

**A SAMPLE
EMPLOYEE HANDBOOK**

**THIS IS FOR DISCUSSION
PURPOSES ONLY!**

EMPLOYER

An equal opportunity employer

Adopted by the EMPLOYER on _____

Effective: _____

Amended: _____

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**EMPLOYER
EMPLOYEE HANDBOOK
RECEIPT**

I acknowledge receipt of a copy of the Employer Handbook. I also acknowledge that its provisions are guidelines, subject to revision by the Employer at any time, and are not a contract of any kind between me and the Employer.

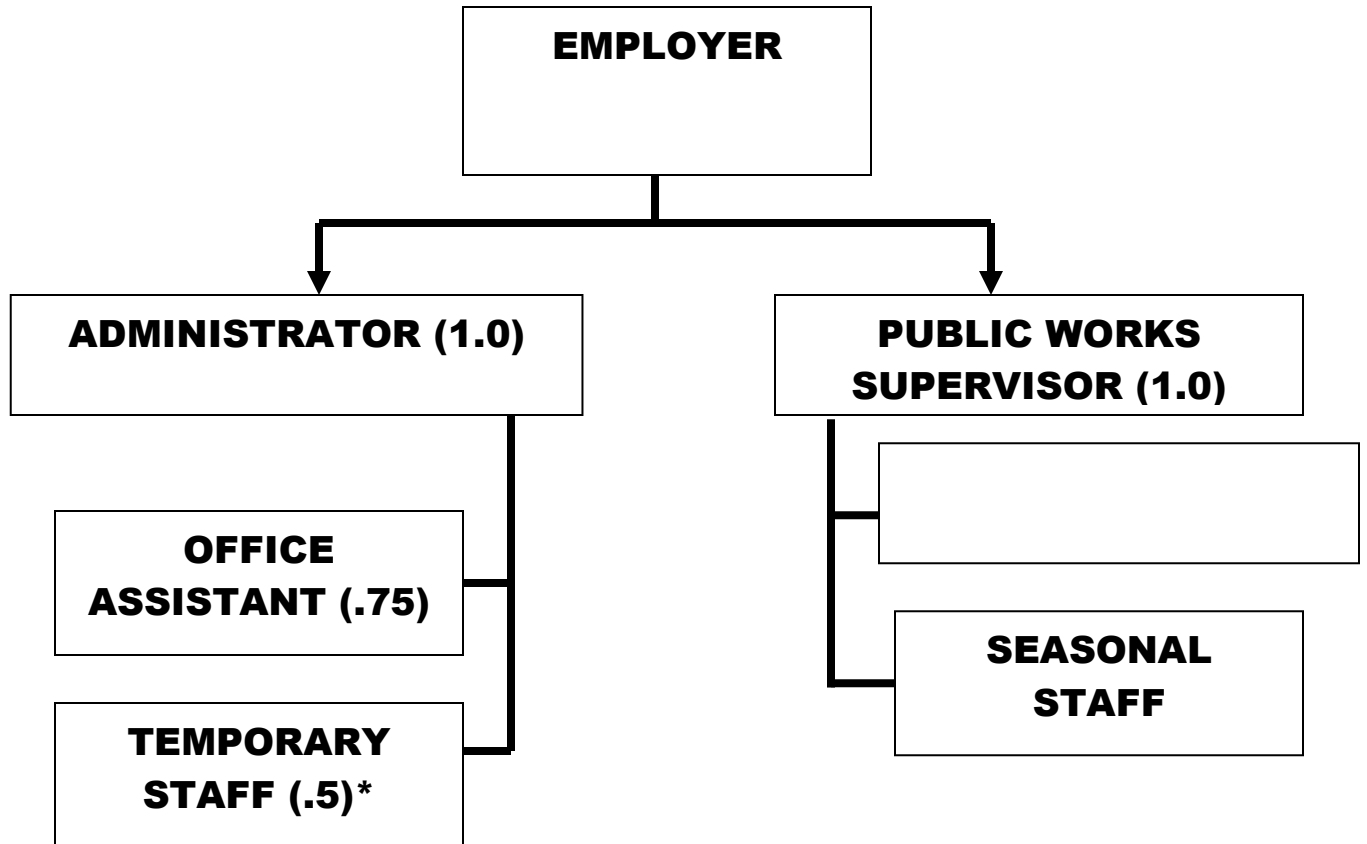
Dated: _____

Employee's Signature: _____

Acknowledgement: _____
Employer

Dated this _____ day of _____, 20_____.

EMPLOYER TABLE OF ORGANIZATION (2008)



1.00 PREFACE

This EMPLOYEE HANDBOOK was adopted to assist and guide employees to know and perform their duties and responsibilities for the benefit of the employee, the Employer and its residents. This handbook contains an overview of Employer personnel policies, procedures and benefits currently available.

This handbook does not constitute a guarantee of any future policies, procedures or terms of employment.

This handbook is not intended to and does not constitute an employment contract between the Employer and any of its employees. No individual Employer official has authority to enter into an oral or written promise or contract of employment. Any employment contract must be approved by the Employer Board. The terms and provisions of this handbook are subject to change from time to time, with or without notice, at the Employer Board's sole discretion and pursuant to the Employer Board's views regarding the needs of the Employer with respect to effective administration, supervision and control of facilities, operations, programs and personnel.

Should you have any questions concerning any of the information contained in this handbook, please contact the Manager of the Employer Board.

This policy may be revised at the discretion of the Employer.

1.01 EMPLOYMENT PRINCIPLES AND OBJECTIVES

All employees of the Employer are hired to do a job, and every employee makes an essential contribution to the operation of the Employer. Each staff position has been created to accomplish and maintain a level of service specified by the Employer Board in response to the demands and concerns of Employer residents. This service level is reviewed annually during the Employer budget process, and is supported by property taxes.

Each employee is a member of the Employer team. Successful teamwork requires hard work, communication, cooperation, dedication and initiative. The success of the entire "Employer Team," policy makers, taxpayers, and staff, depends on the cooperative efforts of each individual to accomplish mutual goals. All employees are expected to work harmoniously with one another and elected officials to attain these goals. Attainment of the Employer's goals can be a mutually satisfying experience to all.

We hope you enjoy the challenge of providing quality services to the Employer and its residents and wish you great success in your future here. Employer officials and employees are expected to provide uniform, quality service to all residents without regard to sex, race, religion, cultural or social position, or any other basis prohibited by federal, Employer or local law. The attitudes and actions of each employee in performing his/her duties and in dealing with Employer residents affect the image and reputation of the Employer.

Each employee has a responsibility to maintain and improve that image and representation by providing competent, prompt, and courteous service. Our Employer has a unique job to perform and special circumstances to contend with. While the Employer attempts to standardize procedures, work schedules, and work rules, they may vary.

2.00 HISTORY

3.00 FUNCTION AND GOVERNANCE OF THE EMPLOYER

4.00 DISCIPLINE

Office, general and managerial employees are hired for no specific period of employment and all employment is terminable-at-will. Continued employment is subject to the Employer's requirements and its determination as to satisfactory individual performance.

Proper standards of conduct are necessary to provide for the safe, orderly and efficient performance of work. Except in cases of serious misconduct, the Employer will generally apply a system of corrective discipline and consider the severity and nature of the offense as well as the employee's prior discipline and performance record in determining the appropriate level of discipline (warning, suspension, termination). The Employer retains the right, however, to terminate any employee's employment, without cause, at any time, or to impose discipline as determined in the discretion of the Employer at any time.

4.01 EQUAL OPPORTUNITY STATEMENT OF THE EMPLOYER

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at the Employer, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, disability, or any other protected characteristic as established by law.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment

The Employer Administrator has overall responsibility for this policy and maintains reporting and monitoring procedures. Employees' questions or concerns should be referred to the Employer Administrator.

Appropriate disciplinary action may be taken against any employee willfully violating this policy.

4.02 NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY

The Employer is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, the Employer expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

The Employer is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, the Employer expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

It is the policy of the Employer to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, national origin, religion, sex, age, disability, creed, marital status, ancestry, sexual orientation or any other characteristic protected by law. The Employer prohibits and will not tolerate any such discrimination or harassment.

A. Sexual Harassment.

Sexual harassment constitutes discrimination and is illegal under federal and Employer laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (iii) 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.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail); and other physical, verbal or visual conduct of a sexual nature. Sex-based harassment that is, harassment not involving sexual activity or language (e.g., male manager yells only at female employees and not males) may also constitute discrimination if it is severe or pervasive and directed at employees because of their sex.

B. Other Prohibited Harassment.

Harassment on the basis of any other protected characteristic is also strictly prohibited.

Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, national origin, religion, age, disability, creed, marital status, ancestry, sexual orientation or any other characteristic protected by law or that of his/her relatives, mends or associates, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail).

C. Individuals and Conduct Covered.

These policies apply to all applicants and employees, and prohibit harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor or manager or by someone not directly connected to The Employer (e.g., an outside vendor, consultant or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work related setting outside the workplace, such as during business trips, business meetings and business-related social events.

D. Retaliation Is Prohibited.

The Employer prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action up to and including discharge.

E. Complaint Procedure.

Employees who have experienced conduct they believe is contrary to this policy have an obligation to take advantage of this complaint procedure. An employee's failure to fulfill this obligation could affect his or her rights in pursuing legal action. Also, please note, federal and Employer discrimination laws establish specific time frames for initiating a legal proceeding pursuant to those laws.

The Employer strongly urges the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they believe is contrary to the Employer's policy or who have concerns about such matters should file their complaints with their immediate supervisor or the Employer Administrator before the conduct becomes severe or pervasive. Individuals should not feel obligated to file their complaints with their immediate supervisor first before bringing

the matter to the attention of the Employer Administrator.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, the Employer strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken. The Employer will make every effort to stop alleged harassment before it becomes severe or pervasive, but can only do so with the cooperation of its staff/employees.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly, thoroughly and impartially. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Misconduct constituting harassment, discrimination or retaliation will be dealt with promptly and appropriately. Responsive action may include, for example, training, referral to counseling, monitoring of the offender and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reduction of wages, demotion, reassignment, temporary suspension without pay or termination, as the Employer believes appropriate under the circumstances.

If an employee making a complaint does not agree with its resolution, the employee may appeal to the Employer Board.

Individuals who have questions or concerns about these policies should talk with the Employer Administrator.

Finally, these policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender, or any other protected characteristic, from participating in business or work-related social activities or discussions in order to avoid allegations of harassment. The law and the policies of the Employer prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and perquisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.

F. Policy Relating To Persons With Disabilities.

It is the Employer's policy not to discriminate against any qualified employee or

applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, the Employer will provide reasonable accommodations to a qualified individual with a disability, as defined under applicable law, who has made the Employer aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the Employer.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Employer Administrator. The Employer encourages individuals with disabilities to come forward and request reasonable accommodation.

On receipt of an accommodation request, the Employer Administrator and your supervisor, if other than the Employer Administrator, will meet with you to discuss and identify the precise limitations resulting from the disability and the potential accommodation that the Employer might make to help overcome those limitations.

The Employer will determine the feasibility of the requested accommodation considering various factors, including, but not limited to the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, the Employer's overall financial resources and organization, and the accommodation's impact on the operation of the Employer, including its impact on the ability of other employees to perform their duties and on the Employer's ability to conduct business.

The Employer will inform the employee of its decision on the accommodation request or on how to make the accommodation. If the accommodation request is denied, employees will be advised of their right to appeal the decision to the Employer Board by submitting a written request within ten business days of the decision explaining the reasons for the request. If the request on appeal is denied, that decision is final.

The law does not require the Employer to make the best possible accommodation, to reallocate essential job functions, or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs).

An employee or job applicant who has questions regarding this policy or believes that he or she has been discriminated against based on a disability should notify the Employer Administrator, or, if necessary, the Board Manager. All such inquiries or complaints will be treated as confidential to the extent permissible by law.

5.00 EMPLOYEES

5.01 EMPLOYEE'S STATUS

All hiring decisions of the Employer are provisional, conditioned upon demonstrating the ability satisfactorily to perform the job during a probationary period. All candidates for employment are on notice that they should not give up other employment to accept Employer

employment on the assumption that their hiring means they will work for the Employer indefinitely.

All regular full-time and part-time employees shall serve a probationary period of one calendar year, or the equivalent number of work hours in the case of part-time employees. The probationary period may be extended by the Board on recommendation to the Employer Board by the Manager or Administrator.

The purpose of the probationary period is to assess the employee's qualifications for employment, the employee's ability to work harmoniously with others, and ability to perform the job duties safely and efficiently. During that period and after that period, the Employer reserves the right to terminate the employee's employment, with cause, for any lawful reason, and without any hearing or notice.

Completion of probation does not mean that an employee has attained any kind of tenure or right to be terminated for cause. Rather, it means that although the employee remains an employee at will, the Employer will ordinarily use progressive discipline to correct performance problems before termination. However, the Employer retains the absolute discretion to terminate any employee at any time for no reason or for any lawful reason.

5.02 EMPLOYEE DEFINED

- A. A regular employee is defined as a person hired to fill either a regular full-time or regular part-time position.
- B. A regular full-time employee is an employee who is regularly scheduled to work a forty (40) hour-per-week work week, 52 weeks per year.
- C. A regular part-time employee is an employee who is regularly scheduled to work less than forty (40) hours, but at least twenty (20) hours per week, 52 weeks per year.
- D. A seasonal employee is a person who is hired to fill a seasonal job, that is, a job associated with a particular part of a calendar year
- E. A Limited Term Employee is a temporary employee who fills a position on a temporary basis, not to exceed one year.
- F. A Casual Employee is an employee who is employed on an as-needed basis and who does not work a regular schedule of hours.
- G. Interns are individuals who are performing services for the Employer on a volunteer basis in exchange for the opportunity to earn degree credit or gain experience, or both. Interns are not employees of the Employer but are treated as members of the Employer for worker compensation and liability purposes.

- H. An Exempt Employee is an employee who does not receive overtime compensation and is otherwise exempt from the overtime requirements of the Fair Labor Standards Act, 29 U.S.C. sec. 201, et seq. An Exempt employee's status will be communicated to them in their job description.
- I. A Non-Exempt Employee is an employee who is entitled to all protections of the Fair Labor Standards Act, 29 U.S.C. sec. 201, et seq. All employees who are not Exempt are Non-Exempt.
- J. Paid on call, Limited part-time, seasonal, limited term, temporary and casual employees and interns are not eligible for fringe benefits unless expressly provided herein.

5.03 OUTSIDE EMPLOYMENT.

Full-time Employer employees shall not be employed in outside employment without the approval of the Employer Board. This applies to any significant form of non-Employer employment activity, whether part-time, temporary or permanent, for which the employee receives money, goods, services or other forms of compensation. An employee wishing to hold an outside job shall apply to the Employer Board.

The employee, when interested in securing outside employment, must furnish the Employer, by filing with the Administrator, a full disclosure of the outside employment including the employer's name and address, the nature of work to be performed and the approximate hours per week that the employee will engage in outside employment.

6.00 HOURS OF WORK AND REQUEST FOR SCHEDULE CHANGES AND TIME OFF

6.01 HOURS OF WORK

- A. The regular work week for full-time employees is forty (40) hours per week.
- B. All Exempt employees are "salaried" employees as that term is defined herein, and shall work whatever number of hours is required to accomplish all of the assigned objectives of their position.
- C. Employees shall work the hours and duties assigned by the Employer. To the extent consistent with the efficient performance of available work, regular employees shall generally work a regular schedule of hours (including flex-time arrangements). However, the Employer reserves the right to modify the schedule to meet the needs of the Employer, minimize overtime and reduce costs.
- D. Nothing in these policies restricts or limits the Employer's right to schedule the hours of work. All full-time employees will be expected to adjust their schedule to accommodate the needs of the Employer.

- E. Exempt employees are covered by the salaried employee policy.
- F. Regular part-time employees shall work the schedule of hours assigned by the Employer.
- G. Employees shall be entitled to one fifteen (15) minute paid break for each four (4) hours of work per day. Breaks are to be taken at a time to be determined by the Employer.. Breaks are not cumulative, may not be taken to shorten the work day, and are lost if not taken.

6.02 REQUEST FOR SCHEDULE CHANGE AND TIME OFF

Requests for time off will be considered in the order received, subject to the Employer's needs. Where all factors are equal, the employee's length of service shall be considered. Time off will be granted whenever possible to accommodate the employee without impairing the Employer's ability to perform its mission.

6.03 WORK WEEK

The regular work week for all purposes shall commence at 12 midnight on Sunday and continue to the following Saturday night at 11:59 p.m. This work week shall be used for computing overtime and for all other purposes.

The primary job duty during winter months is snow and ice removal from Employer roads. The standard workweek remains Monday through Friday. However, road crew employees are required to report to work each and every time there is needed street maintenance. Employees responsible for snow plowing are required to be available to respond to the Employer Hall and work in the event of snow accumulation. No compensation is paid for maintaining availability. Every member of the public works department is required to report to work in the event of accumulated snowfall regardless of on call status unless prior authorization has been given by the Employer Administrator. If a public works employee is not able to report to work in the event of accumulated snow fall, it is that employee's responsibility to have his/her job duties performed by other personnel.

6.04 OVERTIME AND COMPENSATORY TIME OFF

- A. Non-Exempt employees shall receive overtime for all hours worked in excess of forty (40) in a work week.
- B. Non-exempt employees who work on their off-scheduled days/times will be given compensatory time off up to a maximum of 60 hours. All hours worked outside the regular schedule require prior approval of the Employer. Employees who work hours without permission shall be subject to just progressive discipline.

- C. Employees' Compensatory time off shall accrue at the rate of one and one-half (1 1/2) hours for each extra hour worked beyond forty (40) hours in the calendar work week. All compensatory time must be used by the end of each calendar year. Unused compensatory time off remaining at the end of the year, or hours accrued in excess of 60 hours, shall be paid out through payroll. Compensatory time off will be granted whenever possible. Compensatory time may not be taken if it results in scheduling or work assignment problems. In no event may an employee take more than two (2) consecutive days of compensatory time off in any two consecutive weeks, unless approved by the Employer.
- D. Exempt employees are not entitled to either compensatory time off or overtime, regardless of the number of hours worked.

6.05 ATTENDANCE AND ABSENCES

- A. Attendance is an essential element of all positions with the Employer. Employees must be physically present at their assigned work locations for all work hours.
- B. If the employee will be absent from work, it is the employee's responsibility to contact the Employer office and explain the reason for the absence. This shall be done prior to the beginning of the regular work shift, or in case of emergency, as soon as possible. If the employee has accrued PTO, this time may be used to compensate the employee for the hours absent. If accrued time is not available, all hours absent from work shall be without pay. An unexplained absence without a phone call may result in discipline up to and including discharge.
- C. Employees may not perform Employer work at home or other locations in lieu of reporting to the Employer Hall for regular business hours without approval of the Employer Manager.

7.00 COMPENSATION

7.01 COMPENSATION ADJUSTMENTS AND WAGE SCHEDULES

There is a wage schedule which governs payments. Adjustments are discretionary.

"Anniversary date" means the most current date on which the employee began employment in a position. An employee's anniversary date is adjusted to reflect any unpaid absence of 30 calendar days or more.

7.02 PAY PERIODS AND PAYDAY

- A. The payroll year is made up of twenty-six (26) payroll periods, paid biweekly. Pay periods start at 12:00 a.m. on Sunday and run through 11:59 a.m. on the second succeeding Sunday.

- B. Time cards are to be turned in to the office by the Tuesday prior to the payday, which is every other Friday. Paychecks or direct deposits shall ordinarily be ready by noon of payday. Time cards are to be signed verifying that all hours claimed were worked.
- C. Upon request, payroll checks may be mailed to the employee's home. The Employer may elect to use direct deposit of pay checks. Paychecks shall be issued the Friday following the Saturday on which the biweekly payroll period ends.
- D. When a payday falls on a holiday, checks will be distributed a day early, when possible. The paycheck shall provide information on deductions made, sick time, life insurance deductions, vacation time and the gross amount of pay.
- E. Employees are responsible for verifying that the amount of their paycheck was accurate. Employees are responsible for returning overpayments of wages or expenses to the Employer, or for requesting adjustments of any underpayments.

7.03 PAYROLL DEDUCTIONS

Deductions are made from employees' paychecks as required by law for federal, Employer, local taxes, social security and Medicare taxes and as ordered by a court for garnishments and child support. Employees should advise the Employer of garnishments or deductions wherever possible. The amount of tax withheld is based on the W-4 form the employee completed. Employees are responsible for updating their W-4 form when appropriate to ensure that the amount of tax withholding is appropriate.

7.04 SALARY BASIS PAYMENT PLAN

A. The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over 40 hours in a workweek.

B. However, Section 13(a)(1) of the FLSA provides an exemption from both minimum wage and overtime pay for employees employed as bona fide executive, administrative, professional and outside sales employees. Section 13(a)(1) and Section 13(a)(17) also exempt certain computer employees. To qualify for exemption, employees generally must meet certain tests regarding their job duties and be paid on a salary basis at not less than \$455 per week. Job titles do not determine exempt status. In order for an exemption to apply, an employee's specific job duties and salary must meet all the requirements of the Department's regulations.

C. Salary Basis Exemption.

To qualify for exemption, employees generally must be paid at not less than \$455 per week on a salary basis. Being paid on a “salary basis” means an employee regularly receives a predetermined amount of compensation each pay period on a weekly, or less frequent, basis. The predetermined amount cannot be reduced because of variations in the quality or quantity of the employee’s work. Subject to exceptions listed below, an exempt employee must receive the full salary for any workweek in which the employee performs any work, regardless of the number of days or hours worked. Exempt employees do not need to be paid for any workweek in which they perform no work. If the employer makes deductions from an employee’s predetermined salary, i.e., because of the operating requirements of the business, that employee is not paid on a “salary basis.” If the employee is ready, willing and able to work, deductions may not be made for time when work is not available.

D. Circumstances in Which the Employer May Make Deductions from Pay

Deductions from pay are permissible when an exempt employee: is absent from work for one or more full days for personal reasons other than sickness or disability; for absences of one or more full days due to sickness or disability if the deduction is made in accordance with the Employer’s PTO policy; to offset amounts employees receive as jury or witness fees, or for military pay; or for unpaid disciplinary suspensions of one or more full days imposed in good faith for workplace conduct rule infractions. Also, the Employer is not required to pay the full salary in the initial or terminal week of employment; for penalties imposed in good faith for infractions of safety rules of major significance, or for weeks in which an exempt employee takes unpaid leave under the Family and Medical Leave Act. In these circumstances, either partial day or full day deductions may be made.

E. Employer Policy.

It is the Employer’s policy to comply with the salary basis requirements of the FLSA. Therefore, the Employer prohibits any improper deductions from the salaries of exempt employees. We want employees to be aware of this policy and that the Employer does not allow deductions that violate the FLSA.

F. What To Do If An Improper Deduction Occurs.

If you believe that an improper deduction has been made to your salary, you should immediately report this information to the Employer Board.

Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.

8.00 PAID AND UNPAID TIME OFF

The Employer recognizes that employees need time off from work for various reasons. In order to address these needs, the Employer has created the following policy related to leave.

8.01 PAID TIME OFF ALLOWANCE

The Employer has elected to allow employees a defined amount of paid time off (PTO) for all purposes rather than having separate allowances or accounts for vacation, sick and personal days.

A. Employees shall be allowed the following amount of PTO for all paid leave purposes, including vacations, sickness and personal days. After the allowance has been exhausted, no further paid time off may be taken.

B.	Length of Service	Days Off	Earned Per Month
	Hire to six months	None	0
	Six months to one year	3	.5
	One to Four Years	16	1.3
	Five Years Plus	21	1.75

C. Each employee shall earn PTO at the monthly rate shown above. The balance shall be available to the employee upon the completion of each year of employment.

D. Where an employee's employment is terminated by either party, the employee shall be entitled to prorated earned and unused PTO.

E. If an employee leaves or is terminated on or before the 15th of the month, he/she shall receive no PTO credit for that month.

F. If an employee's PTO balance falls to zero before a scheduled vacation, the employee may, with approval of the Employer Board, borrow as much as five days of PTO from their next year's allowance. In the event the employee terminates employment before earning the advance PTO payment, the amount of the advance payment shall be deducted from the employee's final paycheck. Employees may carry over as many as ten (10) days of PTO with approval of the Employer Board.

8.02 VACATION TIME PTO SCHEDULING

A. A "vacation" is a planned PTO. The Employer reserves the exclusive right to schedule vacations. Employees shall notify their Supervisor of tentative vacation plans for blocks of one week or more by March 1st of each year. The Employer Administrator shall notify the Employer Manager of his or her vacation plans. The Employer may deny requests for PTO for reasons other than illness which have not been scheduled under this policy.

- B. Formal written requests for vacation in blocks of less than a week must be made not less than thirty (30) calendar days before the first date of the requested vacation.
- C. Senior employees within the Employer shall be afforded priority over employees with less seniority, provided it is reasonable to do so. The Employer may give priority to vacation schedule requests based on personal needs, such as family weddings or the like.
- D. Vacation requests shall be granted for the time requested unless the Employer determines that approval of such request would impose a hardship on the employer's operations. Employees with election duties may not take PTO on election days, the date of the canvass or the date on which a recount is conducted. In those or other such events, the Employer may require postponement to a more convenient period. For purposes of this section, hardship includes, but is not limited to, scheduling problems or lack of qualified replacement or limited funds.
- E. Approval, where given, shall be given in writing within twenty (20) calendar days of receipt of the request. Once given, approval may be withdrawn only upon mutual agreement of the Employer and the employee.
- F. Scheduled vacation may not be taken in less than four-hour minimum increments. Employees shall take at least one (1) continuous week of vacation each year.
- G. Vacation shall not be earned during periods of layoff exceeding thirty (30) calendar days or during unpaid leaves of absence.
- H. Vacation pay shall be at the employee's regular classified rate of pay. Any employee who wishes to request a period of PTO but has no paid vacation credits shall apply for a leave of absence.

8.03 USE OF PAID TIME OFF FOR ILLNESS AND CARETAKING

- A. Paid Time Off may be used for an employee to be off from work while receiving medical treatment, examination or diagnosis, recovering from illness, or while caring for children or step-children, spouse or partner, or parents.
- B. In order to be eligible to use PTO for illness or caretaking, the employee must notify their immediate supervisor before or within one hour of the time they are usually expected to commence work. The supervisor may allow payment of PTO where the employee fails to give notice for good cause.
- C. Because PTO for illness or caretaking may be taken without advance scheduling, the Employer needs to be able to assure that the employee is not misusing this form of PTO as unauthorized personal days. Therefore, in the event an employee uses PTO for

illness or caretaking more than three consecutive days in duration, or there is a pattern of absence which may indicate abuse, the Employer reserves the right to request medical documentation.

8.04 PAID TIME OFF FOR PERSONAL DAYS.

Employees may use as many as three (3) days of their total PTO allowance for personal days which may be taken without advance scheduling. The employee must, to be eligible for PTO, contact their supervisor (or in the case of the Administrator, the Employer Manager) before or within one-half hour of their scheduled starting time to obtain approval of the use of PTO. The Employer reserves the right to deny PTO on specific occasions due to the needs of the Employer.

8.05 HOLIDAYS

A. The Employer Hall and offices shall be closed on the following holidays:

New Year's Day,
Memorial Day,
July 4th,
Labor Day,
Thanksgiving Day,
Day After Thanksgiving
Christmas Eve Day
Christmas Day

A. Employees shall be paid at their regular rate for these holidays.

B. Employees who are called in by the Employer to work on a holiday shall be paid time and one-half for the hours worked on the holiday.

C. If a holiday falls on a Saturday, the preceding day shall be observed as the holiday. If a holiday falls on a Sunday, the following Monday shall be observed as the holiday. When a holiday falls during an employee's vacation period, his/her vacation period shall be extended one (1) day for each holiday.

D. Each employee, to be entitled to holiday pay, shall work his/her last scheduled work day before the holiday and the first scheduled work day following the holiday.

E. In the event that a holiday shall fall during a period when an employee is on paid leave, his/her leave accumulation shall not be reduced for that day.

8.06 RELIGIOUS HOLIDAYS

The Employer respects the right of each employee to worship as his/her faith dictates. Any employee wishing to observe religious holidays may use PTO if they desire to be paid for

taking the time off. Employees shall provide the Employer notice of their desire for a religious holiday by December 1st of the previous year.

8.07 LEAVES OF ABSENCE WITHOUT PAY

- A. Disability Leave. Employees who have exhausted their accumulated PTO may apply for an unpaid leave not to exceed 180 days. Illness or off-duty injury requiring recuperation longer than accumulated PTO will fall under this category.

The Employer Board reserves the right to require satisfactory medical evidence of both the employee's medical condition and his/her ability to return to work or to extend the medical leave. All leaves granted for serious medical conditions or other qualifying conditions shall be treated as leave under the family medical leave act

- B. Personal Leave. An employee may request a personal leave of absence without pay not to exceed thirty (30) calendar days.

Such requests shall be made in writing to the Employer not less than fifteen (15) calendar days prior to the start thereof, and shall Employer the starting and ending dates of the requested leave. The employee shall make his/her request to the Employer Board. All requests for leave are subject to the approval of and such conditions, if any, as may be specified by the Employer Board.

- C. Military Leave. Employees shall be granted military leave in accordance with applicable federal and Employer laws. Employees shall be entitled to the option of either receiving their military pay or receiving their regular straight time pay from the Employer during the first three (3) calendar weeks of an authorized leave under this section. If the employee chooses to receive the regular straight-time pay from the Employer, the full amount of military pay, excluding expense allowances, shall be reimbursed to the Employer by the employee by deducting the amount from the gross wages in the first check received by the employee upon returning to work and continue until the reimbursement has been satisfied. The employee shall notify the Employer, in writing, of the selection who shall forward the written request to the Employer administrator for payroll adjustments. Any such military pay supplements shall be charged against the employee's PTO balance.

- D. Family and Medical Leave. The Employer provides family and medical leave as required by the United States and Wisconsin Family and Medical Leave Acts.

8.08 FUNERAL LEAVE.

In the event of a death in the family (spouse, significant other, children, step-children, parents, parents-in-law, brothers or sister), a regular employee shall be entitled to receive payment for absence from work for three (3) work days associated with attendance at the funeral. The days eligible for leave shall include the day of death, the days following, the day of

the funeral and a travel day after, limited by the maximum of three (3) days. Any other funeral leave shall be treated as personal days use of PTO.

8.09 JURY DUTY

A. Regular employees may receive time off to serve on jury duty and shall notify the Employer as soon as the employee receives notice of service. Employees shall provide proof of their service of jury duty time, such as a jury summons, etc., and/or other evidence of their continuing service. Failure to submit proof of summons for jury duty within a week of the date of the written summons is grounds for the Employer to deny payment under this section and require use of PTO.

B. If the employee complies with this section, the employee shall receive regular pay from the Employer without deduction from the employee's PTO balance. The employee shall assign or pay to the Employer for the full amount of any jury duty pay received by the employee, minus any expense allowance. When an employee released from jury duty before 2:30 p.m., the employee shall immediately report back to work unless excused by the Employer.

8.10 VOTING.

Employees may take up to two (2) hours to vote in all elections, but shall go directly to the polls, vote and return immediately. Employees who reside in the Employer are not eligible for voting leave because they can vote immediately before or after beginning work.

9.00 EMPLOYEE BENEFITS

9.01 WORKER'S COMPENSATION

A. The Employer pays the full cost of worker's compensation insurance for all employees which provides benefits for injuries, illness or death sustained in direct connection with their employment with the Employer. Employees are required to:

- 1) Report all accidents or injuries, no matter how minor, to the Employer or Officer in Charge immediately and unless incapacitated, to submit a written report within 24 hours.
- 2) If medical treatment is required, submit a doctor's report to the Employer describing the injury, whether the employee is able to return to his/her duties and responsibilities, with or without restrictions, and if not, the estimated return to work date.
- 3) Assist in completing any required paperwork within 24 hours of the injury and submit to the Employer.

- B. When an employee is on worker compensation leave, the Employer shall apply the accrued PTO balance to pay the difference between the employee's regular pay and the amount paid by worker's compensation for such purpose.

These supplemental payments shall not exceed accumulated PTO and shall be deducted from the accumulated PTO. Fractions of PTO used will be rounded off to the nearest one (1) hour for the aggregate number of hours used. An employee shall not be required to use PTO in this manner, but in such case shall receive no payment beyond that provided by worker's compensation.

- C. All employees are eligible for benefits under the Worker's Compensation Act in accordance with and to the extent provided by law.

9.02 BONDS

To the extent that the Employer requires bonding, the Employer shall pay for the cost of such bonding.

9.03 LIABILITY INSURANCE

The Employer carries liability insurance.

9.04 SAFETY

No employee shall be required to operate any equipment that does not conform to applicable mandatory, Employer, federal and local requirements. The Employer agrees to maintain safe and healthful working conditions as required by Employer, federal and local regulations. Employees are required to report any unsafe equipment or conditions to the Employer. Employees are required to comply with all safety rules and procedures and to consciously take care to avoid risks. If an employee believes a particular job or assignment is unacceptably dangerous, the employee shall request modification of the duty from the supervisor. If the request is refused, the employee shall perform the work and may bring the safety concern to the attention of the Employer Board.

9.05 HEALTH INSURANCE

- A. Employees currently have the option to choose a group health insurance plan from the standard plan and alternative health insurance plans. The Employer has the right to change carriers and plans at any time.
- B. Employees shall be eligible for coverage thirty (30) days after hire.
- C. The Employer does not allow duplication of coverage if husband and wife are both employed by the Employer, but if one spouse loses insurability, the other may currently

be insured without proof of insurability provided that the carrier does not prohibit such coverage.

- D. Employees and their dependents have the right to continue health insurance coverage, at their own cost, under certain Employer and federal laws upon leave of absence without pay, termination, layoff, retirement, divorce, death and certain other qualifying events. Employees on an approved leave of absence without pay may continue insurance coverage to the extent allowed by the Employer's insurance carrier, but are responsible for payment of all premiums in a timely fashion

E. Payment of Health Insurance Premiums:

1) Regular Full-Time Employees

The Employer currently pays the premium for single or family health insurance of one hundred five percent (105%) of the gross premium of the alternative or standard health insurance plan that is the least costly qualified plan within the service area, but not more than the total amount of the premium of the plan selected for regular full-time employees and their dependents, if any.

2) Regular Part-Time Employees (20-39 hours per Week):

The Employer currently pays the premium for single or family health insurance of seventy-five per cent (75%) of the gross premium of the alternative or standard health insurance plan that is the least costly qualified plan within the service area, but not more than the total amount of the premium of the plan selected for regular part-time employees who work a minimum of 30 hours and not more than 39 hours per week, and their dependents, if any. An employee who, prior to the effective date of this Policy (March 27, 2008) was awarded a greater percentage contribution toward health insurance shall continue to receive that higher contribution.

3) Regular Part-Time Employees (20-29 Hours per Week):

The Employer currently pays the premium for single or family health insurance of twenty-five percent (25%) of the gross premium of the alternative or standard health insurance plan that is the least costly qualified plan within the service area, but not more than the total amount of the premium of the plan selected for regular part-time employees who work a minimum of 20 hours and not more than 29 hours per week, and their dependents, if any.

9.06 LIFE INSURANCE

The Employer currently offers employees an opportunity to participate in Life Insurance.

9.07 LONG TERM DISABILITY INSURANCE

The employer shall afford eligible employees the right to participate in a Long Term Disability Insurance Plan.

9.08 FLEXIBLE SPENDING ACCOUNT

The Employer makes the opportunity to pay certain medical and other eligible expenses through a payroll deduction under Section 125 of the Internal Revenue Code.

10.00 LEAVING THE EMPLOYMENT OF THE EMPLOYER

10.01 VOLUNTARY RESIGNATION

Voluntary resignation is defined as a voluntary termination of employment initiated by the employee. Employees are requested to give the Employer at least two weeks [fourteen (14) calendar days written notice of resignation. The Employer shall give his/her notification to the Administrator. No vacation pay, which would otherwise be payable, will be paid to any employee who resigns with less than two weeks notice. A resignation accepted by the Employer Board in writing is final as of the date stated in the notice of resignation.

10.02 AUTOMATIC RESIGNATION

An unreported and unauthorized absence of more than three days will be treated as the employee's separation from the payroll as a voluntary resignation without notice. In such cases, no vacation or severance payments will be made. If an employee demonstrates extenuating circumstances precluding them from giving notice, the Employer may reinstate them at the Employer's discretion.

10.03 LAYOFF

In the event of a layoff, all Employer paid benefits, except health insurance, will terminate immediately. Health insurance coverage will continue through the month following an employee's last day of work. Employees will have the option of continued participation in the group health insurance plan, at their own expense, as required by federal law. Federal law provides that employees may continue at their own expense on the employer policy for periods of time specified in the law.

The Employer reserves the right to lay off any employee at any time, regardless of seniority, to reduce hours, combine duties, or otherwise modify conditions of employment.

10.04 RETIREMENT

The Employer's participates in the Employer of Wisconsin Retirement System, and are eligible for benefits as defined in the plan.

11.00 GENERAL POLICIES

11.01 EXIT INTERVIEWS

The Employer may direct terminating employees to participate in an exit interview as a condition of termination. Employees will be paid their regular hourly rates for such exit interviews.

11.02 RETURN OF EMPLOYER PROPERTY

Employer property issued to an employee must be returned to the Employer at the time the employee terminates employment or when it is requested by the Employer or designated representative.

11.03 PERFORMANCE EVALUATIONS AND ANNUAL REVIEWS

The Employer conducts written performance evaluations annually on employees to be prepared not later than April 1 with the Employer who shall place the evaluation in the employee's personnel file. The evaluation shall establish goals and standards of performance and ways of measuring accomplishments.

Evaluations shall be signed by the Employer and acknowledged by the employee. The Employer does not take the position that the employee's acknowledgement of the evaluation constitutes agreement with its contents.

The Personnel Review Committee shall conduct Annual Reviews of the Employer's employees and discuss those Annual Reviews with the Employer Administrator and Board before finalizing the Reviews. The Employer Board shall conduct an Annual Reviews of the Administrator.

No employee shall receive an annual increase until their performance evaluation has been completed and all evaluations for which they are responsible have been completed.

11.04 EMPLOYER EQUIPMENT AND PROPERTY

All employees are expected to exercise due care in the use of Employer property and to utilize such property only for authorized purposes. Employees are required to use Employer supplies prudently and economically. In cases of intentional misuse, employees may be held responsible for damages, discipline or discharge.

11.05 REQUEST FOR SERVICES OR EQUIPMENT FOR PERSONAL USE

No official or employee shall request or permit the use of Employer owned vehicles, equipment, or property for personal purposes or convenience except under the following guidelines:

- A. Employees shall obtain written permission from the Manager of the Employer Board.
- B. Equipment may be used by employees with a written memo advising the Employer that it has been used except no memo is necessary for the following items:

Copy machine, computers, fax machine, calculators, telephones, typewriters, tables and chairs.
- C. No use of services or equipment for personal convenience shall be authorized during the employee's regular hours of employment with the Employer or if it interferes with the operations or productivity of any service of the Employer. Employees must provide their own materials and supplies and pay for cost of faxing or copying. No equipment or tools may be removed from Employer property.
- D. Volunteers, appointed members of board, commission or committees must obtain prior written approval from the Employer officer who is in charge and responsible for the property; if no one is specified, approval shall be given by the Employer Manager.
- E. Employer postage shall not be used for personal mail.

11.06 SEARCHES AND INSPECTIONS

Employer employees have no right of privacy in any part of the Employer's offices, buildings, vehicles, property or premises, including computers.

The purpose of this policy is to maintain for the Employer and its employees a safe work environment, a work place free from the use and effects of alcohol and drugs and to ensure the protection of property on Employer premises.

Unannounced searches of Employer premises or of Employer property for illegal drugs and alcohol, weapons or other contraband on Employer property may be conducted at any time for any reason. Employer property includes all Employer-owned property used by employees, such as vehicles, lockers, desks, closets, etc. The Employer reserves the right to search employees and their personal property, including lunch boxes, brief cases and packages when there is any suspicion to warrant such search.

An employee's consent to search under these conditions is a condition of employment. An employee's refusal to consent may result in disciplinary action, including termination. This includes providing the Employer with any passwords or access codes necessary to inspect computers.

11.07 NON-PRIVACY AND PERSONAL USE OF EMPLOYER COMMUNICATIONS FACILITIES

The internet, email and the telephone have made it possible to communicate worldwide in an instant. However, these technologies also make it possible for employees to divert attention from work-related duties to personal concerns. They also raise concerns about privacy, access to inappropriate material, and improper release of information.

- A. No privacy in communications. The telephones, email accounts (and email sent on Employer computers using non-Employer addresses), faxes, radios and internet communications made on Employer equipment are not private. Every use of a Employer computer, telephone, or fax is open to the Employer for inspection and review.
- B. Employees desiring to have confidential or personal conversations on the phone are to do so using cell phones and on their break or lunch hours. Private emails shall be sent on employees' individual computers. Access of the internet for any reason not related to the business of the Employer must be done on individual computers.
- C. The Employer reserves the right to install recording or monitoring equipment on telephones, computers and other communication devices.
- D. The Employer allows a reasonable but minimal amount of personal phone calls during work time for the purpose of contacting children, spouses, day care providers, health care professionals and similar contacts for communications which cannot readily be conducted on break. The Employer reserves the right to monitor such conversations and to withdraw this privilege from any employee whom the Employer determines has violated it.

11.08 INTERNET AND EMAIL POLICY.

The following rules require strict adherence.

A. **Official Use Only.**

The use of Internet is restricted to "official Employer business." Personal use of or time spent for personal gain is strictly prohibited. Authorization for Internet access must be obtained through your immediate supervisor. Once authorization is approved you are responsible for the security of your account password and you will be held responsible for all use or misuse of your account. You must maintain secure passwords and never use an account assigned to another user.

Hacking is the unauthorized attempt or entry into any other computer. Never make an unauthorized attempt to enter any computer. Such an action is a violation of the Federal Electronic Communications Privacy Act (ECPA) 18 U.S.C. § 2510.

Sending threatening, slanderous, racially and/or sexually harassing messages is strictly prohibited.

The representation of yourself as someone else, real or fictional, or a message sent anonymously is prohibited.

Never copy or transfer electronic files without permission of the file owner.

Downloading a file from the Internet can bring viruses with it. Scan all downloaded files with standard virus prevention software.

Never send, post or provide access to any confidential materials or information.

Almost all data and software is subject to the Federal copyright laws. Care should be exercised whenever accessing or copying any information that does not belong to you. Software which requires purchase or reimbursement for its use, such as shareware, requires strict adherence to the terms and conditions specified by the owner unless written permission for unrestricted use has been obtained. When in doubt consult your supervisor or designee.

You are obligated to cooperate with any investigation regarding the use of your computer equipment and which your general manager has authorized.

Chain letters are illegal and may not be transmitted through e-mail.

E-mail requires extensive network capacity. Sending unnecessary e-mail, or not exercising constraint when sending very large files, or sending to a large number of recipients consumes network resources that are needed for critical Employer business. When the Employer grants an individual employee access to the network, it is the responsibility of the employee to be cognizant and respectful of network resources.

B. Employee Internet Usage Guidelines.

If you are using information from an Internet site for strategic Employer decisions, you should verify the integrity of that information. You should verify whether the site is updated on a regular basis (the lack of revision date might indicate out-of-date information) and that it is a valid provider of the information you are seeking. Just because it is there does not mean that it is accurate or valid.

Our Employer has no control or responsibility for content on an external server not under the control of the Employer. Information may be offensive and/or unsuitable for dissemination.

C. Electronic Mail (E-mail)

The following guidelines apply to the use of e-mail.

MAIL ON THE INTERNET IS NOT SECURE. Never include in an e-mail message anything that you want to keep private and confidential because e-mail is sent -- unencrypted and is easily read.

The Employer has the right to access all e-mail files created, received or stored on Employer systems and such files can be accessed without prior notification.

Be careful if you send anything but plain ASCII text as e-mail. Recipients may not have the ability to translate other documents, for example Word or Word Perfect documents.

Be careful when sending replies - make sure you are sending to a group when you want to send to a group, and to an individual when you want to send to an individual. It is best to address directly to a sender(s). Check carefully, the "To" and "From" before sending mail. It can prevent unintentional errors.

Include a signature (an identifier that automatically appends to your e-mail message) that contains the method(s) by which others can contact you. (Usually your e-mail address, phone number, fax number, etc.

For important items, let senders know you have received their e-mail, even if you cannot respond in depth immediately. They need to know their e-mail is not lost.

Watch punctuation and spelling. It can reflect on your professionalism. Use automatic checking programs if available.

D. Internet Mailing Lists and Usenet News Groups

The e-mail guidelines apply here as well.

Be sure to change your mailing address if your account changes. Do not simply forward your e-mail from your old account to your new one. This creates a burden on the Employer's information systems. Be careful when using auto-reply features in e-mail when you belong to mailing lists. Auto-reply replies are often sent to the entire list indiscriminately and your reply may not be important to all on the list; e.g. most do not care that you are on vacation, and worse, your message may have been intended for only one recipient.

As a new member of a news group, monitor the messages for a while to understand the history and personality of the group. Jumping right into the discussion may make you look foolish if you lack background information.

Do not re-post any messages without permission. Even messages may have copyright protection.

Do not post personal messages to a mailing list or USENET news group.

If you survey the group, as a courtesy, post a summary of the results.

Be sure to properly acknowledge with quotations any material borrowed from others. Be careful of plagiarism.

Do not post any messages anonymously. The professional community views this practice as bad form. As a matter of policy the USENET community and system managers are asked to track down offenders.

Be careful when you re-post any requests. Some requests are fraudulent.

State the subject of your message clearly in the subject line.

Before joining mailing lists and news groups give thought to how much time these activities require. Also, for Usenet, look at the news.announce.newusers group. It contains information to assist you.

Be sure to read the Frequently Asked Questions (FAQs) for your group(s).

Never send angry messages (flames). If you receive a "flame," do not over react. Remember that not everyone is as polite as you are.

FTP (File Transfer Protocol)

These guidelines cover use of FTP (or download) sites.

Downloaded files may contain viruses. Scan all downloaded files with the Employer's standard virus prevention software.

Do not FTP during your site's prime hours due to network impact on other users.

Look locally before downloading a file from a geographically remote site.

Do not download on the off chance you will "need it someday." Conversely, do not search for "neat stuff" to FTP. If you discover that you do not need what you have downloaded, delete it. You can always get it again if you discover you need it later.

Observe any posted restrictions on the FTP server.

Login using your real user name and node address as your password on anonymous FTP servers.

Netiquette

These are Netiquette guidelines.

Be cognizant of system etiquette. The computer you use may have limits regarding disk space usage. E-mail takes up space; therefore, you should regularly delete and/or archive any messages you wish to save.

Remember that the recipient is a person with feelings. Since they cannot see you, they may not know when you are joking. Be sure to include visual or verbal clues. Convention indicates the use of the smiley face. :) (Look sideways).

DO NOT SEND MESSAGES ALL IN CAPITALS. It looks as if you are shouting. Use initial capitals or some other symbol for emphasis. For example: That IS what I meant. That **is** what I meant.

Remember that some people have to pay for each byte of data they receive. Please keep messages to the point without appearing terse or rude.

Glossary

Domain Name: A domain name is the way to identify and locate an address on the Internet. The domain name is used to send e-mail, make FTP requests, etc. Before any message is sent on the Internet, the domain name is converted internally to a numerical address, an Internet protocol address, which is the what computers on the Internet deal with directly.

Electronic Mail: Electronic Mail (e-mail) may include non-interactive communication of text, data, images or voice messages between a sender and designated recipient(s) by systems utilizing telecommunications links. It may also include correspondence transmitted and stored electronically using software facilities called "e-mail," "facsimile," or "messaging" system; or voice messages transmitted and stored for later retrieval from a computer system.

FTP: file transfer protocol; a program that allows you to transfer data between different computers on a network.

Guidelines: Recommendations derived from experience and which should be used.

Hacking: Attempting to break into another system on which you have no account or authorization.

Internet: a worldwide network of networks, connecting informational networks communicating through a common communications language, or "protocol".

Mailing List: A service that sends e-mail to everyone on a list whenever e-mail is sent to the service, permitting a group of users to exchange e-mail on a particular topic.

Netiquette: A combination of "network" and "etiquette." It is the practice of good manners in a networked environment.

News Groups: Discussion groups with common themes on USENET.

TELNET: A program that allows remote login to another computer.

TCP/IP: Transmission Control Protocol/Internet Protocol; the communication protocol used by computers connected to the Internet.

USENET: A collection of computer discussion (news) groups.

Users: The public and Employer employees.

Vendors: Any private person or business enterprise.

12.00 PERSONNEL STATUS CHANGE

It is the responsibility of each employee to notify the Employer Administrator or Manager of the Employer Board, for personnel records, of any change in marital status, number of dependents, address, telephone number, or person to contact in an emergency.

This information may have a bearing on benefits to which an employee may be entitled and payroll withholding. It is also needed to contact an employee in case of an emergency or schedule change to contact the person you select if the employee becomes ill or injured at work.

12.01 PERSONNEL FILE

- A. An employee or his/her designee, authorized in writing, is allowed two (2) requests per calendar year to inspect his/her personnel file. For an employee to review his/her personnel file a written request shall be made to the custodian of records. The custodian of records shall respond within seven (7) working days of such request. Inspection shall take place reasonably near the work place and under the supervision of the custodian of records and during reasonable hours. The procedure to follow is outlined in section 103.13 Records Open to Employee, Wis. Stats.
- B. The employee has the right to write a statement of disagreement with any item in the file. An employee may not remove any item from the file. An employee may have copies of items in the file for the cost of reproduction.
- C. Employees are allowed and encouraged to have public or vendor commendations placed in their personnel files.

13.00 TRAVEL, LODGING AND MEAL POLICY AND GUIDELINES.

It is a policy of the Employer to reimburse employees for all reasonable expenses of traveling associated with the conduct of Employer business, training and conferences in accordance with the travel reimbursement guidelines below. Receipts must be submitted for all reimbursement requests.

Travel guidelines for maximum allowable reimbursement will be reviewed periodically by the Commission who will propose any changes as part of the ensuing fiscal year budget. The following rates shall apply:

Meals:

Breakfast	\$5.00
Lunch	\$6.00
Dinner	\$15.00

The Employer will pay registration fees for the program if approved by the Employer.

Lodging:

The Employer will pay for a single room, with the maximum being the government lodging rate. A higher rate may be approved by the Employer Board in unusual situations or for approved out-of-state travel.

Use of Personal Automobile:

The mileage rate allowed by the Internal Revenue Service, subject to the cost of air or rail travel as a maximum.

13.01 TRAVEL AUTHORIZATION

All travel which has been budgeted requires only the approval of the Employer Manager. Travel that either exceeds the amount budgeted or has not been budgeted requires prior approval of the Employer Board. In addition, all trips lasting more than five consecutive work days and or out-of-Employer travel where expenses will exceed \$200.00 requires approval of the Employer Board.

13.02 MODE OF TRAVEL

Whenever possible, travel should be by public transportation, if available. All reservations for public transportation including bus, train or airlines, should be made through the Employer's office. Payment for transportation charges can be handled in one of four ways.

- 1) Cash payment - reimbursement upon presentation of valid receipts.
- 2) Travel Advance
- 3) Prepaid or advance travel reservations.
- 4) Employer Credit Card.
 - a. Air Travel: Air Travel is limited to the lowest class available on standard commercial flights. Flight insurance is not a reimbursable expense.

- b. Train: Travel by train is limited to coach.
- c. Other Modes: Reasonable charges for taxi and limousine, including a maximum tip of 15%, are reimbursable. Airport bus or limousine services are preferred to taxi when traveling to or from airports.
- d. Automobiles: Whenever possible a Employer vehicle should be used. If a Employer vehicle cannot be used, the employee will be reimbursed at the maximum per-mile basis.

Use of personal vehicles by an employee must be authorized by the Employer. Traffic citations, parking tickets, and other traffic violation expenses are the employee's responsibility. Employees will be reimbursed for any storage, parking or toll charges. Charges for repairs, tow service, or general maintenance of a personal vehicle are not reimbursable expenses. In all cases, mileage reimbursement will be limited from headquarters to destination. The Employer is not liable for any expenses due to an automobile accident unless travel is required to perform job duties.

Wisconsin law provides that liability insurance coverage on the employees' personal vehicles is primary and will be charged before any Employer insurance coverage. Employer liability insurance covers only the excess primary insurance when on Employer approved business or training and does not include any physical damage to a personal vehicle. The Employer's insurance carrier may pay the deductible on the personal vehicle but not to exceed an amount of \$500.00.

13.03 MEAL EXPENSE

Meal receipts are required for reimbursements and reimbursement will not exceed the maximum allowed. There may be a cash advance for meals. With approval of the Employer, the Employer Credit Card may be used for paying for meals. Reimbursement will be allowed for:

- 1) Breakfast: if the employee leaves home to go directly to place of Employer Business or Training outside the Employer before 6:00 AM or is staying overnight out of Employer.
- 2) Lunch: if the employee leaves the office before 10:00 AM and returns after 2:30 PM.
- 3) Dinner: if the employee returns to the office after 7:00 PM.

No reimbursement shall be made for the cost of alcoholic beverages.

13.04 LODGING EXPENSES

Lodging expenses per night, including all taxes, shall not exceed the maximum allowed without prior Employer Board approval or their designee/s. Employees shall not be reimbursed

for telephone calls or valet or dry cleaning services. If travelers share a room, reimbursement is divided equally between them, but not to exceed the maximum amount provided.

Employees shall observe posted hotel check-out hours in order to avoid a charge for the day of departure. When registering in hotels, motels, or signing for any official purpose, employees should use their business address and identification and ask for government discounts.

If any employee is accompanied by his or her spouse on an overnight trip, the lodging clerk should write the single-room rate on the receipt since no travel expense for a spouse is reimbursable.

Lodging expenses can be handled one of four ways:

- 1) By cash reimbursement-reimbursement upon presentation of valid receipts.
- 2) Cash travel advance.
- 3) Advance registration and payment directly by Employer.
- 4) Employer credit card with a receipt required to be turned in to the Employer within three business days of the date the card was used.

13.05 REIMBURSEMENT PAYMENT PROCEDURE

Approved by the Employer Board; a claim form is needed.

Reimbursement payments shall be paid to the employee monthly to coincide with voucher approval by the Employer Board. The Employer administrator shall reimburse employees for meals and expenses exceeding \$50.00, within two to three days of a request, upon submission of receipts and approval from the Employer.

14.00 TRAINING AND EMPLOYEE DEVELOPMENT

Training may be available as needed for clerks.

15.00 PUBLIC RELATIONS & AFFAIRS

- A. Solicitation of all kinds and/or distribution of literature for all reasons is prohibited on all Employer property at all times.
- B. Public relations - starts with providing good service. All employees should always be looking for better and less expensive ways of getting the job done. They should also be trying to prevent problems if at all possible.

The public consists of people, each person different from others, so keep in mind that many people wear several different hats and belong to several groups.

The Employer Chair shall be continually aware of public perception of the Employer. Consumer satisfaction surveys shall be conducted by the Employer to achieve this goal. To help make sure the Employer has a positive image, all employees should have some knowledge and understanding of the Employer's services, duties, and offices. In a general way, know what programs and services are provided by the Employer. Know generally what the Employer does and where to go for further information.

- C. Questions and complaints - Answering questions and dealing with complaints from homeowners, business operators, public officials, and other citizens is part of a day's work. Questions and complaints usually come in three forms; in person, on the phone or through the mail.

All require prompt, courteous, and accurate replies. Complaints should be submitted in writing to the Employer for his/her review and necessary action. Complaints are especially important because they are danger signals that something is wrong. If complaints are given prompt, careful attention, services as well as public relations can be improved. All employees should know that complaints must be investigated and corrected promptly. Once the source of the problem has been found, the citizen should be told what will (or will not) be done and why. It is important to find out also whether the problem has been corrected and to ask the person who complained if there is anything else you and other employees can do to help straighten matters out.

Questions and complaints should be considered together because a question that is poorly handled will often lead to a complaint. Take your time and listen carefully when you are asked a question, and phrase your reply to make it as clear as possible.

Be careful that you do not over agree or nod too much while the other person is talking. If you do not have time to talk, say so, but then be sure to give the person a chance to talk to you later.

When you have to say no, you should break the news as gently and courteously as possible. At the same time you must make clear that you are saying "no".

Do not use evasive or ambiguous words that might lead the person to think that you have said "maybe". If it is possible to refer the person somewhere else for more information or help, by all means do so.

- 1) Face to Face:

The best way to handle either a question or a complaint is face to face, especially if the problem is technical. It is easier because both you and the citizen can observe each other, listen to each other, ask questions, and agree on the facts.

When someone approaches you, always acknowledge that person's presence either by speaking or by nodding if you are engaged in some other important task and cannot talk to the person immediately. Remember, nobody likes to be ignored.

Do not blame the person who brings a question. Instead, look at the question as a chance to provide information and possibly to correct some aspect of the program in our Employer that is deficient.

Pay attention and show interest. Sometimes a helpful way to do this is to ask questions yourself to be sure that both you and the citizen are talking about the same thing. Provide as much information as you can, factually and promptly. Do not make excuses.

If a person is "hearing impaired" or hard of hearing, look directly at them, lower the pitch of your voice and speak clearly and slowly. Do not shout. Hand and face movements also help convey a message.

2) Telephone:

The telephone is a popular way to handle questions and complaints. It is quick, easy, and inexpensive. To make the best use of the telephone, the following guidelines should be observed.

Answer the phone promptly, identify yourself and your job title, speak clearly, naturally and distinctly. Keep a pencil and paper next to the phone to note important information and messages.

If the caller is upset, remain calm, listen carefully and do not argue. Get the facts.

If a call must be transferred, relay all pertinent information to the person to whom the call is transferred so that the caller does not have to repeat the question or complaint from the beginning.

Do not keep the caller waiting while you are looking up information. If necessary, tell the person that you need time to look up the information and that you will call back as soon as possible. Be careful with the "hold" button. If you must put someone on hold, make it short.

Deliver all phone messages promptly to prevent delays in returning calls or embarrassment to the person for whom the call was intended.

End a telephone call as courteously as it began. A good final impression is important.

3) Letters and Memoranda:

Letters reflect on the Employer as an organization. They should be written with care and attention to proper spelling and grammar. Letters should be written only by the employee or official with authority to respond to the request or initiate the communication. Letters or Memos setting forth policy shall be consistent with adopted policy of the Employer or else be approved by the Employer Board or Manager. Written communications are important so follow up can be done and data is available so you can check to see what past action has been taken. Letters should be simple, clear and direct.

D. Public Records Requests:

The Employer employees making a personal request for information from Employer records shall follow the same procedures as the public to obtain information and copies of information and documents.

There is no obligation on the part of the custodian of Employer records to provide certain information by telephone. The following procedures should be followed to avoid errors or potential liability:

Advise telephone requestors of the Employer Policy and that they can come to the office to inspect and/or verify information directly from the records, or that the record can be faxed or copied and sent to them for the cost of reproduction, mailing and handling.

Or as an alternative they can sign and file a hold harmless agreement prior to the release of information by the office (Waiver of Rights which Employers that they agree to waive, not to hold the Employer liable for any unintentional or negligent errors in information supplied orally by telephone, that the requestor will inform third parties that the information was obtained by telephone and that the accuracy of the information so provided should be verified with the public record.)

16.00 SMOKING POLICY

Smoking is prohibited in Public Buildings (DILHR-SBD-7587). Therefore, smoking is prohibited in buildings owned by the Employer except in the following designated areas: Outside in a designated area which is at least 25 feet from the entrance to the Employer building.

17.00 CODE OF ETHICS FOR EMPLOYER EMPLOYEES

A. Use of Public Position or Employer Property.

Employer's employees may not use or attempt to use their positions or Employer property to gain anything of substantial value for the private benefit of themselves, their families, or organizations in which they have a significant financial interest. Organizations in

which a employee has a significant financial interest are organizations in which the employee, or a member of the employee's immediate family, is a director, officer or trustee, or owns or controls (directly or indirectly, severally or in the aggregate) at least 10% of the outstanding equity. Examples include corporations, partnerships, proprietorships, firms, enterprises, franchises, associations, or trusts.

B. Acceptance of Money or Gifts.

Employer employees may not accept anything of value with the understanding that the reward will influence their conduct of Employer business.

C. Confidentiality.

Employer employees may not use or disclose confidential Employer information in a way that could result in the receipt of something valuable for themselves, their families, or organizations in which they have a significant financial interest.

D. Awarding Contracts.

Employer employees, their families, or organizations in which they have a financial interest may not enter into contracts or leases derived from Employer funding if the employee is in a position to influence the awarding of the contract. This rule applies only to a contract or lease involving payments of more than \$3,000 within a 12-month period. An exception to this rule occurs when the employee discloses the potential conflict, when the employee is not in a position to influence the award of the contract, and when the Employer Board approves the contract. The Employer Board may approve such contracts if they determine that the contract will not substantially conflict with the employee's official duties.

E. Nepotism.

An Employer employee may not participate in the decision to hire or promote a member of his or her immediate family. Giving preferential treatment in the supervision of an immediate family member is also prohibited. Immediate family member is defined as the Employer employee's spouse, and any person who receives, directly or indirectly, more than one half of his or her support from the Employer employee or from whom the Employer employee receives, directly or indirectly, more than one half of his or her support.

F. Consultation.

If a Employer employee is concerned or suspects that an action or inaction may cause a conflict of interest or ethical violation, the employee has the duty to come forward and ask for clarification of the ethical rules as they apply to the situation. The Employer will make resources available to employees to obtain a confidential determination of the employee's position before the employee risks violating ethical standards. Failure to request such advice in advance may be considered as evidence that an ethical violation was intentional.