

Sample Personnel Policies and Practices

MISSION STATEMENT

The XXX Convention & Visitors Bureau is a destination organization whose mission is to enhance the economic base of the community through tourism. Its primary objective is to encourage utilization of member hotels using targeted marketing programs in the convention/meeting, individual, motorcoach and special events markets.

PERSONNEL POLICIES AND PRACTICES

The Bureau is an at-will employer. Nothing within these personnel policies is intended to create a contractual obligation, except as specifically provided herein, nor is there any intent to change or modify an employee's at-will employment relationship. Employees, as well as the Bureau, are free to terminate the employment relationship at any time for any reason or for no reason. No employment guarantees are being offered by the adoption of these policies. The at-will employment relationship can only be changed by action of the Board of Directors in adopting new written personnel policies or by approving a written employment contract; no one else is authorized to amend or modify the at-will employment.

Intent of Policies

This Employee Handbook has been developed for the use of employees so that there may be sufficient awareness of these policies and procedures governing employment with the Bureau and provide information about the various benefits available to you. It is not intended that any statement or statements in this Handbook will create any contract of employment other than a contract for at-will employment. A good understanding of this Handbook will promote teamwork and cooperation; similarly, a good understanding of this Handbook will serve the best interests of the employees.

Amendment of Policies

The employment policies and benefits contained in this Handbook may be modified, deleted, or added to from time to time by the Bureau at its sole discretion with approval of the Board of Directors. Employees will be notified of any such changes. Such revisions will be presented in written form so that they can be placed in the Handbook. To keep your Employee Handbook current, it is recommended that this be done immediately when new policies are distributed.

Administration

The [position] is the chief administrative officer of the Bureau. He/she is answerable to the Board of Directors and responsible for the performance and morale of all employees.

Employment

Hiring

The chief administrative officer is responsible for hiring all staff personnel as recommended by the Personnel Committee and authorized by the Board of Directors.

Equal Employment Opportunity

The XXX Convention & Visitors Bureau is an equal opportunity employer. Decisions on hiring and promotion are based only upon the applicant or employee's ability to perform the job and the employee's performance once hired. Race, color, religion, gender, national origin, age, and other factors specified in applicable statutes are not considered in decisions of employment, salaries, benefits, training advancement, or any other privileges, terms, and conditions of employment. Persons with physical handicaps will be given equal opportunity within reasonable accommodation.

Term of Employment

Employees are not employed for any definite period of time, and their employment with the Bureau can be terminated by the Bureau at any time, with or without cause, and with or without notice. Employees, of course, may terminate their employment at any time.

Probation

Full-time employees are on probation for 90 days with no benefits earned during that period. Employees continuing beyond that period shall receive the benefits described in a later section. The effective date for computing length of service is the original date of employment. The existence of this condition does not imply any contract of employment other than a contract for at-will employment.

Recruitment

When there is a vacancy for a staff position, advertisements may be placed in local newspapers (or out of area newspapers, if necessary) for qualified applicants. Applications referred on a personal basis will also be accepted and given the same consideration as all other resumes received. Relatives of the staff or Board members are discouraged from applying for staff positions.

Physical Examination

A physical examination by a licensed doctor prior to employment by the Bureau may be required. The Bureau will pay the cost of this examination, if required.

Orientation

If at all possible, new staff will have at least one-week overlap period for on the job training with their predecessor. In instances where this is not possible, the new employee will be trained by his/her immediate supervisor.

Dress Code

All employees are expected to be well groomed and neat while at work. Blue jean slacks are not to be worn to work during the normal workweek. Dress must conform to

the expected day to day business attire.

Employee Definitions

Full-time employee. A full-time employee is defined as an employee who works 35 hours per week or more on a regularly scheduled basis. Full-time employees are eligible for benefits as set forth in this Handbook, subject to various eligibility rules.

Part-time employees. A part-time employee is defined as an employee who works less than 35 hours per week on a regularly scheduled basis. Part-time employees are not eligible for the benefits listed in this Handbook unless otherwise specifically agreed to between the employee and chief administrative officer.

Termination Disputes

It is a condition of employment with the Bureau that no employee will commence any action or suit relating to his or her employment with the Bureau more than six months after the date of termination of such employment and that each employee will waive any statute of limitation to the contrary. The existence of this condition does not imply any contract of employment other than a contract for at-will employment.

Performance Appraisals

The chief administrative officer shall be responsible for evaluating employee performance on an annual basis. More frequent appraisals may also be conducted, especially for probationary employees. The undertaking of the performance appraisal does not imply any contract of employment other than a contract for at-will employment

Management objectives may be developed each year and discussed with each employee by the chief administrative officer. The aim of the annual appraisal is to objectively gauge each employee's performance as compared to the management objectives and the Bureau standards. Standards shall be based on these factors: job description, employee experience and training, and written productivity goals established by the Executive Director in cooperation with the employee. A written copy of the appraisal will be given to the employee and a copy placed in the employee's personnel file.

The Personnel Committee will handle appraisals of the chief administrative officer.

Appraisal factors should include "intangibles" (such as an employee's initiative, attitude, and steps to further his or her career development goals) as well as "tangibles (such as attendance, quality of work, and performance of each aspect of the job description).

Personnel Records

The chief administrative officer will keep personnel records. These records are to be considered confidential. Upon request, the chief administrative officer will make an employee's file available for the employee's own review. Each employee will receive copies of all evaluation documents.

Attendance and Tardiness

One of the essential elements to good work performance is a good record of attendance and punctuality. These are habits that contribute to a successful work future. However, if the employee must be absent or late, it is mandatory that they notify their supervisor or manager to take the necessary steps to assign his or her normal daily work activities to a replacement.

Hours of Work

The normal work day for all hourly employees will be from 8:00 a.m. until 5:00 p.m. Monday through Friday (except Holidays) with a one hour unpaid lunch period. The lunch hours will be staggered to keep the office open. These hours may be adjusted depending upon the need to cover special job functions.

Flexible hours between 7:00 a.m. and 6:00 p.m. can be arranged if requested by staff members. The staff member's immediate supervisor and/or the chief administrative officer must approve all such requests. Primary consideration must be adequate staffing at the Bureau office.

1. The staff is expected to be in the office and at work at their assigned starting time.
2. Lunch periods are to be observed exactly at starting and ending hours, unless prior arrangements are made with the immediate supervisor.

Overtime

Overtime pay of 1 1/2 times an employee's hourly wage will be paid for time worked exceeding 40 hours in a work week for those employees entitled to overtime under applicable law. Employees who are eligible for overtime must get approval, in writing, by the chief administrative officer.

Salaries

Salaries are administered by the chief administrative officer based on budget allocations as recommended by the Budget and Finance Committee approved by the Board of Directors. Salaries are reviewed as merited. Increases are awarded in recognition of job efficiency, carrying out assigned tasks, growth in the job, attitude, and assumption of additional responsibilities.

Salary Structure

The purpose of this special section is to establish an understandable salary structure for the XXX Convention and Visitors Bureau. It is designed to give staff members a clear picture of salary and promotional possibilities within the organization. It is subject to at least annual change and perhaps more frequently as budget considerations and performance merit.

The Bureau is able to compensate adequately only if staffed with employees who contribute to its success through their:

- Superior ability to perform their jobs.
- Dedication and interest in performing their jobs.
- Assistance in helping one another perform their jobs.
- Commitment to professional development and excellence.

The objective is to maintain salaries at a level that will attract, retain and develop staff members who have the ability to ensure the organization's success and thereby the success of its employees. An effort to keep salaries not only internally equitable but also equitable with similar positions within the area, state and nation.

Disclosure

In order that the salary policy may achieve its purpose of attracting, retaining, developing and motivating, high performance staff members, each salaried employee will be provided with a copy of their job description, performance requirements, salary administration policy and salary range for that position.

Employee Pay

Employees shall be paid by check on a bi-weekly basis on Fridays. This constitutes 26 pay periods per calendar year. Payroll checks must bear the signature of at least two of the following people: President, President-Elect, Treasurer, Secretary and/or the chief administrative officer -unless direct deposit by the Bureau's CPA firm is utilized.

Timekeeping Records

Each employee will maintain a complete time record on a daily basis on an approved form provided by the Bureau.

Advanced Pay

Requests by employees for loans or for advance payment will not be honored under any circumstances.

Payroll Deductions

Deductions are made for State Income Tax, Federal Income Tax, and Social Security (F.I.C.A.) as required by law. Deductions are also made for each employee's percentage of retirement and/or group insurance programs. United Way contributions may also be deducted when the employee requests.

Outside Employment

The policy concerning outside or supplemental employment applies to all employees who engage in any type of employment over and beyond their normal duties for the Bureau. Any employee engaging in supplemental employment is responsible for assuring that: 1) the activity in no way interferes with or adversely reflects upon the Bureau or its members, 2) the supplemental work must in no way interfere or conflict with regular job duties or performance for the Bureau, 3) that no supplies, information,

files or equipment which can be construed as property of the Bureau shall in any way be used in supplementing the employee's income. It is the employee's responsibility to assure that outside employment does not violate any of the above principles and that his/her immediate supervisor has been contacted in advance of making any commitment for supplemental employment by the employee. Any supplemental employment by employees must be approved by the Executive Committee.

Benefits

Group Medical Insurance Program

All full-time employees shall be eligible for fully paid group medical insurance coverage at the completion of their probation period, under a policy to be determined from time to time by the sole discretion of the Board of Directors. Coverage provided is for the individual employee. If family coverage is desired the employee may be required to pay all or part of the difference between individual and family coverage costs. Part time or temporary employees are not eligible for the group medical insurance program.

Pension Program

Employees are eligible for retirement contribution in accordance with the 5304 Simple IRA guidelines on file with the Bureau.

Vacation Leave

All full-time permanent employees shall be eligible for vacation according to the following schedule: After completing 6 months of service, employees are eligible for 5 days of paid vacation to be used during the next 18 months. After completing 12 months of service, employees are eligible for 10 days of paid vacation per year. After completing 3 years of service, employees shall receive one additional day of vacation per year for each year of service over 3 years, to a maximum of 25 days of vacation per year. Vacation is not cumulative and may not be carried over to subsequent years except as provided above.

Request for vacation days (paid or unpaid) should be submitted in writing to the chief administrative officer. Vacation will be granted to fit the employee's requests when possible. The chief administrative officer has the authority to decline a request if it would create a hardship in the operation of the Bureau.

If a designated holiday falls within your vacation, you will receive an additional day of vacation, the time to be arranged with the chief administrative officer. Employees on leave of absence without pay will not receive any vacation credits during such leave.

Holidays

Full time employees of the Bureau will receive eight full and two half-day holidays per year with pay. The holidays observed are as follows:

New Year's Day
Good Friday
Memorial Day
Independence Day

Labor Day
Thanksgiving Day
Friday after Thanksgiving
Christmas Eve Day (1/2)
Christmas Day
New Years Eve Day (1/2)

Employees who are absent without permission or a doctor's excuse on the last scheduled workday before a holiday or the first scheduled work day after a holiday, do not qualify for holiday pay. If a holiday falls on a Saturday or Sunday, Friday or Monday will be observed respectively.

Absences

Employees may be excused for special purposes at the discretion of the chief administrative officer. Personal appointments should be scheduled during non-working hours. They are generally not considered adequate reasons for absence from work.

Sick Leave and Personal Day

Paid sick leave will be allowed upon completion of the probationary period. A total of 5 days per year will be allotted for the use of sick leave earned at a rate of one half day per month. Maximum accumulation of sick leave shall be 20 days. The chief administrative officer may make reasonable requests for medical certification. No employee shall be entitled to be paid for accumulated sick leave before or after the employment relationship is terminated. Employees on leave of absence without pay will not receive any sick leave credit during such leave.

Full time permanent employees shall be eligible for one personal day per calendar year after completing 90 days of continuous employment. Requests for a personal day should be made in writing in advance to the chief administrative officer or by notification and follow-up written documentation in cases of an emergency nature. This day is not cumulative and may not be carried over to subsequent years.

Absences Without Pay

Sometimes there are reasons for an employee to be away from the job that do not qualify as paid absences. In these situations, employees may be granted a leave of absence without pay authorized by the chief administrative officer. Requests must be made in writing. Authorized leaves of absence do not constitute a break in service. Failure to return to work or arrange for an extension of leave is considered an automatic termination. Staff members may not accept compensation for work elsewhere during a leave of absence.

Bereavement

Should an employee be absent because of a death in his/her immediate family (parent, spouse, child, sister, brother, or other relative if they live in the same household), the Bureau will pay the normal wages for up to three days of necessary absence.

The immediate supervisor must approve attendance at funerals for other than immediate family, and the time deducted from the normal workweek for payroll

purposes. Exception to the above must receive chief administrative officer's approval.

Jury Duty

Absence for jury duty shall be approved paid absence for salaried employees. Compensation received (not to include expense reimbursement) other than from your employer for such service, shall be submitted to the employer. Hourly employees are not paid for their absence for jury duty. An employee is expected to report to work upon release from jury duty.

Inclement Weather

In case of inclement weather, closing of the office is at the discretion of the chief administrative officer. The chief administrative officer will notify office staff of office closings.

Additional Policies

Accidents

Should an employee receive injuries during the performance of their duties, they should report it immediately to the chief administrative officer. Prompt reporting of accidents is for the protection of the employees, all of whom are covered by Workman's Compensation as required by the State of [State].

Driving on Bureau Business

It is the responsibility of all employees to provide their own insurance to cover any damages that may occur while driving on bureau business. Any citations employees may receive for traffic violations while driving their personal car on Bureau business are the responsibility of the employee and not that of the Bureau.

Alcohol and Substance Abuse

Consumption of alcoholic beverages on Bureau premises, except at special functions sponsored by the Bureau, is prohibited. The law prohibits the use of, or traffic in, illegal drugs or drugs not prescribed by an attending physician. At no time is a Bureau employee to be at work under the influence of alcohol or drugs. Violations of any of these restrictions may, with the Bureau's discretion, result in immediate dismissal.

Sexual Harassment

The Bureau prohibits any sexual harassment of employees by any Bureau employee. Sexual harassment is a serious violation of Bureau rules, which will subject the violator to discipline including discharge.

Sexual harassment is defined as unwelcome sexual advances, requests of sexual favors, and other verbal or physical conduct or communication of a sexual nature when:

1. Submission to such conduct or communication is made a term or condition either explicitly or implicitly to obtain employment.

2. Submission to or rejection of such conduct or communication by an individual is used as a factor in decisions affecting such individual's employment.
3. Such conduct or communication has the purpose or effect of unreasonably interfering with an individual's employment or creating an intimidating, hostile, or offensive employment environment.

An employee who believes he or she has been sexually harassed should promptly report such harassment to the chief administrative officer or, if the harassment involves the chief administrative officer, to the Chairman of the Board of Directors. The chief administrative officer or the Chairman will make a full investigation of any report of sexual harassment.

Employees are discouraged from dating other staff members.

Confidential Information

Confidential information must be protected and treated as such at all times. Bureau business is not to be discussed with anyone other than Bureau staff or officers.

Personal Use of Equipment and Telephone

Personal use of Bureau equipment (copier, typewriters, postage meter, etc.) is allowed on an employee's own time and at the discretion of the immediate supervisor. Reimbursement must be made immediately for all supplies and material used. Payment must be made to the chief administrative officer and a receipt issued.

It is expected that a certain amount of personal telephone calls may be unavoidable while at the office. Local personal calls should be kept to a minimum. Long distance personal calls may be made as long as the Bureau is reimbursed promptly for these phone calls. The CVB's 800 line is not to be used for personal telephone calls.

Personal Property

The use of personal property on the job by an employee does not convey the property to the Bureau, but is a reimbursable expense providing advance approval was given by the chief administrative officer.

House Cleaning

Each staff person is responsible for the cleanliness/neatness of their own work area and is expected to maintain the work area in a reasonable condition at all times.

Music

Soft background music at the office is allowed.

Gambling

Gambling and betting pools at the office are discouraged.

Gifts

The acceptance of small token gifts (under \$50 value) by businesses or organizations to Bureau staff is allowed but is not to be construed as the acceptance of an obligation to the giver. Gifts of greater than \$50 value should be discussed with the chief administrative officer.

Collections, Solicitations and Petitions

Collections, solicitations and petitions by Bureau staff or visitors to the office must be approved by the Board of Directors.

Organizational Affiliations

The Bureau encourages employees to join other organizations that are not in conflict with the aims and objectives of the XXX Convention & Visitors Bureau. An employee should consult with the chief administrative officer before accepting an office or other prominent position in such an organization where they will be expected to act and voice opinions, as actions or utterances made as an individual may be misinterpreted as an official Bureau policy.

Political Activities

Political activity is not discouraged, but must be conducted on an employee's own time. The participant must indicate clearly that positions taken are not necessarily the position of the Bureau.

Reimbursable Expenses

In the course of doing business on behalf of the Bureau, it is expected that employees will, from time to time, incur expenses that may be considered reimbursable on an at-cost basis by the Bureau. Such expenses include the following expenses:

- Meals
- Refreshments
- Mileage at the current standard federal allowance.
- Supplies or decorations for a Bureau event.

All such expense reimbursement will be approved by the chief administrative officer or the Executive Committee and should be submitted on the approved reimbursement voucher furnished by the chief administrative officer and accompanied by receipts and proper documentation.

Visitors

Personal visitors to the office are allowed within reason.

Problem Solving

In order to maintain effective working relationships with others, all employees are expected to follow rules of acceptable social behavior, as well as established policies and procedures. Mutual cooperation and self-discipline normally maintain good

relationships. When this is not the case, the supervisor or employee is expected to take appropriate action to correct the problem.

If an employee has a complaint he/she should discuss it with the chief administrative officer and attempt to resolve the matter. If not resolved at that level the employee should submit the complaint or problem in writing to the President for resolution. All employees should take an active part in the follow through of any complaints, problems or suggestions that in their opinion would contribute to a smoothly running operation for the Bureau and benefit both the Bureau and its members.

Suggestions

Suggestions are encouraged and all written suggestions will be reviewed by the chief administrative officer/Executive Committee.