



Anchorage Chamber of Commerce  
Personnel Handbook

March 28, 2019

## **INTRODUCTION**

Knowledge of the Anchorage Chamber of Commerce is essential to good performance; all staff members should be thoroughly familiar with the Anchorage Chamber's Bylaws, the organization, office policies and procedures, and this handbook.

The Anchorage Chamber places a high value on positive attitudes that exemplify hard work, effective performance and professionalism, and it values creativity, productivity, loyalty, independent thinking and teamwork. Employees are the foundation for continued overall organizational success. The following is also important:

- A. Ethical and honest behavior
- B. Mutually supportive conversation and actions
- C. Commitment to follow-through
- D. Initiative
- E. Willingness to communicate and share new information
- F. Open attitude
- G. Enthusiasm
- H. Flexibility
- I. Sense of humor
- J. Efficiency
- K. Attention to detail
- L. Creativity
- M. Support for the Anchorage Chamber's mission and objectives.

The Anchorage Chamber of Commerce is, by its nature, an example of teamwork. Employees having a slower period are expected to offer assistance to others when needed. In turn, any employee confronted with a deadline assignment can expect cooperation, and should request assistance from other employees when necessary.

## **“ANCHORAGE CHAMBER OF COMMERCE” THE ORGANIZATION**

### *ORGANIZATIONAL STRUCTURE*

The Anchorage Chamber of Commerce is a not-for-profit private organization classified as a 501(c) 6 corporation by the Internal Revenue Service.

The primary source of revenue for general operating expenses is membership dues.

The Anchorage Chamber is comprised of businesses, individuals and organizations who become members through payment of appropriate investment dues upon approval of the Anchorage Chamber Board of Directors.

All Anchorage Chamber activities are governed by a board of no more than 27 voting directors. Fifteen elected board members each serve three-year terms. Up to 12 members are appointed by the Chair of the Board with approval of the elected Board of Directors. Three ex-officio military representatives are mandated by bylaws to be on the Board. Other ex-officio members may include but are not limited to: Anchorage School Board and education representatives, state, local, and municipal government representatives.

Anchorage Chamber policies and programs are the responsibility of the Board of Directors. The day-to-day business management including staff policies and procedures of the Anchorage Chamber is the responsibility of the President, who must operate within the framework of budgets, programs and policies approved by the Board of Directors, and the Bylaws.

### *MANAGEMENT STRUCTURE*

Names, Definitions, and Succinct Scope of Authority and Responsibility

**Board of Directors:** It is the duty of the Board of Directors to manage the affairs of the Corporation, protect its interests, and advance its purposes and objectives. The Directors shall have power to transact any and all business and do any and all things that may be lawfully done by an association of like character. The duties of the Board shall begin at the first official board meeting in September following its election, when it shall meet to organize and elect officers pursuant to the bylaws.

**Executive Committee:** The Executive Committee shall plan, screen, examine, investigate, recommend and forward to the Board for its consideration any and all matters and actions as the Executive Committee may deem advisable. The Executive Committee may prepare agendas for Board meetings for which the Chair has not prepared an agenda.

**Chair:** The Chair is the presiding officer for all meetings of the Board, all meetings of the Executive Committee, all meetings of the members of the Corporation, and all forums and other public events held by the Corporation. The Chair shall have direct and immediate supervisory responsibility over the President on behalf of the Board and shall, no later than the last regular Board meeting of the Year, submit a written report to the Board evaluating

the performance of the President & CEO in that office during the Year and making whatever recommendations, if any, which the Chair considers appropriate in light of that evaluation. The Chair and the President shall review and discuss that report before it is submitted to the Board. The Chair may assign and delegate duties and responsibilities to the other Officers.

**President & CEO:** The president serves at the pleasure of the Board of Directors as the chief operating officer and chief of staff of the Corporation with immediate responsibility for managing its day-to-day affairs; the President has charge of the fiscal and administrative affairs of the Corporation and shall not engage in any activities that are in conflict with the purposes and objectives of the Corporation. The President is responsible for Government & External Affairs as it relates to the Corporation's advocacy efforts. This position is the staff liaison for all advocacy committees and task forces, to include but not limited to, the Anchorage Business Committee and Legislative Committees. The President shall be empowered to sign contracts, agreements and documents on behalf of the Corporation as authorized by the Board. The President shall serve as an assistant to the Secretary-Treasurer but may not serve as the acting Secretary-Treasurer if the office of Secretary-Treasurer becomes vacant. The President shall be authorized to hire, fire, evaluate, promote and demote all other salaried employees of the Corporation and to contract for and establish staff salaries within the budget approved by the Board; the President may also adopt, amend and repeal personnel rules applicable to the staff of the Corporation.

**Operations Coordinator:** The operations coordinator works as the database administrator and provides technical support to others in the office and supports membership activities. The operations director is the point-of-contact for members with requests about their account and contact information, questions about online membership listings and referral information. The operations coordinator is responsible for keeping member account and contact information current and accurate and frequently designs fliers, invitations and other Anchorage Chamber publications. The operations director reports to the president.

**Communications and Programs Manager:** The communications and programs manager is responsible for writing and editing communication with members and the public. The communications coordinator achieves this through a quarterly magazine, website development and email campaigns. The communications coordinator is responsible for all aspects of the Anchorage Chamber Young Professionals Group. The communications and programs director also coordinates the "Make it Monday" forums as well as providing support to additional special events and programs.

**Membership Sales Manager:** The membership sales manager is responsible for maintaining positive contact with Anchorage Chamber members and ensuring that the needs of the membership are being met. The membership sales manager compiles research and reports to provide information for board meetings including as board secretary. They act as staff liaison to Ambassador Council and Membership Committee. The membership sales manager often meets directly with individual members and provides feedback to Anchorage Chamber staff and Board of Directors.

**Membership Events Coordinator:** The membership events coordinator is responsible for the coordination of many Anchorage Chamber events and programs. This position is staff liaison and primary event coordinator for the Anchorage Chamber events including, Military Committee, Ambassador Committee, Business After Hours and, Annual Train Ride and ATHENA Society Luncheon. The membership events coordinator also supports the annual Gold Pan Awards.

**Sales and Events Assistant** Maintains membership database. Provide new and renewing member lists for ~~the newsletterboard meetings. Supply mailing list to printer each month for newsletter.~~ Maintain ~~paper~~ files of current members and maintain archive of past members. Provide membership mailing lists to members and non-members and all other tasks associated with distribution including invoicing, accepting payment and tracking use of membership lists.

## **PERSONNEL POLICIES<sup>1</sup>**

### **Equal Opportunity Employment**

The Anchorage Chamber of Commerce is an equal opportunity employer that recruits, hires and promotes persons based on merit, and that administers all personnel policies including adjustments in compensation, promotions, terminations, and disciplinary action without regard to race, creed, color, religion, sex, age, national origin, physical or mental disabilities, marital status, veteran status, or any characteristic or status protected under applicable federal, state or local law. The Anchorage Chamber of Commerce will verify citizenship as required by immigration laws.

### **Drug Free Workplace**

The Anchorage Chamber of Commerce provides a safe work place for all employees. In doing so, any employee under the influence of illegal drugs or legal drugs that creates an unsafe or non-productive work environment, is subject to immediate termination. Possession, use, transfer or sale of illegal drugs or legal restricted drugs not prescribed by a physician during work hours is ground for immediate termination

### **Job Descriptions**

The Anchorage Chamber maintains job descriptions for each position. This information is the responsibility of each employee as guided by the president.

### **Personnel Records**

The Anchorage Chamber shall maintain a personnel file for every employee. This file shall be kept accurate and up-to-date and include all materials relating to employment changes,

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#### **<sup>1</sup> Right to Terminate**

The Anchorage Chamber of Commerce is an at-will employer and as such, any employee can be terminated at any time, with or without notice and without cause. Only the President can terminate employees.

staff salary, and other matters bearing on the employee's relationship to the Anchorage Chamber.

Any employee who moves, or experiences a change in name, telephone number, or number of dependents is required to notify the vice president within 30-days of the transition. Employees may inspect their personnel files by making such request to the president.

### **Hiring**

The President, acting under the budgetary constraints established by the Board of Directors, has responsibility for hiring staff personnel as necessary to conduct the business of the Anchorage Chamber. Employment of all personnel is conditional upon some or all of the following: experiences and qualifications; satisfactory references from previous employers; proof of scholastic achievement; and level of qualifying experience.

When a vacancy occurs within the staff, those in other positions on the staff applying will be equally considered along with outside candidates based on his/her qualifications.

### **Orientation of New Employees**

New employees shall be oriented to Anchorage Chamber operations and their particular job by the employee's immediate supervisor. An orientation checklist has been established and is maintained by the vice president. (See appendix \_\_\_\_).

### **Probation**

All new employees and promotions shall require a 90-day probationary period prior to regular appointment. During this period, supervisory personnel shall observe and appraise the employee's performance and determine whether the employee is fully qualified for regular status. Any probationary employee may be terminated upon approval of the president at any time during the probationary period. If performance warrants, the probationary period may be extended. Any employee who shows unsatisfactory performance based on a review by the president can be placed on probation. This will be documented in the employee's personnel records.

### **Resignation**

Should it become necessary for an employee to resign, at least a two-week prior notice is requested. Employees who do not give such notice may not be considered for re-hire. If separation occurs during the probation period, the employee will not be entitled to accrued benefits under any circumstances. Resignation occurs when an employee initiates his/her own separation for any reason. Employees are required to return any and all Anchorage Chamber equipment and property prior leaving. Three days absence without prior approval and without call or contact with your supervisor will be considered self-termination.

### **Performance Reviews**

After the probation period, a performance review shall be conducted by the employee's immediate supervisor that includes but is not limited to employees' ability to meet objectives, complete tasks and fulfill responsibilities, communication skills and problem-

solving skills. Subsequent reviews will be held on an annual basis. Performance reviews may or may not include a pay raise.

### **Company Keys**

An employee is responsible for the proper use of keys. Employees are required to sign for each key, and may never duplicate a key nor lend it to anyone. A lost or misplaced key must be reported to the president who will replace it. Keys must be checked in prior to the receipt of a final paycheck after termination or at the beginning of a period of extended leave.

### **Employee Work Rules**

The Anchorage Chamber does not tolerate unacceptable behavior. The following list of behaviors is unacceptable; however, this is merely a sample list. Any employee found engaging in unacceptable behavior will be subject to disciplinary action (whether the behavior appears on the following list).

1. Neglecting work responsibilities during work hours
2. Consistent tardiness or unexcused absences
3. Giving false, incomplete, or misleading information to obtain days off
4. Failure to comply with the instructions of the supervisor(s)
5. Stealing, damaging, or destroying company property/co-worker property
6. Neglecting company property
7. Unauthorized use of company property
8. Violation of safety or health rules
9. Violating company smoking policy
10. Workplace violence (including threats and verbal abuse)
11. Sexual harassment
12. Engaging in horseplay or other disorderly conduct
13. Possession of weapons while on company property
14. Working under the influence of drugs or alcohol
15. Violating company dress code
16. Using office equipment (including, but not limited to computers, fax machines, etc.) for personal or non-Anchorage Chamber related business activities
17. During work hours, actively engaging in campaign activities or issues for a candidate or cause unrelated to Anchorage Chamber business activities

### **Hours of Work**

Normal operating hours at the Anchorage Chamber of Commerce are 8 a.m. – 5 p.m., Monday through Friday. The activities of the Anchorage Chamber do not always follow normal work schedules. Employee's hours must be flexible according to the needs of the Anchorage Chamber. Non-management employees will be compensated by overtime pay for those hours worked beyond eight hours per day or the 40-hour week.

### **Full-Time Applies to: Non-Management**

Employees are considered full-time if they are working a minimum of 30-hours per week. Overtime will be paid at time and one-half. It must be approved in advance by the president.

**Part-Time/Job Share** Applies to: Non-Management

Part-Time/Job Share employees are paid on an hourly rate basis. Part-Time/Job Share employees are not subject to personal leave benefits and insurance. Overtime will be paid at time and one-half. It must be approved in advance by the president.

Job share employees are expected to provide coverage for each eight-hour workday. If a job share employee is unable to find coverage for a given time period it should be brought to the attention of his/her immediate supervisor in a timely manner so that a substitute may be found.

**Committee/Program Contract Employees** Applies to: Non-Management

Independent contracts are paid through the Anchorage Chamber at rates established by the president, as approved by the budget supported by the Anchorage Chamber Board of Directors. As an independent contractor, services to be provided are coordinated by the President.

**Pay Periods** Applies to: All Staff

There are 24-pay periods throughout the year. Normal pay periods are on the 15<sup>th</sup> and the last day of the month. If either period falls on a Saturday or Sunday, efforts are made to pay on the preceding day. Pay advances are discouraged; any requests must be approved by the president.

Paychecks issued while an employee is on leave may be picked up from the vice president following the employee's return from leave, or alternate arrangements may be made for payment pick-up by a family member or deposit following completion of appropriate paperwork.

**Payroll Deductions**

Required deductions will be made from earned salary each month as follows: federal income tax, social security tax, employment security contribution, and if applicable, retirement, life insurance contributions and dependent insurance coverage.

**Personal Leave**

The Anchorage Chamber provides paid holidays and vacation and/or sick leave as a benefit to its full-time regular employees after 30 calendar days of continuous employment. Accordingly, employees are allowed to take a personal leave of absence provided that certain conditions are satisfied.

Personal leave is accumulated at the rate of 10-hours per month for the first five-years of full-time employment. After five years, an additional 40 hours of personal leave time will be allowed for a total of 160-hours of personal leave time per year. The employee may choose to take the leave all at once or in shorter periods (to continue work part-time) but it must be taken or lost each year except for 60-hours which may be carried over. Up to half the allowed accrued leave time may be paid to an employee upon termination. A record of personal leave time used will be kept by the vice president.

## **Personal Leave Scheduling**

The scheduling of all paid time off must have prior approval of a supervisor and must not disrupt the operation of the Anchorage Chamber. All vacation requests must be submitted to the employees' immediate supervisor for approval at least two weeks prior to the beginning of the requested time off. Needs of the Anchorage Chamber come first; busy season and short staff situations will determine needs.

Absence due to illness or accident must be reported to the president by no later than 30-minutes after the employee's scheduled start time with an explanation for absence and anticipated day of return. For prolonged absences due to illness, medical verification may be requested. Abuse of non-vacation absences may result in disciplinary action.

## **Absence without Pay**

Occasionally an employee is unavoidably away from work. Employees with no accrued personal leave may be granted reasonable leave without pay, upon approval of the president.

***Absence Procedure:*** If an employee knows s/he will be absent, s/he is required to notify the President at least 24-hours prior to their absence, or within 30-minutes of his/her scheduled start time. An unreported absence of three or more consecutive working days will be considered a voluntary withdrawal and the employee will be removed from the payroll.

## **Holidays during Personal Leave**

Only employees who have been working at least 30 continuous calendar days will be allowed a paid holiday. If any of the above holidays fall within an employee's first 30 days, the day will be treated as unpaid time off. If an employee who is eligible for holiday pay works on a holiday, they are to be paid for the hours worked. If they work less than what they would normally be paid in holiday hours, they are to be paid the difference as holiday pay.

The Anchorage Chamber recognizes and pays the following holidays:

New Year's Eve Day

New Year's Day

Presidents' Day

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving Day

Day After Thanksgiving

Christmas Eve Day

Christmas Day

\*One floating holiday

Employees are eligible for paid holidays from his/her date of hire. Holidays that fall on a Saturday will typically be recognized on the preceding Friday. Holidays that fall on a Sunday typically will be recognized on the subsequent Monday. Paid holidays are not counted toward overtime worked.

Discretionary holiday time may be granted for religious observation.

\*Each employee must give 15 days prior notice of his/her floating holiday. The floating holiday period runs from January 1 to December 31 of each year. The floating holiday may not be carried over from fiscal year to fiscal year.

### **Attendance & Punctuality**

The Anchorage Chamber of Commerce requires all employees to be on time and to complete their assigned duties with an expected level of quality. If an employee's promptness and/or attendance interfere with those responsibilities, the Anchorage Chamber will take appropriate disciplinary action.

The Anchorage Chamber, in conjunction with state laws, allows absences for the following situations:

- Sick leave
- Jury duty
- Death in family
- Vacation time scheduled in advance
- Military leave
- Time off for worker's compensation
- Voting
- Family Medical Leave
- Unforeseen emergencies
- Maternity leave

The Anchorage Chamber of Commerce reserves the right to ask for documentation in any of the above-mentioned situations.

***Bereavement:*** An employee may be given paid or unpaid leave for a death in the immediate family at the discretion of the president. Number of actual days granted shall depend on circumstances and travel time required and shall be approved by the president.

***Tardiness Procedure:*** If an employee knows s/he will be more than 15-minutes tardy, s/he is required to notify the administrative assistant or the vice president at least 24-hours prior to their scheduled start time.

### **Jury Duty**

Jury duty is regarded as a citizen's obligation. Full time employees who are selected for jury duty shall be granted leave and will be compensated their regular pay, less any monies provided to them from the court system.

Advance notice of at least 14 days after receiving a selection notice must be provided from the employee to the president. Should an employee be dismissed from jury duty at least two hours prior to the end of the business day, s/he is required to report back to work. Employees appearing as a plaintiff, defendant or for non-subpoenaed court appearance will not receive paid time off. Paid time off or unpaid time must be used for these instances.

### **Military/Uniformed Services Duty**

In accordance with the federal Uniformed Services Employment and Reemployment Rights Act (USERRA), the Anchorage Chamber allows its full-time employees to take up to five years of unpaid military leave to serve in the uniformed services.

This act covers the following uniformed services:

- Army, Navy, Marine Corps, Air Force, Coast Guard
- Army Reserve, Naval Reserve, Marine Corps Reserve, Air Force Reserve, Coast Guard Reserve
- Commissioned corps of the Public Health Service
- Any category of persons designated by the President of the United States in time of war or emergency

Employees should refer to USERRA for specific details regarding benefits, duration of leave, reinstatement procedures and obligations, compensation and benefits. Employees taking this leave will be treated as if they were not on leave for the purpose of promotions, certain pay raises, and vacation accruals.

Upon return from leave, employees will be reemployed in their previous position, with the same seniority, pay, status, rights, and benefits. The Anchorage Chamber requires documentation from employees who have been on uniformed services leave for 31 days or more. That documentation must show that the five-year service limit was not exceeded, that the application for reemployment was timely, and that the employee was not discharged from service under dishonorable conditions.

### **Extended Medical Leave without Pay**

The Anchorage Chamber understands that occasionally situations may arise in which an employee needs to take time off to recover from a temporary disability. Accordingly, employees are allowed to take a personal leave of absence, provided that certain conditions are satisfied.

Temporary disability leave may be taken for a medical condition, which prevents an employee from performing her/his job duties. All full-time employees who have been employed at the Anchorage Chamber of Commerce for a period of at least one year (365-days) are eligible for temporary disability leave.

Temporary disability leave is offered for a period up to six months, and may not be exceeded. The employee may choose to take the leave all at once, or in shorter periods (to continue work part-time).

The Anchorage Chamber requires documentation/certification by a qualified medical expert. Upon concluding that the employee is not fit to perform his/her duties, the medical expert shall offer recommendations. This should include any suggested accommodations and the estimated time span of the disability. The Anchorage Chamber of Commerce reserves the right to request a second opinion. During leave, the President may also ask for periodic updates.

### **Lunch Periods**

One non-paid hour is allowed for lunch for each full-time Anchorage Chamber of Commerce employee. Employees must coordinate lunch hours so that the office is adequately covered at all times.

### **Monday Forum Lunch**

Employees not scheduled to work the entire Make It Monday forum are not required to stay through the luncheon. His/her "lunch hour" effectively begins upon departure of the event. Employees wishing to stay for lunch may do so but the time will count toward his/her lunch hour.

### **Leaving the Office**

Employees are to use the Company Calendar when leaving and returning the office.

### **Appearance**

All Anchorage Chamber employees have a personal responsibility to dress appropriately in businesslike attire. The manner which employees present themselves at work is a direct reflection on the Anchorage Chamber; therefore, every employee needs to support the quality image of the Anchorage Chamber. Any questionable dress style will be reviewed by the president.

The dress code is outlined below but the guidelines are no substitute for common sense. If an employee is uncertain about an article of dress, it is suggested they not wear it. Employees who come to work dressed inappropriately will be sent home immediately to change and will be required to make up the time away from work. The president and vice president have the authority to make exceptions to the dress policy at any given time, for appropriate circumstances.

If an employee is meeting with a member or vendor (i.e., committee meetings, Anchorage chamber meetings, etc.), staff is expected to dress according to the member's policy.

### **Inappropriate Dress:**

Clothing or footwear torn, dirty, ripped, stained, etc.

Thongs, clogs, flip-flops, hiking boots or tennis/athletic shoes

T-shirts

Sweatpants/sweatshirts

Shorts

Anything with spaghetti straps, tank tops, strapless, low cut or revealing

Hats  
Spandex, Lycra, leggings  
Tight fitting clothing of any type  
Leather pants or skirts

**Appropriate Business Casual Dress:**

Slacks or pants (traditional length)  
Shirts, blouses, turtlenecks, sweaters  
Knit shirts  
Skirts (appropriate length)  
Dresses (appropriate length)  
Boots (dress style)  
Dress sandals  
Sleeveless shirts and dresses are acceptable for women  
All clothing and footwear should be in near new condition

***Fridays***

In addition to normal business casual dress, Anchorage Chamber employees may wear denim (no overalls) on Fridays in accordance with appearance policy above and when board meetings and member business appointments are not scheduled.

**Employee Travel:** Employee travel should be via the lowest cost alternative, consistent with good business practices. Neither luxury, nor sub-standard modes of transportation and accommodations should be used.

Employee travel and the expenses associated with it will be authorized only in circumstances, which are clearly consistent with the mission of the Anchorage Chamber. It is the responsibility of each supervisor to ensure that all employee travel meets this objective and that reimbursement made is only for actual, reasonable business expenses in connection with authorized travel as defined in this document. In order to maintain control over expenditures, any expense submitted which does not comply with the guidelines of this policy will not be reimbursed unless accompanied by a valid exception by the president. Expense reports must be submitted in a timely manner.

**Personal Vehicle Travel**

Employees using their own vehicles or rental vehicles must have a current Alaska driver's license and provide proof of insurance to the Anchorage Chamber in amounts required by applicable law prior to the use of the vehicle. Anytime a personal or rental vehicle is used for Anchorage Chamber business, the driver and all passengers must wear seat belts. The driver must comply with all motor vehicle laws. Employees are solely responsible for all fines or traffic violations when operating a personal or rental vehicle. The use of cellular phones or handheld devices is strictly prohibited. As set by federal regulators, the Anchorage Chamber may reimburse for mileage. This is a privilege; it is not a right.

**Cellular Phones:**

The Anchorage Chamber prohibits employee use of cellular phones (including web browsing, gaming, text messaging) for business purposes while driving.

**Harassment**

Anchorage Chamber policy is to provide a working environment free of any form of harassment in the workplace. This includes harassment related to any characteristic or status protected under law, including but not limited to sex, race, color, religion, national origin, physical or mental disabilities, and veteran status.

Harassment is any behavior, physical, verbal, or visual, which interferes with an employee's performance or creates an intimidating, hostile or offensive work environment. Harassment may involve jokes, conduct, or drawn and written material whose content refers to the sex, race, color, religion, national origin, physical or mental disabilities, or veteran status of an individual or group which an employee finds offensive or unwelcome. Conduct that is tolerated by one employee may offend or be unwelcome to another.

Harassment also occurs when there is an implication that the submission to certain conduct by the employee is related to a decision of employment, termination, granting or withholding the compensation or benefits, or any other personal action against the employee. Harassment also occurs when there is implied or actual retaliation against the employee making the claim for such conduct.

The Anchorage Chamber will not tolerate retaliation or reprisal against any employee who has made a good faith complaint of harassment or discrimination. Each claim will be investigated, and will be subject to reasonable confidentiality.

***Sexual Harassment Prevention and Investigation Procedure***

The Anchorage Chamber is committed to providing a workplace free from sexual harassment. *Sexual harassment in any manner or form is expressly prohibited.* All claims of sexual harassment will be promptly and thoroughly investigated. Anyone who violates the Anchorage Chamber's policy is subject to disciplinary action commensurate with the severity of the offense, up to and including termination of employment or expulsion from membership.

**Sexual harassment**

Generally speaking, sexual harassment includes unwelcome touching or verbal conduct of a suggestive nature as well as requests for sexual favors. There are two types of sexual harassment.

- "Quid pro quo" sexual harassment occurs when sexual favors are requested or demanded as a condition of employment or as a basis for employment decisions affecting that employee; and
- "Hostile work environment" occurs when there is verbal or physical conduct of an offensive nature that permeates the work environment so much that it interferes with an employee's work performance and seriously affects his or her psychological

wellbeing. Conduct, which may constitute a hostile work environment, may include verbal sexual innuendoes, suggestive comments or jokes of a sexual nature. In addition, the display of sexually suggestive objects or pictures may contribute to a hostile work environment as well as unwanted physical contact of any kind.

Sexual harassment does not refer to occasional compliments or comments that are socially acceptable.

The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as:

- Unwelcome sexual advances,
- Requests for sexual favors when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or employment opportunities,
- When submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting the individual, or
- When such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment may include a wide variety of behaviors and occurs on various levels, including, but not limited to the following:

- Unwelcome physical contact of a sexual nature such as patting, pinching or unnecessary touching
- Overt or implied threats against an individual to induce him or her to perform sexual favors or to engage in an unwelcome sexual relationship
- Verbal harassment or abuse of a sexual nature including hints of a desire for sexual relations or making jokes or remarks of a sexual nature to or in front of a person who finds them offensive.
- Use of sexually suggestive terms or gestures to describe a person's body, clothing or sexual activity
- Displaying, forwarding or posting offensive, sexually suggestive pictures, jokes or materials (including e-mails) in the workplace

***Scope:***

This policy applies to all Anchorage Chamber of Commerce employees as well as members and spouses who are in contact with employees. Not only does the scope of this policy include the office of the Anchorage Chamber but it also includes offsite meetings, conferences and business-related social functions.

***Preventive Measures:***

The following actions may constitute sexual harassment; therefore, employees and members should refrain from this type of behavior:

- Verbal sexual innuendoes;
- Suggestive comments;

- Jokes of a sexual nature (verbal, written, electronically-produced pictures or drawings);
- Display of sexually suggestive objects or pictures;
- Obscene gestures;
- Questions and comments concerning an individual's sexual behavior;
- Unwanted physical contact of any kind; and
- Any comment or suggestions that indicate that a sexual favor would enhance an employee's career with the organization.

***Procedure:***

Any individual who feels that he/she has been subjected to any form of harassment should immediately notify the president. If the individual is not comfortable discussing the issue with the president, s/he may discuss it with the Board Chair. Any staff member who is made aware of a complaint of harassment must report it immediately to the president.

An investigation of the allegations will be conducted. This investigation will include interviewing the person(s) making the complaint and the person(s) accused of the harassment, and may include others who have direct knowledge of the situation. The investigation shall be conducted in confidence with communication to members and other staff members only on a need-to-know basis.

If the investigation reveals that the complaint is valid, the Anchorage Chamber will take prompt action to stop the harassment immediately and to prevent its reoccurrence. No adverse action shall be taken in retaliation against persons making a complaint or participating in an investigation.

**Safety**

The Anchorage Chamber commits to ensuring a safe working environment. The Anchorage Chamber complies with all government legislation regarding safety issues.

Safety requires cooperation so all employees must follow the safety policy. The Anchorage Chamber actively encourages “safety consciousness” expecting everyone to be cautious in the workplace, and to immediately alert the president of any safety hazards or injuries. Employees who deliberately violate health and safety issues will face disciplinary action.

*Be aware of physical safety:*

- Blocked fire exits or extinguishers
- Blocked walkways
- Slippery floors or spills
- Worn or buckled areas of carpet or other flooring
- Frayed electrical wires
- Poorly lit areas and burnt-out light bulbs

*Be aware of psychological safety:*

- Treat colleagues and customers with respect irrespective of ethnicity, religion, gender or orientation
- Do not tolerate unwanted jokes, pictures or approaches of a sexual or otherwise offensive nature
- Do not tolerate intimidation, bullying or bad-mouthing
- Do not tolerate hurtful gossip or other behavior that puts another down
- Do not harbor issues or resentments without discussing and resolving, or getting assistance to do so

*General Safety Rules:*

- Follow all safety procedures for your job
- Put trash in the bin
- Keep walkways, doorways, fire exits, fire extinguishers, or fire sprinklers unblocked
- Keep workstations clean
- Clean up any messes or spills immediately; if necessary, let others know or leave a sign if floors are wet
- Report hazards or injuries to your supervisor immediately
- Keep doors locked if working alone after hours or on weekends
- Do not give out personal information about yourself or other staff
- Do not give out home or cellular telephone numbers without the permission of the owner. Take a message and contact the staff person yourself.
- Do not tell people on the phone where staff is, simply say “s/he is out of the office until...”
- Do not give information about office equipment over the telephone unless you personally know the caller.
- Keep personal belongings (purses, etc.) out of sight.
- Keep liquids away from electronic equipment.
- Do not leave filing cabinet drawers open when not attended.
- Be aware of surroundings; exits, windows, fire escapes.
- Do not overload outlets.
- Do not confront potential threats; give them what they want and call the police after they leave.
- When leaving at night, try not to walk to your car alone.
- Secure items that may topple during an earthquake.
- Move away from windows during an earthquake. *Duck, cover, and hold.*
- Make note of support walls and doorways in the building in case of an earthquake.
- Use care when using space heaters. Turn them off when you will not be there for an extended period.
- Never lift heavy items without help. Lift with your legs, not your back.
- Use extreme caution with cutting boards.
- Keep computer keyboards low and at a comfortable height.
- Meet with people you do not know in a public place.
- Try not to leave the front office unattended.

- Be aware of strangers wandering around.
- Keep the back door locked at all times, especially when no one is back there.
- Last person out check that all the doors and the elevator are locked and electronics are turned off.
- Lock all doors when you are in the office alone.
- Make sure the downstairs doors locks behind you when you are in the office after normal business hours.

### *Fire Safety*

The Anchorage Chamber of Commerce requires the following be followed upon discovery of a fire:

- Remain calm and avoid shouting “Fire!”
- Pull the nearest fire alarm and notify those in immediate danger.
- If possible and safe, attempt to extinguish the fire with a fire extinguisher or by cutting off oxygen to the fire.
- If it is not possible or safe to extinguish the fire, call 911 from the nearest safe phone and give the operator the location of the fire.
- Do not prop any fire doors open.
- Evacuate, using appropriate exits and escape routes.
- Make sure fire doors are unlocked.

### **Fire response policy:**

The Anchorage Chamber requires the following steps to be followed in the situation that the fire alarm sounds:

- Stop what you are doing immediately.
- Remain calm and follow instructions.
- Do not look for other people or attempt to take along belongings.
- Do not prop any fire doors open, and make sure they remain unlocked.
- Using the nearest appropriate exit or escape route, leave the building quickly and calmly. Do not take elevators.
- Meet the rest of the staff across the street at the corner of “6<sup>th</sup> & K” Streets by the post boxes. Do not obstruct fire hydrants or any fire/rescue workers.
- Do not reenter the building until fire officials or your supervisor informs you that you may do so.

### **Smoking**

Smoking is strictly prohibited within the Anchorage Chamber building at 1016 West Sixth Avenue. A designated smoking area has been assigned at the rear of the building. All employees who wish to use this area may do so; however, employees are only permitted to use this area directly prior and directly after their shifts and during scheduled breaks.

The Anchorage Chamber provides this area to employees. All employees who utilize this area are expected to participate in maintaining the area. Should the Anchorage Chamber feel that the privilege is being abused, it reserves the right to discontinue its use.

## **Computers and Email**

The Anchorage Chamber realizes that electronic mail (e-mail) and internet services are important assets to the organization and the employee. The Anchorage Chamber has provided both e-mail and internet services for employees in order to facilitate the functioning of company work; however, such e-mail and internet systems, *including* their contents, are considered to be the property of the Anchorage Chamber and to be used for business purposes only. Messages created, sent, and received using the Anchorage Chamber property, including software, are property of the Anchorage Chamber and may be subject to access and disclosure. The Anchorage Chamber maintains the right to access all computers, voicemail, and e-mail data at any time, with or without notice improper use of these systems may result in disciplinary action, including termination, and legal action against the offending employee.

Use of the Anchorage Chamber's e-mail and internet system is permitted for personal use if it is infrequent and occasional; however, such messages become property of the Anchorage Chamber. The Anchorage Chamber e-mail and internet system may not be used for profit, to solicit any commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations. In addition, the Anchorage Chamber's e-mail and internet system are not to be used to create any offensive or disruptive messages. Offensive or disruptive messages include those that contain sexual connotations, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, gender, sexual orientation, religious or political beliefs, national origin, or disability. (See work rules above).

## **Social Networking Policy**

The Anchorage Chamber of Commerce (ACOC) understands that some employees participate in social networking sites (e.g. Facebook, Twitter, YouTube, and LinkedIn) and chat rooms, and create and maintain personal websites, including blogs. The ACOC respects employees' online social networking and personal Internet use. However, your online presence can affect the ACOC as your words, images, posts, and comments can reflect or be attributed to the organization. As a Team Member, you should be mindful to use electronic media, even on your own personal time, responsibly and respectfully to others. Because employees' online comments and postings can affect the ACOC and/or the way employees are spending their time at work, the ACOC has adopted the following guidelines that employees must observe when participating in social networking sites and/or engaging in other forms of Internet use on and off duty.

It shall be considered a breach of acceptable Team Member conduct to post on any public or private website or other forum, including but not limited to discussion lists, newsgroups, blogs, information sharing sites, social media sites, social or business networking sites such as LinkedIn, Facebook, chat rooms, telephone based group communications such as Twitter, or any other electronic or print communication format, any of the following:

(1) Anything that may harm the goodwill or reputation of the ACOC or any disparaging information about the ACOC.

(2) Any disparaging, discriminatory or harassing information concerning any customer, employee, vendor or other person associated with ACOC. The ACOC's policies prohibiting harassment apply online as well as offline.

(3) Any confidential information, trade secrets, or intellectual property of ACOC obtained during your employment, including information relating to finances, research, development, marketing, customers, operational methods, plans and policies.

(4) Any private information relating a customer, employee or vendor of the ACOC.

If you are speaking about job-related content or about ACOC you must either clearly identify yourself as an employee, or speak in the first person and use a disclaimer to make it clear that the views expressed belong solely to you. In addition, the following statement must be used, "The opinions expressed on this site are my own and do not necessarily represent the views of the Anchorage Chamber of Commerce."

This Policy applies regardless of where or when employees post or communicate information online. It applies to posting and online activity at work, home or other location and while on duty and off duty. The ACOC reserves the right to monitor and access any information or data that is created or stored using ACOC's technology, equipment or electronic systems, including without limitation, e-mails, internet usage, hard drives and other stored, transmitted or received information.

Employees should have no expectation of privacy in any information or data (i) placed on any ACOC computer or computer-related system or (ii) viewed, created, sent, received or stored on any ACOC or computer-related system, including, without limitation, electronic communications or internet usage.

Employees who violate ACOC's Social Networking Policy will be subject to disciplinary action, up to and including termination of employment.

## **Anchorage Chamber of Commerce**

### **Office Financial Procedures**

#### **Operations**

The Anchorage Chamber of Commerce, Inc.'s (Corporation) principal objectives are the promotion, development and encouragement of trade, commerce, economic, civic and social welfare of the Anchorage area. Fiscal years shall run from September 1 through August 31 of each year. All funds of the Corporation shall be under the direction and control of the Board of Directors, which shall provide to the membership an audited annual statement of the financial condition of the Corporation.

### **Control over Checks/Cash**

All mail, with the exception of confidential mail and bank statements, should be opened by the AR/AP personnel department. All checks that arrive in the mail are to be immediately stamped on the back with the Anchorage Chamber of Commerce deposit endorsement and placed in the locking drawer in the vice president's office. Any checks that did not arrive by mail (via other staff members or delivery) are treated in the same manner. The AR/AP department is responsible for bank deposits.

### **Staff Credit Cards**

Credit cards to be used for miscellaneous purchases not covered by petty cash are provided for Anchorage Chamber of Commerce staff. Each employee is to sign a statement that says they agree to the following terms: Purchases are to be made for Anchorage Chamber of Commerce only; unauthorized uses may result in disciplinary action up to and including dismissal; any fees associated with lost or stolen card will be paid by cardholder; cardholder agrees to notify Anchorage Chamber immediately if card is lost or stolen; and cardholder agrees to return card to Anchorage Chamber immediately upon termination of employment. Each card will have maximum limit determined by the president or vice president at the time of issuance. A single purchase of \$100 or more must be approved by the president.

#### **Credit Card Receipt Process**

After 90-days of continuous employment, each staff member may receive a company credit card. When using Anchorage Chamber of Commerce credit cards,

1. Make the purchase and get a receipt.
2. Keep the receipt.
3. When monthly statements come, the vice president will give the statement to each individual staff member.
4. Within 48 hours of receipt, reconcile the statement with receipts. Write on each receipt what the purchase was for, and to what account it needs to be charged.
5. Turn in the statement and receipts to AR/AP.

### **Payroll Procedures**

All employees are paid on an hourly basis except the president, vice president, and membership director who are paid on a salary (exempt) basis. Non-exempt employees will be compensated with one and one half times the rate of salary for those hours worked beyond the 8-hour day or 40-hour week, in compliance with state law. All employees should turn in their semi-monthly timesheets to the president for approval on the day immediately preceding payday. After approval, the timesheets are sent to Foraker for processing.

**Request for Proposal Process (RFP)**

The Anchorage Chamber of Commerce is supported by many firms which are in competition with each other. Therefore, any project of which the organization anticipates spending \$1000 or more must be sent out as a request for proposal (RFP). All RFP's will be sent out to all members listed in each relative category of the membership database. All RFP's will have a submission deadline. The Anchorage Chamber of Commerce reserves the right to refuse any and all proposals and the selection of the winning bidder may not be based entirely on monetary considerations. Copies of RFP's will be kept with a listing of how and where the RFP was sent for a period of not fewer than six months.

**EMPLOYEE BENEFITS** – the following benefits are listed with the Anchorage Chamber of Commerce. They are subject to change at any time for any reason. This is not a contract. The benefits listed below are a privilege, not a right. Mandatory probation periods may apply.

**Worker's Compensation Insurance** Applies to: All Staff

All employees are covered by worker's compensation insurance under the Worker's Compensation act as required by the State of Alaska, covering accident or injury arising out of, and in the course of, employment. Each employee is required to report an accident or injury immediately to his/her supervisor so proper medical care can be obtained and insurance forms may be initiated.

**Group Health** Applies to: All Full-Time Staff

The Anchorage Chamber provides its regular full-time employees who have completed [60 days] of employment with group health insurance on the first of the month following 60 days.

Group health insurance applies to all full-time staff upon becoming eligible for coverage with the appropriate insurance carrier, dependents may be included at the employee's expense. The Anchorage Chamber offers an extensive benefits package that includes Medical, Dental, Vision, and a Retirement Plan. For more information regarding these benefits, please consult the most current Benefit Summary Plan Description (SPD).

Employees not opting for company plan must show proof of health insurance and sign a waiver. Those employees that sign a waiver may qualify for an allowance of \$200 per month.

**Bonding** Applies to: All Staff

Employees are bonded under an insuring agreement between the Anchorage Chamber of Commerce and a private insuring agency. Proof of ability to obtain bonding is required of all present and prospective employees.

**Retirement Benefits** Applies to: All Staff

All eligible full-time employees are eligible to participate in the Anchorage Chamber's Retirement Plan, which serves as a pre-tax retirement-savings-investment fund that is administered by Morgan Stanley. Employees are eligible to participate in the plan in the first enrollment period after the completion of one full year of employment.

The Anchorage Chamber will match employee's contribution 100% up to 3 percent of the employee's annual salary. In order to be eligible for the match, the retirement savings investment form must be completed and shall be submitted to the Vice President with appropriate paperwork. The President shall audit the form and supporting documentation for compliance and forward the request for payment.

### **Tuition Benefits**

The Anchorage Chamber of Commerce supports constant learning, and therefore with approval from the President, allows its employees unpaid time off to attend school, provided that the following conditions are satisfied:

- **Who is eligible?** – Full time employees of the Anchorage Chamber of Commerce who have been with the organization for a minimum of one year.
- 
- **What courses are eligible?** – The Anchorage Chamber of Commerce tuition payment plans or educational assistance, relate to courses that are specifically germane to the organizations mission. An employee will develop a brief summary of how each course specifically pertains to the Anchorage Chamber's mission and how they will utilize their course knowledge to benefit the organization. The summary must include projected costs and be submitted to the president before tuition reimbursement will be approved.

In keeping with the IRS rules for non-taxable education assistance, certain benefits are not considered eligible for reimbursement:

- (i) Tools or supplies, (not including course required textbooks)
  - (ii) Meals, lodging, or transportation, or
  - (iii) Education involving sports, games, or hobbies, unless such education involves the business of the employer. The phrase "sports, games, or hobbies" does not include education that instructs employees how to maintain and improve health so long as such education does not involve the use of athletic facilities or equipment and is not recreational in nature.
- **How much is covered?** – The Anchorage Chamber of Commerce will reimburse approved course credits or classes during each academic semester up to 100% but not to exceed \$1,000 providing all tuition reimbursement rules are satisfied.
  - **Time limits?** – Requests for tuition reimbursement must be accompanied by an official copy of the employee's grades or certificate, and submitted within ninety days of course completion.

- **Performance parameters?** – Tuition reimbursement will be granted according to the following criteria: A = 100%, B = 75%, C = 50%.
- **Service requirements?** – An employee who takes advantage of the Anchorage Chamber’s tuition reimbursement program is required to remain employed for a minimum of six months past the last reimbursement date or forfeit the reimbursed tuition out of their final paycheck.
- **Course completion requirements?** – If an employee fails to finish the approved course for any reason, any tuition reimbursement benefit will be forfeited.

### **Other Employee Education**

The Anchorage Chamber may pay the expenses and provide time for attending educational courses with the President’s approval. If participation is at the request of the employee, the Anchorage Chamber may pay all or part of the expenses (as deemed appropriate by the President). The employee must sign an agreement to successfully complete the program and remain in the employ of the Anchorage Chamber for a minimum of six months after completion of the program or 100% of the cost will be deducted from the employee’s final pay.

## **OFFICE PROCEDURES**

The primary objectives of the Anchorage Chamber of Commerce are to:

- Be an advocate for business
- Be a catalyst for economic and business development
- Create membership growth and retain those that we have

As such, we must identify the needs of our members and try to meet or exceed their expectations. We earn their trust, and continued support by serving them reliably, efficiently, helpfully and objectively. Those cornerstones will strengthen our existing relationships and develop membership growth.

Our staff members are the basis for our success; therefore, the following policies/procedures have been created in an effort to eliminate confusion and to foster continued staff communication and growth.

### **Attitude**

All Anchorage Chamber of Commerce employees are expected to display a positive attitude while at work. A negative attitude undermines office workflow and impacts the customer service orientation of the Anchorage Chamber.

### **Office entry and exit**

- If you are in the office after hours and on weekends, be sure that doors are kept locked at all times and double check to make sure that they are locked when you leave.
- If another person is with you, they are absolutely forbidden to go into anyone else's cubicle or be on a computer. Children are not allowed to roam unsupervised.
- If you see suspicious activity, call the police at (907) 786-8500 or the emergency number, 911.

### **Complaint Policy and Procedure:**

(1) Complaints are encouraged to be in writing and mailed to the Anchorage Chamber of Commerce, 1016 W. Sixth Avenue, Suite 303, Anchorage AK 99501 or e-mailed to [info@anchoragechamber.org](mailto:info@anchoragechamber.org).

(2) Written complainant(s) will receive a response letter from the President of the Anchorage Chamber advising them of complaint policy and procedure.

(3) The member will receive notice of the complaint received against them and the complainant(s) contact information. Members are encouraged but not required to contact the complainant(s) to resolve the matter.

(4) Complaints are not kept on file, however every effort is made to track members that receive a significant number of complaints. This information will be given to the Anchorage Chamber Executive committee by way of the President for review.

Because the Anchorage Chamber is not a regulatory agency and does not have the authority to investigate how companies conduct business, we suggest contacting the following organizations: the Better Business Bureau at (907) 562-0704 or Consumer Protection at (907) 269-5100. In addition, the Anchorage Chamber does not endorse one organization over another nor does it provide references.

### **Referrals for Services or Products**

The Anchorage Chamber of Commerce is supported by many firms which are in competition with one another. Our policy, therefore, is not to make recommendations regarding products, services, etc. When asked for a recommendation, please refer to the membership directory. Offer three names from this directory, trying not to use the same business referrals each time.

### **Endorsements**

The Anchorage Chamber of Commerce does not provide letters of endorsement to companies or individuals.

### **Non-Staff Meetings**

Committees normally meet on a regularly scheduled basis. Ad hoc committees or task forces meet as needed, and frequency of meetings vary with activity. Staff liaison(s) are to adjust their schedules as necessary to adhere to an eight-hour workday.

### **Requests for Assistance**

The President must approve all requests from Board members or committee chairs for assistance from Anchorage Chamber staff outside the scope of normal committee work.

### **Service to Nonmembers**

It is the policy of the Anchorage Chamber of Commerce to offer its materials for sale and limited information to members and non-members.

### **Confidential Information**

Matters of confidential nature are frequently entrusted to the Anchorage Chamber. Each employee is to maintain in strictest confidence any confidential information acquired, and use discretion as to matters being handled by the various committees. Violation of this provision may result in immediate dismissal.

### **Spokesperson**

The Anchorage Chamber of Commerce Chairman of the Board and the President are the official spokespersons for the Anchorage Chamber. This responsibility may be delegated to designated staff members by the President regarding specific matters. An individual employee may not assume the role of spokesperson for the Anchorage Chamber without prior authorization.

### **Drawings**

Anchorage Chamber Board and Staff members are not eligible to participate in cash or prize drawings at Anchorage Chamber sponsored events. Family members of staff are not

eligible to participate in cash or prize drawings at Anchorage Chamber sponsored events. Immediate family of staff members are not eligible for scholarships.

### **Green Star Policy**

It is our policy to improve environmental quality through wise business decisions. These include: conserving energy, reducing or eliminating waste, recycling, and properly disposing of the remaining waste. We believe that our responsibility to prevent pollution is compatible with successful business objectives. Improving our productivity, efficiency, and materials handling requires regular review of business practices. Our organization is actively working to achieve and maintain Green Star standards and to be a model for other businesses in the community.

### **Information**

Requests for information must be handled in a prompt, efficient, accurate, and comprehensive manner. If staff members do not have access to the requested information in existing Anchorage Chamber references, the individual making the request is to be directed to the appropriate resources, i.e., specific person or agency. The Anchorage Chamber of Commerce strives to respond in less than 24-hours for all information requests.

Visitors are to be given prompt and courteous assistance. Solicitation of employees by salespeople or canvassers for personal matters is not permitted and they should be asked to leave.

### **Conference Room Reservations**

To avoid conflicts, all arrangements for the use of the Anchorage Chamber of Commerce conference room should be made with the Administrative Assistant. Before arranging a meeting, the Company Calendar should be checked to confirm that space is available.

Members can rent the large conference room when it is not being used by the Anchorage Chamber. Anchorage Chamber of Commerce members only may use the facility for non-Anchorage Chamber related functions at a rate set by the President at the beginning of each fiscal year. Anchorage Chamber members must work around the Anchorage Chamber's meeting schedule. Renting party must complete proper paperwork, and the President (or Vice President in the absence of the President) must grant approval.

Upon approval by the President, payment for the room must be made at least five-working days in advance or the reservation may be cancelled. Anchorage Chamber facilities are not to be used for after-hours meetings when an Anchorage Chamber staff member is not present, or for media conferences, without prior permission from the President.

It is the responsibility of each staff member to keep the meeting rooms tidy and stocked with necessary items. There is a reservation form that must be filled out by the Front Desk and approved by the President.

## **Staff Meetings**

In order to stay abreast of Anchorage Chamber events and staff time commitments and to encourage staff effort, all employees are required to participate in staff meetings.

## **Records**

Complete records must be maintained for all essential activities. When matters of importance are handled which are not documented by correspondence or committee minutes, a special memorandum is to be prepared and appropriately filed.

For major activities and events, a complete action plan with after-action report is required for submission to the President for final review.

## **Signatures**

Correspondence pertaining to the policies of the Anchorage Chamber's general program is to be signed by the Chairman of the Anchorage Chamber Board, or by the President. Routine letters should be signed by the staff member writing the letter. Use of a Committee Chairman's name may be appropriate as a means of identifying that individual with the program.

## **Contracts**

- All contracts are to be reviewed by the President before being signed.
- All originals are to be filed in the CONTRACT file in its own manila folder in the president's office. Title the folder by subject matter.
- Copies of contracts may be retained by the employee but originals must not be removed from the office. If the original is removed from the file, place a note with your name and date on it to indicate who has it.
- Review your contracts periodically to ensure that all requirements are being met.
- Expired contracts should be removed and placed in an Expired Contracts file.

## **Long Distance Telephones**

Long distance calls add to the cost of running the Anchorage Chamber of Commerce. Keep them to a minimum. Your voicemail is the property of the Anchorage Chamber of Commerce; use it with discretion.

## **Company Credit Cards**

### **Credit Card Receipt Process**

After 90-days of continuous employment, each staff member may receive a company credit card. When using Anchorage Chamber of Commerce credit cards,

1. Make the purchase and get a receipt.
2. Keep the receipt.

3. When monthly statements come, the president will give the statement to each individual staff member.
4. Within 48 hours of receipt, reconcile the statement with receipts. Write on each receipt what the purchase was for, and to what account it needs to be charged.
5. Turn in the statement and receipts to the president.

### **Office**

All staff is responsible for maintaining the office. Communication of staff who are leaving the office is necessary to make the office secure. The last person to leave the office should check that all doors are locked and necessary equipment is turned off.

### **Telephone**

The phone should be answered after two to three rings. If multiple lines are ringing, place them on hold and answer in the order received. When taking a call for a staff person ask for a name and company name before transferring the call. If there is still no response, let the caller know you will be transferring him/her to the appropriate voicemail box unless s/he would prefer you take a message, in which case, take as much information as possible and always get a return telephone number.

### **Kitchen**

The kitchen is used by everyone and needs to be kept clean and tidy, including the refrigerator, closets and countertops. All staff is responsible for their own messes. Each staff person is assigned one week of kitchen duty. During that week, they are responsible for loading the dishwasher, and keeping the room neat and tidy. The weekly assignments are posted on the company calendar.

The refrigerator and microwave must be cleaned out once a week; old items thrown out of the refrigerator, both wiped down on the inside and outside.

## **APPENDIX \_\_ ORIENTATION CHECKLIST**

- \_\_\_\_\_ 1. Tour of office and introductions
  - Building: storage, suite
  - Board room
  - Kitchen
  - Restrooms
  
- \_\_\_\_\_ 2. Distribute new employee kit and go over forms
  - W-4 form
  - Alaska New Hire Reporting Form

- At-Will Employment Statements
- Insurance enrollment forms
- Policy manual and memo
- I-9 form
- Job description
- Timesheets
- Company information (mission statement, Code of Ethics, department description, directory of members)
- Emergency procedures

\_\_\_\_\_ 3. Compensation and Benefits

- Payroll
- Holidays
- Vacation
- Sick and personal leave
- Benefits
- Company hours
- Security keys

\_\_\_\_\_ 4. Office Processes

- Mail
- Office supplies
- Check requests
- Fax forms
- Morning/evening: lock up and open

\_\_\_\_\_ 5. How to Operate Office Equipment

- Copiers
- Fax
- Phone system