitoring service several times each day.

**Proximity Card Readers for Magnet-based and Mechanical Locks.** Used to secure areas by policy of least-privileged access. Card Readers are installed at the exterior doors, and throughout the Chamber workspace.

**Elevator Codes.** Each tenant space is assigned an elevator code that the Chamber will change at the tenant's discretion. Used to protect staff from unwanted foot traffic.

**Elevator Emergency Phones.** Monitored by a third-party provider. The control panel uses redundant phone lines to ensure connectivity is always available.

**Video Surveillance System.** Records exterior entrances among a list of other areas of concern throughout the building. Camera footage is retained for 9 days.

**Onsite Guard for Afterhours Security.** Provides walk-throughs on a regular basis for the Chamber, its tenants, and several area businesses.

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**916 Broad Street Safety Equipment**

Effective Date: 7/26/2017

Revision Date:

**First Aid Kits**

First Aid kits with minimal first aid supplies are located on every level in the Chamber Break Rooms.

**Safety Cabinet**

In the unlikely event there is an emergency that prevents Chamber employees from leaving the building a basic Safety Cabinet was established in the Break Room on the 2<sup>nd</sup> level and in the utility closet in the kitchen area of the 1<sup>st</sup> floor.

The cabinet contains the following:

(1) battery operated radio	flashlights
batteries	Emergency blankets
roll of quarters for vending machine	army knife
Basic bandages	NSAID pain relievers
distilled water	packaged lighters

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**917 Broad Street Telephone/Voice Mail System**

Effective Date: 7/26/2017

Revision Date:

**Overview:**

This procedure outlines how to access the Broad Street voice mail system when business continuity is challenged.

1. Changes to the Chamber's voice mail system are facilitated by the Network Manager.
2. If a sudden emergency impacts the Broad Street building an emergency "outbound" message will be placed on the voice mail system to alert callers.

**Reminder!**

If a sudden emergency impacts the Broad Street building, the phone system may be disabled and access denied.

**Procedure:**

To enter your mailbox from outside the office and check your messages and/or modify your existing message:

1. Dial your direct dial ShoreTel number
2. Press the "\*\*\*" (star) key
3. Enter your extension number and password
4. You should be able to access your voice mail by following the system prompts.

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**918 Broad Street Vendor Information**

Effective Date: 7/26/2017

Revision Date:

**Overview:**

This list identifies the vendors who can provide critical services to the Chamber office (Broad Street) when business continuity is challenged.

<b>Type of Service</b>	<b>Vendor Name</b>	<b>Account Information</b>	<b>Contact Information</b>
Property and Liability Insurance	BB&T Huffaker	Property and Casualty Policy	Tanya Hawthorne Lisa Rader 423.648.7285
Property Management	Berry & Hunt	811 Building	Office 423.267.8112 Philip Ellis 423.421.4881
Legal Records	Chambliss Law Firm		Mike St. Charles 423.756.3000 423.757.0260
Audit & Tax Records	Mauldin & Jenkins		Warren McEwen 423.785.1353
Employee Insurance Broker	Reliance Human Capital		Jack Silberman O: 648.8084 C: 615.974.4426
Copier machines	R.J. Young for 1 <sup>st</sup> & 2 <sup>nd</sup> floor copiers	Acct 92665 or 92669	1-800-347-1955 John Picklesimer (423) 227-2280
Print Shop Copier & Executive Copier	Novacopy – large printer		Daniel Henderson 423.424.8797
Letterhead/envelopes	Diversified	Chamber of Commerce	John Dawson 423.499.0510
Land Line Service	ATT		866.887.5055
Cell Phone Provider	Verizon Wireless	Government Account	611 from cell or 800.922.0204
Voice Mail/Telephony	CRI		Frank Blair 423.899.9350
Membership Partner Pro	Steve Boyle & Associates	Chamber of Commerce	Zack Turnham 800.324.7355
Broadband Access	EPBFI	Chamber of Commerce	
Payroll Processing	Reliance Human Capital		Ryan Davis
401(k)	ACCE Benefits Trust	American Chamber of Commerce Executives	Stacy Breslin 703.998.3548
Health & Dental	Blue Cross Blue Shield of Tennessee	#88704	Alex Everley Alex_everley@bcbst.com
Section 125 TPA	Discovery Benefits	Tax ID#	Christy Jacobsen 701.239.6468
Life, LTD	Dyer Agency	Unum Provident Entity #004434	
Microsoft SL Accounting	LBMC	4450241	Jim Guinn 865.862.3033

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