



COBB CHAMBER

Employee Handbook

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Welcome

On behalf of our amazing team, welcome to the Cobb Chamber of Commerce! We are excited that you have joined the team and look forward to learning more about you. Together, we work side by side to deliver events and programs that serve our membership and community.

We are passionate about what we do and believe that each employee contributes directly and in an impactful way to the growth of the Cobb Chamber and community. Our chamber has been recognized both as a top chamber in the nation for large chambers by the American Chamber of Commerce Executives and as a 5-star chamber (top one percent of chambers) by the U.S. Chamber of Commerce. We have earned these recognitions as a result of our incredible staff and volunteers that work hard each day to execute our mission and ensure our members have the best experience. We hope you will take pride in being a member of our outstanding team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Your supervisor will work with you on expectations specific to your role. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about your employment with the Cobb Chamber of Commerce.

Also in this handbook, you will see a focus on our values and how we work. At the Cobb Chamber, we are not only passionate about what we do, but also how we do it. We take our values seriously and they are a key part of who we are and the standards by which we work and engage each other, our members and community.

We hope that your experience here will be enjoyable and rewarding. We look forward to working with you and helping you thrive in your new role!

Again, welcome!

Sincerely,

A handwritten signature in cursive script that reads "Sharon Mason".

Sharon Mason, President & CEO



Vision 2022

Recognized as a national leader with diverse and unified partnerships, we are a catalyst for innovative solutions, stimulating businesses and creating an environment where our community prospers.

Who We Are

We are a community of businesses working together to advance a vibrant economy.

Why We Do It

When businesses thrive, communities flourish.

What We Do: Our Mission

Attract, Recruit, and Retain Jobs

Help Companies Start, Grow, and Prosper

Advocate and Collaborate to Enhance Our State's Business Climate

Connect Members to Opportunities, New Networks, and Resources

Develop Workforce and Support Education

Cultivate Current and Future Leaders

How We Work: Our Values

At the Chamber, we are passionate about what we do and how we do it. We take our values seriously and they are part of who we are. It's not enough to have vision and purpose. How we do business matters most.

Our leadership community, membership, and staff developed these values and how we define them. These are the standards by which we work and engage our members and community.

**Servant
Leadership**

Integrity

Collaboration

Inclusiveness

Innovation

SERVANT LEADERSHIP

We focus on members' needs and the community we serve.

- » We believe leadership starts with a fundamental desire to help others, and is not about position.
- » We give credit where it is due, build others up, and seek out opportunities to do so.
- » We focus on members' needs and the community we serve.
- » We take the time to understand all strengths and challenges, and we work to develop the full potential in every person.
- » We influence others by modeling trust, authenticity, and openness.

INTEGRITY

We are guided by our values and high ethical standards.

- » We strive to model integrity. Doing the right thing is not always popular, but it is necessary.
- » Our integrity intact is worth losing the small battles, because we realize that integrity builds trust, trust builds great relationships, and great relationships build great businesses and economies.
- » We respect everyone's ideas, time, opinions, and resources as we work together.

COLLABORATION

We achieve more together.

- » There is power in unity. We can accomplish more together than we can separately. By collaborating together, we can learn from each other, seek stronger solutions, and expand our understanding of the community needs.
- » We work together with many organizations to provide the best ideas to grow businesses and positively impact our community. Collaboration isn't always the easiest path, but it can lead to the most lasting and engaging results.
- » We believe that all people should feel welcome, valued and have a voice in creating our future here in Cobb County.

INCLUSIVENESS

We welcome and respect everyone.

- » We are open to everyone who wants to partner with us to advance a vibrant economy.
- » When we are unified in purpose, our differences make us stronger.
- » We try to fully understand others before expecting to be understood. Understanding doesn't always equal agreement, but it is the cornerstone by which we engage each other.
- » Inclusiveness flourishes as we pursue mutual understanding and respect.

INNOVATION

- » We think big and question the status quo.
- » We believe in bold thinking to achieve our vision.
- » If we continue to do what we have always done, we will remain where we have always been.
- » Innovative thinking enables us to accomplish things we never accomplished before.
- » A deep understanding of our community's needs is the key to innovation. Not only as it relates to technology and business, but also as it relates to our membership, our community and how to most effectively meet their needs.
- » We approach problems with courage, imagination, and openness. We create an environment that fosters innovation.

Our Code of Conduct

OUR EMPLOYEES

We treat each other with fairness, respect, and dignity, offering equal opportunities for employment to all individuals. We value different backgrounds and encourage different perspectives and ideas – understanding that diversity is a strength that unlocks our full potential and helps us achieve our goals. Intimidation, harassment, or discrimination based on race, sex, age, color, religion, national origin, veteran's status, sexual orientation, or disability is not tolerated. We take personal responsibility for individual and organizational success, while recognizing the value that each of us contributes.

COMPLIANCE WITH LAWS AND REGULATIONS

We respect the law. We comply with all laws and regulations. We have a responsibility to understand the laws and how they apply to our jobs. The Chamber supports each employee in this responsibility and provides the necessary resources for compliance. If it is found that any laws or regulations have been violated, corrective and responsible action will be taken.

CONFIDENTIAL INFORMATION

We use confidential information only for the business purpose for which it was developed or given. We respect the confidentiality of information about the Chamber, its members, employees, vendors and partners. Confidential information will not be used for personal benefit. We protect the intellectual property rights, including copyrights, patents, licenses and trademarks, and other proprietary information of the Chamber and others.

CONFLICTS OF INTEREST

We avoid conflicts, or the appearance of conflicts, between personal interests and official responsibilities on behalf of the Chamber. We use corporate resources - time, personnel, equipment and supplies - for Chamber business or Chamber approved activities.

We do not take personal advantage of business opportunities that are discovered through the use of Chamber property, information or position. The Chamber's officers and employees do not engage in business activities in competition with the Chamber.

POLITICAL ACTIVITIES

We value and encourage citizenship. Employees have the opportunity, as individuals, to support political candidates and engage in political activities of their own free choice. Chamber resources are not used, directly or indirectly, to support political candidates.

FINANCIAL INTEGRITY

We are prudent in our expenditures on behalf of the Chamber and we record all business transactions in accordance with accepted accounting principles. We maintain appropriate internal controls designed to prevent or detect fraud and ensure every accounting or financial record, and supporting data, describes the transaction accurately without omission, concealment or falsification. We maintain and retain all business records accurately and in compliance with applicable laws and Chamber policy including time worked and paid for.

EXTERNAL RELATIONSHIPS

Our members know us for the quality and value of the products and services we provide. We value the relationships we have established and realize they are built on trust and cooperation.

We are committed to building a culture of trust, not only with our Employees, but also our Members, Vendors, Investors and Contractors. We seek to always maintain the highest standards of integrity and objectivity in our working relationships and will not conduct business with anyone who does not operate with integrity or who compromises the Chamber's values and ethical standards.

GIFTS AND GRATUITIES

We do not accept, offer or authorize gifts, entertainment, or other favors that are not a reasonable part of a business relationship. We exercise hospitality with discretion, so as not to jeopardize the integrity of those with whom we do business.

DUTY TO ACT

Our people are the Chamber. We will be recognized by the actions of our people. Each of us has a clear mandate to act ethically on the Chamber's behalf and is obligated to report promptly to management any activities that may be in violation of this Code of Ethics or any applicable laws or regulations. The Chamber has in place appropriate processes to provide for the timely and effective review of such reports and will not tolerate any retaliation against those fulfilling this obligation.

CONCLUSION

At the Chamber, ethics mean more than merely obeying laws and following policies. Ethics also encompass "doing the right thing for the right reasons" no matter what our job or responsibilities within the Chamber may be. Much more is expected today than ever before with regard to our ethical standards and behaviors. All of us are expected to maintain the highest ethical practices in our work and dealings both inside and outside our Chamber.

Our Leadership



SHARON MASON | PRESIDENT & CEO

Sharon Mason started as President & CEO of the Cobb Chamber in January 2018. Mason has more than 16 years of chamber and non-profit leadership experience, including at the Cobb Chamber starting in 2005 where she held five different leadership positions and most recently as the COO. Prior to the Cobb Chamber, she worked at both the Birmingham Regional Chamber and the American Cancer Society.

Mason is very active in the community including serving on the Board of Directors for Ignite HQ as the Vice Chair, Regional Business Coalition Executive Committee and the Council for Quality Growth Board of Directors. She also serves on the KSU President's Advisory Council, Leadership Advisory Council for U.S. Congressman Barry Loudermilk and is a member of the Cobb County School District Superintendent Chris Ragsdale's Business and Community Advisory Committee.

She is an active member of Marietta Rotary and was the Foundation Director in 2015-2016, is a past president of the Friends for the East Cobb Park non-profit (2012-2013), was on the MUST Ministries Board of Directors from 2014-2018, served on Children's Healthcare Cobb Community Board from 2013-2018, and served on WellStar East Cobb Health Park Community Leadership Council in 2016-2018.

Mason is a graduate of the U.S. Chamber Institute for Organization Management (2011), Leadership Cobb (2012), Regional Leadership Institute (2014), Honorary Commanders (2015), Leadership Atlanta (2018) and is active in these alumni associations.

She was named to Georgia Trend's Notable Georgians in 2018 and to liveSAFE Resources Academy of Women Leaders in 2015.

Mason has a bachelor's degree from Samford University in Birmingham, Ala. She lives in Cobb County with her husband and 5th grade daughter. They are active members at North Point Community Church.



J. NELSON GETER | EVP, INTERNAL OPERATIONS

J. Nelson Geter was appointed to the position of Executive Vice President of Internal Operations for the Cobb Chamber of Commerce in January 2018. Nelson is responsible for Accounting and Finance, Human Resources, Technology, and Facilities. Nelson also serves as the Executive Director of The Development Authority of Cobb County. In his role as Executive Director of the DACC, Nelson and his team have generated in excess of 2 billion dollars in capital investment and has created 10 thousand new jobs in Cobb

County.

Prior to joining the Cobb Chamber of Commerce in 2012, Nelson was the Metro East Regional Director for Georgia Power Company in Atlanta Georgia. Nelson completed 35 years of service with the Southern Company and held a number of leadership positions prior to his retirement on March 1, 2009.

Nelson's external engagements include: Board of Directors member at Mount Paran Christian School, Board of Directors member for the WellStar Health Foundation, and the Board of Trustees member at Zion Baptist Church, Marietta, Georgia.

Nelson is a graduate of Savannah State University with a Bachelor of Science Degree in Business Administration. Nelson has also completed Advance Management Courses at Wharton University and Emory University. Nelson and his wife Pamela have lived in Cobb County since 1987, and have been members of the Zion Baptist Church since 2012.

SLADE GULLEDGE | VP, ADVOCACY & GOVERNMENT RELATIONS



Slade Gulledge is the Vice President of Advocacy and Government Relations at the Cobb Chamber of Commerce. As a government relations specialist, Slade Gulledge is responsible for overseeing the Chamber's policy development procedures and advocacy efforts on the local, state and federal levels. The Cobb Chamber's public policy is based on sound principles which will support our economic and community development goals.

Prior to working at the Cobb Chamber, Slade served in a similar role at the Douglas Chamber of Commerce and began his career as a member of then Congressman Bob Barr's Congressional staff.

He is a graduate of several leadership development programs, including Regional Leadership Institute, Leadership Cobb and Honorary Commanders. He serves as a member of the WellStar Kennestone Regional Health Board, Strand Advisory Board, Smyrna Arts and Cultural Council and is past President of

the South Cobb Arts Alliance. Slade graduated with honors with a Bachelor of Science in Political Science from Kennesaw State University. He resides in Smyrna with his wife and two teenage children.

MICHELE HOWARD | EVP, PROGRAMS & LEADERSHIP DEVELOPMENT



Michele Howard has been with the Cobb Chamber since 2009 and currently serves as the Executive Vice President of Programs & Leadership Development. In this role, Michele is responsible for leading the Member & Community Programs team, comprised of seven event planners who collectively manage nearly 350 of the Chamber's events with the support of 800 volunteers annually. Additionally, Michele leads the Chamber's culture and leadership development initiatives.

Michele is on the Board of Directors and Chairs the Young Professionals Committee for liveSAFE Resources. She is a graduate of the Catholic Charities of Atlanta 2011 Leadership Class and Mentoring Program and the U.S. Chamber of Commerce Institute for Organization Management Class of 2015.

Michele has a Bachelor of Arts in History and Geography from Georgia College & State University and resides in Marietta, Georgia with her husband Cade.

MELISSA SABIA | VP, MEMBER DEVELOPMENT



Melissa Sabia is the Vice President of Member Development at the Cobb Chamber of Commerce. The Member Development Department is responsible for member recruitment, involvement and retention, sponsorships and advertising sales, and programs associated with these funding areas for the Chamber. She has been with the Chamber since 2014 and has participated in Honorary Commanders and Leadership Cobb.

Prior to working at the Cobb Chamber, Melissa worked for nine years as a Consumer Research Analyst for a company specializing in mall and shopping center rebranding and redevelopment. Her experience also includes operational management, marketing material production and advertising planning.

She has served as secretary for the Swift-Cantrell Park Foundation Board, treasurer for the Junior Wolverine Cheer Booster Club and has also served on various committees for her Homeowners Association.

Melissa has a Bachelor of Science in Business Administration, Marketing from the University of Arizona and resides in Woodstock.

AMY SELBY | EVP, MARKETING & COMMUNICATIONS



Amy Selby is an accomplished communications professional with expertise in driving communication and marketing strategies, counseling executives and teams, and telling Cobb's story. She currently serves as the Executive Vice President of Marketing and Communications for the Cobb Chamber of Commerce. In this role, she's focused on the strategic direction of the Chamber's communication platforms, media and public relations and brand management. Amy is also leading a marketing strategy positioning Cobb County as an ideal business location.

For over 10 years prior, Amy was dedicated to promoting client's brands through custom publishing and print journalism. As an editor and writer she has covered parenting, health care, business, chiropractic care, real estate, education and women's interests. She has launched and redesigned publications, and picked up a few awards along the way.

Amy is on the boards of the Smith-Gilbert Gardens Foundation and the Northwest Cobb Family YMCA. She became a graduate of the U.S. Chamber of Commerce Institute for Organization Management. She is a proud mom of two and an alumna of Florida State University, where she earned a bachelor's degree in English Literature.

Benefits

We provide a wide range of benefits to eligible employees. A number of the programs (such as Social Security, workers' compensation, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Full-time employees are eligible for the benefit programs listed below. Benefits for part-time employees are detailed in the Part-Time Benefits section of this Handbook. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible full-time employees:

- » Major Medical Insurance
- » Prescription Drug Benefits
- » Dental Insurance
- » Vision Insurance
- » Short Term Disability Days
- » Long Term Disability Insurance
- » Flexible Spending Account / 125 Plan
- » Employee Assistance Plan
- » Life Insurance (2.5 times annual salary up to \$135,000)
- » Supplemental Insurance Programs
- » Retirement Plan (401K)
- » Holidays
- » Vacation Benefits
- » Sick Days
- » Bereavement Leave
- » Jury Duty Leave
- » Leave of Absence
- » Business Travel Expenses
- » Mileage Reimbursement
- » Parking
- » Flex-Time
- » Telecommuting
- » Parental Leave

Some benefit programs require contributions from the employee, and some are fully paid by the Chamber. Deductibles, if any, on all insurance programs are the responsibility of the employee.

Your rights and benefits are determined in accordance with the provisions of the applicable benefit policy, and your benefits are effective only if you are eligible for the benefit (including any insurance) and remain covered or insured in accordance with policy terms. Any benefit policy is subject to amendment, suspension, modification, or termination in accordance with any provision thereof or at the discretion of the Chamber without the consent, notice to, or concurrence of any person covered or insured.

Should you have any questions or need clarification regarding your benefits, please contact the Human Resources Department.

Continuation of Benefits

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity to extend coverage for employees and/or dependents under the Chambers major medical, dental, and vision plans when coverage under these plans would otherwise end.

Under COBRA the following are “qualifying events” for extended coverage:

Qualifying Event	Extended Period
Death of employee	36 months for dependents
Divorce or separation	36 months for dependents
Employee coverage by Medicare	36 months for dependents
Dependent child reaches maximum age	36 months for child
Employee termination or reduction in hours (except for gross misconduct)	18 months for employee & dependents; 29 months if disabled at the time of the qualifying event
Employee retirement	18 months for employee & dependents; 29 months if disabled at the time of the qualifying event

In order to qualify for COBRA, the employee is responsible for notifying the Human Resources Department within 30 days of the qualifying event. The coverage requested must be identical to the coverage at the time of the qualifying event and is extended only to those dependents that were covered at the time of the qualifying event. At the end of continuation of coverage, an employee may choose to convert to an individual policy, if offered by the insurer.

The employee has 60 days from the date of the qualifying event to accept COBRA continuation coverage of benefits. Payment must be made retroactive to the qualifying event. The covered employee or dependent will be responsible for the entire premium cost plus a two-percent administrative fee. For the period between 18 months and 29 months, if disabled at the time of the qualifying event, the covered employee will pay the entire premium cost plus a 50% administrative fee, if the Chamber deems that fee to be appropriate. For further details and information, contact the Human Resources Department.

Employee Assistance Program

We offer an Employee Assistance Program (EAP) benefit for employees and their dependents. The EAP provides confidential assessment, referral and short-term counseling for employees who need or request it. If an EAP referral to a treatment provider outside the EAP is necessary, costs may be covered by the employee’s medical insurance, but the costs of such outside services are the employees’ responsibility.

Confidentiality is assured. NO information regarding the nature of the personal problem will be made available to the supervisors nor will it be included in the personnel file.

Participation in the EAP will not affect an employee's career advancement or employment, nor will it protect an employee from disciplinary action if substandard job performance continues.

An employee through self-referral or through referral by a supervisor can access the EAP.

Leave Policies

BEREAVEMENT LEAVE

We provide employees up to three bereavements days, with pay, to handle family affairs and attend the funeral in the event of death in your immediate family.

Immediate family is defined as: current spouse, children, parents, grandparents, grandchildren, brothers, sisters, mother-in-law, father-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, and step-child.

If circumstances justify additional time, personal or vacation days could be added or time off without pay could be taken. Should you need additional time, please discuss your request with your supervisor. Advanced notice of your need for additional time, if possible, is appreciated.

HOLIDAYS

We grant holiday time off to all eligible employees on the holidays listed below. Part-time employees will receive holiday pay provided the holiday occurred on one of their normal working days.

<u>Holiday</u>	<u>Date Usually Observed</u>
New Year's Day	January 1 st
Martin Luther King	Third Monday in January
President's Day	Third Monday in February
Good Friday	Friday before Easter Sunday
Memorial Day	Last Monday in May
Independence Day	July 4 th
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	November 11 th
Thanksgiving Day	Fourth Thursday in November
Friday After Thanksgiving	Fourth Friday in November

Christmas Eve	December 24 th
Christmas Day	December 25 th
New Year's Eve	December 31 st
Employee's Birthday	Birthday or Alternate

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

JURY AND ELECTION LEAVE

We encourage you to fulfill your civic responsibilities by serving on jury duty when required. Jury duty pay will be calculated on your base pay rate times the number of hours you would otherwise have worked on the day of absence.

You must provide a copy of the jury duty summons to the HR department; and notify your supervisor so that he may make arrangements to accommodate the absence. Of course, you are expected to report for work whenever the court schedule permits. Either the Chamber or the employee may request an excuse from jury duty if, in our judgment, your absence would create serious operational difficulties.

We also encourage employees to fulfill their civic responsibilities by participating in elections. You should coordinate your time for voting with your supervisor to ensure work coverage.

MEDICAL LEAVE

The Chamber offers unpaid leave to eligible employees for certain family and medical reasons, without loss of health insurance benefits.

ELIGIBILITY FOR LEAVE AND AMOUNT OF LEAVE

- » To be eligible for medical leave you must have been employed for a total of twelve (12) months, must have worked at least 1,250 hours during the 12-month period preceding the beginning of the leave.
- » An eligible employee may take unpaid leave for up to 12 weeks for one or more of the following reasons:
 - o Birth of your child.
 - o Placement of a child with you for adoption or foster care.
 - o To care for your child, spouse, or parent who has a serious health condition.
 - o Your own serious health condition that makes you unable to perform the functions of your job.
 - o A qualifying need arising out of the fact that the your spouse, child, or parent is a member of the

National Guard or Reserves who has been deployed to a foreign country under a call or order to active duty (or has been notified of an impending call or order to active duty) or is a member of the regular Armed Forces who has been deployed to a foreign country.

- » You may take a total of 12 workweeks of unpaid leave for the reasons specified above during a rolling 12-month period measured backward from the date an employee uses any leave.
- » If you and your spouse are both employed by the Chamber, the two of you together are entitled to a combined total of 12 weeks of leave for the birth, adoption, or placement of a child, or to care for a covered family member with a serious health condition.
- » The right to leave for the birth, adoption, or placement of a child expires 12 months after the date of the birth, adoption or placement.
- » If you are entitled to paid leave under another benefit plan or policy (which includes, but is not limited to, short-term disability, unused paid vacation, and sick, family, or personal leave), you must substitute the paid leave for unpaid leave. Such available paid leave will be counted against the unpaid leave entitlement.

CARE OF SERVICE MEMBER

- » You may take up to twenty-six (26) weeks of unpaid leave in a single 12-month period (measured beginning on the date the leave begins) to care for a spouse, child, or parent who is a covered service member.
- » The term “covered service member” means:
 - o A service member (including in the Regular Armed Forces, the National Guard, and the Reserves) who has a serious injury or illness that was incurred or aggravated in the line of duty while on active duty for which he or she is undergoing treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list.
 - o Or a veteran undergoing medical treatment, recuperation, or therapy for a qualifying serious injury or illness that was incurred or aggravated in the line of duty while on active duty and who was a member of the Armed Forces (including in the National Guard or the Reserves) within five (5) years preceding the date the veteran undergoes that treatment, recuperation, or therapy.
- » Leave to care for a seriously ill or injured service member runs concurrently with other leave entitlements provided under federal, state, and local law.
- » Leave that qualifies as both leave to care for a covered service member and leave to care for a family member with a serious health condition during a single 12-month period may not be designated and counted as both types of leave. Such leave will be designated first as leave to care for a covered

service member.

- » Unless otherwise required by law, no employee will be entitled to more than a combined total of 26 weeks of leave in a single 12-month period for any qualifying reason.

INTERMITTENT OR REDUCED-SCHEDULE LEAVE

- » You may seek to take leave intermittently or on a reduced-schedule when medically necessary for the serious health condition of yourself or your family member or to care for a covered service member with a serious injury or illness.
- » In the case of planned medical treatment, you must attempt to schedule the intermittent or reduced-schedule leave so as not to unduly disrupt the Chamber's operations.
- » Intermittent leave is not available for the birth, adoption or placement of a child unless agreed to by the Chamber.
- » The Chamber may transfer you temporarily to an alternative position with equal pay and benefits that better accommodates any recurring periods of intermittent leave.

REQUEST FOR AND DESIGNATION OF LEAVE

- » To request leave, sign a Request for Leave form and submit it to the Human Resources Department.
- » When the need for leave is foreseeable, please provide notice and submit the Request for Leave form at least thirty (30) calendar days in advance of the effective date of the leave.
- » If 30 days' notice is not practicable (such as if you are uncertain as to when the leave will begin or in the case of a medical emergency), you must provide notice as soon as practicable.
- » You must provide notice sufficient for the Chamber to determine that the leave is for a qualifying event.
- » In the case of unforeseeable leave, calling in "sick" without providing any additional information is not sufficient.
- » When you seek leave for a qualifying reason for which the Chamber previously has granted leave, you must specifically reference the qualifying reason for leave or the need for leave.
- » If you fail to provide the Chamber the reason for leave, leave may be denied.
- » You will be notified within five (5) business days of your request for leave whether you are eligible for leave, absent extenuating circumstances. At that time, you will be provided written notice of your rights and responsibilities and the consequences for failure to meet these obligations.
- » When scheduling planned medical treatment, you must consult with the Chamber in advance to

ensure that the Chamber's operations are not unduly disrupted by your absence(s).

- » It is important to understand that, for any absences, whether covered by this leave policy or not, it is imperative to follow the Chamber's policies for requesting leave. Failure to do so could delay or cause your request to be denied

CERTIFICATION AND RECERTIFICATION OF LEAVE

- » The Chamber may require that you provide a complete and sufficient certification of a serious health condition for yourself or your family member, of a qualifying exigency, or of the need to care for a covered service member with a serious injury or illness. Certification forms are available from the Human Resources Department. The employee must submit the completed certification form to the Chamber within fifteen (15) calendar days, unless it is not practicable to do so under the particular circumstances. Failure to provide such certification may result in the delay or denial of leave.
- » When your need for leave due to your serious health condition or your covered family member lasts beyond a single leave year, you will be required to provide a new medical certification in each year you subsequently take leave.
- » The Chamber may require recertification of the leave every six (6) months, or on a more frequent basis in certain circumstances.
- » Employees returning from an approved leave due to their own serious health condition will be required to present a fitness-for-duty certification from their health care provider indicating that they are medically able to resume work. This certification specifically must address the employee's ability to perform the essential functions of his or her job. The Chamber may delay returning the employee to work until this certification is received.
- » In the case of intermittent leave for your own serious health condition, you are required to present a fitness-for-duty certification every thirty (30) days if the Chamber determines that reasonable safety concerns exist regarding the your ability to perform your duties because of your serious health condition.

EMPLOYEE RESPONSIBILITIES WHILE ON LEAVE

- » During an approved leave, you are entitled to the same health insurance you had before the leave began.
- » If you pay some or all of the health insurance premium you will be required to continue to pay the premiums in order to continue benefit coverage during the leave period.
- » It is your responsibility for making arrangements to pay any premiums due during the leave period.
- » If you do not return to work following leave you will be liable for the payment of any health insurance

premiums paid by the Chamber during unpaid leave, unless the failure to return to work was due to the continuation, recurrence, or onset of a serious health condition or for other circumstances beyond your control.

- » You will be required to periodically advise the Chamber of your status and intent to return to work at the conclusion of the leave.
- » You also must provide notice to the Chamber at least two (2) business days prior to your return to work.
- » While on leave, you may not be eligible for bonuses or other payments based on attendance or job-related performance goals, in the Chamber's discretion, where you have not met that goal due to leave.
- » Outside employment during your leave period without written Chamber approval is prohibited.

RETURN FROM LEAVE


- » Employees returning from leave will be restored to the same or an equivalent job.

MILITARY LEAVE

Military Service: Leave is granted for the duration of required service. For details on re-employment rights under Uniformed Services Employment and Reemployment Rights Act, contact the Human Resources Department.

Military Reserve Training: A military leave of absence will be granted to employees to attend scheduled drills or training or if called to active duty with the U.S. Armed Services.

- » The leave will be unpaid. However, employees may use any available paid time off for the absence.
- » The Chamber will follow all state and federal laws regarding the continuation of health insurance benefits, vacation benefits, sick leave and holiday benefits during military leave.
- » Employees on two-week active duty training assignments or inactive duty training drills should return to work for the first regularly scheduled shift after the end of training, allowing reasonable travel time.
- » Employees on longer military leave must apply for reinstatement in accordance with all applicable state and federal laws.
- » Every reasonable effort will be made to return eligible employees to their previous position or a comparable one. They will be treated as though they were continuously employed for purposes of



determining benefits based on length of service, such as the rate of vacation accrual and job seniority rights.

PARENTAL LEAVE

We provide employees with paid leave to bond with their newborns or adopted children. While out on leave we will maintain your benefit coverage and upon your return from leave, we will have a guaranteed job that is comparable or the same position you held prior to the leave.

PRIMARY CAREGIVER LEAVE

Once the below base leave is exhausted, you can supplement with accrued leave and PTO for a maximum of 12 weeks leave.

- » After 1 year of service, you receive 2 weeks primary caregiver leave at 100% pay.
- » After 2 years of service, you receive 4 weeks primary caregiver leave at 100% pay.
- » After 3 years of service, you receive 6 weeks primary caregiver leave at 100% pay.

SECONDARY CAREGIVER LEAVE

- » After 1 year of service, you receive 2 weeks at 100% pay to be taken consecutively within one year of birth or adoption.

PERSONAL LEAVE

We provide employees with paid personal days for occasional absence needed for a variety of personal reasons such as house repairs, school events, doctor's appointments, religious holidays, car repair appointments, and other personal/private matters.

- » Full time employees will accrue personal leave benefits at the rate of 1 day every 3 months (Total of 4 days per year).
- » Employees should request personal days in advance, whenever possible. For emergencies or other unplanned and unavoidable situations, employees should call or e-mail supervisors at the beginning of the workday or as soon as possible.
- » Unused personal days do not carry-over into the next calendar year but may be converted to accrued leave days.

- » Personal days are not compensated upon termination.
- » Personal leave can be tracked and reported in 2-hour increments.

SICK LEAVE

We provide paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries.

- » Full-time employees will accrue sick leave benefits at the rate of 2 days every 3 months (a total of 8 days per year).
- » Part-time employees will accrue sick days on a pro-rated schedule based on their number of hours worked.
- » You may request use of paid sick leave after completion of the 90-day orientation period.
- » Eligible employees may use sick leave benefits for an absence due to their own illness or injury or that of a family member.
- » If you are unable to report to work due to illness or injury, please notify your direct supervisor or the Human Resources Department before the scheduled start of your workday, if possible. Your direct supervisor must also be contacted on each additional day of absence.
- » If you're absent for three or more consecutive days due to illness or injury, a physician's statement must be provided verifying the illness and its beginning and expected ending dates.

At the end of the calendar year, any unused sick days will be converted into accrued leave days to be used in the event of an extended illness, or parental leave.

- » Accrued leave days may be accumulated up to a maximum of 90 days. They may be used for an illness or disability, which would require you to be out of work for an extended period of time.
- » You may not receive pay for unused accrued leave days, nor use them for any other purpose other than an extended illness for which a physician's statement is required.
- » You may not receive pay for accrued leave or sick days upon termination of employment.
- » Accrued leave may be tracked in 2-hour increments.
- » Commissioned employees should consult the sales agreement for information about sick days.

VACATION DAYS

We offer paid vacation to eligible full time employees based on the following schedule:

Year 1	Date of hire between January and March: 80 hours. Date of hire between April and June: 60 hours. Date of hire between July and September: 40 hours. Date of hire between October and December: discretionary.
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Subsequent Years	In the year of your 3 rd anniversary: 1 extra day per year to a maximum of 20 days (160).
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Anniversary	Vacation Days Per Year
1 st	80 hours - 10 days
2 nd	80 hours - 10 days
3 rd	88 hours - 11 days
4 th	96 hours - 12 days
5 th	104 hours - 13 days
6 th	112 hours - 14 days
7 th	120 hours - 15 days
8 th	128 hours - 16 days
9 th	136 hours - 17 days
10 th	144 hours - 18 days
11 th	152 hours - 19 days
12 th	160 hours - 20 days
Beyond 12 th	160 hours - 20 days

Part time employees are eligible for vacation benefits based on the number of hours worked.

Vacation accrues based on the following formula each year:

- » The number of vacation hours allowed per year divided by 12 = number of vacation hours per month.
- » Multiply the number of vacation hours per month (Step 1) by the number of months worked.

Example:

An employee who worked 10 months during the year would use the following formula:

1. 80 hours divided by 12 = 6.67 hours
2. 6.67 multiplied by 10 = 66.7 hours

If no vacation has been taken, the employee would receive pay for 66.7 hours. If the employee had used all vacation time allowed for the year (80 hours), he/she would owe the Chamber for the portion that had not been earned (difference between 80 and 66.7 hours).

This accrual accounts for how much vacation time you will be paid if you terminate your employment. If you have used more vacation time than has accrued, the amount of this unearned vacation pay will be deducted from your last check.

We strongly encourage employees to take all of their vacation hours during the year in which they are accrued. In the event that you are not able to use all of your vacation hours during the year, you may carry over a maximum of 40 hours (5 days) of unused accrued vacation days into the subsequent year. If more than 40 hours of accrued vacation are available as of December 31st those excess hours will be forfeited. The vacation carryover hours must be used by March 31st of the subsequent year or they will be forfeited. Pay in lieu of vacation time will not be granted.

You should request approval for vacation time as early as possible to give supervisors the opportunity to review schedules to see if it is reasonable to accommodate the employee's request as well as meet staffing needs of the department.

Commissioned employees should consult the sales agreement for specific information regarding vacation benefits.

PART-TIME BENEFITS

- » Part-time employees are eligible for sick days and vacation days on a pro-rated basis depending on their number of hours worked per week. (Example: 20 hours per week = 50 % of full time benefits.)
- » Part time employees are eligible to participate in the 401K Plan upon their eligibility date.
- » Part-time employees are eligible for paid holidays provided the holiday falls on a day they would have been scheduled to work.
- » Part-time employees are not eligible for insurance coverage.



Our Policies

Attendance: Absences and Tardiness

We expect you to come to work every day on time. Absenteeism and tardiness place a burden on other employees and on the Chamber. In the rare instance when you cannot avoid being late to work or are unable to work as scheduled, it is essential to notify your manager. If your manager is not available, you should notify the Human Resources Department.

Failure to report or call in to one's immediate manager for three (3) consecutive work days will be designated as job abandonment and, therefore, voluntary resignation.

Company Property

You are responsible for all property, materials or written information issued to you or in your possession or control. On or before your last day of work, you must return all property. We may also take all action deemed appropriate to recover or protect its property.

Confidentiality

We use confidential information only for the business purpose for which it was developed or given. We respect the confidentiality of information about the Chamber, its customers, employees, vendors and partners. Confidential information will not be used for personal benefit. We protect the intellectual property rights, including copyrights, patents, licenses and trademarks, and other proprietary information of the Chamber and others.

During the course of your employment here you will be working with our customers, customer lists, business systems, future plans and other information that we consider confidential. Maintaining this confidentiality is important to our reputation in the community and ultimately, to our ability to achieve financial success and provide employment stability. Protect this information by safeguarding it when in use, filing it properly when not in use, and discuss it only with those who have a legitimate business need to know.

PERSONAL IDENTIFYING INFORMATION

We respect and are committed to protecting the personal information of our members, business partners, and employees. We follow privacy policies and data protection practices to comply with the law and to

earn trust and confidence in our business practices and us. Our employees are trained in these policies and practices and are required to follow them.

This policy applies to the collection, storage, transfer, and use of personal information obtained from members, prospects, business partners, employees, former employees and job applicants. Personal information includes any data by which a person can be identified including, but not limited to, Social Security Numbers, Date of Birth, Bank Account or Investment Information, Payroll Data, and Health & Welfare Information, as well as any data to which we have access in its customer systems. Any documents within our possession or control that may contain personally identifying information are covered by this policy, such as those containing employment information, training and education materials, employment status, and performance information. Personal information and documents containing personal information are confidential.

We recognize that the personal information we receive is held in a position of trust. We seek to fulfill that trust by adhering to the following general principles regarding personal data.

- » Data Access: We provide individuals with reasonable access to their personal information and the ability to review and correct it, as applicable.
- » Data Integrity: We take reasonable steps to ensure that all applicable personal information is accurate, complete and current.
- » Data Security: We are committed to protecting personal information against unauthorized use or disclosure. No personal information shall be transmitted via the Internet unless the connection is secure or the personal information is encrypted.
- » Data Disposal: In the event that personal information is to be removed from the premises, such information shall be disposed of by properly destroying the information. We do not transfer personal information to third parties unless it is required by legal process or if it is for employment verification purposes.
- » The Human Resources/Finance Department will maintain in a file secured with a lock, all personnel files of employees and separated employees.
- » No employee or any other individual shall have access to the personal information contained in the Human Resources/Finance locked file.
- » Those who have access to personal information are strictly prohibited from dissemination of this information.

Conflict of Interest

We avoid conflicts, or the appearance of conflicts, between personal interests and official responsibilities on behalf of the Chamber. We use corporate resources - time, personnel, equipment and supplies - for Chamber business or Chamber approved activities.

We do not take personal advantage of business opportunities that are discovered through the use of Chamber property, information or position. The Chamber's officers and employees do not engage in business activities in competition with the Chamber.

This conflict of interest policy is designed to help officers and employees of the Cobb Chamber of Commerce identify situations that present potential conflicts of interest. It also provides the Chamber with a procedure that will allow a transaction to be treated as valid and binding even though an officer or employee has or may have a conflict of interest with respect to the transaction.

In the event there is an inconsistency between the requirements and procedures prescribed herein and those in federal or state law, the law shall control.

POLICY TERMINOLOGY

- » **Responsible Person** is any person serving as an officer or employee of the Cobb Chamber of Commerce.
- » **Family Member** is a spouse, domestic partner, parent, child, or spouse of child, brother, sister, or spouse of a brother or sister of a Responsible Person.
- » **Material Financial Interest** in an entity with a financial interest of any kind that is substantial enough that it could affect a Responsible Person or Family Member's judgment with respect to transactions. This includes all forms of compensation.
- » **Contract or Transaction** is any agreement or relationship involving the sale or purchase of goods, services, or rights of any kind, the providing or receipt of a loan or grant, the establishment of any other type of pecuniary relationship, or review of a charitable organization by the Cobb Chamber of Commerce. The making of a gift to the Cobb Chamber of Commerce is not a Contract or Transaction.

DEFINITION OF CONFLICT OF INTEREST

For purposes of this policy, the following circumstances shall be deemed to create a Conflict of Interest:

OUTSIDE INTERESTS

- » A Contract or Transaction between the Cobb Chamber of Commerce and a Responsible Person or Family Member.

- » A Contract or Transaction between the Cobb Chamber of Commerce and an entity in which a Responsible Person or Family Member has a Material Financial Interest or if person is an officer, employee or other legal representative.

OUTSIDE ACTIVITIES

- » A Responsible Person competing with the Cobb Chamber of Commerce in the rendering of services or in any other Contract or Transaction with a third party.
- » A Responsible Person's having a Material Financial Interest or serving as an officer employee, or other legal representative of, or a consultant to, an entity or individual that competes with the Cobb Chamber of Commerce in the provision of services or in any other Contract or Transaction with a third party.

GIFTS, GRATITUDE AND ENTERTAINMENT

- » A Responsible Person accepting gifts, entertainment, or other favors from any individual or entity that:
 - » Does or is seeking to do business with, or is a competitor of the Cobb Chamber of Commerce.
 - » Has received, is receiving, or is seeking to receive a loan or grant, or to secure other financial commitments from the Cobb Chamber of Commerce.
 - » Is a charitable organization.
 - » Under circumstances where it might be inferred that such action was intended to influence or possibly would influence the Responsible Person in the performance of his or her duties.

This does not preclude the acceptance of items of nominal or insignificant value or entertainment of nominal or insignificant value that are not related to any particular transaction or activity of the Cobb Chamber of Commerce.

Confidentiality

Each Responsible Person shall exercise care not to disclose confidential information acquired in connection with such status or information the disclosure of which might be adverse to the interests of the Cobb Chamber of Commerce. Furthermore, a Responsible Person shall not disclose or use information relating to the business of the Cobb Chamber of Commerce for the personal profit or advantage of the Responsible Person or a Family Member.

Dress for Your Day

You are responsible for determining your dress for the day based on what meetings, visitors, events, etc. you have planned. In other words, if you have an important meeting/event and business professional attire is required, then that is what you wear. If you have a day working on your computer and you want to wear jeans, then wear jeans.

The terms Business Professional, Business Casual, and Casual are referred to quite often in the business world and it can be quite confusing as to what each term means with regard to your dress. In an attempt to minimize confusion, we have provided the following guidelines:

BUSINESS PROFESSIONAL

What does this mean?

- » Suits, ties, formal dress, blazer, etc. (sleeveless dresses should be paired with a nice sweater or blazer.)

When should you wear it?

- » First Monday Breakfast, Chairman's Club, Economic Development events, Board Meetings, and any other important meetings held on or offsite. When in doubt about an event or meeting outside of this list, consider what your attendees will be wearing and ensure that you are dressed accordingly.

BUSINESS CASUAL

What does this mean?

- » Relaxed business attire. For example, casual slacks, shirts/blouses, casual dresses, etc. No blazer or ties required.

When should you wear it?

- » All events and offsite meetings not designated as business professional. Use your discretion for onsite meetings. When in doubt, dress business professional or ask your supervisor for advice.

CASUAL

What does this mean?

- » Jeans paired with a casual, comfortable look.

When should you wear it?

- » It's casual Friday all week whenever your schedule allows and you do not have any meetings or events to attend. Just remember, we still need to look presentable should any guests visit our Chamber.

EXAMPLES OF WHAT NOT TO WEAR

As a reference for fashion faux pas and workplace don'ts, please review the list below. And remember, when in doubt... don't.

- » Tops that are excessively tight fitting, low cut, midriff exposing, or with inappropriate sleeve cuts (no halters, off-the-shoulder, or spaghetti straps -thicker sleeveless tops are fine for business casual or casual dress). Please ensure that undergarments are covered.
- » Dress or skirts that are excessively tight fitting, too short, backless, or with inappropriate sleeve cuts (no halters, off-the-shoulder, or spaghetti straps -thicker sleeveless dresses are fine for business casual or casual dress). Please ensure that undergarments are covered.
- » Beach attire, including flip-flops.
- » Shorts or overalls.
- » Exercise attire – yoga pants or sweats.
- » Leggings that are too thin or revealing.
- » Any graphic t-shirts, apart from our Chamber t-shirts.
- » Any garment that's dirty, super wrinkly, ripped, or faded.
- » Anything you're not positive is appropriate for work.

Employee Fraternization

While we recognize the right of individuals to privacy in their personal life, there are certain situations where romantic or family relationship between employees can adversely impact the conduct of the Chamber's business. Therefore, we will only get involved when such relationships have the potential to impact the company's business. It is not possible to outline all the scenarios, which would cause concern, but some of the more obvious include:

- » Where employees are involved in a personal relationship and one employee has access to sensitive, confidential information or information not generally available to all employees.
- » Where employees are involved in a personal relationship and one employee shows preferential treatment to the other resulting in negative morale among others.
- » Where one employee is manager or supervisor of the other involved employee.

We will treat situations such as those listed above on a case-by-case basis. However, you should be aware that a likely outcome of such relationships is that one of the employees involved may have to terminate employment to avoid potential adverse impact on our business activities.

Employment of Relatives

It is our policy to not hire family members that are related to a member of the senior leadership team. Additionally, family members will not be hired into a position which reports directly to their relative.

Flex-Time

We have determined that Flex-Time may be appropriate for some employees and some jobs. All decisions regarding the appropriate use of and scope of Flex-Time arrangements are made on a case by case basis, focusing on the business needs of the organization and the quality of life for the individual. Flex-time may give employees the option of adjusting their starting and ending times allowing them to begin work early in the day or stay later in the evening, depending upon their individual needs and preferences.

All requests for Flex-Time will be reviewed by your management and a determination as to whether you can participate will be made based on the needs of the Chamber and your individual needs and preferences. If you are interested in participating in Flex-Time, please complete the Flex-Time Request form located on our shared drive, J:\HUMAN RESOURCES.

Additional guidelines are below:

- » Full-Time employees approved to participate in Flex-Time will be scheduled to work 5 days a week, 8 hours a day.
- » Due to the nature of the operation of the organization, certain hours of operation must have coverage. The Chamber reserves the right and has sole authority to prescribe schedules for certain positions and/or operations in order to ensure coverage.
- » The Supervisor and employee will choose a prescheduled starting and stopping time. Options Include:
 - o 6:00 a.m. to 3:00 p.m.
 - o 6:30 a.m. to 3:30 p.m.
 - o 7:00 a.m. to 4:00 p.m.
 - o 7:30 a.m. to 4:30 p.m.
 - o 8:00 a.m. to 5:00 p.m.
 - o 8:30 a.m. to 5:30 p.m.
 - o 9:00 a.m. to 6:00 p.m.
- » All schedules provide 1 hour for lunch
- » Day-to-day flexibility in arrival and departure time should be communicated between the immediate supervisor and the Human Resources department to ensure consistent and fair treatment of all employees.

- » The Chamber reserves the right to modify the Flex-Time schedule as needed to accommodate specific events such as campaign report parties, business after hours, breakfast meetings, etc.

Issue Resolution Process

Our Issue Resolution Process is designed to resolve problems, issues or complaints that cannot be resolved informally through working with the appropriate manager(s) and the Human Resources Department.

We encourage you to bring your questions, suggestions and complaints to our attention. Careful consideration will be given to each of these in our continuing effort to improve operations.

If you feel you have an issue, please present the situation to your supervisor. Hopefully, working together with your supervisor, your issue will be resolved. If not, you may request a meeting with someone from the Human Resources Department, and if you still believe that your issue has not been fairly or fully addressed, you may request a meeting with the EVP, Internal Operations. If you have followed this protocol and still feel your issue has not been resolved, you may request a meeting with the President & CEO.

We ask you to be a steward of the Chamber by upholding our values and high ethical standards. Please do not hesitate to utilize this Issue Resolution Process should you believe you have witnessed any form of unlawful or inappropriate conduct. Some examples of this type of conduct include:

- » Harassment
- » Discrimination
- » Improper denial of a request for accommodation
- » Retaliation
- » Violation of any policy of the Chamber or policy in this Handbook
- » Failure to pay overtime or other violation of the FLSA or wage payment laws
- » Other unlawful or inappropriate conduct by anyone, including employees, supervisors, coworkers, contractors, subcontractors, vendors, clients, visitors, customers, or agents

We Value Integrity.
As Stated In Our
Value Statement:

*WE ARE
GUIDED BY OUR
VALUES AND
HIGH ETHICAL
STANDARDS.
WE STRIVE
TO MODEL
INTEGRITY.
DOING THE
RIGHT THING
IS NOT ALWAYS
POPULAR,
BUT IT IS
NECESSARY.*

Should you witness this type of conduct, please notify the Human Resources Department immediately telling them you wish to file a complaint. Someone from the Human Resources Department will meet with you immediately or if that's not possible, within two workdays.

If you are not comfortable discussing the matter with the Human Resources Department, please request a meeting to discuss your matter with the EVP, Internal Operations. If you are not comfortable discussing this matter with the EVP, Internal Operations, you may request a meeting with the President & CEO.

We will undertake an objective and appropriate review of any complaint and expect all employees to fully cooperate with internal investigations that may be initiated by the Chamber. To the extent practicable and appropriate, we will keep any complaint and the terms of its resolution confidential.

WHISTLEBLOWER

Anyone who files a complaint regarding unlawful or inappropriate conduct is protected from retaliation. We have a zero tolerance policy for retaliation, and any individual who engages in retaliation will be dealt with appropriately.

If you believe you are being retaliated against by anyone at the Chamber due to filing a complaint, please contact the Human Resources Department, or if you are not comfortable discussing the matter with the Human Resources Department, please request a meeting to discuss your matter with the EVP, Internal Operations. Should you feel uncomfortable discussing the matter with the EVP, Internal Operations, you may request a meeting with the President & CEO.

Job Posting and Application Process

We encourage you to keep-up with job postings and apply if you are interested in the position and you meet the position requirements.

You must meet the following criteria:

- » Satisfactory performance in current position
- » Meet the minimum position requirements
- » Be in good standing with the company with no current disciplinary action

Please make sure you apply by the posting deadline. The Human Resources Department and the hiring manager will review all applicants and select those they wish to go forward to the interview process. Once interviews are complete, the hiring manager will make the final hiring decision.

The President & CEO retains the right to fill a position without posting if a business case exists to support the decision.

Media Relations

Our Chamber is an established and highly respected organization. We have a reputation for providing excellent, professional services and we enjoy strong relationships with our members and community partners as the lead organization in Cobb for economic development, advocacy, and world-class member services.

While providing these services, the news media is frequently interested in us. We have a responsibility to be open and responsive to their information requests because the media are among the many ways our members and community partners build their individual perceptions of our Chamber and the work we do in the communities we serve.

This policy exists to assure that information disclosed by us is timely, accurate, comprehensive, authoritative and relevant to all aspects of the Chamber. Adherence to this policy is intended to provide an effective and efficient framework to facilitate the timely dissemination of information.

This media policy applies to all employees and volunteer leadership of the Chamber and its related initiatives as well as members of its Board of Directors. This policy covers all external news media including broadcast, electronic and print.

Our Communications department is designated as the principal media contact and company spokesperson. This department has expertise in media relations and weighs each media inquiry to determine the best way to provide information in relationship with other information that is not yet public. Our Communications department and principal media contacts will coordinate and convey our official position on issues of significance or situations that are particularly controversial or sensitive in nature.

The Communications department is responsible for increase public awareness and understanding of the Chamber, the services that we provide our communities and our future prospects for growth. They promote a positive public image of the Chamber and the work we do to the audiences that are important to us, which includes existing and prospective members, employees, as well as government officials, community partners and stakeholders, and our industry peers.

No Chamber employee should respond to an inquiry from the media – officially or unofficially – unless it is part of their role.

Outside Employment

Employees who hold outside jobs must meet the performance standards of their job with us. All employees will be judged by the same performance standards and will be subject to our scheduling demands, regardless of any existing outside work requirements.

If we determine that an employee's outside work interferes with performance or the ability to meet our requirements as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with the Chamber.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside the Chamber for materials produced or services rendered while performing their jobs.

Performance Management

Performance management is the foundation for employee performance and engagement. It is larger than the annual performance review. The process includes setting clear and specific expectations, and providing specific and ongoing feedback both informal and formal. When elements of Performance Management are completed in a thoughtful and coherent manner, with active engagement of you and your manager, the results can be significant.

This critical dialogue sets the platform for ongoing coaching, and ultimately the final performance appraisal, at the end of the fiscal year. At year-end, your manager will complete a performance appraisal that describes your key accomplishments for the year, along with strengths and developmental needs. Your review is based on your results and behaviors.

During your review you will discuss your results against goals and the outcomes of the behaviors over the course of the fiscal year. You are encouraged to have candid dialogue during the review, asking clarifying questions and brainstorming opportunities to build on success or address issues of need.

Performance Reviews are generally conducted:

- » At the end of the Probationary Period (90 days from hire)
- » Mid-Year – End of July
- » Year-End – End of January

Personnel File

We maintain a personnel file on each employee. The personnel file may include such information as your job application, resume (if one was submitted), records of training, documentation of performance appraisals and salary increases, and other employment records.

Please promptly notify the Human Resource department of any changes in personnel data (address, telephone number and/or family status) as income tax status and group insurance may be affected by these changes.

You may request to review your Personnel files in the presence of your supervisor or a member of the Human Resources Department.

Performance Enhancement

Performance Enhancement is a constructive and corrective approach to solving work related performance, attendance, and/or behavior concerns. Through this process, employees are provided with the information needed to understand what aspect of their work performance, attendance, and/or behavior is unacceptable and what improvements are needed to demonstrate success.

We expect all employees to adhere to our standards on attendance, behavior and performance. When employees fail to adhere to our standards disciplinary actions may become necessary. It is our hope that such disciplinary actions will result in improved performance, attendance, and corrected behavior.

Disciplinary measures shall reflect the seriousness of the offense, the extent to which the person has been disciplined for violation of any Chamber rule in the past, the employee's prior record and the discipline imposed for similar offenses throughout the Chamber.

Discipline will be imposed without regard to race, color, religion, national origin, sex, age, sexual orientation, handicap, disability or veteran status.

The responsibility for determining all of the facts and for taking or recommending disciplinary action rests with the employee's immediate supervisor in consultation, as appropriate, with management and the Human Resources Department.

The basic parameters for disciplinary action are:

- » It is corrective in intent.
- » The discipline should be applied promptly, but not hastily or arbitrarily.

- » The same disciplinary action need not always be given for the same offense. It is proper and reasonable to consider the employment and disciplinary record of the employee in determining the discipline to be applied.
- » Coaches and managers are encouraged to seek policy clarification, advice or other assistance from the Human Resources Department in order to help determine the proper disciplinary action.
- » The Chamber is not required to use each step of the Performance Enhancement process in each situation. The facts and circumstances of each situation may dictate skipping steps or moving to immediate termination for certain infractions.

VERBAL WARNING

A verbal warning should include a clear statement to the employee regarding the problem with attendance, conduct and/or performance and the need to take corrective action. Documentation of the warning will be placed in the employee's personnel file, as it may be valuable in considering future disciplinary action. The employee may provide a written response to the warning, which will also be placed in the employee's personnel file. An employee may receive a verbal warning after one or more attendance, poor performance or improper conduct occurrences.

WRITTEN WARNING

A written warning should make clear the problem with attendance, conduct and/or performance, and the corrective action required, including a statement that future violations of rules or other misconduct may result in more severe disciplinary action.

The contents of the written warning will be discussed with the employee, a copy will be given to the employee, and the original may be signed by the employee to indicate receipt of the written warning. If the employee refuses to acknowledge receipt in writing, the supervisor should so indicate on the written warning. The employee may provide a written response to the warning, which will also be placed in the employee's personnel file.

An employee may receive a written warning after additional attendance occurrences after the verbal warning or one or more additional incident(s) of poor performance or improper conduct.

FINAL WRITTEN WARNING

The Chamber will give a final written warning because of serious or repeated issues with attendance, conduct, or performance. The employee may provide a written response to the warning, which will be placed in the employee's personnel file.

An employee may receive a final written warning after additional attendance occurrences since the written warning, or one or more additional incident(s) of poor performance or improper conduct.

TERMINATION

An employee may be separated from employment due to serious or repeated issues with the employee's attendance, conduct, or performance, including violations of rules, refusal to carry out a supervisor's instructions or other misconduct of a serious nature.

An employee may be terminated after additional attendance occurrences following the final written warning or one or more additional incident(s) of poor performance or improper conduct.

Each stage of discipline will be included in the employee's personnel file and remain active for three (3) months.

Professional Development

It is very important for you to develop in your role to entirely understand the job you do and how you can improve. This involves enhancing your skills to carry out your role as effectively as possible and is something that will continue throughout your career. Effective professional development ensures your knowledge and skills are kept at the highest possible level.

You will meet with your manager at mid-year to discuss your strengths and development opportunities. You, along with your manager will create your development plan, which identifies actions you will take to help you address your areas for improvement. To hone your knowledge and skills you may need to take classes, attend seminars, read periodicals or books, and generally keep up with new developments that impact your job at the Chamber.

Recycling

We support environmental awareness by encouraging recycling and waste management in our business practices and operating procedures. This support includes a commitment to the purchase, use, and disposal of products and materials in a manner that will best utilize natural resources and minimize any negative impact on the earth's environment.

Special recycling receptacles have been set up to promote the collection of the recyclable materials at the Chamber. The simple act of placing a piece of paper in a recycling container is the first step in reducing demand on the earth's limited resources. Success of this program depends on active participation by all of us. You are encouraged to make a commitment to recycle and be a part of this solution.

States of Employment

PROBATIONARY STATUS

During the first 90 days of employment, you will be considered to be in the Probationary Period of your employment. During this time, you have an opportunity to evaluate us as a place to work, and we have the opportunity to evaluate you as a contributing member of our team. As during regular employment, the employee and the Chamber each have the right to terminate employment without advance notice and without cause.

The Probationary period involves frequent evaluation of performance. All employees, regardless of classification, status, or length of service, are expected to meet and maintain Chamber standards for job performance and behavior.

EMPLOYMENT STATUS

The following terms will be used to describe the classification of employees and their employment status:

EXEMPT	Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law and who are exempt from overtime pay requirements.
NON-EXEMPT	Employees whose positions do not meet FLSA and state exemption tests and who are paid a multiple of their regular rate of pay for hours worked in excess of forty per week.
FULL-TIME	Employees scheduled to work 40 hours or more per week.
PART-TIME	Employees scheduled to work less than 40 hours per week. Those employees working fewer than 30 hours per week are eligible for benefits on a limited basis.
PROBATIONARY	New employees with less than 90 days of service.
TEMPORARY	Employees who are hired for a pre-established period, usually during peak workloads or for vacation relief. They may work a full-time or part-time schedule. They are ineligible for company benefits and holiday pay.

CHANGE OF STATUS

It is essential in the daily operation of the Chamber that all data maintained for employees remain current. Please promptly notify the Human Resources Department of any changes in personal data such as:

- | | |
|-------------------------|------------------------------|
| » Name | » Marital status |
| » Address | » Birth/adoption of children |
| » Telephone Number | » Emergency Contact |
| » Tax withholding | » Driving Record |
| » Insurance beneficiary | » Personal Email Address |
| » Dependent coverage | » Education/Training Courses |

TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

RESIGNATION	A voluntary act initiated by the employee to terminate employment with the Chamber. We request at least two weeks written resignation notice from all employees, and four weeks from managers.
DISCHARGE	Involuntary employment termination initiated by the Chamber.
LAYOFF	Involuntary employment termination initiated by the Chamber based upon business needs.
RETIREMENT	Voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the Chamber.

We will schedule an exit interview at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, and return of Chamber-owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with the Chamber is at-will, based on mutual consent, both the employee and the Chamber have the right to terminate the employment relationship at any time. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance. Employees must return all Chamber property on or before their last day of work. All expenses must be cleared through Accounting and Finance prior to the last day of work.

Discharge for serious misconduct or other serious issues is termination of an employee without notice or written warning. Some examples of grounds for this type of discharge are: conviction of a crime, disclosure or misuse of confidential information, falsification of company records, job abandonment or knowingly violating policies, which could result in loss to the Chamber.

Technology Resources

We provide technology resources to you to operate the Chamber and allow for the performance of your job. This includes computers, telephones, fax machines, servers, drives, networks, Internet, websites, software, email, voicemail, etc.

The following guidelines apply:

- » The use of our technology resources is for company business; however, brief and occasional personal use is allowed as long as it does not interfere with your job.
- » Employees are responsible for the protection of Chamber owned information on their mobile device

or personal computer. Chamber information stored on mobile devices or personal computer must be protected in the event of loss or the device being stolen.

- » We own all data, messages, and files stored on or transmitted using any of our technology resources, such as computers, network servers, or email servers, etc.
- » We retain the right to access, monitor, and inspect all of our technology resources, and any of the data, messages, and files stored and/or transmitted at any time. This includes data or information transmitted or received using our networks or Internet connections.
- » You should not have an expectation of privacy in anything you create, store, send, or receive using our Technology Resources.
- » All forms of discrimination, harassment, unethical, and inappropriate conduct is prohibited in the use of any of our technology resources.
- » Your mobile phone must be password protected if it contains Chamber connectivity or data.
- » If your mobile phone is lost or stolen or its security/confidentiality otherwise is compromised and it contains Chamber connectivity or data, please notify your supervisor and the Human Resources Department immediately.

EXAMPLES OF INAPPROPRIATE USE (NOT ALL INCLUSIVE)

- » Making unauthorized copies of Chamber files or other data.
- » Disclosing any confidential information belonging to the Chamber without authorization.
- » Destroying, deleting, erasing, or concealing the Chamber's files or other data, or otherwise making such files or data inaccessible to the Chamber or to other authorized users of the Chamber's Technology Resources unless requested by the Human Resources Department.
- » Violating the terms of any user agreement, license agreement, or other type of contractual agreement of any software program, application, website, or other product or service.
- » Intentionally propagating anything designed to disrupt, disable, impair, or otherwise harm the Chamber's Technology Resources.
- » Defeating or attempting to defeat security restrictions on any of the Chamber's Technology Resources.
- » Using abusive, profane, threatening, discriminatory, harassing, offensive, and otherwise objectionable language in either public or private messages.
- » Sending, receiving, downloading, uploading, or otherwise accessing or viewing any pornographic materials.

- » Installing any software without authorization.
- » Using any of the Chamber's Technology Resources for personal financial gain.

Telecommuting

Telecommuting allows employees to work at home, on the road or in a satellite location. It is voluntary and may be appropriate for some, depending upon the job, the employee, and manager discretion.

The details of telecommuting will be worked out between managers and their employees and will be adjusted as needed over time. We reserve the right to discontinue telecommuting and require you to be in the office at any time during normal business hours. Should you decide to telecommute the following guidelines must be observed.

- » You must have been with the Chamber at least six (6) months to be eligible for telecommuting.
- » To request formal telecommuting arrangements you must have exhibited satisfactory performance for an acceptable period of time.
- » While telecommuting you are expected to be available to work your entire day (8 hours).
- » You agree to be accessible by phone during the agreed upon work schedule as though you are in your regular work location. While telecommuting you are required to forward your work phone to your cell phone.
- » If you must attend a meeting in person on a telecommute day, you will need to forfeit your alternative work location to fulfill business needs for part or all of that day and/or potentially telecommute on a different day during that pay period. Employees should consult with their manager on the best approach to fulfill business needs.
- » To be eligible to telecommute, you must have access to a high-speed broadband connection, a computer with requisite software and network access, and phone service at the location where you are working.
- » You need to establish an appropriate work environment within your telecommuting location for work purposes.
- » You will be expected to ensure the protection of proprietary Chamber and member information accessible from your telework location, including use of locked file cabinets and desks, regular password maintenance, and any other steps appropriate for the job and the environment.
- » You need to ensure there are no distractions at the offsite location that will interfere with job



responsibilities, particularly as it relates to interaction with members or other external parties.

- » If you experience technical difficulties with the Chamber server, you will need to contact the Human Resources Department.

Temporary Assignments

Temporary assignments are created when the Chamber identifies a temporary need for additional resource. These assignments may result from seasonality, another employee's temporary leave of absence or a vacated position.

Temporary assignments are just that – temporary. Employees who fill these positions will do so for a defined period of time before returning to their original positions. It is our hope that these opportunities will allow employees to experience new roles without committing to a career change, while also helping the company to meet a business need. There will be no pay change for temporary assignments. If the need becomes permanent, the job will be posted.

Visitors in the Workplace

All visitors should enter the Chamber at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

Compensation

Paydays

Employees are paid bi-monthly on the 15th and the last working day of the month. When our payday is a holiday, you will be paid the last working day before the holiday.

Full-time employee paychecks will include earnings for all work performed through the end of the current payroll period. Part-time employees are paid in arrears and will be paid according to the payroll schedule that is updated annually.

You have the option for your pay to be directly deposited into your bank accounts. You will be asked to provide a voided check or a copy of a check during the orientation meeting. You will receive an itemized statement of wages each pay period.

Pay advances will not be granted to employees.

Payroll Deductions

The law requires that we make certain deductions from your compensation. Among these are applicable federal and state income taxes. We must deduct social security taxes up to a specified limit known as the social security “wage base”. We match the amount of Social Security taxes paid by each employee.

We offer programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs. The programs may include:

- » Savings Direct Deposit Program
- » Group Insurance - including vision
- » AFLAC
- » United Way
- » 125 Plan
- » 401K

If you have questions concerning why deductions were made from your paycheck or how they were calculated, contact the Human Resources Department. If you believe there has been an improper



deduction from your paycheck, you must follow the Chamber's Complaint Process included in this Handbook.

Recording Your Time

We want to be sure that you are paid fairly for all hours that you work. Non-Exempt employees are expected to record their time accurately on their timesheet indicating time worked and time on leave on the appropriate days. Exempt employees only need to complete a timesheet when leave is used.

Work Time/Overtime

We comply with the requirements of the Fair Labor Standards Act and any applicable local law with respect to wages and hours. Please understand that there may be times when you will need to work overtime so that we may successfully meet the needs of our customers. The CEO or a member of the senior management team must approve all overtime in advance.

Non-exempt hourly employees will be paid overtime at a rate of one and one-half times their regular hourly rate for all hours worked over 40 in a week. Non-exempt employees who are paid on a salary basis will receive their fixed salary as straight time pay for whatever hours they are called upon to work in a work week, and will receive additional compensation for overtime hours worked at a rate of one-half their regular rate of pay. An employee's regular rate may vary from week to week and will be determined by dividing the number of hours worked in the week into the amount of the employee's fixed salary. For all employees, only actual hours worked count toward computing weekly overtime.

Exempt salaried employees do not receive overtime pay.

Safety and Health

We strive to provide safe working conditions for our employees. We observe the safety laws of the governments within whose jurisdictions we operate. No one will knowingly be required to work in an unsafe manner. Safety is every employee's responsibility, and you are expected to do everything reasonable and necessary to keep the Chamber a safe place to work.

Accidents or Injury

No matter how insignificant an on-the-job injury may seem when it occurs, notify your supervisor or the Human Resources Department immediately

Active Shooter

In this day and time it is very important that all Chamber employees know what to do in the event of an active shooter.

The following is an excerpt from Homeland Security.

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that visitors are likely to follow the lead of employees and managers during an active shooter situation.

- » Evacuate: If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
 - o Have an escape route and plan in mind.
 - o Evacuate regardless of whether others agree to follow.
 - o Leave your belongings behind.
 - o Help others escape, if possible.
 - o Prevent individuals from entering an area where the active shooter is located.
 - o Keep your hands visible.

- o Follow the instructions of any police officer.
- o Do not attempt to move wounded people.
- o Call 911 when you are safe.

- » Hide Out: If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
 - o Your hiding place should:
 - Be out of the active shooter's view.
 - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
 - Not trap you or restrict your options for movement.

 - o If the active shooter is nearby:
 - Lock the door.
 - Silence your cell phone and/or pager.
 - Turn off any source of noise (i.e., radios, televisions).
 - Hide behind large items (i.e., cabinets, desks).
 - Remain quiet.

 - o If evacuation and hiding-out are not possible:
 - Remain calm.
 - Dial 911, if possible, to alert police to the active shooter's location.
 - If you cannot speak, leave the line open and allow the dispatcher to listen.

- » Take action against the active shooter:
 - o As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 - Acting as aggressively as possible against him/her.
 - Throwing items and improvising weapons.
 - Yelling.
 - Committing to your actions.

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

- » Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- o Officers usually arrive in teams of four (4).
- o Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets and other tactical equipment.
- o Officers may be armed with rifles, shotguns, and handguns.
- o Officers may use pepper spray or tear gas to control the situation.
- o Officers may shout commands, and may push individuals to the ground for their safety.

» How to react when law enforcement arrives:

- o Remain calm and follow officer's instruction.
- o Put down any items in your hands (i.e., bags, jackets).
- o Immediately raise hands and spread fingers.
- o Keep hands visible at all times.
- o Avoid making quick movements towards officers such as holding on to them for safety.
- o Avoid pointing, screaming and/or yelling.
- o Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

» Information to provide to law enforcement or 911 operator:

- o Location of the active shooter.
- o Number of shooters, if more than one.
- o Physical description of shooter(s).
- o Number of type of weapons held by the shooter(s).
- o Number of potential victims at the location.

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

Disaster Response

In the event of a fire in the Chamber building, please proceed calmly to the nearest stairwell exit and take the stairs to the 1st floor. Do not use the elevator. Go directly to the parking lot and locate your supervisor. Your supervisor will take attendance to ensure that no one is left inside the building.



In the event of a tornado warning, you will be instructed via the intercom to go to the Central Community Room on the 1st floor.

In the event of any other type of disaster, please follow the instructions given you by supervision or via the intercom. When in doubt, proceed to your nearest stairwell exit and take the stairs to the 1st floor. Go directly to the parking lot and locate your supervisor. In the event of an Active Shooter, please follow the instruction in the Active Shooter section of this Handbook.

Inclement Weather

In the event of inclement weather such as ice and snow the Chamber follows the direction of our school system. If Cobb County schools are closed the Chamber is closed. However, we realize that even though the Chamber is open, it is possible that you may not be able to report to work due to the local situation where you live. In those instances, we ask that you call your immediate supervisor before the start of business to notify him/her of your situation and your intent to work from home.

Life Threatening Illnesses in the Workplace

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. We support these endeavors as long as employees are able to meet acceptable performance standards.

Medical information on individual employees is treated confidentially. We will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information.

Return to Work

If you are on a disability leave of absence, you must return to work when your physician or a Chamber - appointed physician determines that you are able to resume normal duties. We require your physician's release before reinstatement to the active payroll. If you wish to extend your leave beyond this point, you must apply for a personal leave of absence.

A physician's release may also be required when returning to work from sick leave or other, short-term, medically related absences. Your supervisor will advise you of this requirement, which depends on case-by-case circumstances.

Safety Briefing

Safety briefings provide a chance to present new safety training and information. They also offer a chance to review previously learned information. Without safety briefings, you can be lulled by routines and slowly decrease your alertness and attention to safety as you go about your job day after day.

In the event of an emergency it is imperative that you are aware of your emergency exit route, the location of fire extinguishers, and first aid kits. It is also important to know who in every work location knows how to administer CPR and is willing to do so. Your supervisor will go over this information with you during orientation.

The following information is to be reviewed at the beginning of every meeting in each conference room:

BOARD ROOM

The following should be reviewed with all attendees at the beginning of every meeting in the Board Room:

- » Should there be a need to call 911, dial 9-911 from a Chamber phone.
- » Our Chamber address is 240 Interstate North Parkway, Atlanta, GA 30339.
- » In case of emergency exit to the front of the building. Cross the parking lot and proceed down the outdoor stairway directly opposite the front door.
- » The direct exit from this meeting room is the side door emergency exit immediately to the front of the building. Proceed to the right when exiting through the main Board Room entrance doors. Exit through the stairwell.
- » The nearest fire extinguisher is immediately next to the emergency exit door just referenced in our Exit Procedure.
- » A First Aid kit is located at the Reception Desk in the front lobby.
- » Is there anyone in Attendance certified to perform CPR? Would you be willing to perform CPR should the need arise?

EXECUTIVE CONFERENCE ROOM

The following should be reviewed with all attendees at the beginning of every meeting in the Executive Conference Room:

- » Should there be a need to call 911, dial 9-911 from a Chamber phone.
- » Our Chamber address is 240 Interstate North Parkway, Atlanta, GA 30339.
- » In case of emergency exit to the front of the building. Cross the parking lot and proceed down the outdoor stairway directly opposite the front door.
- » The closest exit from this meeting room is the side door emergency exit. Exit right from the Executive Conference Room door. In 25 feet there is a partitioned open area. The emergency exit is immediately on the right. Proceed down the stairwell. The exit is in the stairwell.

- » The nearest fire extinguisher is located in the Break Room. Exit left out of the Executive Conference Room. Take immediate right into Mail Room. Exit into Break Room. The fire extinguisher will be on the immediate left.
- » The First Aid kit is located in the Break Room on the left counter as you enter the Break Room from the Mail Room.
- » Is there anyone in Attendance certified to perform CPR? Would you be willing to perform CPR should the need arise?

COMMUNITY ROOM

The following should be reviewed with all attendees at the beginning of every meeting in the Community Room:

- » Should there be a need to call 911, dial 9-911 from a Chamber phone.
- » Our Chamber address is 240 Interstate North Parkway, Atlanta, GA 30339.
- » In case of emergency exit to the front of the building. Cross the parking lot and proceed down the outdoor stairway directly opposite the front door.
- » There are three main exits from this meeting room:
 - o The two doors in the rear of the room past the Reception Desk
 - o Each side door has an emergency exit door toward the front of the building through the stairwell.
- » Fire extinguishers are located:
 - o Outside the left rear door next to the double door closet.
 - o Next to each emergency exit door accessed for either side door.
- » A First Aid kit is located at the Reception Desk in the front lobby.
- » Is there anyone in Attendance certified to perform CPR? Would you be willing to perform CPR should the need arise?

MEDIA CENTER

The following should be reviewed with all attendees at the beginning of every meeting in the Media Center:

- » Should there be a need to call 911, dial 9-911 from a Chamber phone.

- » Our Chamber address is 240 Interstate North Parkway, Atlanta, GA 30339.
- » In case of emergency exit to the front of the building. Cross the parking lot and proceed down the outdoor stairway directly opposite the front door.
- » The direct exit from this meeting room is the side door emergency exit immediately to the left of the Media Center doors through the stairwell.
- » The nearest fire extinguisher is immediately next to the emergency exit doors left of the Media Center doors.
- » A First Aid kit is located at the Reception Desk in the front lobby.
- » Is there anyone in Attendance certified to perform CPR? Would you be willing to perform CPR should the need arise?

Seat Belts

Chamber employees are required to properly use seat belts as designed at all times while occupying or operating any vehicle that is in motion while on Chamber business.

Smoking

In keeping with our intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace. For employees, this includes the front entrance and rear courtyard in view of visitors and members.

Substance Abuse

We are committed to providing a safe work environment and to fostering the wellbeing and health of our employees. That commitment is jeopardized when any employee illegally uses drugs or alcohol on or off of the job, comes to work under the influence of drugs or alcohol, possesses, distributes or sells drugs in the workplace, or abuses alcohol on the job.

We strive to balance our respect for individuals with the need to maintain a safe, productive, and drug-free environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with employment at the Chamber.

VIOLATION

- » It is a violation of our policy for any employee to use, possess, sell, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the job.
- » It is a violation of our policy for any employee to report to work under the influence of or while possessing in his or her body, blood, or urine, illegal drugs in any detectable amount.

- » It is a violation of our policy for any employee to report to work under the influence or impaired by alcohol.
- » The consumption or possession of alcoholic beverages on the Chamber's premises is prohibited. Chamber sponsored activities which may include the serving of alcoholic beverages are not included in this policy.
- » An employee whose normal faculties are impaired due to the consumption of alcoholic beverages, or whose blood alcohol level tests positive while on duty/Chamber business shall be subject to disciplinary action up to and including termination.
- » It is a violation of our policy for any employee to use prescription drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed.
- » Nothing in this policy precludes the appropriate use of legally prescribed medications.
- » Failure to submit to a required substance abuse test shall be subject to disciplinary action up to and including termination.

PROCESS: IMPAIRED AT WORK

1. An employee reporting to work visibly impaired will be deemed unable to properly perform required duties and will not be allowed to work.
2. The employee's supervisor will consult privately with the employee to determine the cause of the observed impairment, including whether substance abuse has occurred.
3. If, in the opinion of the supervisor, the employee is considered impaired, the employee will be sent home or to a medical facility by taxi or other safe transportation alternative, depending on the determination of the observed impairment, and accompanied by the supervisor if necessary.
4. A drug test may be in order.
5. An impaired employee will not be allowed to drive.

PROCESS: JOB APPLICANT DRUG TESTING

- » All job applicants being seriously considered for a position at the Chamber will undergo testing for the presence of illegal drugs as a condition of employment.
- » Applicants will be required to submit voluntarily to a urinalysis test at a laboratory chosen by us, and

to sign a consent agreement releasing us from liability.

- » Any applicant with a confirmed positive test will be denied employment.
- » If the physician, official, or lab personnel have reasonable suspicion to believe that the job applicant has tampered with the specimen, the applicant will not be considered for employment.
- » We will not discriminate against applicants because of a past history of drug abuse. It is the current abuse of drugs, preventing employees from performing their job properly, that we will not tolerate.
- » Individuals who have failed a pre-employment test may initiate another inquiry with us after a period of not shorter than six (6) months; but they must present themselves drug-free as demonstrated by urinalysis or other test selected by us.

PROCESS: EMPLOYEE TESTING

We have adopted testing practices to identify employees who use illegal drugs on or off the job or who abuse alcohol on the job. It shall be a condition of employment for all employees to submit to substance abuse testing under the following circumstances:

- » When an employee has caused or contributed to an on-the-job injury that resulted in a loss of work time. Loss of work time is defined as any period of time during which an employee stops performing the normal duties of employment and leaves the place of employment to seek care from a licensed medical provider.
- » We may send employees for a substance abuse test if they are involved in on-the-job accidents where personal injury or damage to Chamber property occurs.
- » As part of a follow-up program to treatment for drug abuse.
- » On a random basis. A bias free method will be used to select a fixed number of employees to be tested on an unscheduled basis.

Employees with a confirmed positive test result may, at their option and expense, have a second confirmation test made on the same specimen. An employee will not be allowed to submit another specimen for testing.

If the physician, official, or lab personnel have reasonable suspicion to believe that the employee has tampered with the specimen, the employee is subject to disciplinary action up to and including termination.



OPPORTUNITY TO CONTEST OR EXPLAIN TEST RESULTS

Employees and job applicants who have a positive confirmed test result may explain or contest the result to the Chamber within five (5) working days after the Chamber contacts the employee or job applicant and shows him/her the positive test result as it was received from the laboratory in writing.

CONFIDENTIALITY

The confidentiality of any information received by the employer through a substance abuse testing program shall be maintained, except as otherwise provided by law.

SUPERVISOR'S RESPONSIBILITY

Everyone shares responsibility for maintaining a safe work environment, and co-workers should encourage anyone who has a drug or alcohol problem to seek help. Supervisors should make sure that all of their employees are aware of the Employee Assistance Program and the services they provide. Supervisors can have an employee tested for drugs or alcohol if they believe they have cause to suspect drug or alcohol use. A cause to suspect drug or alcohol use could be a change in attendance, performance deterioration or behavior change.

Compliance

Our employees must respect and comply with all laws and regulations. You have a responsibility to understand the laws and how they apply to Chamber jobs. We support each employee in this responsibility and provide the necessary resources for compliance. If it is found that any laws or regulations have been violated, corrective and responsible action will be taken.

Anti-Harassment

It is our policy to maintain a workplace free from any type of harassment including sexual advances and harassment based upon race, color, sex, age, sexual orientation, religion, national origin, physical or mental disability, veteran's status or any other status protected by state or federal law. All such harassment is prohibited. Retaliation against employees or prospective employees reporting harassment is strictly prohibited.

Harassing conduct includes, but is not limited to, the following:

- » Insults, slurs, negative stereotyping, or threatening, intimidating or hostile acts.
- » Written or graphic materials which are abusive towards an individual or group and which are placed on walls, bulletin boards, through electronic communications, elsewhere in the workplace, or circulated in the workplace. This policy extends to all technology resource communications.

We strictly prohibit retaliation against any employee for reporting potential harassment or testifying, assisting in or participating in any manner in an investigation, proceeding, or hearing. Employees who are found to engage in retaliation will be subject to appropriate discipline.

SEXUAL HARASSMENT

All employees have the right to work in an environment free from unsolicited and unwelcome sexual conduct and comments.

Sexual Harassment is defined by the Equal Employment Opportunity Commission as any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature when:

- » Submission to the conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- » Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual.

- » The conduct has the purpose or effect of unreasonably interfering with the individual's performance or of creating an intimidating, hostile or offensive working environment.

Sexual harassment does not refer to occasional compliments. It refers to behavior which is not welcome, which is personally offensive, which debilitates morale, and which therefore interferes with the work effectiveness of the individual harassed. Sexual harassment may occur between employees or between employees and suppliers/customers and is not limited to employees and supervisors.

Sexual harassment may include, but is not limited to, the following:

- » Verbal conduct, such as insults, derogatory comments, slurs, unwanted sexual advances, or sexually-oriented verbal "kidding" or abuse.
- » Physical conduct, such as unwanted touching, patting, pinching, blocking normal movement or assault.
- » Subtle pressure for sexual activity.
- » Demands to submit to sexual requests, accompanied by implied or direct promises of preferential treatment or threats concerning an individual's employment status.
- » Visual harassment such as sexually-explicit or sexually-derogatory posters, obscene gestures, cartoons, photographs, or drawings.
- » Retaliation for opposing, reporting or threatening to report unlawful harassment, or for participating in an investigation, proceeding or hearing into potential harassment.

EMPLOYEE RESPONSIBILITY

You should not tolerate harassing conduct. If you believe that you have experienced harassment in connection with your employment, or are aware of the harassment of other employees or prospective employees you have a duty to act. You should report the incident(s) either to your supervisor, the Human Resources Department, the EVP of Internal Operations, or CEO. Complaints should be in writing where possible and should include all details, specifying all names, dates, times, etc. All employees are responsible to ensure that they do not participate in, promote or support any form of harassment in or that affects the workplace.

Managers and supervisors are to work to prevent and correct any harassment occurrences in their areas of responsibility. Managers and supervisors are responsible to ensure that the employees in their areas are aware of the policy and that any and all complaints of harassment are promptly and properly

investigated and any appropriate action taken. The Human Resources Department is available for consultation.

COMPLAINT PROCESS

Any reported violation of this policy will receive prompt and appropriate action.

We will investigate all complaints alleging harassment and all instances potentially constituting harassment that come to our attention. When conducting an investigation, care will be taken to protect confidentiality to the degree possible, while still permitting us to conduct the investigation. Following an investigation, we will take prompt and appropriate corrective action to remedy any harassment. Employees who are found to have engaged in harassment will be subject to appropriate discipline.

NO RETALIATION

We strictly prohibit retaliation against any employee for reporting potential harassment or testifying, assisting in or participating in any manner in an investigation, proceeding, or hearing. Employees who are found to engage in retaliation will be subject to appropriate discipline.

Americans with Disabilities Act

We comply with the Americans with Disabilities Act and applicable state and local laws. We provide for nondiscrimination in employment for qualified individuals with disabilities. We also consider reasonable accommodations for individuals with disabilities, upon request.

Qualified individuals who are disabled may request for a reasonable accommodation by notifying their manager and the Human Resources Department.

An employee who requires the help of a service animal, defined as “any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability”, will be permitted to bring a service animal to the office, provided that the animal’s presence does not create a danger to others and does not impose an undue hardship upon the Chamber.

Bulletin Boards

Notices required by law will be posted on bulletin boards, which are located in the break-room and near the employee mailboxes. Some notifications will remain posted indefinitely, to be removed only by the Human Resources Department.

You are responsible for monitoring and being informed of information posted on bulletin boards.



Equal Employment Opportunity

The Chamber affirms that it is an Equal Opportunity Employer whose actions and practices are consistent with fair employment. In this regard, we will not discriminate against any employee or applicant with regard to race, color, religion, sex, age, sexual orientation, national origin, disability, genetic information, veteran status or any other protected characteristic as established by law. This applies to all employment practices and personnel actions, such as hiring, training, promotion, lay-offs and termination.

All employees will receive pay or other forms of compensation on a nondiscriminatory basis. This includes opportunities for performing overtime work or otherwise earning increased compensation.

All employment decisions will be in accordance with Equal Employment Opportunity principles using only valid requirements for selection procedures.

HIPAA Statement

The HIPAA Privacy Rule protects certain medical information known as “protected health information.” Generally, protected health information is individually identifiable health information, including demographic information, collected from you or created or received by a health care provider, a health care clearinghouse, a health plan, or your employer on behalf of a group health plan that relates to:

- » Your past, present or future physical or mental health or condition
- » The provision of health care to you
- » The past, present or future payment for the provision of health care to you

Immigration Law Compliance

We are committed to complying with the Immigration Reform and Control Act of 1986 and employing only United States citizens and aliens who are authorized to work in the United States.

As a condition of employment, each new employee must properly complete, sign and date the first section of the Immigration and Naturalization Service Form, I-9.

New employees must provide the Human Resources Department with the appropriate documents on the first day of hire, establishing identity and eligibility to work in the United States. Employees who do not provide this documentation on the first day may be subject to suspension for up to three days to obtain necessary documentation.

Nature of Employment

Employment with us is voluntary and employees are free to resign at will at any time. Similarly, we may terminate the employment relationship at will at any time, with or without cause, with or without notice. We will observe to the fullest, the letter and intent of all applicable employment laws and regulations, and we reserves the right to enforce reasonable work rules, safety rules, and standards of job performance. We reserve the right to discipline employees, up to and including termination of employment, who do not meet our expectations or who fail to abide by our rules and standards.


If you have concerns and/or questions about your employment with the Chamber, you are strongly encouraged to voice these concerns and/or questions openly and directly to your manager. Experience has shown that when employees deal openly and directly with managers, the work environment can be excellent, communications can be clear, and attitudes can be positive. You may also consult with the Human Resource Department on employment-related issues. We demonstrate our commitment to employees by responding effectively to employee concerns and/or questions.

Workers' Compensation

We provide a comprehensive Workers' Compensation Insurance Program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or immediately, if the employee is hospitalized.

Employees who sustain a work-related injury or illness should inform their manager and the Human Resources Department immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible. Failure to report an injury could jeopardize one's worker's compensation benefits. For injuries not requiring treatment by a physician, the employee must immediately complete an Incident Report and forward it to the Human Resources Department. For treatment of a work-related injury or illness, employees must select a physician from the Workers' Compensation Panel of Physicians (except in the case of an emergency situation). The panel listing is posted on the bulletin board. Employees should only visit doctors who are listed on the panel for work-related injuries or illnesses unless prior approval has been arranged with the third party administrator or unless specifically referred for treatment by a panel physician.

In an emergency or after normal office hours, employees with work-related injuries or illnesses should go directly to the nearest emergency medical facility. Once the emergency is over, the employee must return to a panel-posted physician for follow-up or continued treatment. The Chamber is not responsible for charges of unauthorized treatment once the emergency is over.



In the event an employee is dissatisfied with the first doctor selected from the Panel of Physicians, one request may be made for a different panel physician. Panel physicians may refer employees to non-panel physicians for specific treatment without administrator approval, but any further changes, or referrals from non-panel physicians to other non-panel physicians must be authorized by the third-party administrator.

It is the employee's responsibility to notify his manager immediately upon receipt of the physician's release and is expected to return to work at the start of the next workday. Human Resources personnel will assist employees through the Workers' Compensation process as needed.





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