



EMPLOYEE HANDBOOK



**KNOXVILLE
CHAMBER**

— EST. 1869 —

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Welcome new employee!

On behalf of your colleagues, I welcome you to the Knoxville Chamber and wish you every success here.

The Knoxville Chamber's mission is to drive regional economic prosperity. We believe that each employee contributes directly to our growth and success. We hope you will take pride in being a member of our team by helping us:

- Engage the business community
- Influence the business climate
- Strive for distinction

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. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with The Knoxville Chamber.

We hope that your experiences here will be challenging, enjoyable, and rewarding. Again

Welcome!

Sincerely,

Michael Edwards

President & CEO

Introduction

Welcome and Purpose

This handbook is designed to acquaint you with Knoxville Chamber and provide you with general information about working conditions, benefits and policies affecting your employment.

The information contained in this handbook applies to all employees of Knoxville Chamber. Following the policies detailed within the handbook is considered a condition of continuous employment. The contents of this manual shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The handbook is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding and complying with the provisions of this handbook. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

Knoxville Chamber Employee Handbook

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Personnel Management Authority (100)

President, through his/her authority, establishes personnel policies as Chief Executive Officer of the Knoxville Chamber. Implementation of these policies is the responsibility of the President, Vice Presidents, Directors, and Managers of the Chamber staff with oversight by the Chairman of the Board, Executive Committee of the Board and the Board of Directors.

Employment (101)

Full-time Defined: For purposes of employee benefits, a "full-time" employee is defined as follows:

Employees who work on average a minimum of 37.5 hours per week (including paid time off).

Employees who work on average a minimum of 30 hours per week (including paid time off if applicable) may be entitled to insurance benefits, although they are not considered "full-time".

Positions - All positions will be established by the President within the budget approved by the Board of Directors.

Hiring - Hiring of employees into established positions will be by recommendation of the appropriate Vice President, or Director and the approval of the President. Salaries for new employees will be determined by the President using the approved classification descriptions and in accordance with the budget and other policies or directions of the Executive Committee of the Board and/or the Board of Directors.

Types of Appointments - Employees may be hired as full-time, part-time, permanent or temporary. Work schedules, rate, and method of pay, and eligibility for benefits will vary based on these policies and the discretion of the President. Typically employee benefits (for eligible employees) go into effect the 1st of the month following a 60-day initial period of employment.

Terminations - 1) Resignations - Employees who resign should give at least two (2) weeks written notice. Failure to do so may result in a "not eligible for rehire" status for future job reference/verification purposes. See section 506 for additional information concerning resignations. 2) Discharge - Employees may be discharged for misconduct, job performance not commensurate to accepted professional standards, or in accordance with the State of Tennessee's Employment-At-Will law. 3) Reductions in force - Employees may be "laid off" due to lack of work or budgetary constraints at the discretion of the President. A minimum of two (2) weeks notice will be given in cases of reductions in force. 4) Job abandonment - Employees who fail to work for two (2) consecutive days without promptly reporting the absence to his/her supervisor will be involuntarily terminated. Two (2) or more unexcused absences will normally result in dismissal as well.

(See Section 506 concerning settlement pay following resignation/termination.)

Equal Employment Opportunity (102)

The Chamber is an Equal Employment Opportunity employer. All personnel actions will be taken without regard to race, color, age, sex, national origin, religion, disability, veteran status, or any other non-merit factor as required by law.

Business Ethics and Conduct (103)

The successful business operation and reputation of the Chamber is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the Chamber is dependent upon our members' trust and we are dedicated to preserving that trust. Employees owe a duty to the Chamber, its members, and board of directors to act in a way that will merit the continued trust and confidence of the public.

The Chamber will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor, or the Human Resources Official (HR Official) and, if necessary, with the President for advice and consultation .

Compliance with this policy of business ethics and conduct is the responsibility of every Chamber employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Hiring of Relatives (104)

No relatives of persons currently employed by the Chamber will be hired. For the purposes of this policy, a relative is defined as any person related by blood or marriage. The employment of relatives in the same organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality treatment at work, personal conflicts from outside of the work environment can be carried into day-to-day working relationships.

Immigration Law Compliance (105)

The Chamber is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not lawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with the Chamber within the past three years, or if their previous I-9 is no longer valid.

Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Conflicts of Interest (106)

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which the Chamber wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees

can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the HR Official for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision or has inside knowledge that may result in a personal gain for that employee or for a relative as a result of Chamber business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However if employees have an influence on transactions involving purchases, contracts, leases, etc. it is imperative that they disclose to a Vice-president, supervisor, or director of the Chamber as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which the Chamber does business, but also when an employee receives any kickback, bribe, substantial gift, or special consideration as a result of any transactions or business dealings involving the Chamber.

Outside Employment (107)

Outside employment that constitutes a conflict of interest includes, but is not limited to, any employment where the employee could benefit from use of the Chamber database and/or confidential information, as defined in Section 108 of the Handbook. Outside employment by all employees is discouraged except in unusual circumstances. Before accepting additional employment, employees should discuss their intentions with their immediate supervisor and obtain approval from the Chief Financial Officer. Failure to obtain prior approval of outside employment may subject the employee to disciplinary action.

Second, if outside employment is approved, it may not be conducted during the Chamber's normal work hours or by using any of the Chamber's facilities, equipment (including company email), supplies or information. Any violation of this provision will be grounds for immediate termination.

Non-Disclosure (108)

The protection of confidential information and trade secrets is vital to the interests and the success of the Chamber. Such confidential information includes, but is not limited to, the following examples:

- compensation data
- computer programs and codes
- prospective business lists
- customer preferences
- marketing strategies
- pending projects and proposals

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Employees should notify their supervisor of any attempts by unauthorized personnel to gain confidential information about the Company or its employees.

Disability Accommodation (109)

The Chamber is committed to complying with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structure, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

The Chamber is also committed to not discriminating against any qualified employee or applicants because they are related to or associated with a person with a disability. The Chamber will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. The Chamber is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state and local laws.

Political Activity (110)

Chamber employees who are Managers or above are prohibited from participating in any political activity which could be construed as endorsing candidates. Examples of such activities include, but are not limited to, the following: Financial contributions, yard signs, bumper stickers, endorsement clothing, and serving on host committees, volunteer work, and public endorsements.

In addition to restrictions on management, no employee shall be permitted to participate or volunteer in any political activity during normal work hours. This includes, but is not limited to, demonstrating, circulating petitions, soliciting votes or contributions, conducting or participating in political opinion polls, and fundraising. Furthermore, no employee shall run for or accept a political office.

This policy does not apply to Statewide and/or national races/campaigns. This policy has no effect on Chamber Board members, officers or members.

Classification and Pay (200)

The classification of jobs and rates of pay will be determined by the President with oversight by the Finance Committee.

Class Title - Each position will be assigned a class title that is descriptive of its duties.

Class Descriptions - Each class title will have a written description detailing the nature of the job, examples of typical duties and desirable minimum qualifications.

Salary Adjustments - Rates of pay may be adjusted for the following reasons: increases granted for superior or good performances. Decreases applied for demotion in classification, inadequate job performance, or for other disciplinary reasons.

Salary Administration (201)

Pay Frequency - Employees will be paid each two weeks on Friday. If the regularly scheduled pay days fall on a holiday, then the pay day will be on the preceding regular workday. Direct deposit is the method of payment for all payrolls.

Exempt Employees - Some staff are considered exempt from receiving overtime in accordance with Fair Labor Standards Act (FLSA) regulations. Job descriptions will determine and specify exempt/non-exempt status. Salary will be negotiated on an individual basis, directly or indirectly, between exempt employees and the President and/or Chairman of the Board.

Annual salary will be divided by number of pay periods to determine gross pay per pay period. Generally, exempt employees are expected to work a minimum of 37.5 hours per week. Time sheets are not required.

Non-Exempt Employees - Non-exempt employees are not exempt from receiving overtime. Non-exempt employees must work a minimum of 37.5 hours per week. Non-exempt employees are paid in one of two ways: (1) A per pay period salary (covering 75 hours in a pay period) plus regular rate for time worked between 37.5 and 40 hours in a work week, and overtime if more than 40 hours is worked in a work week, or (2) at an established hourly rate plus time and one-half (overtime) per hour for weeks in which over 40 hours is worked accordance with FLSA regulations. Time missed may be, with supervisor's approval, made up provided the makeup time is worked during the same pay period as the time missed. All non-- exempt employees are required to submit a completed timesheet by Tuesday of each week.

Time Worked Over 37.50 Hours Per Week - Subject to budgetary constraints and with prior approval of the President or appropriate Vice President, Director or Manager/Supervisor, time worked over 37.50 in a work week will be paid to eligible, non-exempt employees. Failure to obtain supervisory approval to work over 37.50 hours in a work week is subject to disciplinary action. Holidays, vacation or sick days are not considered hours worked for the purpose of overtime calculations.

Required Daily Meal Breaks - State law requires that each employee scheduled to work at least six (6) consecutive hours must take a thirty (30) minute meal or rest period. The employee is not permitted to work during this period. Failure to provide a (30) minute meal or rest period is a violation of State law.

Leave Without Pay - Actual time worked amounting to less than 37.5 hours per work week - not otherwise charged to vacation, sick or other approved leave - will be deemed time off without pay unless otherwise provided by FLSA regulations.

Office Hours and Procedures (202)

Office Hours - The Chamber office will be open from 8:30 a.m. until 5:00 p.m., Monday through Friday, except holidays or other days when the office may be closed at the discretion of the President.

Punctuality - Employees are expected to be punctual in reporting to work. If unable to report to work on time, the employee should promptly notify their Vice President/ Director/Manager or the President.

Employee Attendance (203)

Work Day - Each full-time employee is assigned to work 7 ½ hours each day with a one-hour non-paid lunch period unless otherwise established. Each employee should establish a standard schedule with his/her supervisor.

Flex Schedule - Office and telephones will be covered continuously during the 8:30 a.m. to 5:00 p.m. workday. Departments may vary work schedules by utilizing flex schedules as staffing may require. With prior approval from the appropriate Vice President, Director, or the President, employees may also "flex" their work schedule to make up for having worked extended work hours or for periodic short absences (doctor's appointments, etc.). For non-- exempt employees, a reconciliation of time worked must take place within the pay period in which the flex time occurred. If scheduling is a problem, the appropriate Vice President, Director, or President may approve exceptions provided they meet required FLSA regulations.

Inclement Weather

While the weather (primarily during the winter) is unpredictable, management feels that the Chamber should not close unless it is necessary. Whenever foreseeable, employees should plan ahead about what arrangements will need to be made for the transport and care of children should schools be closed while the Chamber is open.

When Chamber Closes: If weather conditions are such that management chooses to close Chamber offices for a full day or for part of the day, employees will be paid for the time the Chamber is closed with no charge against sick leave or vacation time. Any changes to office hours will be recorded on the main Chamber number (637-4550) and emailed to all employees. It is the responsibility of each employee to access this information. (Check back regularly for message updates.)

When Chamber Remains Open: Each individual employee's situation is different during times of inclement weather. If an employee is unable to report to work or needs to arrive late or leave early due to inclement weather, the employee's supervisor must be advised as soon as practical.

If an employee is unable or not authorized to "remote in" via computer terminal to work, partial or full day absences may be taken as sick leave, vacation or unpaid time off at the employee's option. If sick leave or vacation time is not available to an employee, the time missed will be unpaid.

Access to Personnel Files (204)

The Chamber maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, record of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of the Chamber and access to the information they contain is restricted. Generally, only supervisors and management personnel of the Chamber who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the HR Official. With reasonable advance notice, employees may review their own personnel file in the Chamber offices and in the presence of an HR Official.

Employment Reference Checks (205)

To ensure that individuals who join employment of the Chamber are well qualified and have a strong potential to be productive and successful, it is the policy of the Chamber to check the employment references of all applicants.

The Chamber will respond to all reference checks inquiries from other employers. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held and rehire status. No other information will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

Personnel Data Changes (206)

It is the responsibility of each employee to promptly notify the Chamber HR Official of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate at all times. If any personnel data has changed, notify the HR Official.

Initial Period of Employment (207)

The initial period of employment is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The Chamber uses this period to evaluate employee capabilities, work habits and overall performance. Employment with the Chamber is "at will" in accordance with State law, and either the employee or the Chamber may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees will ordinarily work an initial period of employment for the first 90 days after their date of hire. A longer or shorter period may be required at management's discretion. Any significant absence will automatically extend an initial period of employment by the length of the absence.

If the Chamber determines that the designated initial period of employment does not allow sufficient time to thoroughly evaluate the employee's performance, the period may be extended for a new, specified period.

Employment Applications (208)

The Chamber relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the Chamber's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Performance Evaluation (209)

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be conducted at the end of an employee's initial period of employment. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled approximately every 12 months, coinciding generally with the Chamber's fiscal year-end.

Merit-based pay adjustments are awarded by the Chamber in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors including the information documented by the formal performance evaluation process.

Grievances (210)

It is a goal of the Chamber to ensure that all employees of the organization are content in their employment and feel that any grievance or concern they may have is dealt with in a professional and timely manner.

Should employees have concerns regarding employment, operating procedures, etc. the first line of contact should be the immediate supervisor. If the supervisor does not resolve the issue in a timely manner, the matter should be referred to the HR Official.

Group Benefits (300)

Group Health, Dental, Vision, Life, Short-term and Long-term Disability Insurance - All permanent, full-time employees will be eligible for participation in these programs on the first day of the month following 60 consecutive days of employment. Detailed information about each benefit plan is provided to eligible employees in advance of their benefit eligibility dates. The Chamber's core benefits are Health, Dental, and Vision.

Cost of Benefits:

Group Health, Dental, Vision and Life Insurance- In most cases, the Chamber will pay the full cost of the employee's coverage, and the employee may purchase dependent coverage by paying the cost through payroll deduction. Annual contribution rates will be set and approved in the Budget as approved by the Board of Directors.

Short-term and Long-term Disability - The Chamber pays the full cost of the coverage for each eligible employee.

Other Benefits - Other benefits for the President, Vice Presidents, Directors, or Managers may be provided through individual negotiations.

Employee Leave (301)

Vacation Leave - After the first six months of service full-time employees will accrue vacation leave as follows:

Length of Service	Accumulation per Month	Maximum Carry-Over of Unused Balances
6 mo. - 5 yrs	1 day	20 days
5 yrs - 10 yrs	1 ¼ days	20 days
Greater than 10 yrs.	1 ½ days	25 days

Unused Vacation Leave - Unused vacation leave will accumulate and carry forward from fiscal year to fiscal year with maximum leave balances as indicated above. When the maximum balance is reached, accumulated leave will convert to sick leave at the rates indicated above.

Payment to Terminating Employees - Any employee who resigns from the Chamber will be paid for their earned, unused vacation leave at the rate of pay at termination. Unused sick leave will be forfeited upon termination.

Holidays - The following holidays will be observed each year: New Years, Martin Luther King Jr. Day, Spring Holiday (Good Friday), Memorial Day, Independence Day, Labor Day, Thanksgiving (2 days), Christmas (2 days) and New Year's Eve. If the holiday falls on a weekend, the President will designate another day off. Employees who resign or whose employment is terminated will not be entitled to holiday pay beyond the last day actually worked. Settlement pay covering earned vacation time, severance pay, etc. will not be a factor in determining eligibility for holiday pay.

Sick Leave- All full-time employees beginning the first calendar month of service or major portion thereof will accumulate sick leave at the rate of one (1) day per month of service to a maximum accumulation of 90 days beginning with the first day of employment. Sick leave may be used for personal illness or injury, or that of a member of the immediate family (mother/step-mother, father/step-father, brother/step-brother, sister/step-sister, spouse, or child/legal step-child). Sick leave utilized for more than three (3) consecutive days will require written certification by the treating physician.

Extended Medical Leave

For extended injuries or illnesses (those exceeding five (5) consecutive days), including pregnancy, the Chamber generally follows the guidelines of the Family Medical Leave Act (FMLA) which allows for up to 12 weeks away from your position within a 12-month period, either consecutively or intermittently.

The amount of time off permitted in injury or illness cases is based solely on the written recommendation of the treating physician and must be reported to HR Official immediately. Leave request forms must be completed by the employee and his/her treating physician and returned to Human Resources within 15 days of the onset of such injury or illness. Conversely, Human Resources may designate a qualifying absence as a leave request upon becoming aware of it in which case the employee must comply with the Chamber's policy. Such leave requests may not be requested by the employee retroactively (well into or following the period of absence). The Chamber reserves the right to request a second opinion.

[Note: Strict adherence to the FMLA applies only to employers with 50 or more employees; therefore the Chamber is not required to implement all related regulations.]

Bereavement (Funeral) Leave - If a death occurs in the immediate family, up to three (3) consecutive days off with pay will be allowed without it counting against sick leave/extended medical leave, vacation leave, or any other type of paid time off. Exceptions may be granted based on extenuating circumstances. All bereavement absences must be reported to HR Official as soon as known.

Immediate family for purposes of Bereavement is defined as Spouse, child/step-child, father/step-father, mother/step-mother, mother-in-law, father-in-law, the employee's grandparent, brother/step-brother, sister/step-sister, or employee's grandchild. If death is of a relative or other individual close to the employee not defined herein, the employee must notify his/her supervisor as soon as possible to explain the situation. In most cases, a supervisor may grant one (1) paid bereavement day off, with any additional time off to be charged to sick leave, vacation leave, or taken as unpaid time off.

Administrative Leave - Employees may be given time off with pay when participating in an official training program, conference, or other activity deemed to be of benefit of the Chamber with prior approval of the President.

Other Paid Leave - With prior approval by the President, employees may be granted time off with pay for military training, jury duty, or other prior approved absence.

Leave Without Pay - All other absences, beyond those described above, will be leave without pay. For long-term medically related absences, the leave policy allows for unpaid time away from your position. All holidays that occur during a leave without pay are also considered unpaid days off. Should an employee have a situation that he or she believes would require extended absence, HR Official should be contacted for more information on this option.

Unexcused Absence - All leave must be approved in advance by the appropriate Vice President, Director or President. All unapproved absences will be without pay and the employee is subject to disciplinary action.

Leave Reporting - The appropriate Vice President, Director, or President is responsible for insuring that all employees in their area document leave and submit it to the Finance/Accounting Department.

Pregnancy-Related Absences (302)

The Chamber will not discriminate against any employee who requests an excused absence for medical disabilities associated with a known pregnancy. Such leave requests will be evaluated according to the leave policy provisions outlined in this handbook, and all applicable federal and state laws. If sick leave is available, an employee may choose to utilize one of two leave options:

(1) An employee may choose to use only two weeks of sick leave (covering the initial 14-day short term disability waiting period) prior to switching to short-term disability if eligible. (Note: See limitations associated with STD coverage.), or (2) an employee may choose not to use STD but to use sick and/or vacation time accrued.

If employee chooses to remain on maternity leave beyond when STD ends (up to the 12 week maximum allowed), the remaining time off will be charged either to employee's remaining accrued sick leave and/or vacation time, or will be unpaid if no paid leave is available.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other leave requests.

Military Leave (303)

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid; however, employees may still use any available paid time off for their absence.

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

Vacation, sick leave, and holiday benefits will continue to accrue during military leave.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled work day after the end of service, allowing reasonable travel time.

Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in a position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the HR Official office for more information on military leave.

Expense Allowance (304)

Automobiles - Employees will be reimbursed an amount not to exceed the federally allowed rate per mile for the use of their personnel vehicle for authorized Chamber business. Rates will be determined by senior management. Such mileage must be documented on the Chamber Expense form and submitted to the Finance/Accounting Department.

Cellular phones- Employees not provided a cellular phone by the Chamber will be reimbursed for all itemized, business related calls and expenses up to the maximum currently established by the Finance department or as outlined in individual employment contracts (if applicable). Expenses in excess of what is deemed appropriate usage will not be approved unless the employee has received prior approval by the appropriate Vice President, Director, or President.

Other Expenses - Other business related expenses must be documented and submitted for approval on the Chamber Expense form to the appropriate Vice President, Director, or the President before payment may be made.

Safety (400)

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must report any unsafe condition to the HR Official. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate remedy such situations, will be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the HR Official. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Personal Use of Phones, Mail and Email Systems (401)

Phone: Personal use of an office telephone for making long-distance calls and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse the Chamber for any charges resulting from their personal use of an office telephone.

Cell Phones: Employees who have been assigned company paid cell phones may be responsible for any unauthorized use, such as roaming charges related to personal calls, long-distance calls that exceed the company's plan, excessive personal texting, etc.

Mail: The use of the Chamber's postage meter for personal correspondence is available for periodic use. Each item should be post-marked using the "Personal" code on the meter, and reimbursement of the postage amount should be made immediately to the Operations Department.

Email: The use of the Chamber's email or internet system for personal email should be kept to a minimum and utilized only during employee break and off-times. It should be noted that office email files and Internet sites accessed are the sole property of the Chamber and can be reviewed at any time.

Smoking (402)

Effective 10/1/07, the "Non-Smoker Protection Act" went into effect, banning smoking in most public areas throughout Tennessee. Public areas include places of employment. In keeping with the spirit of this Act and the Chamber's intent to provide a safe and healthful work environment, smoking in the workplace is prohibited in the Chamber's building, including the balcony, stairs, and downstairs foyer area. Smokers are not permitted to smoke around the front entrance to the Chamber. This policy applies equally to all employees, customers, and visitors.

Use of Equipment (403)

Equipment essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform maintenance and follow all operating instructions, safety standards, and guidelines.

Please notify the appropriate Operations staff if any equipment, machines, etc. appear to be damaged, defective or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others.

"Green Office" Policy (404)

In an effort to become more environmentally conscious, the Chamber has instituted a "green office" program. Employees are expected to comply with all facets of the program. Each employee will have at least two containers at their desks - one for 'trash', and the other for paper recycling. The trash can will be emptied nightly by janitorial staff. However, employees must empty their paper container into the large paper recycling bin in the equipment room (or break room) as needed. (Paper includes magazines, newspapers, colored paper, etc.) Additionally, aluminum and plastic recycling containers have been

placed in the break room and the caterer's kitchen, and employees as well as visitors are expected to place aluminum and plastic waste in these bins.

In addition to recycling, other facets of the "green office" program include utilizing "green seal" products where ever practical. Computer monitors are set to shut off after several minutes (simply press any key to re-activate), and users will turn off their PCs every evening. The black and white copier is set to automatically duplex copies in order to conserve paper unless the user specifies otherwise. You should choose "2-sided copies" when sending a print job to the copier from your PC. Energy-efficient lighting also is in place.

You may notice other conservation efforts throughout the building, and employees will be notified of additions to this policy. Suggestions are always welcome and should be submitted to Human Resources.

Parking (405)

A parking card may be issued by the Chamber for the Market Square Garage. Any replacement cost for a lost card is the responsibility of the employee.

Visitors in the Workplace (406)

All visitors should enter the Chamber at the reception area and sign the visitor log upon their arrival. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on Chamber premises, employees should immediately notify the Operations department or their immediate supervisor or, if necessary, direct the individual to the reception area.

Use of Chamber Meeting Rooms (407)

The Chamber building is a gathering place for a variety of member and non-profit organizations. There are three primary meetings room available - Market House, Board Room and the Training room. The appropriate room must be reserved in advance on the respective public calendar in Outlook by the Customer Service Representative. Also add the scheduled meeting to the Master Calendar in Outlook. If there is a need to open doors earlier or keep doors open later than normally scheduled, this should be noted on the calendar reservation the week prior so that Customer Service can set the doors accordingly. Contact Customer Service immediately with last-minute changes.

Employees attending or facilitating meetings within the building are responsible for ensuring that all meeting room policies and procedures are followed. Policies include the presence of a Chamber employee or Partner during the event, returning rooms to their original condition following a meeting, as well as reporting any facility needs to the Operations staff immediately.

Workplace Violence Prevention (500)

The Chamber is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, the Chamber has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from "horseplay," or conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the Chamber.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated.

This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, religion, disability, veteran status, or any characteristic protected by federal, state or local law.

All threats (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

The Chamber will promptly and thoroughly investigate all reports of threats (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Disciplinary Action (501)

Causes for Dismissal - The following causes are representative samples of those considered for disciplinary action:

- Any felonious act
- Breach of confidentiality
- Inability to maintain minimum production standards
- Serious disruptive influence in office
- Willful violation of policies of the Chamber
- Any removal or unauthorized destruction of lists, files or other property information or copies thereof or equipment from our office
- Any conduct which might jeopardize the Chamber's reputation or professional image in the community
- Dishonesty, theft or criminal activity
- Failure to report firsthand knowledge of criminal activity or overt dishonesty

Types of Disciplinary Action - When conduct or job performance is below accepted professional standards, the appropriate Vice President, Director, or President may take action to discipline the employee. Disciplinary action may include counseling, probation, suspension without pay, demotion, reduction in pay, or discharge.

Standards - Generally, all disciplinary actions should be progressive in nature, administrated within accepted personal management standards and fully documented, with copies of all notes, letters, etc. placed in the employee's personnel record. However, progressive disciplinary steps are not required to terminate employment. Each incident will be handled appropriately on a case-by-case basis.

Sexual Harassment (502)

The Chamber unequivocally opposes the sexual harassment of its employees. Sexual harassment will not be tolerated and will be grounds for disciplinary action. In accordance with federal regulations, sexual harassment is defined as follows:

"Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: 1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; 2) submission to or rejection of such by an individual is used as the basis for employment decisions affecting that individual; or 3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. "

The Chamber prohibits any retaliatory action against an employee for opposing an action which he or she believes to be sexual harassment, including the filing of an internal complaint or grievance or a charge with a state or federal civil rights enforcement agency.

Please contact the HR Official immediately if you have a concern of this nature, whether it relates to Chamber employees or Chamber members, visitors or contacts.

Personal Appearance (503)

Employees should always present a professional appearance and use good judgment in selecting office attire. Employee appearance should be clean, neat and appropriate at all times.

Meetings with external customers and members may require traditional business attire. Employees should take their day's schedule into account while dressing. **As a general rule, Chamber employees should always be as dressed as the most dressed up person in the meeting.**

Below is a general overview of acceptable business casual wear, and examples of items that are not appropriate. These guidelines are intended to set general parameters for proper casual business attire to help employees make educated decisions about items not specifically addressed.

Slacks

Dress and casual slacks, including khaki pants and Capri slacks, are **acceptable**.

Inappropriate items include jeans (denim or otherwise), sweatpants, warm-up suits, workout wear, shorts, overalls, spandex, or other form-fitting pants.

Shirts

Casual shirts with collars, golf shirts, denim shirts, sweaters, blouse and turtlenecks are **acceptable**

Inappropriate items include undershirts, sweatshirts, tank tops unless covered by jacket or blouse, halter tops, novelty shirts that include slogans or pictures, tops that expose more shoulder than a sleeveless blouse, and/or any clothing that exposes the midriff.

Dresses

Casual dresses, skirts, and mid-length split skirts (skorts) are **acceptable**

Inappropriate items include miniskirts, spaghetti-strap dresses and backless dresses.

Footwear

Loafers, dress boots, flats, dress shoes, and dress sandals are **acceptable**.

Inappropriate items include tennis shoes, sneakers, boat shoes and flip-flops.

Employees must avoid wearing anything to the office that is worn, frayed or wrinkled, or that is tight, immodest, or otherwise revealing. If employees are unsure whether an item is appropriate, they should choose something else and ask their supervisor for guidance. Employees who have special needs (e.g., special clothing or footwear requirements due to a medical condition) should consult their supervisor. Special circumstances (i.e.- moving, event setup, cleaning, etc.) require a more casual style of dress and should be approved by the employee's supervisor.

Employees not adhering to the dress policy will be asked to leave the workplace and return appropriately dressed.

Solicitation (504)

In an effort to ensure a productive and harmonious work environment, persons not employed by the Chamber may not solicit or distribute literature in the workplace at any time for any purpose.

The Chamber recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or other periods in which employees are not on duty.)

In addition, written solicitations may only be posted in designated employee break areas and may not be copied on company equipment or sent via company e-mail.

Life-Threatening Illness in the Workplace (505)

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. The Chamber supports these endeavors as long as employees are able to meet acceptable performance standards.

As in the case of other disabilities, the Chamber will make reasonable accommodations in accordance with all legal requirements including the Americans with Disabilities Act (ADA) and

HIPPA privacy laws, to allow qualified employees with disabilities to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. The Chamber will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Resignation (506)

Resignation is a voluntary act initiated by the employee to terminate employment with the Chamber. Although written notice is not required, the Chamber expects at least a two (2) week notice of resignation be provided to the immediate supervisor (if in writing, provide a copy to Human Resources). Failure to do so may result in a "not eligible for rehire" status for future job reference/verification purposes.

Around the time that notification is received, an appointment will be scheduled by Human Resources with the terminating employee to complete the "exit interview" process and review final salary and benefit entitlements.

Social Media/ Networking Policy (507)

The following is the company's social media and social networking policy. The absence of, or lack of the explicit reference to a specific site does not limit the extent of the application of this policy. Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action possible. Consult with your manager or supervisor if you are uncertain.

-Personal blogs should have clear disclaimers that the views expressed by the author in the blog is the author's alone and do not represent the views of the company. Be clear and write in the first person. Make your writing clear that you are speaking for yourself and not on behalf of the company.

-Information published on your blog(s) should comply with the company's confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other blogs, forums, and social networking sites.

-Be respectful to the company, other employees, customers, partners, and competitors.

-Social media activities should not interfere with work commitments.

-Your online presence reflects the company. Be aware that your actions captured via images, posts, or comments can reflect that of our company.

-Do not reference or site company clients, partners, or customers without their express consent.

-Respect copyright laws, and reference or cite sources appropriately. Plagiarism applies online as well.

-Company logos and trademarks may not be used without written consent.

PLEASE DIRECT ANY PERSONNEL POLICY QUESTIONS TO THE HR OFFICIAL.

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about the Knoxville Chamber and I understand that I should consult the Supervisor or Director of my area regarding any questions not answered in the handbook.

Since the information, policies and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in the handbook and any revisions made to it. (A signed copy of this form must be in the employee's personnel file.)

EMPLOYEE'S NAME (printed)

EMPLOYEE'S SIGNATURE:
